

Safety and Relief Handbook

Crime Prevention

- Fraud
- Domestic Violence
- Consumers Trouble etc.

Disaster Prevention

- Earthquake Disaster
- Wind and Flood Disaster etc.



FY2021

Please use this handbook "in case of emergency" or "you find yourself almost in trouble".

Foreword

I thank the residents of Taito City for your kind daily understanding and cooperation in our efforts for a comfortable, safe and secure city.

In the Metropolitan area, it has been assumed that a Tokyo near-field earthquake is highly likely to occur. In addition, in recent years, there have been many river floods and landslide disasters across Japan. In Taito City, we took the lessons learned from Typhoon #19 of 2019 (Hagibis) to set up the "Taito City Wind and Flood Disaster Response Policy".

Also, in terms of crime prevention, it is important to raise the area's awareness for it to make efforts to create an environment that does not promote crime outbreaks.

Let us continue to coordinate self-help, mutual aid, and public assistance to make our city disaster-resistant and crime-free.

Upon revising the "Taito City Safety and Relief Handbook", we added the Wind and Flood Disaster Edition. We hope this handbook helps you prevent disasters and crimes at your home, workplace, etc.

March, 2022

Yukuo Hattori, Mayor, Taito City



Disaster Prevention Contents

Earthquake Disaster Edition

Overview of possible earthquake disasters in Taito City 2

- 1 Simulated damages in Taito City in case of Northern Tokyo Bay Earthquake
- 2 Simulated intensity level distribution map in case of Northern Tokyo Bay Earthquake of Magnitude 7.3

Everyday preparedness 3~6

- 1 Family safety measures
- 2 Safety measures in high-story buildings/apartments
- 3 To avoid fire
- 4 Survival kit / Stockpiles
- 5 Local disaster prevention activities
- 6 Earthquake early warning

When an earthquake occurs... 7~10

- 1 Basic order of evacuation in Taito City
- 2 Secure your physical safety
- 3 When there's a fire...

Wind and Flood Disaster Edition

Overview of possible wind and flood damage in Taito City 11~12

- 1 Inland inundation
- 2 Inundation by river water
- 3 Storm surge
- 4 Landslide disaster

Everyday preparedness 13~16

- 1 Check the hazard map
- 2 Check how to evacuate
- 3 Check the evacuation activities
- 4 Check the evacuation sites in case of wind and flood damage

When you evacuate... 17~18

- 1 Evacuation information
- 2 Weather information for disaster prevention
- 3 Things to keep in mind when you evacuate

Gathering Information

Information provided by Taito City etc. 19

How to check the weather information for disaster prevention 20~21

- 1 Information on typhoons
- 2 Information on inland inundation
- 3 Information on flood in Arakawa and Kanda Rivers and storm surge
- 4 Information on landslide disasters

Other Measures for Disasters

Safety confirmation 22

- 1 Disaster Emergency Message Dial (171)
- 2 Disaster Message Board (Web171)

For persons requiring special care and consideration 23

First aid (cardiopulmonary resuscitation/AED) 23

Overview of possible earthquake disasters in Taito City

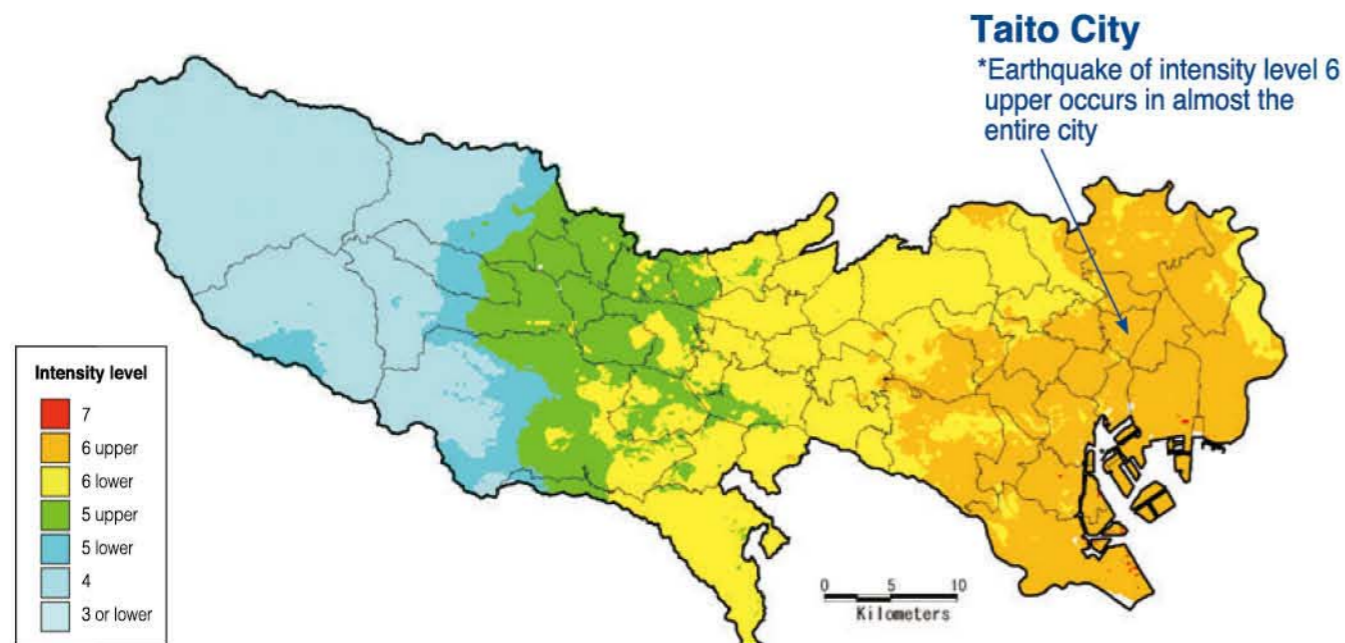
Taito City is expected to have a strong quake of intensity level 6 upper in almost the entire city when an earthquake with epicenter in northern Tokyo Bay ("Northern Tokyo Bay Earthquake") hits. It is important to make necessary preparations on a daily basis.

1 Simulated damages in Taito City in case of Northern Tokyo Bay Earthquake

| Type of damage | | Simulated damages | |
|----------------------------------|--------------------------------------|----------------------------------|----------------------------------|
| | | Winter 12:00 (wind speed 8m/sec) | Winter 18:00 (wind speed 8m/sec) |
| Building damages | Demolished buildings | 8,063 bldgs. | 9,417 bldgs. |
| Human damages | Deaths | 485 persons | 482 persons |
| | Injured | 6,009 persons | 5,548 persons |
| | People living in evacuation shelters | 47,967 persons | 50,774 persons |
| Lifeline malfunction rate | Waterworks | Water outage rate 61.1% | |
| | Sewerage | Culvert damage rate 31.7% | |
| | Gas | Malfunction rate 88.7~100.0% | |
| | Electricity | Blackout rate 50.9% | Blackout rate 52.3% |
| | Communication facilities | Disconnection rate 4.5% | Disconnection rate 7.3% |
| Stranded people | | 112,757 persons | |
| Stranded elevators | | 475 units | 481 units |

Reported April 18, 2012 At the Tokyo Metropolitan Government Disaster Prevention Council

2 Simulated intensity level distribution map in case of Northern Tokyo Bay Earthquake of Magnitude 7.3



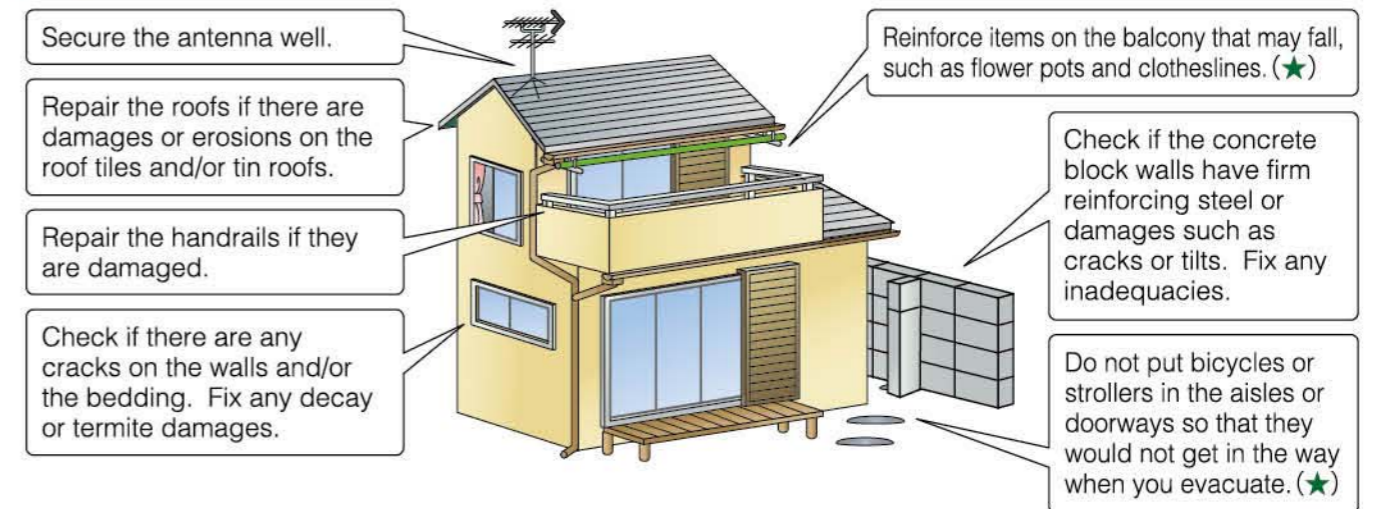
Everyday preparedness

Unlike flood damages, you cannot predict the occurrence of earthquakes in advance. To keep the damages to a minimum, it is important to take countermeasures for earthquakes in your surroundings on a daily basis.

1 Family safety measures

Outdoors

★are the countermeasures that those who live in apartments could personally take.



Indoors



Taito City offers furniture fall prevention devices to households with the elderly at home. There are eligibility requirements. For more information, please contact the Elderly Welfare Division (phone 03-5246-1222).

2 Safety measures in high-story buildings/apartments

● Make efforts to prevent furniture and office device falls

On higher floors, sometimes slow quakes last a very long time. Make thorough efforts to prevent falls of furniture, etc.

● Keep stockpiles in apartments and buildings

When the elevator stops, there are risks of isolation within the building. Keep stockpiles of food, drinking water, portable toilets, etc.

● Construct a voluntary disaster prevention system

Discuss disaster prevention with residents in the same building or apartment to prepare to help one another at times of disaster.

3 To avoid fire

Everyday fire prevention / safety management

- Point**
- Do not put flammable items on/around the gas stove.
 - Put cooking oil at a safe place. Stay by the fire when you use oil in cooking.
 - Do not keep on the pilot flame of gas devices etc.
 - Keep the fan heater and stove away from sliding doors, shoji screens curtains, etc.
 - Do not keep the candles and incense sticks burning. Make sure to put the fire off when you leave them.



Preparations to put off the fire

- Point**
- Have the fire extinguisher ready in case of a fire outbreak.
 - Besides your home, check where the fire extinguishers are at the complex housing, on the streets, public facilities, etc.

<How to use a fire extinguisher>

- ① Pull off the safety pin
- ② Aim the hose towards the fire
- ③ Squeeze the lever



- Always leave some water in the bathtub and have a bucket ready nearby. Leftover bath water can put off fire as well as be used as daily life water at times of disaster. (If your family has small children, beware of near-drowning accidents.)

Residential fire alarm

- Point**
- A residential fire alarm is a device installed on the ceiling or the wall, and at the start of the fire, senses the smoke and heat and alerts us with an alarming sound or a voice.
 - You are required by the Fire Prevention Ordinance of the Metropolitan government to install residential fire alarms. Install in all rooms, kitchen, and stairs as possible as you can. For more information, contact your nearest fire station. (Contacts: See page 41)



Earthquake-sensitive circuit breaker

- Point**
- An earthquake-sensitive circuit breaker is a device that automatically turns off the breaker and cuts off electricity when it senses an earthquake.
 - It is said that over 60% of fire outbreaks at times of earthquake are due to fire from electric devices caused by the earthquake shakes or fire from the recovery from blackout (fire by energization). Install an earthquake-sensitive circuit breaker to avoid fire by energization.



4 Survival kit / Stockpiles

Survival kit

- Point**
- Put the things you will be taking with you when you evacuate in a backpack etc. so that you can take it out immediately.
 - What you will need depends on each person or family, such as pairs of glasses, household medicine, and powdered milk. Prepare for the things that are necessary for yourself.

Valuables

- Cash
- ID
- Cards
- Spare keys (home, car, etc.)

Drink/food

- Drinking water (in plastic bottles)
- Emergency food (hardtack, canned food, etc.)

Information sources

- Portable radio
- Battery chargers of mobile phones, etc.
- Extra batteries
- Writing tools / memo pad

Sanitary goods

- Anti-infection goods (masks, etc.)
- Tissue paper / wet wipes
- Portable toilet

Daily supplies

- Flashlight (with batteries set)
- Cotton work gloves / leather gloves
- Towels / furoshiki (wrapping cloth)
- Plastic bags
- Utility knife
- Raincoat / rain gear / basic protection against cold
- Extra clothes / slippers
- Disposable body warmer

Stockpiles

- Point**
- When a disaster occurs, the lifeline will be cut down and the logistics stop. You will not be able to lead a daily life. In addition, the top priorities in the first 72 hours of a disaster outbreak are fire extinguishment and life saving; other supports from the government will take time.
 - Keep stockpiles per your or your family's situation at all times.
 - Keep your daily food on stock rotation (see below) so that you'll be able to eat what you always eat, even at times of emergency.

Drink/food

- Drinking water
- Rice / instant rice
- Vacuum-packed food / canned food / dried food / seasoning

Things you need when you eat

- Paper plates / paper cups / disposable chopsticks
- Food wraps
- Can opener / utility knife
- Plastic water tank
- Gas cartridge tabletop stove / extra gas cartridge

Daily supplies

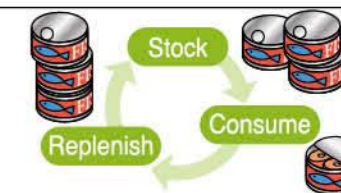
- Toothbrushes / oral care goods
- Clothes (seasonal ones) / blankets
- Towel
- Blue tarps (to prevent leaking of rain)
- Tools (crowbar, hammer, etc.)
- Batteries
- Candles
- Duct tape / permanent marker
- Plastic bags (small/medium/large) / handbag

- Newspaper (can be used in many ways)
- Cardboard
- Masking tape
- Portable toilet

Prepare for at least 3 days' (preferably 1 week's) worth of stockpile.

Stock daily by stock rotation

- "Stock rotation" is to have extra amount of food you eat daily and replenish the amount you have used to be prepared for disasters. In this way, you will be able to spend a close-to-daily life even in disaster, while keeping the stockpile fresh.



Support for emergency supply purchases

Taito City joins forces with Tokyo Katsushika Welfare Factory to offer support for emergency supply purchases.

20% discount is available for emergency supply purchases. For more information, please refer to the flyer shown on the right, distributed at the Taito City Crisis & Disaster Management Section (10th floor of the City Hall), municipal offices, district centers, etc. (The design may depend from time to time.)



5 Local disaster prevention activities

Activities by voluntary disaster prevention organizations

A voluntary disaster prevention organization is a resident-driven disaster prevention organization mainly engaged in early extinguishment of fire, patrolling to watch out for fire, and raising awareness in fire prevention. Expectations are especially high for early rescue and help and support for persons requiring special care and consideration (see page 23) at times of disaster.

A voluntary disaster prevention organization offers training for how to operate a fire pump, how to use a fire extinguisher, food and water supply, first aid, etc. Residents are encouraged to actively participate in the training.

In Taito City, the neighborhood associations' disaster prevention teams are considered voluntary disaster prevention organizations. Sometimes the apartments' management association boards do similar activities as well.



Local deployment of fire extinguishers

The city and its neighborhood associations deploy fire extinguishers on street corners and major roads. The early extinguishment of fire by the collaboration of local people using these fire extinguishers is one of the important activities that can prevent the spread of fire. Check on a daily basis as to where they are deployed.



Earthquake disaster countermeasures at housing complexes

Taito City has put together the "Disaster Prevention Handbook For Housing Complexes" for housing complex residents. It has detailed information on the disaster prevention measures unique to housing complexes. You are encouraged to take a look.

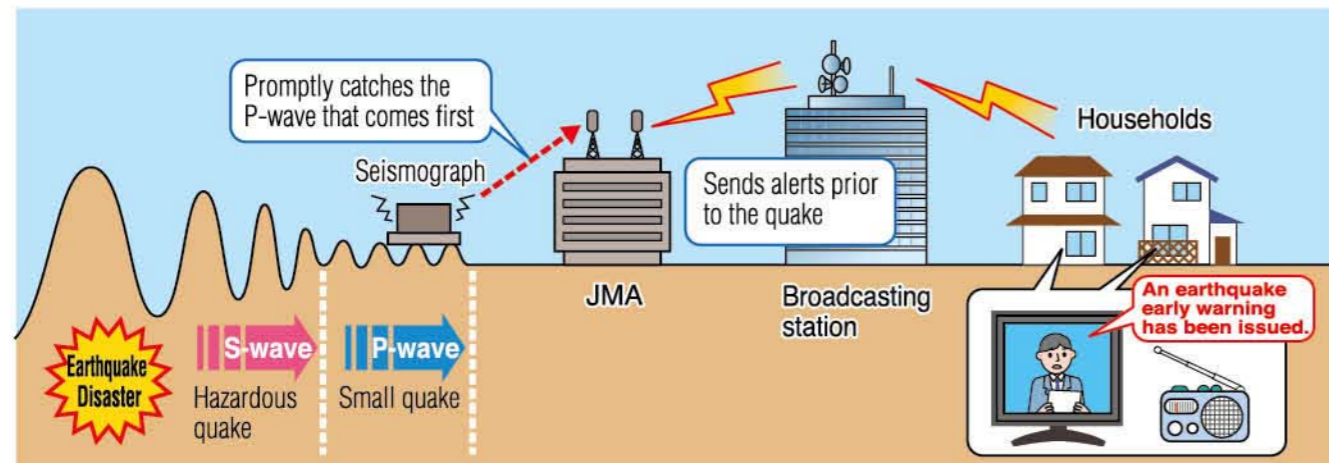
The Handbook is distributed on the 10th floor of Taito City Hall (Crisis & Disaster Management Section), City offices, district centers, etc.



6 Earthquake early warning

Upon the outbreak of an earthquake of the minimum intensity of 5 lower, an "earthquake early warning" (EEW) is issued to inform in advance the areas that will have a strong quake of intensity 4 or higher, before the actual earthquake occurs. However, there will only be a few to a few dozen seconds from the issuance to the occurrence of the strong quake. You will need to take action to protect yourself in such a short time. When you recognize the EEW, do not panic; hide in places such as under the desk to avoid injury from furniture falls and falling objects.

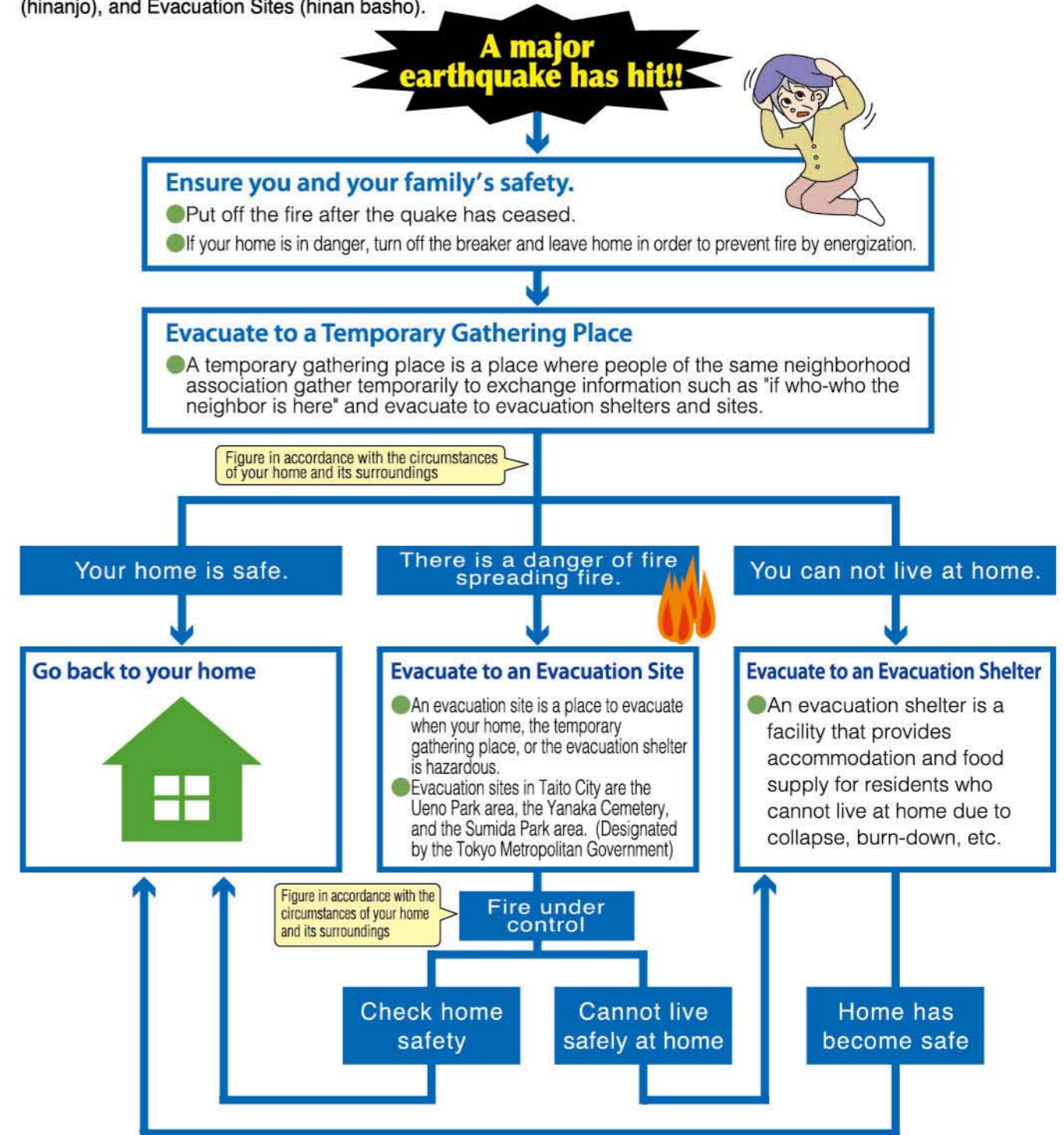
EEWs are most commonly available through TV and radio broadcasts and mobile phones. Some facilities may make announcements through the PA systems.



When an earthquake occurs...

1 Basic order of evacuation in Taito City

In our city, each town council has designated Temporary Gathering Places (ittoki shugo basho), Evacuation Shelters (hinanjo), and Evacuation Sites (hinan basho).



Areas Where Evacuation is not Necessary

- An Area Where Evacuation is Not Necessary is the area where incombustibility has proceeded, where large urban fires do not occur, and even in the event of fire, safety can be ensured by evacuating a short distance (about 1 block) and there is no need to evacuate to a wider area.
- Areas Where Evacuation is Not Necessary in Taito City are Akihabara and Ueno 1-6. (Designated by the Tokyo Metropolitan Government)

2 Secure your physical safety

Inside your home...

Secure your personal safety first

- Protect your head with anything at hand such as cushions, and take cover under a table or a desk.
- Step away from large furniture such as the refrigerator, cupboard, or bookshelf.
- If you are in bed, cover yourself with the comforter.
- Protect the infants, the elderly, and the disabled.
- Check your family members' safety by calling each other loud.



Put out the fire

- When an earthquake around intensity level 5 or higher occurs, the safety device of the gas meter automatically shuts off the gas.
- When the quake subsides, clean up all fire sources.
- Unplug the electric heating device.



Don't rush outside

- At outdoors, you will have dangers such as the falls of roof tiles and billboards, fence collapses, and falls of vending machines. Unless your house is in danger of collapse or the fire has spread, do not rush outside.
- When a building tilts, sometimes the windows or doors do not open. When the quake is intense, open the doors to secure the exit.
- At mid/high-rise residential buildings, check and secure the safety of the evacuation route such as the balcony hatch (emergency exit), partition boards, hatchways, emergency stairs, etc.



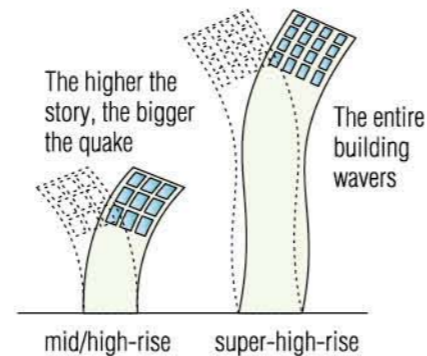
Do not act barefoot

- If your feet get injured from stepping on pieces of glass, etc., your activities such as evacuation and fire extinguishment will be affected. Make sure to have something to wear on your feet, such as shoes or slippers, somewhere within your reach or at your pillow side.



Beware of quakes on upper floors

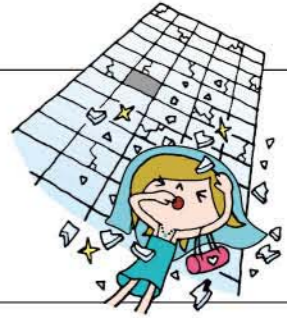
- Upper floors tend to have quakes about 0.5-1 higher in terms of intensity levels compared to the ground. Therefore, compared to lower floors or stand-alone houses, there tend to be more injuries and damages from furniture scatters. At super-high-rise buildings, the quake is augmented even more due to long-period ground motions.
- A long-period ground motion (LPGM) is a large and slow quake of a long period occurring at large earthquakes. This type of quake can be felt far from the epicenter. High-rise buildings sometimes "resonate" with the LPGM, causing the building to shake large for a long time.



If you're outside...

In the streets, beware of overhead

- Store and building windows may clash and scatter. Protect your head well with your bag or outerwear.
- Avoid walking under things that may fall, such as billboards, and evacuate to a spacious place or the entrance of a building.



Try not to panic at a crowded place

- It is dangerous if many people rush to the stairs or the emergency exits for a quick evacuation.
- Step promptly away from the glasses and display racks, protect yourself from falling objects, and see what happens on the spot.
- Listen carefully and follow the PA system and staff instructions and guidance.
- At an underground mall, the emergency lights will be on even if there is an electricity outage. Even in a blackout, you will reach the exit stairs if you walk along the wall. (An exit is located every 60m.)
- When smoke starts to fill the place, cover your mouth and nose with a handkerchief, etc. (preferably a dampened one) so that you won't inhale the smoke. Walk in a low posture as much as you can.



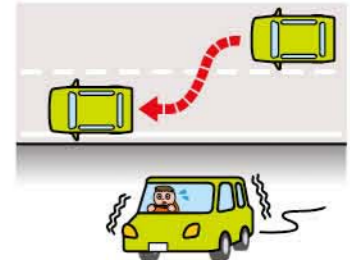
On public transportation, follow the crew's instructions

- Trains, subways, and buses stop when you feel the quake. Do not open the door and go out or go into the train tracks without asking and follow the crew's instructions.



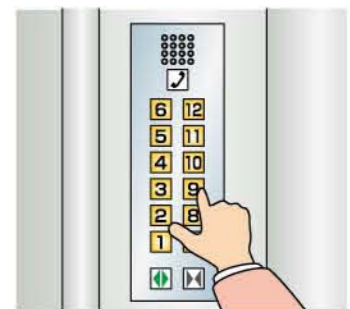
While driving, yield to emergency vehicles

- When you feel a big quake or shock, do not slam on the brake. Confirm the safety, pull the car calmly to the left side of the road and stop (to yield to emergency vehicles).
- Listen to the earthquake information on the car radio.
- When you leave the car and step away from the spot, the basic rule is "leave the key on and the door unlocked."



In the elevator, do not force your way out

- When you feel the quake, press the buttons to all floors immediately.
- It is dangerous to force the door open. Use the intercom in the elevator to contact outside and wait for the staff to arrive. (Today's elevator facilities are made impossible to get out by yourself.)
- When the door opens, make sure to watch your step, confirm that the elevator is stopped in the correct position, and then get out.



In the sea, river, and mountain, escape to a safe place

- **Sea/River**... Presume that there will be a tsunami and escape promptly to a higher ground or a high. When there are no such places nearby, head for the inland and
- **Mountain**... move as further from the sea/river as possible. In the mountains, stay away from cliffs and slopes.

If you have disabilities, don't hesitate to call out for help

- After an earthquake, even the streets you are familiar with get more hazardous. If you have disabilities in terms of sight, physique, etc., do not hesitate to call out to people around you and ask them to guide you to a safe place.



Stranded people

The basic principle of measures for stranded people is "not to start moving unnecessarily".

<What is a stranded person?>

A stranded person is someone who has come across a natural disaster while out of home and has difficulty going home.

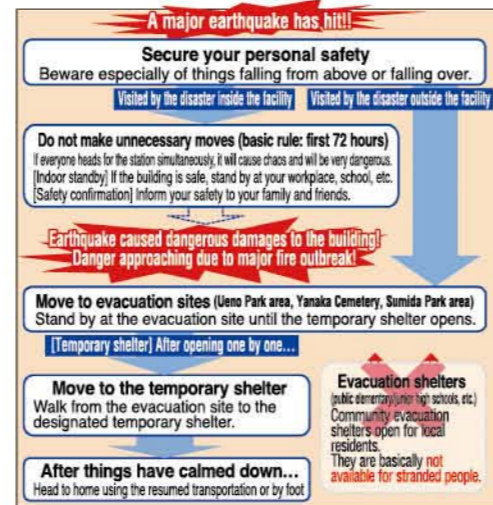
<Restraining of simultaneous homeward>

When a disaster occurs, and many stranded people try to go home simultaneously and jam the roads, police/fire/Self Defense Force vehicles cannot reach the site to do fire extinguishment/rescues/first aid activities. Also, going home immediately after the outbreak of a disaster has the risk of secondary damages such as building collapses due to aftershocks and crowd avalanches and is very dangerous. When a disaster occurs, it is important not to make unnecessary moves and stay in a place as safe as possible.

<Measures for stranded people>

As the measures for employers for stranded people, the Tokyo Metropolitan Government has created "Tokyo Metropolitan Handbook for Stranded People" and Taito City has created "Disaster Prevention Guide for Stranded People in the Event of a Disaster Taito City, Tokyo" for people who are stranded in Taito City. Both have more detailed information on their measures for stranded people. You are encouraged to take a look.

"Disaster Prevention Guide for Stranded People in the Event of a Disaster Taito City, Tokyo" is distributed on the 10th floor of Taito City Hall (Crisis & Disaster Management Section), city offices, district centers, etc.



3 When there's a fire...

Shout out loud, "Fire!" and ask people around you **for rescue and calling 119.**

Point

- Shout out loud and inform people around you that a fire has occurred, and ask for help.
 - Start the initial firefighting actions. Use the fire extinguisher and other liquid near you (※), such as kettle water, juice, etc., cover the fire with a blanket, etc., to shut off the air.
 - When the fire has spread to the ceiling, give up putting it off, and evacuate. When you evacuate, close the door and window of the room and shut off the air as much as possible to avoid further spread of fire.
- ※When a fire gets in the oil pot, do not immediately splash water to it. The oil will scatter everywhere, and it will be rather dangerous. Use the dry chemical fire extinguisher, loaded stream fire extinguisher, or a wet, large cloth such as sheets to cover the fire. (As there are possibilities of the fire coming back, you should keep watching out even after the fire has been out.)

Overview of possible wind and flood damage in Taito City

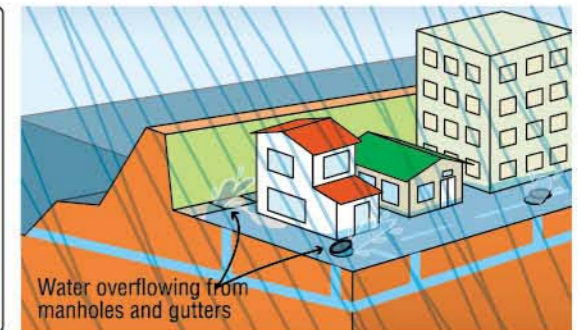
Taito City has created hazard maps for each type of wind and flood damage that are hazardous in the city. Make sure to **check the hazard map** you will need.

1 Inland inundation

A phenomenon that takes place in urban areas where most of the ground surface is covered with asphalt. When a localized heavy rain falls in a short period of time, drainage of sewerage etc. cannot keep up with the heavy rain and result in the inundation of buildings, land, and roads.

Features

- Short period of time from rainfall to the outbreak of inundation damage.
- Inundation will occur even at places far from the river.
- Inundation is low and its duration is short as well.
- Taito City recommends sheltering-in-place and evacuating to the 2nd floor or above, rather than forcing yourself to evacuate outside if you live on the 2nd floor or above.
- Underground spaces, underpasses, and places lower than the surroundings are prone to inundation damages.



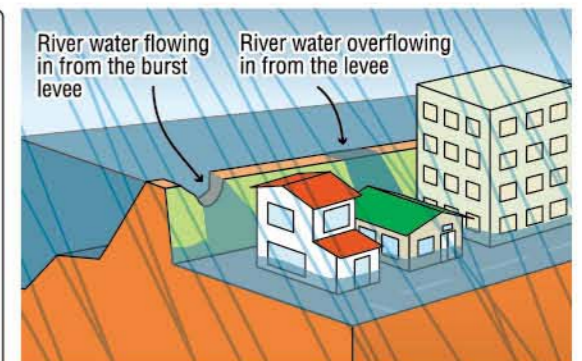
2 Inundation by river water

A phenomenon where the river water level rises due to heavy rain, causing levee overflows and outbursts. In Taito City, **floods in Arakawa and Kanda Rivers** are subject to this phenomenon. Not simulated for Sumida River as the Iwabuchi Water Gate will control its water.

Flooding of Arakawa River

Features

- Caused by long-lasting heavy rain.
 - Torrential rain will cause a drastic rise in the water level.
 - The inundation height will be up to 5m in Taito City. As it will last over two weeks, you will need to evacuate early outside the inundation assumed area, including your friend or relative's place, a hotel, etc.
- ※Even if you live in an apartment, you will need to evacuate outside the inundation assumed area in order to avoid isolation.



Flooding of Kandagawa River

Features

- Caused by long-lasting heavy rain.
- Torrential rain will cause a drastic rise in the water level.
- Even when there is no heavy rain nearby, a flood may be caused by the heavy rain in the upper stream.
- The inundation height is 3m maximum in the City. The water recedes within 12 hours in most areas.
- Taito City recommends sheltering-in-place and evacuating to the 2nd floor or above, rather than forcing yourself to evacuate outside if you live on the 2nd floor or above, unless you live in the Inundation Assumed Area/Assumed Area of Building Collapse and Flood (Bank Erosion).

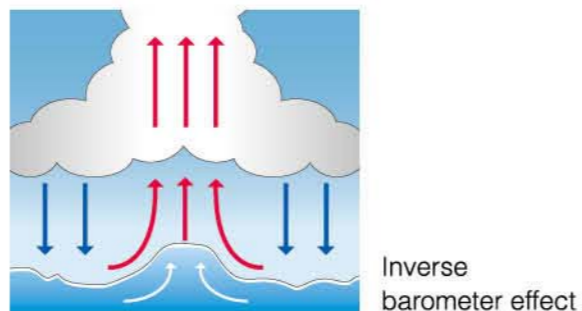
3 Storm surge

A storm surge is a phenomenon that accompanies a typhoon and/or low atmospheric pressure.

It is caused by the "inverse barometer effect" where the decline of atmospheric pressure raises the tide level of the sea surface, as well as the "surge effect" where the sea water surges to the coast when a strong wind blows from the sea side to the land side due to the typhoon.

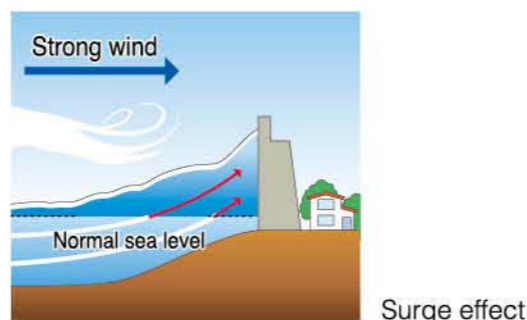
The sea surface, raised by the outbreak of the storm surge, affects not only the maritime lands but also the rivers that lead to the sea.

Taito City does not face the sea, however, the rise of the tide level of Sumida River due to the storm surge in Tokyo Bay, as well as the planned-scale flood in Kanda and Shakuji Rivers, will cause the overflow of Kanda and Shakuji Rivers.



Features

- Strong possibilities of Storm Surge Warning or Storm Surge Special Warning, due to the approaching of a typhoon and/or low atmospheric pressure.
- The inundation height is 3m maximum in the City. The water recedes within 12 hours in most areas.
- Taito City recommends sheltering-in-place and evacuating to the 2nd floor or above, rather than forcing yourself to evacuate outside if you live on the 2nd floor or above.



4 Landslide disaster

There are three phenomena of landslide disaster: mudslide, cliff failure (landslide of rapid slope), and earth slide. They are all caused by typhoons, heavy rain and long rain, as well as earthquakes.

There are 2 places in the Yanaka area and 3 places in the Ikenohata area that are hazardous of cliff failure (landslide of rapid slope); those areas are designated as Landslide Caution Zones.



Features

- Landslides occur in an unexpected manner.
- If you live in a Landslide Disaster Caution Zone, your house has risks of getting washed away or buried in earth and sand.
- You need to evacuate outside the Landslide Disaster Caution Zone.

<Signs of a cliff failure (landslide of rapid slope)>



Cracks form on slopes.



More spring water gushing out.



Rifts form on cliffs.
Rocks are falling from the cliffs.

If you see a phenomenon like these, escape immediately even there is no caution or evacuation information!

Everyday preparedness

1 Check the hazard map

A hazard map shows the scope of estimated damages caused by natural disasters in the form of a map. It can be used to learn in advance before the disaster actually occurs, and to urgently check the information at times of disasters.

What you can check

- You can check whether your home and your familiar place are in the areas where damages are simulated, as well as how long the damages last.
- You can consider the ways to evacuate. The safe way to evacuate depends on the area you live, family structure, etc.
- You can check where you will evacuate and the safe evacuation route to there.



Taito City
Arakawa River
Flood Disaster
Hazard Map



Taito City
Inland Inundation
Hazard Map



Taito City
Kandagawa River
Flood Disaster
Hazard Map



Taito City
Storm Surge
Flood Disaster
Hazard Map



Taito City
Landslide Disaster
Hazard Map

2 Check how to evacuate

"To evacuate" is to avoid danger. By combining different evacuation activities, you will be able to secure safety at times of wind and flood damage. Check the evacuation activities and choose the appropriate one.

Evacuation outside the inundation zone (evacuation methods when flood in Arakawa River is assumed)

- Methods to evacuate outside the inundation assumed area in case of flood in Arakawa River. They refer to evacuations to the evacuation area and private evacuation, etc. (See below)
- ※Sheltering-in-place is not recommended unless in an emergency.

Sheltering-in-place

- A method to evacuate to the 2nd floor of your home or higher.
- Even if there are risks of inundation around your home, you can secure enough safety by sheltering in place.
- ※Sheltering-in-place is not recommended in Landslide Disaster Caution Zones and Assumed Areas of Building Collapse and Flood (bank erosion).

Evacuation to an evacuation site

- Methods to evacuate to evacuation sites opened by Taito City (see Page 16).
- If there is no place to evacuate to the 2nd floor of your home or higher, do a private evacuation etc. (See below) or evacuate to an evacuation site.

Private evacuation ※Includes evacuation outside Taito City.

- Methods to evacuate to your friend's or relative's place, hotel, etc., located in places with no risks of inundation or landslide disasters.

3 Check the evacuation activities

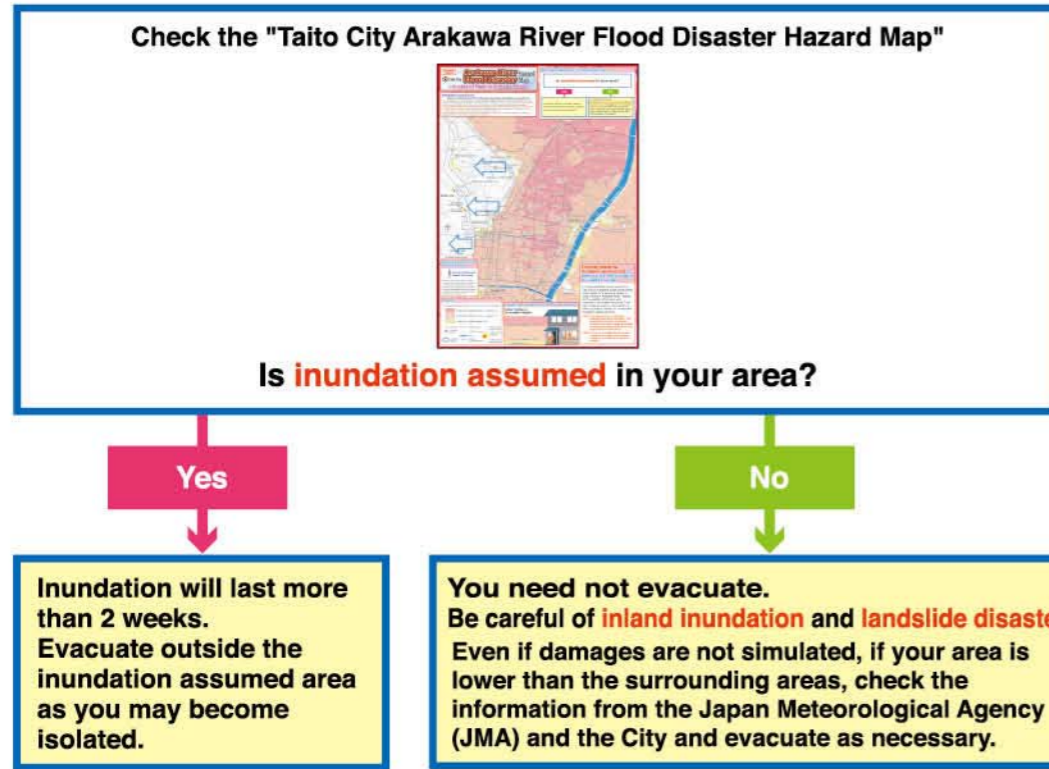
To be prepared for typhoons and heavy rain, check the evacuation activity you need to take, along with the hazard maps specialized for each type of disaster. Evacuation does not always mean going to evacuation sites. By thinking in advance what you need to take caution and how you should act, you will take actions in a calm manner even when the flood actually occurs.
 For evacuation information in Taito City, please refer to Page 17.

In case of a flood in Arakawa River

It is simulated that a wide area of Taito City will be inundated.

Therefore you will need to evacuate to a safe place far from home.

When Taito City issues the "Voluntary Extensive Evacuation Information", evacuate promptly outside the inundation assumed area.



Simulation of a living environment if you stay home

When there is a flood in Arakawa River, in addition to the inundation lasting two weeks, the lifeline (electricity, gas, water and sewerage) will stop too. Your living environment will turn as shown on the illustration on the right.

<What you can do beforehand>

- Decide where to evacuate outside the inundation assumed area (your friend's or relative's place, hotel, etc.)
- If it is almost impossible for you to evacuate outside the inundation assumed area, have two week's worth of stockpile (especially water, food, and portable toilets) ready.

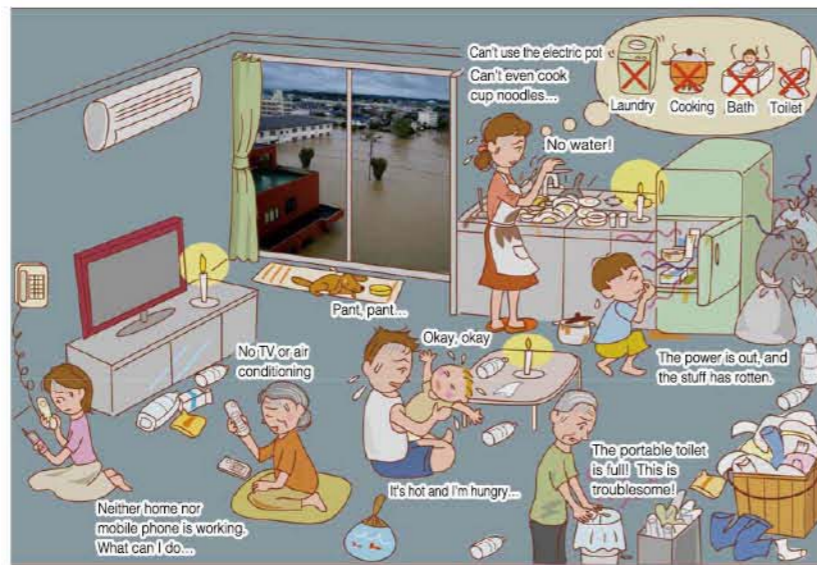
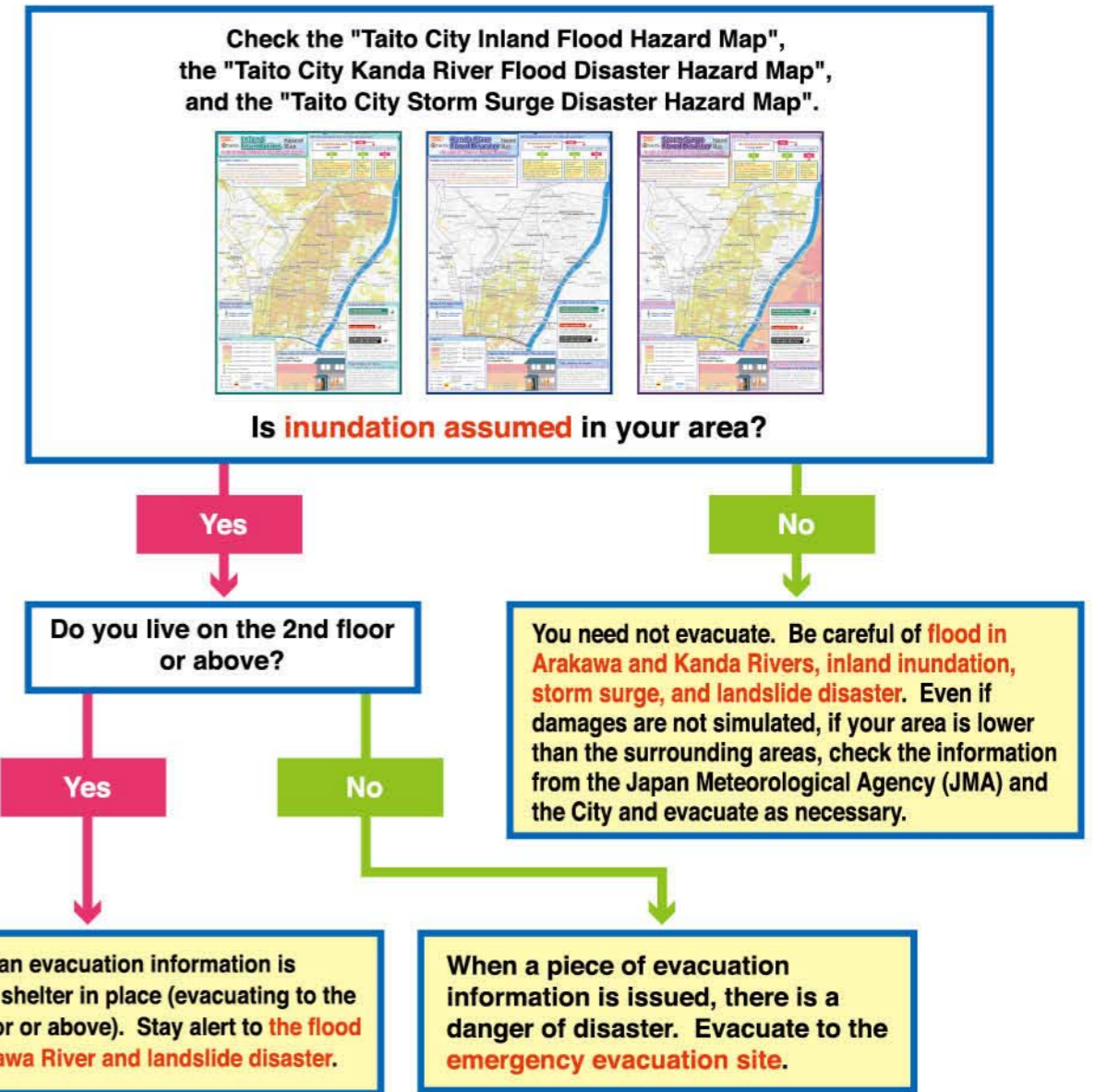


Illustration source: Central Disaster Management Council "Reference Materials of the Expert Committee on Countermeasures against Large-Scale Flooding"

In case of an inland flood, flood in Kanda river, or storm surge

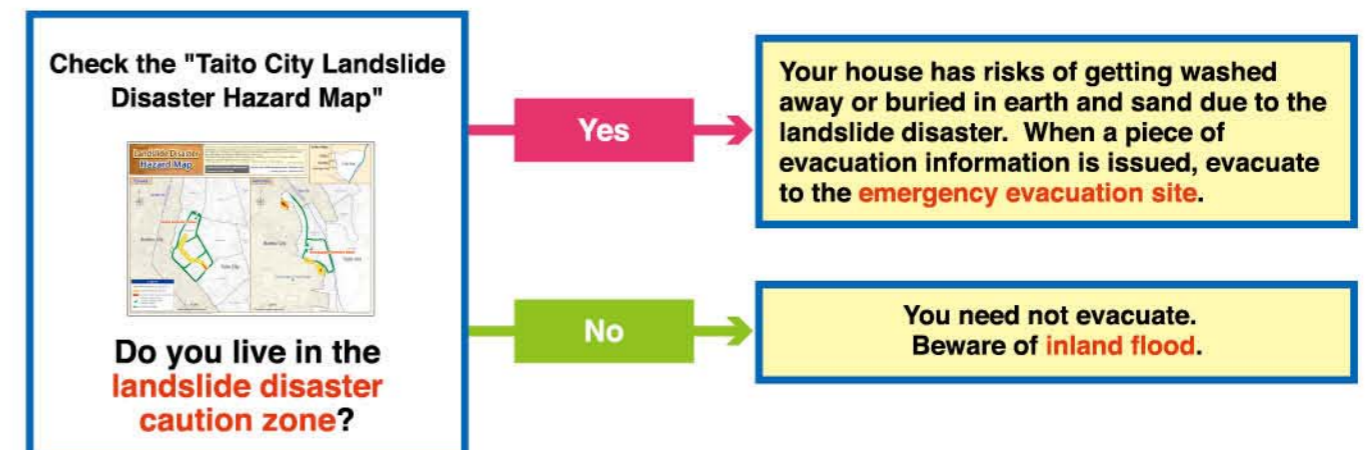
If you can evacuate to the second floor of your house, sheltering in place will secure enough safety.



※If your home is in the assumed area of building collapse and flood (bank erosion), evacuate to the emergency evacuation site regardless of the above.

※An assumed area of building collapse and flood (bank erosion) is the area where the river bank could be eroded (scraped away) by the flow of the flood.

In case of a landslide disaster (for those who live in Yanaka/Ikenohata)



4 Check the evacuation sites in case of wind and flood damage

Where to evacuate in case of a flood in Arakawa River

It is simulated that a wide area of Taito City will be inundated and therefore most of the evacuation sites shown in the map below cannot be used.

- If there are risks of flood in Arakawa River, refer to the "Voluntary Extensive Evacuation Information" issued early by Taito City and **evacuate early outside the inundation assumed area**, including your friend or relative's place, a hotel, etc.
- Evacuate early if the non-inundation assumed area is far from your home or if you are elderly or have medical conditions that make you take time to evacuate.

Where to evacuate in case of a wind and flood damage (besides a flood in Arakawa River) in Taito City

In case of an inland flood, flood in Kanda River, and storm surge, you can secure enough safety by sheltering in place on the 2nd floor of your house if your house has two stories or more. Also, unlike earthquakes, there is no evacuation site assigned to each neighborhood association. Evacuate to the nearest one.

Voluntary Evacuation Site / Emergency Evacuation Site (Evacuation Site that Opens Early)

- An evacuation site that opens early for people who wish to evacuate voluntarily when the evacuation information is not issued yet.
- After the evacuation information is issued, it will be used as an emergency evacuation site.
- Evacuation sites tend to get crowded. There are risks of infections, so stay at home as possible as you can.
- This is a place to secure temporary physical safety from flood. Please bring your own water and food.

Emergency Evacuation Site

- Open as a temporary evacuation to save lives, depending on the issuance of evacuation information or the situation of wind and flood damage.
- If you live on the first floor in an inundation assumed area, an assumed area of building collapse and flood (bank erosion) in case of a flood in the Kanda River area, or in a landslide disaster caution zone, evacuate to an emergency evacuation site when a piece of evacuation information is issued.
- This is a place to secure temporary physical safety from flood. Please bring your own water and food.



When you evacuate...

1 Evacuation information (to encourage evacuation) < Issued by Taito City with designated areas >

When there is a danger of a disaster outbreak at times of wind and flood damage, the city issues an evacuation information with an **alert level**. The evacuation information is issued by the city and is based on the disaster prevention weather information issued by Japan Meteorological Agency, etc.

| Alert Level | Evacuation Information | Actions to take |
|-------------|---------------------------------|--|
| Level 3 | Evacuation of the Elderly, Etc. | Elderly etc. should evacuate from hazardous places! |
| Level 4 | Evacuation Instruction | Everyone should evacuate from hazardous places! |
| Level 5 | Emergency Safety Measures | The disaster is already here. Take the best action possible to save your life! |

When Arakawa River is assumed to flood, the city will issue information for a voluntary evacuation to a wider area, even prior to Alert Level 3.

Evacuate outside the inundation assumed area.

2 Disaster prevention weather information (on weather/river conditions) < Issued by Japan Meteorological Agency, etc. >

JMA issues the disaster prevention weather information along with the **information equivalent to alert levels**. The disaster prevention weather information will serve as a guideline for the residents and facility managers etc. to take voluntary evacuation actions, however, it may include information that is not directly associated with Taito City. When you evacuate, refer to the City's evacuation information and take appropriate evacuation actions.

| Alert Level | Weather emergency warning, warning, advisory, etc. | Designated river flood forecast | Actions to take |
|----------------------|---|---------------------------------|---|
| Level 1 | Probability of Warnings (Possibilities of warning level) | — | Raise awareness to disasters by checking on the latest disaster prevention and weather information, etc. |
| Level 2 | Heavy rain advisory Flood advisory Storm surge advisory | Flood warning information | Use the hazard map etc. to check the areas where disasters are assumed, where to evacuate, and your evacuation route. |
| Level 3 (equivalent) | Heavy rain warning (landslide disaster) Flood warning Storm surge advisory | Flood caution information | Pay attention to the Evacuation of the Elderly, etc. issued by the City. If you need time to evacuate, decide yourself to do so. |
| Level 4 (equivalent) | Landslide alert information Storm surge emergency warning Storm surge warning | Flood hazard information | Pay attention to the Evacuation Instruction issued by the City. Even when the Evacuation Instruction is not issued yet, start evacuating if you figure out that you are in danger. |
| Level 5 (equivalent) | Heavy rain emergency warning (landslide disaster) | Flood outbreak information | It is highly likely that the disaster is already here. Please take the best action possible to save your life. |

3 Things to keep in mind when you evacuate

Before you leave home

Act voluntarily

- Check the latest weather and evacuation information on TV and radio.
- When you feel the danger in the way the rain falls and in the situation of the inundation, don't wait for the evacuation instructions and act voluntarily to evacuate.



Check which evacuation routes and destinations are safe

- Discuss with your family the safe route to the evacuation destination. Rivers and bridges are not the only dangerous places; underpasses and underground streets are also unsafe.
- See if you can include in your evacuation destination places where you can evacuate safely, such as your friend's or relative's place, or hotels outside the inundation assumed area, etc.



Outfits / Actions

- Never act alone. Always try to take action in a group of more than two persons.
- Wear comfortable clothes when you evacuate.
- Do not forget to take your survival kit with you.
- Boots are dangerous as they can catch your feet in the water. Wear sneakers. Sandals are dangerous too.



When you leave home, don't forget to...

- Turn off the gas main.
- Turn off the circuit breaker.
- Inform your acquaintances and relatives that you are evacuating.



After you have left home

Think of persons requiring special care and consideration

- Elderly, children, and persons requiring special care and considerations should start evacuating early.
- If there are people in your neighborhood, such as the elderly, who will need time to evacuate and require special care and consideration, offer to evacuate together.



Things to beware of when you walk

- A person can walk in the water as deep as about 50cm. If the stream is fast, even shallower places can be dangerous.
- Use long sticks and umbrellas as walking sticks and check if gutter or manhole covers are still on.
- Do not approach cut-off power lines.



Do not evacuate by car

- Flooded roads make it impossible to move your car. When the depth of the water increases, there is a danger of the whole car washing away.
- Evacuation by car may get in the way of emergency vehicles or get caught in traffic jams, risking your early evacuation.
- Except for early and extraordinary evacuations that involve sick persons or those requiring special care and consideration, avoid evacuating by car.

Evacuation to underground spaces are risky

- You will not be able to open doors due to the water pressure of the inundation.
- You will not be able to climb up the stairs due to the force of water.
- There will be possibilities of electricity outage due to the inundation.



If you are late for the evacuation, evacuate to the third floor or above of a robust building and wait for the rescue to come.

Information provided by Taito City etc.

Taito City official website

- URL... <https://www.city.taito.lg.jp/>
- Provides the latest local evacuation information and damage status in the time of disaster.
- In order to reduce server load due to concentrating access in the time of disaster, please use the cached website within the Yahoo! Japan server.
Cached website URL... <http://www.city.taito.lg.jp.cache.yimg.jp/>



Taito City disaster prevention weather information

- URL... <https://taito-city.bosai.info/>
- Provides weather information on disaster prevention in Taito City (please refer to Page 17). Offers information on typhoons, earthquakes, Heavy Rain/Flood Advisories/Warnings in Tokyo, and weather predictions in Tokyo. You can also see Taito City's weather forecasts from now on and the week. You are encouraged to use the website!



Taito City disaster prevention weather information e-mail newsletter

- A service that delivers JMA weather information and Taito City's emergency information and notices to the registered mobile or PC email addresses.
- ※Advance registration is required apart from "Taito Mail Magazine" to use this service. Please register by using the QR code on the right.



Taito City official Twitter account

- Name: Taito City, Tokyo
- User ID: @taito_city
- Provides information on city administration, crisis management, etc.



Taito City official LINE account

- ID: @taito_city
- Provides information on city administration, events, etc. as well as quick information in the event of disaster.



Outdoor speakers for emergency administration

- Uses the outdoor speakers installed in the park, municipal facilities, etc., to provide the residents of Taito City with disaster and evacuation information and accurate information to avoid panic.
- If you have difficulties in hearing the audio of the emergency administration radio, check the content with the automated phone answering service (phone: 03-5246-4057). The broadcasted content will be provided by the Taito City weather information for disaster prevention e-mail newsletter (explained above) and Taito City Disaster Prevention App (please refer to Page 21) as well.

Digital data broadcasting

- Evacuation information etc. provided by Taito City can be checked on text if you choose "Local disaster prevention information" on your TV's "@" (digital contents).

Tokyo metropolitan disaster prevention information

- URL... <https://www.bousai.metro.tokyo.lg.jp/>
- Official website of Disaster Prevention Division, Bureau of General Affairs of the Tokyo Metropolitan Government. Provides disaster-related information such as evacuation information in Tokyo as well as advance preparation and efforts by the Metropolitan Government.



How to check the weather information for disaster prevention

1 Information on typhoons

Typhoon information (on the JMA website)

- URL... <https://www.jma.go.jp/jp/typh/>
- Real-time information on the location and intensity of typhoons as well as a 5-day weather forecast.



2 Information on inland inundation

Hazard distribution map of heavy rain warning (inundation damage) (on the JMA website)

- URL... <https://www.jma.go.jp/jp/suigaimesh/inund.html>
- Uses the "surface rainfall index" to describe as to where the danger of inundation damage is increasing when a heavy rain warning (inundation damage) is announced, by taking the ground coverage and water pooling proneness into consideration.



3 Information on flood in Arakawa and Kanda Rivers and storm surge

Designated river flood warning (on the JMA website)

※As storm surges also occur from the river, the river water level information is taken into consideration.

- URL... <https://www.jma.go.jp/jp/flood/>
- Of the rivers managed by the national/prefectural governments, those with a wide basin area and are hazardous of major damages in the event of a flood are jointly designated by the prefectural government and the JMA for flood forecasts. Such forecasts are called "designated river flood forecasts". Arakawa and Kanda Rivers are designated rivers subject to flood forecasts.



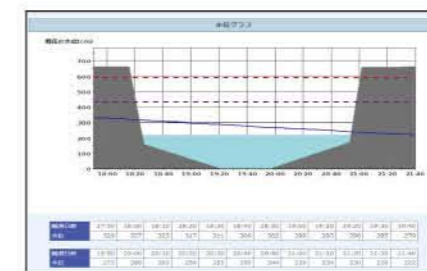
River disaster prevention information (MLIT)

- URL... <https://www.river.go.jp/portal/#80>
- Check the water level of the rivers managed by the national/prefectural governments. Camera views from the Arakawa River observatory is available as well.



Tokyo Metropolitan Flood Control Integrated Information System (Tokyo)

- URL... <http://www.kasen-suibo.metro.tokyo.jp/>
- Check the water level of the rivers managed by the Metropolitan Government. Flood forecast and camera views from the observatory of Kanda River are available as well.



4 Information on landslide disasters

Hazard distribution map of heavy rain warning (landslide disaster) (on the JMA website)

- URL... <https://www.jma.go.jp/jp/doshamesh/index.html>
- When a heavy rain warning (landslide disaster) is issued, this website shows precisely where the danger of a landslide disaster is increasing, referring to the current rainfall and using the "soil rain index" that indicates the amount of water in the soil.



Taito City disaster prevention app

An app that shows on the map the latest information Taito City has in the event of a disaster.

<What you can do with this app>

- Check the "candidate facilities for the support of stranded people" and "disaster prevention guide for stranded people".
- The app provides informative materials such as the "disaster prevention map" and "hazard map". It also links to disaster prevention information issued by the Metropolitan government, etc. A one-stop to browse information on disaster prevention.
- Available in English, Chinese (traditional/simplified), and Korean.
- The GPS function allows you to find out where you are on the online map.
- Even when you are out of connection, the off-line map will support your evacuation activities.



◀ for iPhone

for Android ▶



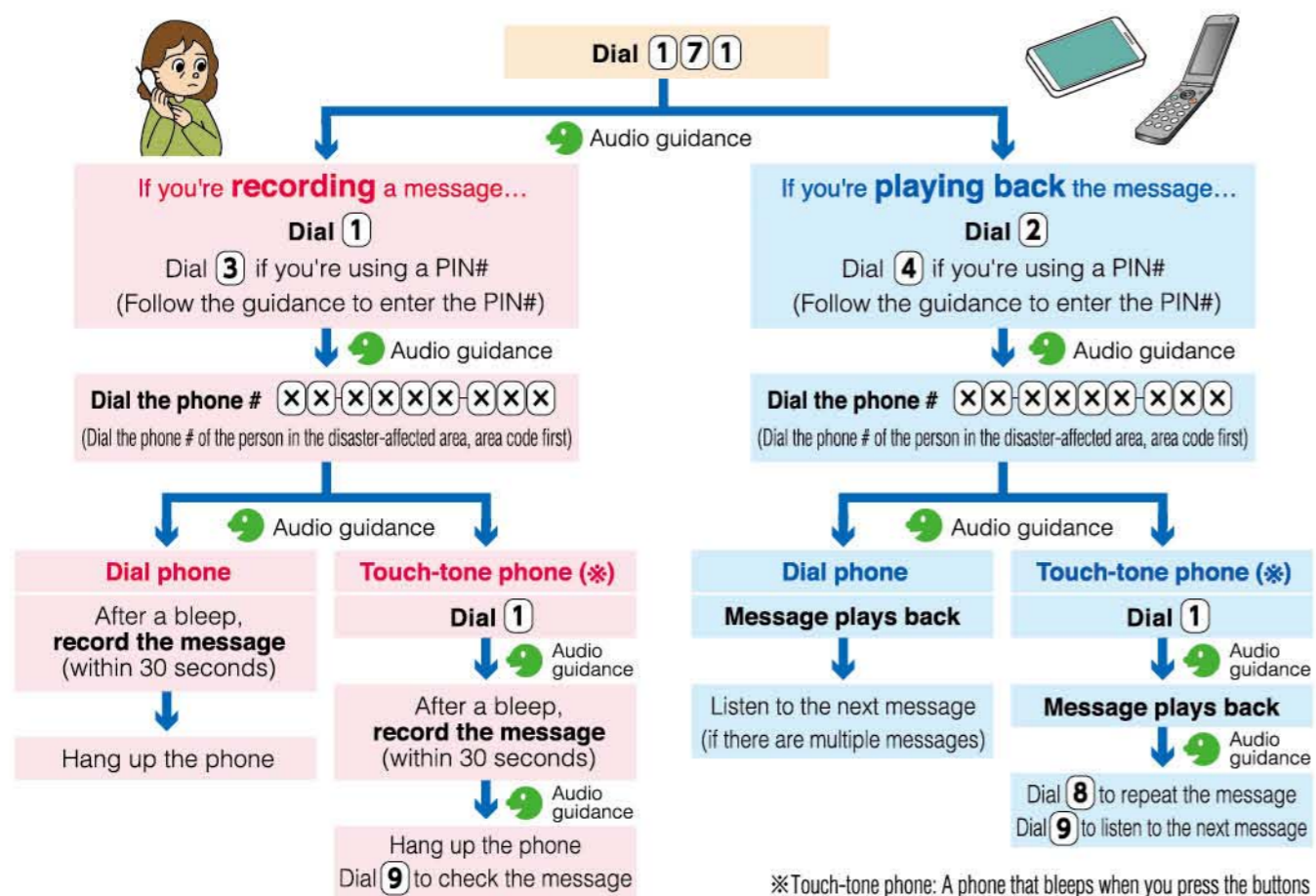
Other Measures for Disasters

Safety confirmation

If everyone in your family knows the following means to confirm each other's safety in the event of a disaster outbreak, you can be rest assured to stay where you are. Knowing multiple means will make you even more sure to confirm the safety.

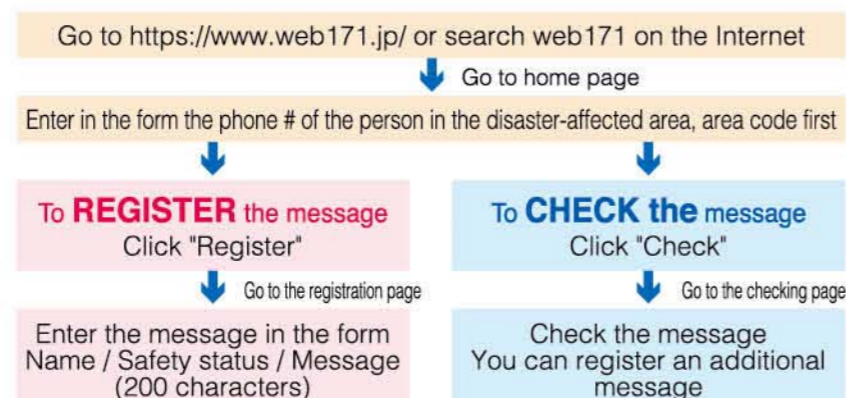
1 Disaster Emergency Message Dial (171)

Allows the people in the disaster-affected area to record up to 30 seconds per message (up to 20 messages) per one number of a subscribed telephone, ISDN, Hikari Denwa, mobile phone, or and IP phone. Make sure to dial the area code first if it is a land-line phone number.



2 Disaster Message Board (Web171)

How it works: The resident of the disaster-affected area go to the Disaster Message Board (Web171), enter the phone # and register a text message. The registered message could be checked from everywhere (including overseas) using the phone # as the key. You can also check the message recorded to the Emergency Message Service (171).



For persons requiring special care and consideration

"Persons requiring special care and consideration" are the elderly, the disabled, and infants who have difficulties evacuating at times of emergency such as disasters and need assistance from the government, volunteer workers, and residents in the community.

Support examples

- To support persons requiring special care and consideration smoothly in the event of a disaster, it is important to communicate with them at ordinary times. Start from exchanging greetings, and when they get to know you, it will help to ask what they want you to do in the event of a disaster.
- Check the environment of the town so that people requiring special care and consideration will not have difficulties evacuating at a critical moment, such as whether the evacuation route is wheelchair-accessible, there are no abandoned bicycles, etc.
- Conduct disaster prevention drills that people requiring special care and consideration can participate and actually experience the disaster prevention activities.
- Make a support system that makes clear who will contact them, who will support whom in the event of a disaster, etc.

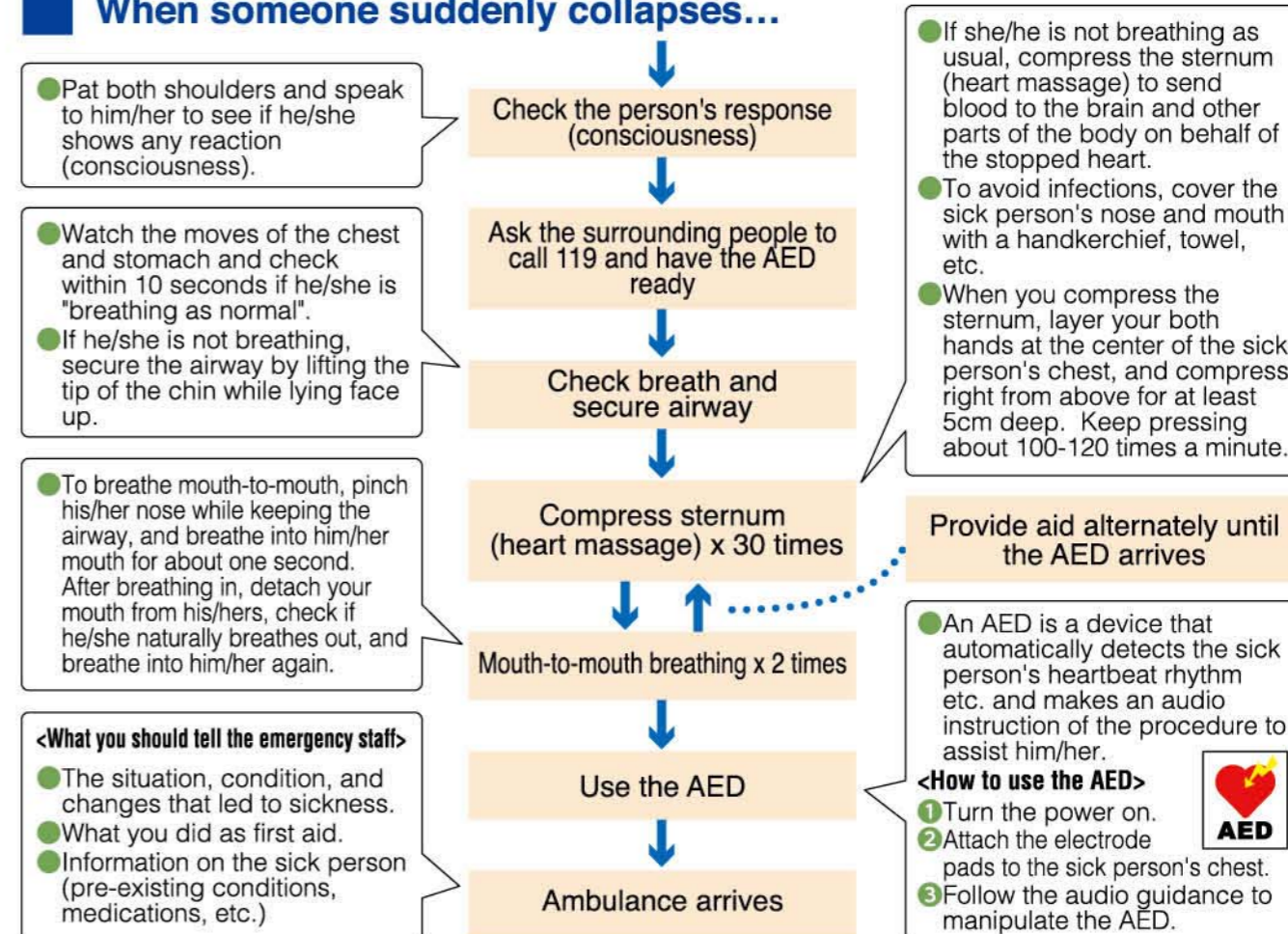


First aid (cardiopulmonary resuscitation/AED)

When someone suddenly gets injured or sick, provide them with first aid while waiting for the ambulance to arrive or before taking the person to the hospital.

If the aid is prompt and precise, the potential for survival will be higher.

When someone suddenly collapses...



Measures to avoid crime

- 1 Countermeasures for special fraud 25~26
 - 1 Phone scam (extortion)
 - 2 Refund fraud
 - 3 Loan guarantee fraud
 - 4 Billing fraud
- 2 Countermeasures for burglary theft 27
- 3 Countermeasures for snatch-and-runs 28
- 4 Countermeasures for luggage lifting/pickpockets 28
- 5 Countermeasures for vehicle thefts/car break-ins 28
 - 1 Vehicle thefts
 - 2 Car break-ins
- Protecting children from crime** 29
 - A community where children can live rest assured
To avoid children to be involved in crimes... Promise with your mom and dad
- Prevent crime with community eyes!** 29
<Keep them sharp: People, parent and community eyes>
- Children's 110** 30
- Child/Elderly abuse** 30
- Protecting yourself from sexual crime <Molestation is a crime!>** 30~32
 - Countermeasures for molesters
 - Countermeasures for stalkers
 - Countermeasures for camera voyeurism
 - Women living alone
 - When taking the elevator
- Spouse violence: DV (Domestic Violence)** 32
- Removing crime organizations from town** 33
- Avoiding consumer troubles**
 - 1 Countermeasures for fraud business 34
 - 1 Fraud inspection sales
 - 2 Bate-and-switch sales
 - 3 Pyramid scheme
 - 4 Negative option
 - 2 Cooling-off system 35
 - 3 Online troubles 35~36
 - 1 E-commerce troubles
 - 2 Being lured out from social media to online dating sites
 - 3 Beware of money-making ideas ~Troubles on information for commercial use~
- The city's project to support crime countermeasures in the community** ... 37
- Safety and security news flashes** 38
- Just in case / To rescue and help the localities** 39~40
 - Use the Evacuation Action Check Card
 - Use the "We're OK" Card
- Inquiries**
 - Taito City Facilities 41
 - Disaster/Crime prevention authorities 41
 - Hotlines to save your living back cover

Measures to avoid crime

1 Countermeasures for special fraud



Over 90% of the scam calls come to home landline telephones. Countermeasures are necessary to not take such calls.

- Special Fraud Basic Countermeasures**
- Always have the calls directed to the voicemail. Check the person who left the message and call back.
 - Set an automatic phone call recorder to your existing phone.
 - Switch your phone to the one with nuisance-free functions.

1 Phone scam (extortion)

The scam caller says "Hey, it's me" to pretend like the call receiver's son or grandchild, and extorts money by asking for the wire remittance of the money, saying, "I need money". Scam methods are increasingly diverse and sophisticated.

Scam tricks You receive an unexpected call. And the caller...

- Wire-remittance type Demands wire-remittance of the money via bank ATMs/tellers.
- Cash procurement type Demands the call recipient to procure cash at banks etc. and comes to his/her home to pick up the money.
- Card skimming type Visits the call recipient's home to pick up the ATM cards, etc.

<Recent case>
A man who claims to be a police officer calls and says, "Your ATM card is being used in a crime", and "You will need to replace your card with a new one. I will do the process on your behalf if you can hand me the old card". Later, he comes to the call recipient's house to pick up the ATM card.

Countermeasures Before you panic with such a phone call...

- If someone calls and mentions about cash and ATM cards, be skeptical and suspect a fraud.
- Ask your family members and police for advice and do the reality check with the person whose name was used in the scam call.
- Create a list of emergency numbers and make sure you know the contact #s of your family members and friends, which allows you to contact them anytime necessary.

Did you know? Using threatening words to seize money and goods is considered extortion. Take a firm attitude and call the police right away. And it is important to never hand your money or ATM card.

2 Refund fraud

The criminal claims to be an officer from the city or tax offices and pretends as if you will get refunds from your overpaid medical bills, national health insurance, tax, or pensions. Frauds related to various "benefit money" are also presumed.

<Recent case>
A man who claims to be a city officer calls and says things such as, "You have not done the refund process of the insurance fee", or "You will receive a refund for your medical bills", etc. He asks for the bank account information and suggests going to the ATM.

Scam tricks The criminal calls or sends a sealed document...

- The criminal..... The criminal guides you to go to an ATM in convenience stores etc. and bring your ATM card with you so that you will receive the refund or benefit money from there, and instructs you to operate the ATM.
- The victim..... If you operate the ATM as suggested by the criminal, your money will go to the criminal's account. (You cannot receive funds from an ATM.)

Countermeasures

- City and tax offices NEVER ask you to operate the ATM for the funds. If you are told to go to the ATM with your mobile phone, it is a scam call.
- Do not blindly accept when someone tells you that there will be "refunds or benefit money". Check the fact with the City/tax offices.
- Do not call the scam caller's number.

If you receive any suspicious phone call, report Dial 110 right away.

3 Loan guarantee fraud

Scam tricks

- The criminal proposes a financing offer with a low interest rate etc. and extorts cash from the applicant in the name of deposit.
- Beware especially of phrases like "loans for all", "low interest rate", "unsecured", etc.

Countermeasures

- If you are asked to pay the deposit before being financed, suspect that the offer "may be a fraud".
- Check if the offer is from an authorized and registered money lender. (You can search on the websites of the Tokyo Metropolitan Government and the Financial Services Agency).

4 Billing fraud

Scam tricks

- The scam mail/email claims to be from an agency center or a major online service vendor, sending messages such as "Final notice of lawsuit with regards to the outstanding general consumption fee", "Outstanding payment of the website you used", etc.
- The scam mail/email intends to make you believe that you have pending fees and contact the sender. The criminal collects your personal information, such as phone #s, and makes you pay.

Countermeasures

- Do not respond to payment demands that you do not know of. Just ignore them.
- Do not contact the sender by phone/email. (The sender may find out your personal information such as phone #s.)

Did you know?

If you receive a document from the court...

- Should you receive a document from the "court", do not neglect them. You need to check if it is from the real "court". If it is actually a payment demand notice, a summons of a small claim action, etc., it may create disadvantages to you if you do nothing.
- If you have difficulties in determining whether or not the document is real, call "Taito City Consumer Life Center" at 5246-1133.



BEWARE OF ATM FRAUDS!

- DON'T TALK OVER THE PHONE AROUND THE ATMs
- YOU CANNOT RECEIVE FUNDS FROM AN ATM

2 Countermeasures for burglary theft

There are three ways of a burglar sneaking into the house, i.e., 1.) when the resident is out of the house, 2) when the resident is asleep, and 3) while the family is at the home gathering. Burglars use all sorts of tricks to sneak into the house. A strict countermeasure for the crime is necessary.



Scam tricks

- The burglar sneaks into the house from unlocked places (where the resident has forgotten to lock).
- The burglar sneaks into the house by breaking the window.
- The burglar sneaks into the house by unlocking the key (by picking, etc.).

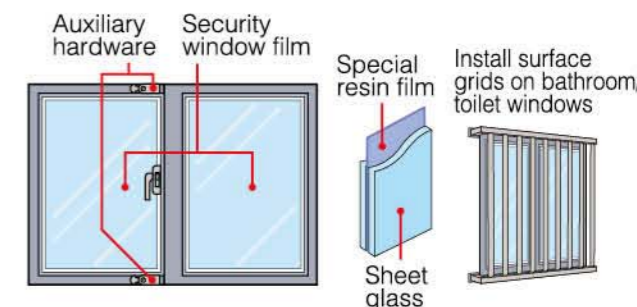
Countermeasures

Crime countermeasures to make the burglar take more than 5 mins. to sneak into the house

Burglars give up on a crime when it takes more than 5 mins. to sneak into the house, when witnessed or spoken to by a neighbor, etc.

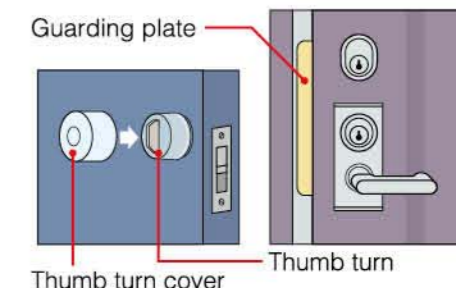
<Windows>

- Reinforce the windows by applying security window films on the interior side.
- Use auxiliary locks and window-breaking sensors.
- Replace your windows with anti-theft glass (laminated safety glass).
- Install surface grids (grid-type sash bars).



<Doors>

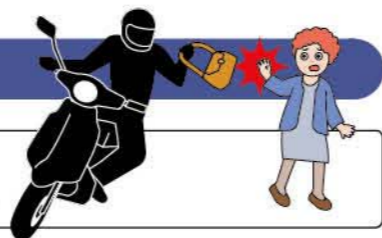
- Install locks with high levels of security.
- Install auxiliary locks (two locks per door).
- Install guarding plates that fill up the gap in the door.
- Install thumb turn covers. (A thumb turn is the hardware installed in the interior side of the door to lock/unlock it.)



<Always keep in mind...>

- ★ **Make sure to lock the door**
Make sure to lock the door even when you step out only for a short while for dumping garbage, shopping, etc.
- ★ **Do not leave the spare keys around the entrance**
Never leave the spare keys outside your house and in the premises, such as the mailbox, planter, etc.
- ★ **Do not leave things that can be used as scaffolds**
Burglars could use stepladders and plastic buckets as scaffolds.
- ★ **Do not accumulate unread newspapers in the mailbox**
If there are unread newspapers accumulated in the mailbox, the burglar will know that you are away from home. Suspend the delivery of newspapers when you are away from home for a long period of time.
- ★ **Protect the city with "community eyes"**
Exchange greetings on a regular basis, cherish the neighborhood relationship, and protect the city with "community eyes".

3 Countermeasures for snatch-and-runs



Scam tricks A snatcher approaches from the back by a bicycle/motorcycle and snatches bags etc. aggressively. About 70% of the victims are women.

- Countermeasures** **Low-traffic or dark streets "attract snatchers".**
- Choose well-lit and busy streets as much as possible.
 - Carry your bag etc. on the building's side (the side opposite the road).
 - Sling your bag diagonally across your body.
 - Use an anti-snatch cover when you put things in the bicycle basket.
 - When you sense a bicycle/motorcycle approaching from your back, beware enough by turning your head, etc.

If you ever fall victim...

- ★ Call out loud for help and call Dial 110 immediately.
- ★ Tell about the snatcher's traits and getaway directions in as much detail as possible.

4 Countermeasures for luggage lifting/pickpockets

Scam tricks "Luggage liftings" and "pickpockets" occur at places such as train stations and parks where many people gather, as well as tourist sites and festivals where people tend to get loose. Do not let down your guard at all times.

- Countermeasures**
- Do not put cash and valuables in your backpack. Keep it with you at all times.
 - At places such as tourist sites, take extra caution when you put your hand baggage down to take pictures.
 - At places such as cafes, do not leave your wallet etc. on the table while hanging your bag from the chair.

5 Countermeasures for vehicle thefts/car break-ins

1 Vehicle thefts

Scam tricks A "vehicle theft" is a crime to steal a car, motorcycle, or bicycle.

- In many cases, "unlocked" cars or those with the "engine key left on", as well as "unlocked" or "unattended" bicycles are targeted.
- Many bicycles/motorcycles that are used to go to work/school/shopping are stolen from the train station area.

- Countermeasures**
- Make sure to pull out the key and lock the vehicle if you leave it even for a short time.
 - Install an alarm system on your car or use a high-security electronic lock.
 - Park your car/bicycle at well-monitored, safe parking lots.
 - Do not leave your bicycle unattended on the streets.
 - Make sure to lock your bicycle when you leave it.
 - You are legally obliged to register your bicycle for theft prevention. Make sure to register at the retailer. For more information, please refer to the official website of Tokyo Bicycle Dealers' Theft Prevention Association (<http://www.bouhan-net.com/>).

2 Car break-ins

Scam tricks A "car break-in" is a crime to steal money and goods from inside a vehicle such as cars.

- Valuables such as wallets and cards are stolen from inside unlocked cars (parked for a short time) and at parking lots without shutters.

- Countermeasures**
- Make sure to pull out the key and lock the vehicle if you leave it even for a short time.
 - Do not leave your car with valuables (wallet, driver's license, cards, etc.) inside.
 - Take home with you detachable devices such as the car navigation system and ETC cards.
 - Enhance security with a steering wheel locking device, an immobilizer (it makes the engine work by verifying the electronic key), etc.
 - Do not park your car illegally on the street and use a well-monitored, safe parking lot instead.

Protecting children from crime

A community where children can live rest assured

There is no end to the number of crimes targeting children, such as kidnapping and obscenity. The criminal takes the slightest opportunity to approach children. Let your child carry a personal alarm at all times.

Cases involving elementary school children

- Hours with many crime outbreaks are 2-6pm (when school is over-dinner time) when the children are outside. And many occur at their routes to/from school, parks, etc.
- Children are reluctant to tell their parents about their falling victim as they fear being scolded.
- ★ Pay attention to the child's behavior. If you notice something different from usual, speak gently to the child.
- ★ Know where your child plays and check the place out every once in a while.

To avoid children to be involved in crimes...

Promise with your mom and dad



- Don't follow a stranger
- When a stranger tries to drag you away, call out loud for help
- Let your family members know where you go to play

Prevent crime with community eyes! <Keep them sharp: People, parent and community eyes>

Criminals are afraid of getting caught.

~Create an atmosphere/environment that makes them feel "everyone around is watching"~

- Countermeasures**
- 1... If you see an adult stranger wandering around where children play, or when you see a suspicious car parking, take note of the color and the number of the car. If you feel something strange, call Dial 110.
 - 2... Watch over the children with community eyes by patrolling routes to/from school, parks, etc.
 - 3... If the neighborhood has surveillance cameras installed, post stickers etc. to promote it and that people are highly aware of preventing crimes.
 - 4... If you see a suspicious adult accompanied by a child, speak to them or call Dial 110.

Children's 110

"Children's 110" is the place that offers temporary shelter and reports to the police etc. when a child, who senses a crisis, seeks help. In Taito City, such places are located in children's routes to/from school. If anything, the child can go to the house/shop, etc. with the "Children's 110" sticker posted on its wall.

Check with your children in advance the locations of "Children's 110" around you, such as the route to/from school, the park they always play at, etc.

(Tokyo Metropolitan Police Department)



(Taito City)



Please contact below if you could help by posting the "Children's 110" sticker on the wall of your place.

"Children's 110" Staff, Educational Affairs Section, School Affairs Division

● Phone...5246-1412

● Email...gakumu-kodomo110ban.wyj@city.taito.tokyo.jp

QR code for the registration e-mail form (Sign up easily from your smartphone.)



Child/Elderly abuse

Abuse? If you feel anything odd, don't hesitate to report!

There is no end to the number of painful incidents where a tender life is taken by abuse in the name of "discipline". In addition, in the course of the aging society, elderly abuse has become a major problem generated by the increase in the number of people with dementia, the burdens of care, etc.

Abuse? ~Signs to notice~

- The elderly has many unnatural scars.
- The elderly wanders around often in odd hours.
- The elderly's outfit or body is unusually stained.
- The elderly is always hungry.

Early discovery and dealing with it appropriately are critical in tackling abuse. If you are bothered, worried, or in pain, if only a little, start from calling. Anyone is welcome: in person, someone around the elderly, the neighbor etc. (For the number to call, please refer to the back cover page.)

Protecting yourself from sexual crime <Molestation is a crime!>

Countermeasures for molesters

Molestation is no petty offense. If you fall victim, gather your courage to let people around you know.

On the train

Scam tricks These three places require extra caution on the train.

- 1 The car close to the ticketing gates of big or terminal stations. The molester can run away easily by blending in with many people getting on and off the trains.
- 2 The end of the car, close to the joining section. Bowels of the car have no escapes and cannot be noticed easily by other passengers.
- 3 Close to the door. Being the most crowded part of the car, the molester can contact the victim and run away easily.

- Countermeasures**
- Change the commuting time or the car you use. Some molesters target people who use the same car or in the same hours.
 - Take advantage of the "Women only" cars.

Always be cautious of your surroundings

Features

- The molester doesn't get on the train although the train is not crowded.
- The molester is looking around and seems like looking for a target.
- The molester had got on the train just a while ago but came back on the train bound for the opposite direction.

Countermeasures

- Avoid being close to a suspicious person. If you pay attention carefully, you may find a suspicious person wandering on the platform.

If you ever get molested... ~Things you can do on the train~

When you are molested, you may be too frightened or mortified to move. However, molestation is a crime. You do not deserve to suffer. Be brave and do what you can do.

● Express yourself "NO!"

If you remain silent, the molester's actions will escalate. Be brave and say "No!"

● Change the car or train and get away from the molester

If you are not sure that it is a molester, get off for a moment and change the car or train.

● Grab the molester by the hand

Securely grab the hand that is touching you.

● Seek for help from passengers (witnesses) around you

Raise your voice to say "This is a molester!" "Help me!" to let people around you know.

● Tell the police/station officers

"If I just bear with it..." "No big deal..." Crying yourself to sleep will only let the molester go unchecked and lead to the further maliciousness of the crime.

Countermeasures for stalkers

The police station's consultation system prioritizes the protection of the victims. If you are stalked or harassed, ask your nearest police station or the Office of Stalking Countermeasures at the Metropolitan Police Department (consultation hotline) for help before you are victimized further. (For the numbers to call, please refer to the back cover page.)

Countermeasures for camera voyeurism

Countermeasures

- There is no end to the number of camera voyeurism on digital cameras and smartphones.
- Many people seem to fall victim when off guard thinking, "I'm the last person to be taken pictures of". When you are wearing a short skirt, beware of your back. Especially when you are taking the escalator, you can avoid being taken the picture by being cautious by bending your body a little and watching out for your back.



Women living alone

1 Countermeasures for break-ins

Scam tricks

- When you live in an apartment, you tend to be careless about locking the windows.
- Always be on your guard as many criminals break in from the windows.

Countermeasures

- When you go to sleep, make sure to lock the windows even if you live on the 2nd floor or above.
- Make sure to lock the front door even if you live in an auto-lock apartment.

2 Countermeasures for going in and out of the room

Scam tricks ■ The stalker lies in wait at places like the entrance of the apartment, gets on the elevator with you, and attacks you from behind the moment you open the door.

Countermeasures

- Cherish the neighborhood relationship on a regular basis so that you can seek your neighbor's help if anything.
- The stalker lies in wait in the shadow and breaks in the moment you open the door. Make sure you open the door after you check your surroundings well.
- Don't immerse yourself in music players and smartphones. Beware of your surroundings by turning around every once in a while.

3 Countermeasures for break-ins

Scam tricks ■ The criminal confirms that the target woman is alone and uses various excuses to make her open the door.

- e.g. "Can you look after my neighbor's package?"
- "There is a leakage in my room. Let me see your kitchen."

■ Once in the room, the criminal threatens you with a deadly weapon and commits the crime such as theft, physical assault, et.

Countermeasures

- Don't open the door immediately. Use the intercom or peephole to check the visitor.
- Keep the door chain on and deal with the visitor carefully.

When taking the elevator

There are cases where a stranger attacks when the victim gets on the elevator of his/her apartment. Sometimes the victims are small children. Be aware that regardless of age and time of the day, an elevator turns into a closed room.

Countermeasures

- Before you get on the elevator, check if there is no one around the elevator hall, etc.
- Stand close to the emergency alarm and floor buttons so that you can press it if anything.
- When you are on the elevator alone with a stranger, keep yourself on guard so that you can get off at any time on the nearest floor.
- Check the surroundings of the elevator so that you don't end up taking it alone with a suspicious person.
- When you are on the elevator alone with a stranger and feel scared, press all floor buttons and get off on the floor that the elevator stops first.
- The stalker lies in wait in the shadow and when he/she finds out that you get on the elevator alone, gets on right before the door closes. Do not freak out and step back. Instead, keep the position in front of the door where you can press the emergency alarm, and stand against the wall of the elevator.



Spouse violence: DV (Domestic Violence)

The victim of domestic violence is not always a woman. Sometimes a man can fall victim. Violence is an illegal act even between spouses. A "violence" does not only refer to physical ones but also mental ones that harm the victim's mind and body (spouting personality-denying rhetoric, ignoring everything that the victim says, etc.)

Countermeasures ● When you fall victim, suffering by yourself may only escalate the violence. Start with consulting with the City Office, police stations, and specialist organizations.

<When you are struggling with the relationship with your partner...>

Taito Purple Hot Dial Phone #: 3847-3611 (no reservation required) Confidentiality guaranteed
Available days/hours: Mon.-Sat., 9am-5pm *Except for the 1st/3rd/5th Mon. of the month (if Mon. is a holiday, the hotline will close on the following weekday)

Removing crime organizations from town

Crime organizations do not only commit crimes such as extortions, gambling, trafficking of guns and drugs, but also invade and harm ordinary residents' lives by debt recovery, settlement negotiations, unreasonable demands of money and goods, etc. There are also cases where they do not accept eviction requests.

Purge crime organizations The 3 NEVERs +1

- ① Never be afraid of crime organizations
- ② Never give money to crime organizations
- ③ Never use crime organizations
- ④ Never tie in with crime organizations

Countermeasures

- **Deal with them at places advantageous for you**
Do not go to their designated place. Make the meeting see-through by keeping the door wide open, etc.
- **Deal with them in multiple persons, including the one in charge**
Deal with them in more number of persons than their side.
- **Set the time to deal with them**
Set the time to meet them, inform them, and make it clear that the meeting will stop when the ending time comes. If they ignore your request to leave and insist on staying, call the police.
- **Choose the words carefully**
Do not use vague words that may generate their anticipations, such as "We'll look into it" or "We're fine".
- **Record the meeting**
Take note of or record (audio/video) the meeting as it will serve as the prima facie evidence when things lead to a criminal case, petition of provisional disposition, civil case, etc.
- **Do not let the president join the meeting**
Do not let the president join the meeting. In the presence of the decision maker, they will insist on an immediate reply.
- **Check who they are**
Ask for their business cards. Make them fill in the visitation form.
- **No hospitality necessary**
Serving tea may be considered "You may stay for a while". The tea may also turn into a threatening tool by throwing the cup at you.
- **Check their purposes/demands**
Don't make them use abstract words such as "Show your sincerity!" Make them make clear the details of their demand.
- **Never compromise and deal with them with consistency**
Deal with them consistently with your organization's policy and make clear refusals.
- **Refuse creating documents**
Do not create documents without discretion as it will allow them to make excuses to negotiate.
- **Reporting to the police / Early consultation with the Tokyo Center for Removal of Criminal Organizations, etc.**
Call Dial 110 in the event of a criminal act such as violence, threatening, etc. Deal with unreasonable requests with a firm attitude and consult immediately the police or the Tokyo Center for Removal of Criminal Organizations. (For the number to call, please refer to the back cover page.)

Excerpt from "Crime Organization Dealing Guidebook: General Edition" (October 2020)

When you are in trouble involving crime organizations, do not try to find solution by yourself. Do not be afraid or hesitate to consult with your nearest police station.

Avoiding consumer troubles

1 Countermeasures for fraud business

These are the types of slick and malicious schemes:

1 Fraud inspection sales

Scam tricks The salesperson visits houses with the catch-phrase of "free inspection". After the inspection, the salesperson prompts fear by saying "You should better work on it soon", and makes you conclude contracts for roof work, installation of underfloor ventilation, termite extermination, etc.



Countermeasures

- Do not let the salesperson in your house easily.
- Do not blindly accept the inspection results. Avoid signing the contract on the spot.

2 Bait-and-switch sales

Scam tricks The salesperson makes announcements on the phone/social media/email such as, "Limited time offer! Special discount" to call you out and forces you to sign a contract for an expensive product.

Countermeasures

- Do not go even if the salesperson calls you out. "Let's just listen to their offer" is a no-go.
- Do not reply in a vague manner. Make it clear that you won't go.

3 Pyramid scheme

Scam tricks The salesperson invites you in a sales organization in which you purchase a product (cosmetics, health food products, health equipment) and receive a margin by inviting new members in.

<Beware of sweet deals!>

- "If you become a member and introduce new purchasers, you will receive a high margin."
- "Some people have monthly profits of -- thousand yen."
- "The more you bring in new members, their effort will also become your profit and you will be able to make money easily."

The consumer may have a hard time bringing in new members and end up with an inventory with outstanding payments.

Countermeasures

- There is no such thing called "sweet deal". Be skeptical and doubtful enough to think that every sweet deal has a pitfall.
- Every membership organization has its expansion limits. If someone says "profit guaranteed", be careful! Inviting a friend may lead to the end of your friendship...

4 Negative option

Scam tricks The dealer sends you products that you never ordered without your permission, and charges you for them unilaterally.

Countermeasures

- If you receive a product you never ordered
Regardless of the product being cash-on-delivery, refuse its receipt and ask the delivery person to take it back.
If you are not sure if your family member has ordered the product, receive it only after you have confirmed about it.
- If you happen to receive the product
Do not pay the invoice. You can discard the product 14 days after the receipt, or if the vendor did not come to pick up the product 7 days after you asked them to pick it up. Within that period, do not use the product and keep it.

2 Cooling-off system

If you feel the purchase was "a failure" or "unnecessary"

The cooling-off system allows you to unconditionally cancel the contract without stating the reasons within a designated period of time if the consumer cools his/her head off and decides to terminate the product. It is applicable to door-to-door sales and phone solicitations where surprise solicitations take place. The cooling-off period depends on the sales method. When you have cooled off, the contract will be cancelled. The consumer need not pay the fees. The returning shipment will be covered by the vendor and you need not pay for it. Any payment you have paid up to then will receive a full refund (except for designated consumables).

<Major applicable periods>

- Purchases through door-to-door sales / telemarketing / provision of specific continuous services / visitation: **8 days**
- Chain-referral transactions / freelance sales: **20 days**

※The cooling-off system is inapplicable in some cases even within the applicable period, depending on the price and the contract of the product, the content and conditions of the service, etc.

If you wish to cool off (unconditional cancellation) the product:

- Check if it is within 8 or 20 days since you received the document that states that you can cool the product off.
- To cool off, write a postcard stating that you are cancelling the contract. Keep the photocopy of both sides of the card.
- Send the postcard on "acceptance-recorded mail" or "simplified registered mail" to send the notice to the vendor.

3 Online troubles

The popularization of the Internet led to the increase of people who do shopping or make various agreements at home. Consumer damages are increasing accordingly as well.

1 E-commerce troubles

Case example 1

- You made the payment of an online purchase (e-commerce) but never receives the product.
- You received a fake product.

Countermeasures

- When you shop online, make sure to check the vendor's "Notation based on the Specified Commercial Transactions Act" and "Company Profile". They state the vendor's information such as their "address", "phone #", etc.
- If the vendor's website "has an odd address or an awkward usage of the Japanese language", "the only transaction method is bank remittance", "uses an individual's bank account name", or "has no phone number", avoid shopping there.
- Be especially careful if the vendor's website uses an unfamiliar domain such as ".xyz".

Case example 2

- You came across an advertisement for a health food product while using your smartphone. It said, "First purchase for only 500yen; limited time offer". So you ordered the product only to try it, but it turned out to be a periodical purchase with a minimum of five times.

Countermeasures

- Before you order, make sure you check the purchasing/cancelling conditions well and you accept them.
- Shopping online, on TV, or through a catalog has some caution notes unlike ordinary shopping.

Caution note ① ... Basically you have to follow the purchase/return conditions stated on the advertisement.

Caution note ② ... There is no cooling-off systems applicable for purchases through such channels.

2 Being lured out from social media to online dating sites

Case example You receive a message on social media saying, "We have changed our account. Please register again!" You replied to it and receives another email stating a link to a website that will inform you the details. You are told that in order to meet your target person, you will have to accumulate points and you are forced to buy one prepaid card after another.

- Countermeasures**
- Use social media only after you have set your scope of viewers.
 - Social media allows you to connect with others so easily that sometimes it is difficult to judge if the person really exists. Be careful.
 - Once you have paid money, it is difficult to get back. Be careful.

3 Beware of money-making ideas ~Troubles on information for commercial use~

Case example You are looking for a side job and come across an advertisement saying, "Profit guaranteed", "Make --yen a month easily. If you don't make a profit, refund is guaranteed". So you purchase information for commercial use for 300k yen, thinking that you can always ask for a refund even if you are not successful. You end up making no money but are left with payment.

- Countermeasures**
- There is no side job with easy profits. Even if it states "refund guaranteed", you will never get your money back under strict requirements and be only left with payment.
 - Even if you sign a contract, you may not make a profit but a loss instead. Beware of someone who may take advantage of your hope to make up for the loss and lure you to another contract, saying, "This one makes more money", and you end up signing it.

Troubles over shopping and contracts may happen to anyone.

If you need help, do not waste time to consult with the **Consumer Life Center (phone #: 5246-1133)**.
 ※ Counseling available Mon.-Fri. 9:00-16:00 (Except for holidays/Year-end/New Year)

TO AVOID BECOMING INVOLVED IN IT-RELATED TROUBLES

- Do not disclose your personal information online, such as your phone #, address, email address, etc.
- Make your password unimaginable for others and do not share it with other accounts. Also change the password on a regular basis.
- Install anti-virus software on your PC/smartphone.
- Purchase your apps from reliable stores.
- Do not open files attached to emails from unknown senders or click its links.

The city's project to support crime countermeasures in the community

Taito City supports voluntary crime prevention activities of the community members

For details of the requirements, please contact the **Life Safety Promotion Section (Phone #: 5246-1044)**

1 Rental crime prevention patrolling goods

The goods are lent through various crime prevention associations to support crime prevention patrolling activities

Available goods

- Safety vests
- Windbreakers
- Armbands etc.



2 Partial financial support for the expenses for the installation of security facilities such as surveillance cameras

Partial financial support is available for community groups such as shopping districts and neighborhood associations, for the expenses for the installation/renewal/maintenance/management of security facilities such as street surveillance cameras.

Targets of financial support

- Expenses for the installation/renewal/maintenance/management of security facilities such as street surveillance cameras
- ※ For more information on the amount of support money and conditions to be eligible for the support, please contact the Life Safety Promotion Section (as mentioned above).

3 Rental patrol cars available nightly for voluntary crime prevention groups

Patrol cars can enhance your crime prevention effects. Please feel free to utilize them for your local crime prevention patrolling activities.

Rental patrol cars: overview

- **Mandatory** ... Attendance of the workshop for nightly rentals
- **Eligibility** ... Voluntary crime prevention groups in Taito City
- **Available hours** ... Basically 7:30pm-10pm of the days when the City Office is open
- **Available cars** ... Patrol cars with blue beanie lights (light vehicles)
- **Fee** ... Free of charge (insurance, gas, etc. covered by Taito City)

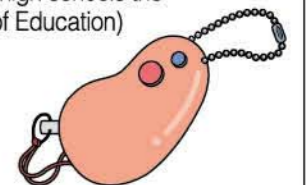
※ For more information on details of use such as the workshop, please contact the Life Safety Promotion Section (as mentioned above).



4 Rental personal alarms for elementary/junior high school students who live in Taito City or enrolled in schools here

Details

- The alarms will be distributed free of charge through the municipal elementary/junior high schools the student goes to. (General Affairs Section, General Affairs Division, Taito City Board of Education)
- To those who attend private junior high schools in Taito City, or those who live in Taito City and attends elementary/junior high schools outside the City, the alarms will be distributed in person at the City Hall on a request basis. (General Affairs Section, General Affairs Division, General Affairs Department) (Room #8, 4th floor of City Hall / Phone: 5246-1082)



Safety and security news flashes

1 Taito City Safety & Security Email Newsletter

Taito City distributes "Taito City Safety & Security Email Newsletter", a service that promptly informs via emails local familiar crime outbreaks such as "suspicious person talking to children". To receive the information, please sign up with your email address.

Contents etc. <Examples of information distributed via email>

- Child-related incidents / Information on suspicious persons
- Familiar crime outbreaks (snatch-and-runs, burglary theft)
- Information on local safety/security, etc.

<Fees>

- Subscription is free of charge.
- However, the subscriber needs to cover the access fees upon signing up as well as for the receipt of information emails.

<Others>

- When you change your email address to receive the newsletters due to the purchase of a new mobile phone, etc., please sign up for subscription again.
- ※Your email address to receive the newsletters is registered directly to the distribution server of the information distributor's server. Taito City holds absolutely no subscriber information such as email address, etc.



Signing up on mobile phone

Access the site below and sign up with the mobile phone etc. you wish to use for the subscription.

- Subscription sign-up page..... <http://www.anshin-bousai.net/taito/>
Or read the QR code on the right with the barcode reading function of your mobile phone, and you will be directed to the subscription sign-up page easily.



Signing up on pc

Send a blank email message to taito-address@anshin-bousai.net
You will receive an email that instructs how to sign up. Follow the steps to proceed with the registration.



2 Taito Safety/Security News Flyer

With the help of the neighborhood associations, Taito City distributes flyers to neighborhood associations with information on countermeasures for crimes such as special fraud.

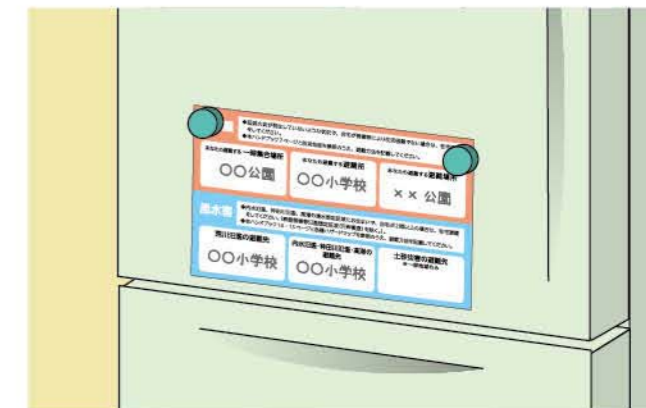
They are passed around in community bulletins so that everyone is notified and can avoid falling victim.



Just in case

Use the Evacuation Action Check Card

Evacuation Action Check Card is to organize the evacuation activities to at-a-glance card by writing down the evacuation procedures checked on disaster prevention maps and hazard maps in advance, in case the evacuation is needed due to an earthquake, wind and flood damage, etc. After writing down the information, cut the card out and post it on your refrigerator or somewhere noticeable at your home, so that the family members can check where to evacuate. *The card is on the reverse side of this page. Please cut it out and make use of it.



To rescue and help the localities

Use the "We're OK" Card

The "We're OK" Card (Disaster Safety Confirmation Card) is a framework to find and provide support to people in need at times of disaster. When a family who doesn't need help posts the "We're OK" Card, it allows the community to allocate the relief and support efforts to the families who do not post the Card. The neighbors' cooperation is the most reliable help at times of disaster. Please use the "We're OK" Card (Disaster Safety Confirmation Card) and call out your neighbors.

*The card is on the reverse side of this page. Please cut it out and make use of it.



Cut this line

地震

- 延焼火災が発生していないような状況で、自宅が倒壊等により生活困難でない場合は、在宅避難をしてください。
- 本ハンドブック7ページと防災地図を参照のうえ、避難方法を記載してください。

あなたの避難する **一時集合場所**

あなたの避難する **避難所**

あなたの避難する **避難場所**

風水害

- 内水氾濫、神田川氾濫、高潮の浸水想定区域にお住まいで、自宅が2階以上の場合は、在宅避難をしてください(家屋倒壊等氾濫想定区域(河岸侵食)を除く。)
- 本ハンドブック14・15ページと各種ハザードマップを参照のうえ、避難方法を記載してください。

荒川氾濫の避難先

内水氾濫・神田川氾濫・高潮の
避難先

土砂災害の避難先
※一部地域のみ

Cut this line



災害時安否確認カード

家の中にいる者は

無事です

安否確認の必要はありません

OK / 무사합니다 / 平安

災害時、安否確認の必要がないご家庭は、
玄関の外のドアノブなどにこちらの面が見えるように掲示してください

Inquiries

City Facilities

| | Facility | Address | Phone Number |
|-------------------|---|--|--------------|
| City Facilities | Taito City Office | Taito City Higashiueno 4-5-6 | 03-5246-1111 |
| | Crisis & Disaster Management Section | Taito City Office 10F | 03-5246-1092 |
| | Life Safety Promotion Section | Taito City Office 4F | 03-5246-1044 |
| Resident's Office | Seibu Resident's Office | Taito City Shitaya 3-1-30 | 03-3876-2651 |
| | Nanbu Resident's Office | Taito City Kotobuki 1-10-12 | 03-3842-2651 |
| | Hokubu Resident's Office | Taito City Asakusa 4-48-1 | 03-3876-2284 |
| | Seibu Resident's Office Yanaka Annex | Taito City Yanaka 5-6-5 | 03-3828-9291 |
| | Hokubu Resident's Office Kiyokawa Annex | Taito City Kiyokawa 1-23-8 | 03-3876-3566 |
| Area Center | Taito Area Center | Taito City Taito 1-25-5 | 03-3834-4406 |
| | Higashi-Ueno Area Center | Taito City Higashiueno 3-24-6 | 03-5688-3633 |
| | Ueno Area Center | Taito City Ikenohata 1-1-12 | 03-5815-8623 |
| | Iriya Area Center (Temporary location until March 2022) | Taito City Negishi 3-1-19 YS Building 6F | 03-3876-1821 |
| | Asakusabashi Area Center | Taito City Asakusabashi 2-8-7 | 03-3851-4500 |
| | Kaminarimon Area Center | Taito City Asakusa 1-37-3 | 03-3841-7924 |
| Health Center | Taito Health Center | Taito City Higashiueno 4-22-8 | 03-3847-9401 |
| | Asakusa Health Consultation Center | Taito City Hanakawado 2-11-10 | 03-3844-8171 |
| Sanitation Office | Taito Cleaning Office | Taito City Imado 1-6-26 | 03-3876-5771 |

Disaster Prevention · Crime Prevention Related Organizations

| | Facility | Address | Phone Number |
|----------------------|---|-------------------------------|-----------------------------------|
| Police Station | Ueno Police Station | Taito City Higashiueno 4-2-4 | 03-3847-0110 |
| | Shitaya Police Station | Taito City Shitaya 3-15-9 | 03-3872-0110 |
| | Asakusa Police Station | Taito City Asakusa 4-47-11 | 03-3871-0110 |
| | Kuramae Police Station | Taito City Kuramae 1-3-24 | 03-3864-0110 |
| Fire Station | Ueno Fire Station | Taito City Higashiueno 5-2-9 | 03-3841-0119 |
| | Asakusa Fire Station | Taito City Komagata 1-5-8 | 03-3847-0119 |
| | Nihonzutsumi Fire Station | Taito City Senzoku 4-1-1 | 03-3875-0119 |
| Water Supply /Sewage | Bureau of Waterworks Bunkyo Office | Bunkyo City Nishikata 2-16-23 | 03-5840-8021 |
| | Bureau of Sewerage Hokubu Sewer Office Taito Branch | Taito City Kuramae 2-1-8 | 03-5821-2401 |
| Telephone | NTT East Minamikanto Corporation | Taito City Ueno 5-24-11 | 116 (general inquiry on services) |
| Electricity | TEPCO Power Grid, Inc. Ueno Branch | Taito City Ryusen 2-18-6 | 0120-995-007 |
| Gas | Tokyo Gas Customer Center | ————— | 0570-002211 |

HOTLINES TO SAVE YOUR LIVING

Emergency calls Police: Dial 110 / Fire/First-aid: Dial 119

| Fraudulent business hotlines | |
|---|--|
| Tokyo Metropolitan Police Department General Advisory Center (Mon.-Fri. 8:30-17:15) | 03-3501-0110 or #9110 |
| Taito City Consumer Life Center (Mon.-Fri. 9:00-16:00) | 03-5246-1133 |
| Vulnerable Elderly Hotline 110 (Mon.-Sat. 9:00-17:00) | 03-3235-3366 |
| Billing Fraud Hotline 110 (Mon.-Sat. 9:00-17:00) | 03-3235-2400 |
| Tokyo Metropolitan Comprehensive Consumer Center (Mon.-Sat. 9:00-17:00) | 03-3235-1155 |
| Stalkers/Men-Women Violence hotlines | |
| Office of Stalking Countermeasures, Tokyo Metropolitan Police Department (Mon.-Fri. 8:30-17:15) | 03-3501-0110 or #9110 |
| Tokyo Metropolitan Women's Counseling Center (Mon.-Fri. 9:00-20:00) | 03-5261-3110 |
| Tokyo Women's Plaza (9:00-21:00 *Except Year-end/New Year Holidays) | 03-5467-2455 |
| Taito Purple Hot Dial (Mon.-Fri. 9:00-17:00 *Except the 1st/3rd/5th Mon. of the month (if Mon. is a holiday, the hotline will close on the following weekday) | 03-3847-3611 |
| Men's Hotline (c/o Tokyo Women's Plaza) (Mon. & Wed. 17:00-20:00) | 03-3400-5313 |
| Online fraud hotline | |
| Tokyo Metropolitan Police Department Cyberattack Countermeasures Department (Mon.-Fri. 8:30-17:15) | 03-3431-8109 |
| Child abuse report/hotline | |
| 24h hotline (Taito City Children-in-Need-of-Protection Support Network) | 03-3875-1889 |
| Tokyo Metropolitan Child Counseling Center (Mon.-Fri. 9:00-17:00) | 03-5937-2314 |
| Nihonzutsumi Child/Family Assistance Center (Mon.-Sat. 9:00-17:00) | 03-5824-2571 |
| Elderly abuse report/hotline | |
| Taito City Preventive Care/Area Support Division, Elderly General Hotline (Mon.-Fri. 8:30-17:15) | 03-5246-1224 |
| Counseling for the sound nurturing of youths, etc. | |
| Tokyo Metropolitan Police Department Taito Youth Center (Mon.-Fri. 8:30-17:15) | 03-3828-1044 |
| Hotline for juvenile delinquency and bullying | |
| Young Telephone Corner (Tokyo Metropolitan Police Department) (Mon.-Fri. 8:30-20:00, Sat./Sun./Hol. 8:30-17:00) | 03-3580-4970 |
| Hotlines for crime victims and their families | |
| Crime Victims' Hotline (Tokyo Metropolitan Police Department) (Mon.-Fri. 8:30-17:15) | 03-3597-7830 |
| Victim Support Center of Tokyo (Mon./Thu./Fri. 9:30-17:30, Tue./Wed. 9:30-19:00) | 03-5287-3336 |
| Hotlines for troubles with crime organizations, etc. | |
| Violence Hotline (Tokyo Metropolitan Police Department) (24hrs.) | 03-3580-2222 |
| Tokyo Center for Removal of Criminal Organizations (9:00-17:00 *Closed Sat./Sun./Hol.) | 03-3291-8930 or toll free 0120-893-240 |
| Counseling for substance abuse | |
| Taito Health Department Health Services Division | 03-3847-9497 |
| Asakusa Health Counseling Center | 03-3844-8171 |
| Taito Health Department Health and Preventive Division | 03-3847-9405 |