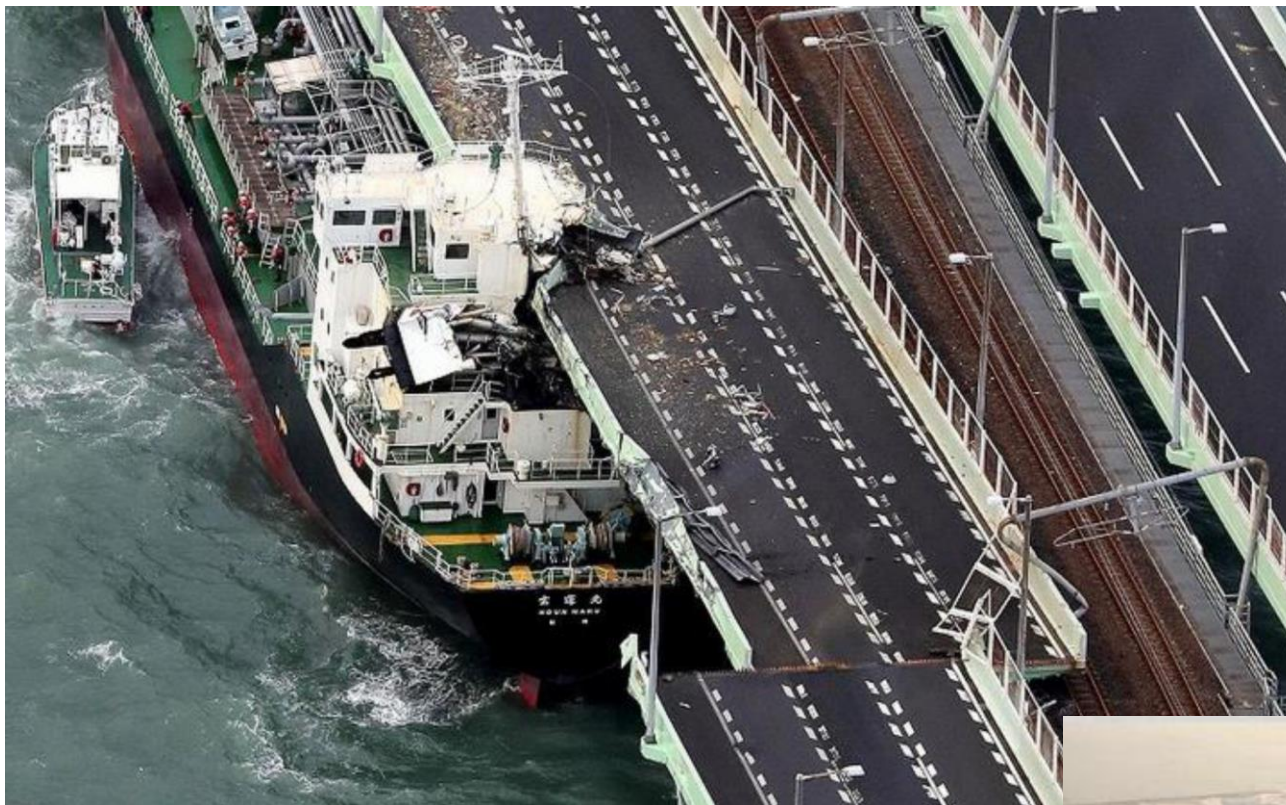


# Tourism Crisis Management

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**Japan Tourism Agency**



[Typhoon Jebi in 2018]

- September 4th, 2018: Made landfall in Japan
- 1 person killed, 980 people injured
- 68 houses completely destroyed, 833 partially destroyed, 97,009 partially damaged, 244 with above-floor flooding, 463 with below-floor flooding

\* From the Fire and Disaster Management Agency, Ministry of Internal Affairs and Communications "Damage due to Typhoon Jebi and the response of fire services (10th report)" on Tuesday, August 20, 2019 at 13:00

↑ Tanker was swept away by strong winds and collided with Sky Gate Bridge R (connecting bridge) to Kansai International Airport

Runways and cargo facilities  
Kansai International Air flooded  
over wide area →



(Image) From NHK Sunday Debate (<https://www.nhk.or.jp/touron/presentation/201909.html>)<sup>1</sup>

○ With large-scale disasters such as Typhoon Jebi, the provision of multilingual information to foreign tourists was highlighted as an important issue.



(Image) From Sankei Biz (<https://www.sankeibiz.jp/macro/news/180912/mca1809120500010-n1.htm>)



(Image) From Sankei Shimbun (<https://www.sankei.com/affairs/photos/180911/afr1809110035-p1.html>)

↑ Airport when international flights restarted and crowded with foreign tourists

← Foreign tourists at information counter at airport

Decision: the 24th meeting of Tourism Strategy Promotion Council(September 28, 2018)

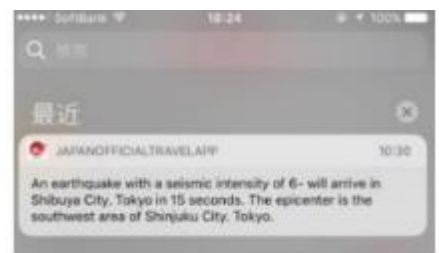
## Establish system to connect anytime, anywhere

### JNTO information dissemination

- Expanded push notifications of disaster occurrence information and enhanced disaster guidance function by integrating functions of JNTO app (Japan Official Travel APP) and Safety tips app.
- Dissemination of detailed disaster-related information on JNTO website and official SNS.



<Integration of JNTO app and Safety tips>



<Push notifications of disaster occurrence information with JNTO app>

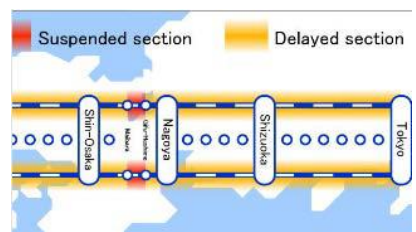
### JNTO call center

- Established system allowing detailed consultation in multiple languages 24 hours a day, 365 days a year.
- Automatic voice guidance function and chatbot function established to handle large amounts of inquiries.



## Information provision on railways during disasters

- Tokaido Shinkansen (JR Tokai), etc.
  - Enhancement of operation information on website
  - In-house broadcasting at 10-minute intervals, guidance to websites with QR codes, initiatives such as updating websites every 30 minutes



← Website during disasters (Image in English)

## Information provision at airports during disasters

- Initiatives at Kansai International Airport
  - Securing mobile phones and other charging equipment
  - Enhanced multilingual support (multilingual loudspeakers, strengthening of staff system)
  - Information provision in multiple languages on website and SNS

SNS, website →





Passengers at Narita Airport staying overnight in sleeping bags

(Image) The Nikkei (<https://www.nikkei.com/article/DGXMZO49607410Q9A910C1CC0000/>)Than

- On Monday, September 9th, Typhoon Faxai caused the suspension of railways and the closure of expressways, hindering access from Narita Airport.
- About 13,300 people spent the night at the airport.



— — — — — : Originally there was Omoigawa River on the dotted line

## [Typhoon Hagibis in 2019]

- October 12th, 2019: Made landfall in Japan
- 68 people killed, 12 people missing, 401 people injured
- 122 houses completely destroyed, 864 partially destroyed, 2,682 partially damaged, 29,892 with above-floor flooding, 23,103 with below-floor flooding

\* From the Fire and Disaster Management Agency, Ministry of Internal Affairs and Communications "Damage due to Typhoon Hagibis and heavy rain from rain front, and the response of fire services (10th report)" on Sunday, October 20, 2019 at 12:45

○ Collapses occurred in 135 places on 71 rivers, with riverbanks damaged by heavy rain from Typhoon Faxai.

○ Many houses submerged in water, fully or partially destroyed and damaged.



(Image)

From NHK NEWS WEB

<https://www3.nhk.or.jp/news/html/20191015/amp/k10012131581000.html>

<https://www3.nhk.or.jp/news/html/20191014/amp/k10012130991000.html>

## Information dissemination by JNTO / embassies

### JNTO Twitter



### JNTO website



### JNTO Weibo



### Chinese Embassy Weibo



## Implementation of planned service suspension



JR Tokyo Station ticket gate closed due to planned service suspension (Image) The Nikkei (<https://www.nikkei.com/article/DGXMZO50946320S9A011C1MM8000/>)

- Due to the impact of Typhoon Hagibis, many railway companies implemented planned mass transit service suspensions.
- Based on response at Narita Airport during Typhoon Faxai, weather information and transportation operation information disseminated in multiple languages on official SNS and JNTO website.



- In April 2019, received award from WTTTC for leadership in disaster and crisis management at central government and local levels.
- Highly praised for providing information to foreign tourists during a disaster.





# G20

**Tourism Ministers' Meeting**  
**Hokkaido Kutchan-cho**  
**Park Hyatt Niseko Hanazono**

**2019.10.25-26**

- ✓ This is the first Tourism Ministers' Meeting in the calendar of G20's official Ministerial Meetings.
- ✓ Theme: Making a shift towards more sustainable tourism and maximizing its contribution to the SDGs
- ✓ Discussion topics:
  1. Managing tourism to benefit visitors and local communities
  2. The role of innovation and digital transformation in the advancement of sustainable tourism



## <<Agree>>

25. strengthening the resiliency of tourism in G20 member countries through international cooperation and taking voluntary measures including sharing of best practices in crisis management and crisis communication during and in the aftermath of natural and man-made disasters and external shocks (Annex 2);

## <<ANEEX 2: Actions for Strengthening the Resiliency of Tourism (Excerpt)>>

1. Countries can share their knowledge and experience
2. The UNWTO and volunteer countries investigate the best practices
3. Countries can support developing countries to improve their capacity.
4. Countries can proactively provide accurate and timely information to travellers.

Japan will work on the following measures to improve world tourism resilience against natural disasters by utilizing its own experience and knowledge.

1. Japan will share the the best practices with other G20 member countries.
2. Japan will share their knowledge and experience at the World Bosai forum.
3. The UNWTO RSOAP will share their knowledge with G20 members and other international initiatives.
4. Japan will continue to cooperate internationally in support of disaster prevention.