

August 2019

(Last Updated ; June 2020)

Tokyo Waterfront City

Disaster Preparedness Guide If a disaster occurs



What to do
if a disaster occurs.

The official character
of Tokyo Bousai
“Bosai the Rhino”

Tokyo Waterfront City Association
Bureau of Port and Harbor, Tokyo Metropolitan Government

Ensure your safety first

If a large-scale earthquake occurs, it is important to not start moving unless necessary and to stay put in a safe place.

- ◆ Pay attention to the points below and act calmly.
- ◆ In times of disaster, train/subway stations, etc. may become overwhelmed with people. Trying to force your way home could result in a secondary disaster.

Follow these points if a disaster occurs:

1. Ensure your safety and beware of toppling or falling objects! Protect yourself first.

2. When the tremors subside, evacuate to a safe place! Please follow instructions given by station attendants or facility staff.

3. Stay at a safe place!

4. Gather accurate information!

Metropolitan temporary shelters are available in Tokyo Waterfront City if you cannot stay where you are ⇒P.3

● Tokyo Odaiba Free Wi-Fi ⇒P.4

● Disaster Preparedness Tokyo app ⇒P.5



For appropriate action to take when disasters other than earthquakes occur, refer to the Disaster Preparedness Tokyo App:
<https://www.bousai.metro.tokyo.lg.jp/1005744/index.html>

For those unable to return home

There are 10 metropolitan temporary shelters located throughout Tokyo Waterfront City. When a disaster occurs, the shelters can temporarily house those who have nowhere to stay until they are able to return home. They have three days worth of food and water, portable toilets, generators, and others.

Metropolitan temporary shelters

- Daiba area
 - Daiba Frontier Bldg.
 - Odaiba Marine Park
- Aomi Area
 - Time24 Bldg.
 - Telecom Center Bldg.
 - Tokyo Metropolitan Industrial Technology Research Institute Headquarters
- Ariake area
 - Tokyo Fashion Town (TFT Bldg.)
 - Ariake Tennis Park
 - Ariake Frontier Bldg.
 - Ariake Park Bldg.
 - Tokyo International Exhibition Center (Tokyo Big Sight)



Telecom Center Bldg.



Source: Tokyo Teleport Center, Inc. website

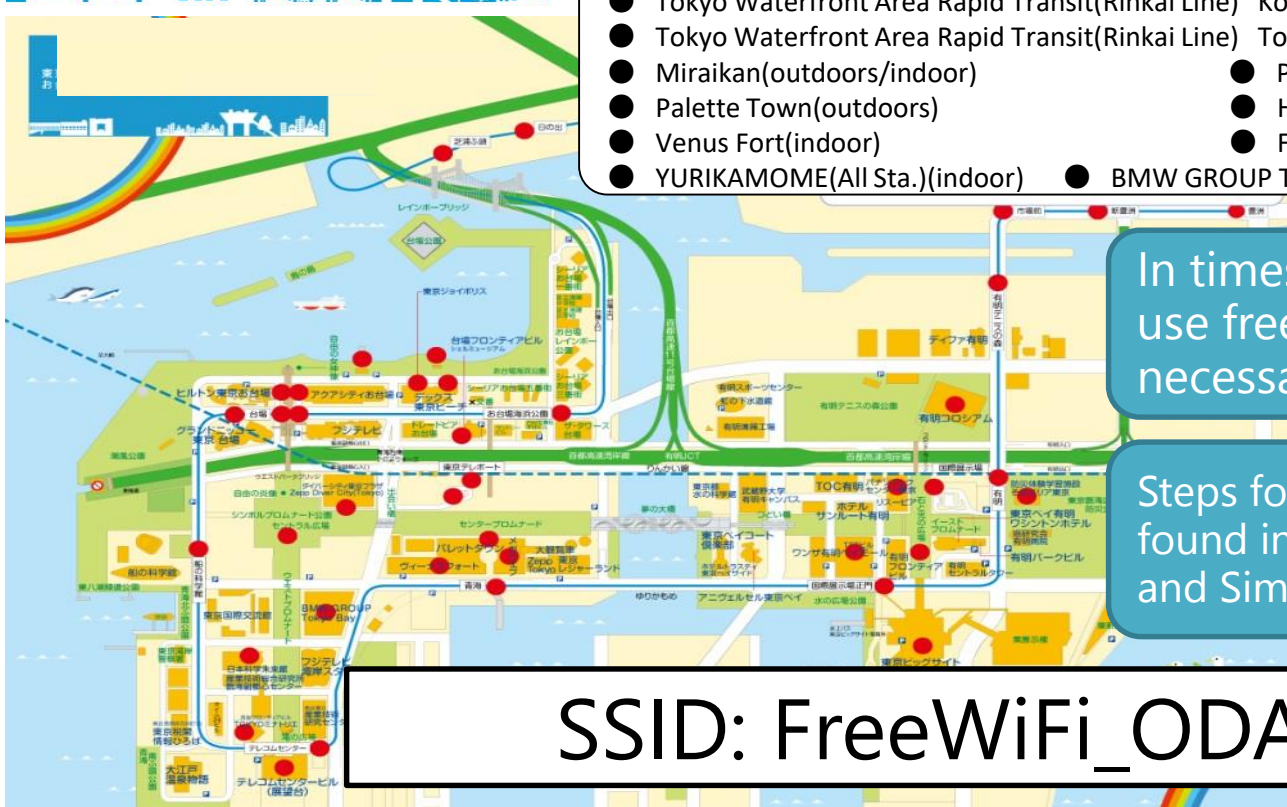
Metropolitan temporary shelters



Metropolitan temporary shelters can be found using the Disaster Preparedness Tokyo app. The app can also guide users to the shelters.



Free Wi-Fi



- AOMI Frontier Building(outdoors)
- Ariake Colosseum(indoor)
- Tourist office(indoor)
- The Tokyo Rinkai Disaster Prevention Park SONA AREA TOKYO(outdoors/indoor)
- Symbol Promenade Park (Central Square)(outdoors)
- DAIBA Frontier Building(outdoors)
- Telecom Center Building(outdoors/indoor)
- TOKYO BIG SIGHT(outdoors)
- Tokyo Waterfront Area Rapid Transit(Rinkai Line) Kokusai-tenjijo Sta.(outdoors)
- Tokyo Waterfront Area Rapid Transit(Rinkai Line) Tokyo Teleport Sta.(outdoors)
- Miraikan(outdoors/indoor)
- Palette Town(outdoors)
- Venus Fort(indoor)
- YURIKAMOME(All Sta.)(indoor)
- AQUA CITY ODAIBA(outdoors/indoor)
- ARIAKE Frontier Building(outdoors)
- GRAND NIKKO TOKYO DAIBA(outdoors)
- DECKS Tokyo Beach(outdoors/indoor)
- TOKYO JOYPOLIS(indoor)
- Tokyo Fashion Town Building(outdoors/indoor)
- Panasonic Center Tokyo(indoor)
- Hilton-Tokyo-Odaiba(outdoors)
- FUJI TELEVISION NETWORK(outdoors/indoor)
- BMW GROUP Tokyo Bay(indoor)
- MEGA WEB(indoor)

In times of emergency, you can use free Wi-Fi to obtain necessary information.

Steps for using the service can be found in Japanese, English, Traditional and Simplified Chinese and Korean

SSID: FreeWiFi_ODAIBA

For details visit: <https://www.tokyo-odaiba.net/en/wifi>

Disaster Preparedness Tokyo App

This app from the Tokyo Metropolitan Government can help you before and during a disaster.



Users can check the locations of metropolitan temporary shelters with this app.



Android



iOS



The map shows the locations of Disaster Prevention Facilities and Support Stations. You can download maps to use offline to help you get there from your current location.

Check food or room preparations. Make notes for each item, or enter expiration dates for food items.



Water supply stations

The TMG Bureau of Waterworks is implementing various disaster countermeasures such as accelerating plans to install earthquake-resistant piping. But, if water supply is disrupted in a disaster, Emergency Water Supply Stations, such as the Ariake Water Supply Station in the Tokyo Waterfront City area, will distribute water.

A detailed list of locations can be found at the site below:

<https://www.waterworks.metro.tokyo.jp/eng/life/shinsai/ichiran.html>



Waste collection

If waste collection is suspended when a disaster occurs, municipalities will designate the separation and disposal methods and temporary collection points for regular waste. Once systems for collection have been established, waste will be transported to treatment facilities.

Regarding waste from the disaster, municipalities will designate the separation and disposal methods along with securing temporary disposal locations and preparing collections systems.

Temporary toilets

Along with installing manhole toilets and portable toilets, municipalities will prepare necessary collection systems to transport excrement to sewage treatment facilities.

To ensure that evacuation center and other toilets remain functional in times of disaster, the TMG Bureau of Sewerage is promoting the earthquake-proofing of manhole connections to sewer pipes that accept waste water from the evacuation centers and other places.

Disaster Response Yellow Pages

Disaster management websites ①

As of June 2020

Tokyo Metropolitan Government (Disaster Prevention Information)	(Automated translation)	https://www.bousai.metro.tokyo.lg.jp/index.html
Minato City (Disaster preparedness/response)	(Automated translation)	https://www.city.minato.tokyo.jp/bosai-anzen/bosai/index.html
Koto City (Disaster preparedness information)	(Automated translation)	https://www.city.koto.lg.jp/bosai-top/index..html
Shinagawa City (Disaster preparedness)	(Automated translation)	https://www.city.shinagawa.tokyo.jp/PC/bosai/bosai2/index.html
Tokyo Fire Department		https://www.tfd.metro.tokyo.jp/eng/index.html
Prime Minister of Japan and His Cabinet (Disaster Preparedness Information)	(Japanese-language only)	http://www.kantei.go.jp/jp/headline/bousai/
Prime Minister of Japan and His Cabinet (Infectious diseases)	(Japanese-language only)	http://www.kantei.go.jp/jp/headline/kansensho/
Cabinet Office Japan	(Disaster Management in Japan)	http://www.bousai.go.jp/index-e.html
Cabinet Secretariat (Civil Protection Portal Site)		http://www.kokuminhogo.go.jp/en/pc-index_e.html
Ministry of Land, Infrastructure, Transport and Tourism (Disaster Prevention Portal)		https://www.mlit.go.jp/river/bousai/olympic/en/index.html
Fire and Disaster Management Agency of the Ministry of Internal Affairs and Communications		https://www.fdma.go.jp/en/post1.html
Japan Meteorological Agency		http://www.jma.go.jp/jma/indexe.html
Ministry of Health, Labour and Welfare (Infectious disease information)	(Automated translation)	https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/kenkou/kekkaku-kansenshou/index.html

Disaster Response Yellow Pages

Disaster management websites ②

As of June 2020

Tokyo Metropolitan Police Department Traffic Restrictions in the Event of an Earthquake (Lower 6 or Higher on the JMA Scale)	https://www.keishicho.metro.tokyo.jp/multilingual/english/natural_disasters/traffic_control_eq/index.html
Japanese Red Cross Society	http://www.jrc.or.jp/english/
Japan National Council of Social Welfare (Information on volunteering) (Japanese-language only)	https://www.saigaivc.com/
TEPCO (Tokyo Electric Power Company) (What to do if the power goes out)	https://www.tepco.co.jp/pn/pg/outage/todo-e.html
Tokyo Gas (Resetting your meter)	https://www.tokyo-gas.co.jp/en/emergencies/meter.html
The General Insurance Association of Japan	https://www.sonpo.or.jp/en/
NHK ONLINE (Local disaster information) (Japanese-language only)	https://www5.nhk.or.jp/saigai/index_fd.html
NHK ONLINE (Weather, disasters) (Japanese-language only)	https://www.nhk.or.jp/kishou-saigai/

Foreign-language information sources

NHK WORLD (radio news) (available in 16 languages)	https://www3.nhk.or.jp/nhkworld/en/radio/
Bureau of Citizens and Cultural Affairs, TMG (Leaflets and cards in foreign languages for those unable to speak Japanese)	https://www.seikatubunka.metro.tokyo.lg.jp/en/bosai.html
Tokyo Convention & Visitors Bureau (Initial disaster response manual for those helping non-Japanese speakers) (Japanese-language only)	https://www.sangyo-rodo.metro.tokyo.lg.jp/tourism/kakusyu/manual/
"Safety tips," a push notification app for foreign travelers	https://www.mlit.go.jp/kankocho/en/page08_000103.html

Disaster Response Yellow Pages

Twitter accounts for disaster management

As of June 2020

TMG Disaster Prevention	@tokyo_bousai (Has Twitter Alerts)
Minato City (Disaster/emergency response-related information)	@minato_city (Has Twitter Alerts)
Koto City disaster-related information	@koto_bosai
Shinagawa City	@shinagawacity (Has Twitter Alerts)
Tokyo Fire Department	@Tokyo_Fire_D (Has Twitter Alerts)
Prime Minister of Japan and His Cabinet (Disaster/crisis management information)	@Kantei_Saigai
Disaster Management, Cabinet Office	@CAO_BOUSAI
Ministry of Land, Infrastructure, Transport and Tourism	@MLIT_JAPAN
Fire and Disaster Management Agency	@FDMA_JAPAN
Japan Meteorological Agency	@JMA_kishou
Natural Disaster and Accident Rescue Division, Security Bureau, Metropolitan Police Department	@MPD_bousai
NHK News	@nhk_news
Japanese Red Cross Society	@JRCS_PR
Tokyo Electric Power Company (TEPCO)	@OfficialTEPCO

Disaster Response Yellow Pages

Websites for transportation information

As of June 2020

Rinkai Line (Service information)		https://service.twr.co.jp/service_info/information_en.html
Yurikamome (Service information)		https://www.yurikamome.co.jp/en/ride-guidance/operation.html
JR East Japan (Service information)		https://traininfo.jreast.co.jp/train_info/e/
Tokyo Metro (Service information)		https://www.tokyometro.jp/lang_en/index.html
Toei Subway (Service information)		https://www.kotsu.metro.tokyo.jp/eng/services/subway/operation_status/
Japan Road Traffic Information Center	(Japanese-language only)	http://www.jartic.or.jp/
Bureau of Port and Harbor, TMG (Waterfront road regulation information)	(Automated translation)	https://www.kouwan.metro.tokyo.lg.jp/saigai.html
Haneda Airport (Flight information)		https://tokyo-haneda.com/en/flight/index.html
Narita Airport (Flight information)		https://www.narita-airport.jp/en/flight/



Disaster Response Yellow Pages

Twitter accounts for transportation information

As of June 2020

Rinkai Line	@twr_official
Yurikamome	@yurikamome_info
JR East Japan	@JREast_official
Tokyo Metro (Ginza Line service information)	@G_line_info
Tokyo Metro (Yurakucho Line service information)	@Y_line_info
Bureau of Transportation, TMG (Toei subway, Toden Arakawa Line, Nippori-Toneri Liner)	@toeikotsu
Bureau of Port and Harbor, TMG (Waterfront road regulation information)	@tocho_kouwan

