

## EARTHQUAKE RESPONSE SURVEY RESULTS AND COMMENTS

<b>Age</b>	<b>75 responses</b>
20 or below	0
21-30	9 – 12.0%
31-40	16 – 21.3%
41-50	9 – 12.0%
51-60	14 – 18.7%
61-70	16 – 21.3%
71-80	11 – 14.7%
80 or above	

<b>Gender</b>	<b>75 responses</b>
Male	36 – 48%
Female	39 – 52%

<b>Nationality-Region</b>	<b>75 responses</b>
North America	37 – 49.3%
Europe	7 – 9.3%
Africa	2 – 2.7%
Middle East	1 – 1.3%
Asia (not Japan)	6 – 8.0%
Australia, NZ	5 – 6.7%
Japanese-Japan	17 – 22.7%

**Location** **75 responses**

Sapporo	61 – 81.3%
Kitahiroshima and Chitose and Tomakomai	5 – 6.7%
Asahikawa	2 – 2.7%
Niseko	3 – 4.0%
Obihiro, Kitami	2 – 2.7%
South to Hakodate	2 – 2.7%

**Residence Type** **75 responses**

Apartment Bldg.	43 – 57.3%
Private Home	30 – 40.0%
Condominium	1 – 1.3%
Dormitory	1 – 1.3%

**Residence Floor** **75 responses**

1-2	47 – 62.7%
3-5	20 – 26.7%
6-9	5 – 6.7%
10 and above	3 – 4.0%

**Usually Use Elevator** **75 responses**

No	60 – 80.0%
Yes	15 – 20.0%

**Felt Prepared** **75 responses**

1- Not Prepared	25 – 33.3%
2- A little prepared	17 – 22.7%
3- So-So	18 – 24.0%
4- Pretty well	8 – 10.7%
5- Well prepared	7 – 9.3%

**How much trouble** **75 responses**

1- Not so much	14 – 18.7%
2- A little trouble	20 – 26.7%
3- Fair amount	21 – 28.0%
4- Quite a bit	14 – 18.7%
5- Lots of trouble	6 – 8.0%

**No Power** **75 responses**

< 1 day	24 – 32.0%
1 day	14 – 18.7%
2 days	30 – 40.0%
> 2 days	7 – 9.3%

**No Water Supply** **75 responses**

No	56 – 74.7%
Yes	19 – 25.3%

**Trouble finding water**                      **30 responses**

No	24 – 80.0%
Yes	6 – 20.0%

**Main Concerns**                                      **75 responses (multiple items okay)**

Lack of Power	63 – 84.0%
Lack of Info Access	48 – 64.0%
Fear of Aftershocks	46 – 61.3%
Not able to Drive Safely	22 – 29.3%
Not able to cook/eat out	20 – 26.7%
Damage to home/safety	19 – 25.3%
No water for bath, etc.	18 – 24.0%
No public transport	17 – 22.7%
No drinking water	16 – 21.3%
Miscellaneous concerns	16 – 21.3%

**Biggest Problem**                                      **75 responses**

Lack of Electricity & related	48 – 64.0%
Lack of English Information	18 – 24.0%
Lack of Water	6 – 8.0%
Lack of Food	2 – 2.6%
Medical Issue	1 – 1.3%

<b>Types of information needed</b>	<b>Number (multiple items okay)</b>
Schedule to restore power	37
Location for charging cell phones	28
Locations to buy food/drinks	19
Locations for water supply	17
Locations of emergency shelters	14
Traffic information/warnings	11
Locations to buy gasoline	10
How to contact home country	9
Miscellaneous	6

<b>Resources relied upon</b>	<b>75 responses (multiple items okay)</b>
Internet	35 – 46.7%
Radio	34 – 45.3%
Phone Apps	27 – 36.0%
Telephone Communication	25 – 33.3%
Miscellaneous	15 – 20.0%

<b>Used an emergency shelter</b>	<b>75 responses</b>
No	69 – 92.0%
Yes	6 – 8.0%

### **Shelter comments (positive and negative)**

Felt safe and secure; food was available; able to wash and charge phone

A little noisy with kids running around

<b>How to better prepare</b>	<b>75 responses (multiple items okay)</b>
Stock emergency equipment	58 – 77.3%
Stock food and drinking water	48 – 64.0%
Purchase emergency lighting	30 – 40.0%
Keep gas tank at least half full	27 – 36.0%
Purchase portable radio	26 – 34.7%
Remove items in dangerous locations	26 – 34.7%
Learn local emergency locations	19 – 25.3%
Add emergency apps to phone	17 – 22.7%
Miscellaneous suggestions	16 – 21.4%

<b>Suggestions for local government</b>	<b>57 responses (multiple items okay)</b>
Provide more information in English	48 – 84.2%
Provide better smart phone apps	29 – 50.9%
More English speakers in government	22 – 38.6%
More English speakers in hospitals	22 – 38.6%
Government broadcast system, etc.	13 – 22.8%

<b>Feel More Prepared</b>	<b>75 responses</b>
1- A little more prepared	3 – 4.0%
2- Somewhat more prepared	16 – 21.3%
3- Better prepared	24 – 32.0%
4- Much more prepared	23 – 30.7%
5- Well prepared	9 – 12.0%

**What human resources would you like to see made available in the event of future earthquakes? (Some responses have been edited for clarity.)**

More information in English getting to residents and tourists

Specific radio broadcasts for foreign residents (e.g. a 5 minute update in English every hour about the status of the recovery)

In case of a power outage like the one we had, it would be great if they could broadcast multilingual announcements to local communities, made by city workers driving around neighborhoods, since we may not be able to check information on the websites/internet.

Interpreters for tourists at public transport facilities

Solid foreign language support for inbound tourists and foreigners who might panic

Guidance to foreigners by direct contact and not just through the internet

The City Hall contacting their citizens through e-mail, at the least. Something automated should be just fine - with a list of information of what to do in the case of or after the earthquake.

A person who informs us about shelters, water, food resources in English, maybe rescue office personnel giving multi-language announcements

I think a worker from the city hall should communicate in English with foreigners. It could be recorded and broadcast like announcements on trains or at airports.

Provide emergency/update information in English and inform us where to get it

Information on radio in several languages (English, Chinese, Korean, etc.)

Location of designated English speaking staff who are able to assist in translation and able to provide details of the present situation.

Groups to provide info in different languages (mini FM?), support system of neighbors especially for elders

Emergency services for tourists, many, many people in Sapporo Station were so scared.

Tanuki Koji is the default gathering spot for a lot international travelers in central Sapporo. I think that (and other central locations) is where emergency booths should be set up with multi-lingual communication groups.

We need people on city staff who can manage foreign language skills (EN, CH, plus possibly Southeast Asian languages).

Develop a method of getting important information into the hands of tourists and foreign residents prior to the occurrence of such disasters, so that they know where to go, what to do, whom to contact, etc.

List of physical locations one can go to for information in a multitude of languages. No need to have English speaking staff, just... a whiteboard or something with important information written on it.

Information on shelter locations getting to the people in English.

A bulletin board system so we could offer shelter/support to those in need, including foreign tourists.

Contact number available to cell phone users with a recording of info on immediate availability of water, food, etc.; later, info call number to talk to a real person about greatest needs such as City services, medical support, etc.

Obviously proper dissemination of information should be a given in this day and age...even if only provided in Japanese, automatic translation is good enough to get the gist for tourists, etc., who cannot read Japanese.

What would I do if I am not home when it happens? Are there human resources available to respond to immediate needs of lack of transportation/food, etc.? How would someone know about them? I would like to have a one-page sheet that would provide the information for my area, and the area of the city in general, if we should have another major earthquake. How would we get to a shelter?

HEAT!!! (What if an earthquake should occur in winter? Do shelters allow pets?)

If in need of medical help without a phone, what can someone do?

Make it easy for me to volunteer my assistance by providing a contact number. Sapporo city facilities and services should provide info as to what ways we can help others in our area. How can one volunteer to help.



Support staff for autistic persons or mentally challenged persons. They (including myself) are easy to get confused and depressed. They might cause trouble to someone. Of course, they do not want to do such things.

Places to get drinking water, toilet water, charge phones, take showers, etc.

Sapporo city should provide emergency drinking water at key locations.

There was a water source in the basement of my apartment, but it was unclear if the water was drinkable or boilable for drinking water. There was a handwritten sign in Japanese that I could not figure out. Later, a sign was added that said "Toilet" in katakana, which I could read. By that time, we had already boiled and drank the water. So, English translations of handwritten signs when at all possible?

Cooperation with convenience stores: Food/water rations and clothing/blankets depending on climate. Again if food is coming in to places like Seicomart then perhaps those places could take part in rationing food rather than charging for it in an emergency crisis, with an emergency budget allotted to them in the future to reimburse any sales lost.

Locations nearby where one can charge a smart phone or other device.

Rather than the earthquake itself, the major damage and inconvenience was due to the blackout, so it is very important that the power company (Hokuden) develop appropriate human and technological resources to avoid similar disasters in the future. This is all the more concerning given that Hokuden is also in charge of the nuclear power station at Tomari.

A proper power grid that is not so centralized and allows the whole damn island to lose power!

The city should have a clear rule about when schools and other educational institutions are cancelled. For example, all schools are cancelled in the event of a magnitude 6 earthquake.

Better news reporting -- News headlines such as on NHK World should not falsely say "Sapporo Devastated," as only a small part of Sapporo was devastated, and such exaggeration by a trusted news agency contributed to the huge losses in the tourism industry.

**What technology resources would you like to know about (e.g. internet services, apps) in the event of future earthquakes? 40 Total Responses (a few were combined)**

Apps, maybe. Twitter account by the city

Yahoo application about the earthquake size and where it was situated to be made available in English.

A way to get information updates via smartphone apps

An app with updated information for my area

Map of places where services are available

I had no internet/electricity, so internet services were not useful to me.

Internet services, apps in English

Cost of apps probably prohibitive and not a techie - no smart phone

I don't have a smartphone, only a flip phone.

Any information from reliable resources whether high or low tech

The free Data given out by Softbank was a plus.

TV, radio, and internet services

NHK app but could be a problem if I can't recharge my phone!

The Internet is essential. NHK news online was so useful.

Information via the Internet would have been very, very helpful

English or multilingual announcements. Announcements came in Japanese, but I couldn't understand them well.

Updates about power restoration

The location of an information centre where there is information regarding the disaster available, with internet connection and or the ability to recharge devices.

Mainly, how to stay in touch (needing electricity and recharging places).

Places to recharge iPads or cell phones.

Phone and internet access improvements

Mainly, how to stay in touch (needing electricity and recharging places).

Places to recharge iPads or cell phones.

Earthquake and emergency apps in English

\*I would like to know about a means of communication/news that would inform me of what is happening in English at the initial time and crucial hours following the earthquake. But without phone reception or internet access, an app or computer offers little help. I assume a battery operated/or solar radio might make a difference if there is a known channel in English. Is there an English channel?

\*Information about app, website in case of disaster when we enter the country.  
Nobody told me in advance what to do even at Hokkaido University. I didn't get any training. I was lucky to be with my Japanese partner.

\*It's possible that a shelter could be equipped with generators as well as stocked with food so it's not one for one but one for all. Schools are often used as shelters, they could have an emergency backup generator as well as non-perishables in an unused storage room. I lived through a war, so this to me is common sense, as was the earthquake escape bag.

\*Should set up several emergency internet hot spots in each ward using backup antennas and batteries

\*Backup power stations....not all relying on one!

\*Ability to implement back up generation of power to utilize elevators in emergency situations or manually operate them in high rise buildings. We were fortunate that the earthquake occurred at 3:00AM and few people if any were in elevators at the time.

\*Technology to predict the next earthquakes before it happens

\*Frequent update of information centralized somewhere. It was difficult to judge what legitimate information was and what wasn't. A site endorsed and updated by the government would be very helpful.

\*There should be a decentralized (not relying on one server) web service that provides information in an easy to use format, specifically designed for cell phones.

\*There is need for a better emergency backup system to operate more traffic signals and walk/don't walk lights during a power failure.

An application that would update and display the traffic situation and point out roads that should not be used by ordinary people in order to facilitate emergency vehicle movement

An application to report on the situation with respect to the availability of food supplies

Earthquake resistance devices to keep furniture in place