



## Emergency Message for U.S. Citizens: Tokyo (Japan), Update on Situation in Kumamoto and Oita Prefectures-Shelter and Transportation Information

### Earthquakes

East Asia & Pacific > Japan; East Asia & Pacific > Japan > Fukuoka; East Asia & Pacific > Japan > Okinawa; East Asia & Pacific > Japan > Tokyo

4/18/2016

This is a follow up to the information in the Embassy's Emergency Message to U.S. Citizens sent on April 15 (<http://japan.usembassy.gov/e/acs/tacs-alert-20160415.html>). Two large-scale earthquakes and numerous aftershocks have occurred in Kumamoto and Oita Prefectures in the Kyushu region of Japan since April 14. Kumamoto is approximately 730 miles southwest of Tokyo.

Mashiki Town, Minami-Aso Village, Aso City, and Kumamoto City in Kumamoto Prefecture, and areas in Oita Prefecture, were among the most affected with significant damage to homes, roads, and other infrastructure. Landslides remain a concern due to heavy rains. A tsunami warning was temporarily issued early April 16, but was lifted soon afterwards. Strong aftershocks have been reported in Kumamoto and Oita Prefectures and are expected to continue for several days.

As of 4:00 pm local time on Monday, April 18, local authorities report no U.S. citizens among the casualties.

Areas throughout Kumamoto Prefecture, as well as Yufu City, Oita, report water outages. There have also been electrical and gas outages in Kumamoto Prefecture, including Aso, Mashiki and Minami-Aso.

Information regarding shelters for foreigners and transportation closures are listed below. U.S. citizens in areas affected by the earthquake can obtain information on finding shelter, food, water and bathing facilities, and other resources, at local city offices:

Kumamoto City (<http://www.city.kumamoto.jp.e.fm.hp.transer.com/Default.aspx>)

Kumamoto City Hall (Chuo-ku) Switchboard: 096-328-2111, Address: 1-1Tetorihoncho,

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Chuo-ku, Kumamoto-shi, Kumamoto-ken

Aso City (<http://www.city.aso.kumamoto.jp.e.pw.hp.transer.com/>)

City Hall Disaster Prevention Office: tel. 0967-22-3111, Address: 504-1 Miyaji, Ichinomiya-cho, Aso-shi, Kumamoto-ken

Mashiki Town (in Japanese: [www.town.mashiki.lg.jp](http://www.town.mashiki.lg.jp) )

Emergency Headquarters (Mashiki Health and Welfare Center): Tel 096-234-6123, Address: 1470 Soryo, Mashiki-machi, Kumamoto-ken

Minami-Aso Town (in Japanese <http://www.vill.minamiaso.lg.jp/>)

Tel: 0967-67-1111, Address: 145-3 Kain, Minami Aso, Aso-gun, Kumamoto-ken

Yufu City, Oita Prefecture

(<http://www.city.yufu.oita.jp.e.nr.hp.transer.com/newly/hinansyoosirase/>)

Tel: 097-582-1111, Address: Kakiharuru, Shonai-cho, Yufu-shi, Oita-ken

Up-to date information on transportation closures is available in English from the Japan National Tourism Organization <http://www.jnto.go.jp/eq/kumamoto.html> .

Please note that transportation and other information is changing constantly. U.S. citizens in the area should continue to monitor local news reports, follow directions from local officials, and take other appropriate actions as needed. Information on affected areas is available in English on the Japan Meteorological Agency website.

U.S. citizens traveling to or living in the affected region should consider contacting friends and family to let them know you are safe. Any inquiries can be directed to the Embassy in Tokyo or the Consulate in Fukuoka. We will continue to provide updates on the situation .

U.S. Embassy Tokyo

American Citizen Services

Tel: 03-3224-5000 (from Japan), +81 3-3224-5000 (from the United States)

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Email: TokyoACS@state.gov  
U.S. Consulate Fukuoka

Tel: 092-751-9331 (from Japan), +81 92-751-9331 (from the United States)

Email: FukuokaACS@state.gov

Additional information on emergency preparedness may be found on the "Natural Disasters" page of the Bureau of Consular Affairs website.

We strongly recommend that U.S. citizens traveling to or residing in Japan enroll in the Department of State's Smart Traveler Enrollment Program (STEP). STEP enrollment gives you the latest security updates and makes it easier for the U.S. Embassy or the nearest U.S. Consulate to contact you in an emergency. If you don't have Internet access, enroll directly with the nearest U.S. Embassy or Consulate.

Contact the U.S. Embassy or Consulate for up-to-date information on travel restrictions. You can also call 1-888-407-4747 toll-free in the United States and Canada or **1-202-501-4444** from other countries. These numbers are available from 8 a.m. to 8 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). Follow us on Twitter and Facebook. Regularly monitor the State Department's website, where you can find current Travel Warnings, Travel Alerts, and the Worldwide Caution. Read the Country Specific Information for Japan. For additional information, refer to our Travelers Checklist.

For any emergencies involving U.S. citizens, please contact the American Citizens Services (ACS) Unit of either the U.S. Embassy in Tokyo or one of the U.S. Consulates in Japan.  
U.S. Embassy Tokyo

American Citizen Services

1-10-5 Akasaka, Minato-ku, Tokyo 107-8420

Tel: 03-3224-5000

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After Hours: 03-3224-5000

Fax: 03-3224-5856

<http://japan.usembassy.gov/e/tacs-main.html>

The U.S. Embassy serves Americans in Tokyo, Chiba, Fukushima, Gunma, Ibaraki, Kanagawa, Nagano, Niigata, Saitama, Shizuoka, Tochigi, Yamagata and Yamanashi.

Consulates:

Osaka-Kobe:

11-5, Nishitenma 2-chome, Kita-ku, Osaka 530-8543; Tel: 06-6315-5912, Fax: 06-6315-5914; serving Americans in Osaka, Aichi, Ehime, Fukui, Gifu, Hiroshima, Hyogo, Ishikawa, Kagawa, Kochi, Kyoto, Mie, Nara, Okayama, Shimane, Shiga, Tokushima, Tottori, Toyama, and Wakayama prefectures.

<http://osaka.usconsulate.gov/>

Nagoya:

Nagoya International Center Bldg. 6th floor, 1-47-1 Nagono, Nakamura-ku, Nagoya 450-0001; Tel (052) 581-4501, Fax: (052) 581-3190; providing emergency consular services only (including death and arrest cases) for Americans living in Aichi, Gifu, and Mie prefectures.

<http://nagoya.usconsulate.gov/>

Fukuoka:

5-26, Ohori 2-chome, Chuo-ku, Fukuoka 810-0052; Tel: 092-751-9331, Fax: 092-725-3772; serving Americans in Fukuoka, Kagoshima, Kumamoto, Miyazaki, Nagasaki, Oita, Saga and Yamaguchi prefectures.

<http://fukuoka.usconsulate.gov/>

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Sapporo:

Kita 1-jo, Nishi 28-chome, Chuo-ku, Sapporo 064-0821; Tel: 011-641-1115, Fax: 011-643-1283; serving Americans in Akita, Aomori, Hokkaido, Iwate and Miyagi prefectures.

<http://sapporo.usconsulate.gov/>

Naha:

2-1-1 Toyama, Urasoe City, Okinawa 901-2104; Phone: 098.876.4211, Fax: 098.876.4243; serving Americans in Okinawa and the Amami Oshima Island group

<http://naha.usconsulate.gov/>

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