

**Meeting of the Study Group on Sophistication of Emergency Telecommunications—4th
Meeting Summary of Minutes**

1. Date and Time

Friday, January 18, 2008; 10:00 a.m. to 12:00 p.m.

2. Location

Conference Rooms No. 1, No. 2, and No. 3, 2nd Basement, 2nd Bldg. of the Central Common Government Office (MIC)

3. Attendees (honorifics omitted)

(1) Sub-Council Members

Hitoshi Aida (chair), Shingo Omori, Hideo Okinaka, Yoshifumi Kato, Eiji Saida, Shinichiro Sakata (represented by Akira Uemura), Sadahiro Sato, Kishie Shigekawa, Yoshiyuki Sukemune (represented by Hirokazu Shimizu), Noriyuki Tsuchimori, Kiyoshi Tokuhiro (represented by Michio Fujiwara), Isao Nakamura (sub-chair), Yuichiro Nishio, Hiroki Hirasawa, Kensuke Fukuda, Shunzo Yamaguchi (represented by Mitsuo Yoshida), Masaki Yokoi, Tatsuhisa Yoshimura (represented by Masahide Oka), Makoto Yoshimuro

(2) Observers

Tatsuo Nakafushi (Cabinet Secretariat), Hiroshi Sonoda (reference described by Shinji Kawaguchi) (Cabinet Office), Yutaka Shibuya (reference described by Kazuya Shimada) (Metropolitan Police Department), Makoto Abe (Metropolitan Police Department), Kenichi Saito (Metropolitan Police Department), Yoshinari Tanaka (Fire and Disaster Management Agency), Masanori Takahashi (Meteorological Agency), Hiroyuki Fujimoto (Coast Guard), Takashi Yoshida (Ministry of Defense)

(3) MIC Representatives

Takeuchi (Director-General, Telecommunications Business Department), Takeuchi (Director, Telecommunication Systems Division), Hishinuma (Head, Security and Reliability Countermeasures Office), Yamashita (Deputy Director, Telecommunication Systems Division), Nakamura (Deputy Director, Land Mobile Communications Division), Sugiyama (Chief of Emergency Telecommunications, Public Safety Radio Communications Office), Watanabe (Head, Telecommunication Systems Division)

4. Subjects

- (1) Subjects to be Discussed
- (2) Presentations
- (3) Results of an Overseas Trend Survey
- (4) Others

5. Meeting Summary

[Subjects to be Discussed]

- The Secretariat described the subjects to be discussed based on “Points to Review on Sophistication of Emergency Telecommunications (Revision Proposal)” (Reference 4-1), “Schedule of the ‘Study Group on Sophistication of Emergency Telecommunications’” (Reference 4-2), and “Uninterruptible Power Supply (UPS)” (Reference 4-3).

[Additional References for Emergency BBS]

- Fujiwara (in place of Tokuhiko, NTT DoCoMo) answered the questions on the emergency BBS that were posed in the last meeting, based on “How to Reach the Right Emergency BBS” (Reference 4-4).

[Presentation 1]

- Shigekawa (Graduate School of Fuji Tokoha University) delivered a presentation based on “Initial Reaction to a Disaster by a Municipality” (Reference 4-5).
- The following is the summary of the question-and-answer session.
 - It is burdensome for stricken victims to be summoned each time a disaster occurs. Isn't there a system for telling their experiences to other people?
 - > Although informal, there are organizations of stricken victims. They provide municipalities with training during ordinary times. When a disaster occurs, the members who can participate give advice to the target organization for the period required.

[Presentation 2]

- Saita (Niigata Prefectural Government) delivered a presentation based on “Issues and Support of Telecommunications during a Disaster” (Reference 4-6).
- At a nuclear power station, the doors to the central system in the plant that control emergency information did not open, which caused a delay in sending initial information.
- I carried a priority mobile phone. When the earthquake occurred, I received a large amount of calls and emails and had no time to make calls or send emails. After that I tried to call the governor, but couldn't reach him (the governor also tried to call me). I had set my mind at ease

because I carried a priority phone, but in reality I was paralyzed. I think we need improvements in both the system and the operation.

- I couldn't reach the governor because he was calling or talking. We decided to let the governor carry a receive-only mobile phone. Isn't it possible to implement a receive-only capability in a regular phone?
- It might be possible to assign a priority to each call according to the necessity. However, since the necessity could change in each situation, it is difficult to judge.
- I had no time to record what we said immediately after the occurrence of the earthquake. It remains only in my memory. If there was a dispute on what one said or did not say, the call record kept by the carrier only tells the time and the called parties. I would appreciate having a system for recording the conversation concerning the initial response and checking its contents later.
- The people in the disaster-hit areas couldn't get information because TV sets did not operate due to power outages. We urgently need measures to send emergency messages to the mobile terminals of all stricken victims.
 - o The following is the summary of the question-and-answer session.
- We only need an emergency function that records all conversations and allows making a call while the terminal is receiving a call.
- Under the current services, we can prepare receive-only and email-only terminals or we can identify the callers with different ringing tones. However, it is inconvenient to carry several terminals. Doesn't a better solution exist?
- For a receive-only terminal, some people have long had a telephone with an unlisted number, which works as receive-only.
- There is a service that allows a single terminal to have two numbers (2-in-1), but a single person cannot answer all calls.
- The mobile phone industry has solved issues each time they arise (e.g., manner mode and driving mode). How about implementing a "disaster mode," which transfers low-priority calls to the phones of subordinates.
- Using the wisdom of the disaster victims, isn't it possible to establish a standard setting that can be used by people who are experiencing a disaster for the first time?

[Presentation 3]

- o The Cabinet Office delivered a presentation based on "The Current Status of the Emergency Telecommunications in the Cabinet Office" (Reference 4-7).

- There were no remarks in the question-and-answer session.

[Presentation 4]

- The Fire and Disaster Management Agency delivered a presentation based on “Fire and Disaster Emergency Calls” (Reference 4-8).
 - In principle, fire and disaster management is conducted by municipalities. Many headquarters are relatively small. About 10% of them have jurisdiction over 300,000 citizens, and about 60% have jurisdiction over fewer than 100,000. Their activities are close to the local community, being conducted in response to the local needs.
 - If it is possible to append the purpose of the building (department store, factory, etc.) and possibly the number of people in the building to an emergency call, that information would be useful to determine the type and size of the brigade.
- The following is the summary of the question-and-answer session.
 - Calls from mobile phones used to be connected to the representative headquarters in each municipality, and then transferred to the headquarters of jurisdiction. Now the calls are connected directly to the headquarters of jurisdiction.
 - There have been cases where the base station that received a call was situated in an area under several headquarters and the ambulance was dispatched to the wrong place with a similar geographical name. Using location information with GPS would solve these problems.
 - Aren't there possibilities where it is possible to identify the language in cases of foreign language calls? -> We think we can cope with languages that we have been prepared for to some extent.
 - “Email calls” are often sent by people who have difficulty in talking and who are registered with the local headquarters. When we receive those calls, we acknowledge reception by sending back fixed-format messages.
 - “Others” on calls on page 4 are thought to be less urgent cases that did not involve dispatching, such as consultations and inquiries.

Results of an Overseas Trend Survey

- Yokoi (Nomura Research Institute) delivered a presentation based on “Securing Emergency Telecommunications in Other Countries” (Reference 4-9).
- The following is the summary of the question-and-answer session.
 - If it is possible to make an emergency call even the caller is outside the service area of his or her carrier or the mobile phone does not have a SIM card, the call is currently not charged. The standard documents categorize the charging as an issue to be considered, and no stipulation has

been defined.

- For the priority, as mentioned on page 9, there could be many operators involved, which can cause confusion. It would be difficult to determine how to implement it.
- The implementation of reverse-911 might be difficult because of the possibility of congestion and the difficulty in identifying the area of the caller, but any congestion could be solved by using IPv6 multicast technology. I think we should discuss this issue.
- NTT DoCoMo has started the “Area Mail” service that uses the Cell Broadcast System (CBS). This service is free of congestion and can send messages to people in a certain area. It should be exploited as text-based reverse-911.
- The reverse-911 service is operated under a contract between a municipality and PlantCML, not a contract with individual subscriber.