Speaker: Arnold M. Howitt Executive Director, Ash Center for Democratic Governance and Innovation Faculty Co-Director, Program on Crisis Leadership (PCL) Harvard Kennedy School

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Program

1. Welcome remarks: Michio Suzuki, Secretary-General, CIGS

2. Introduction: Revisiting the Tohoku Crises Jun Kurihara, Research Director, CIGS

3. Catastrophic Disasters: Confronting Novel Preparedness Challenges Arnold M. Howitt

> **4. Q&A** Moderator: Jun Kurihara

Today's Topics

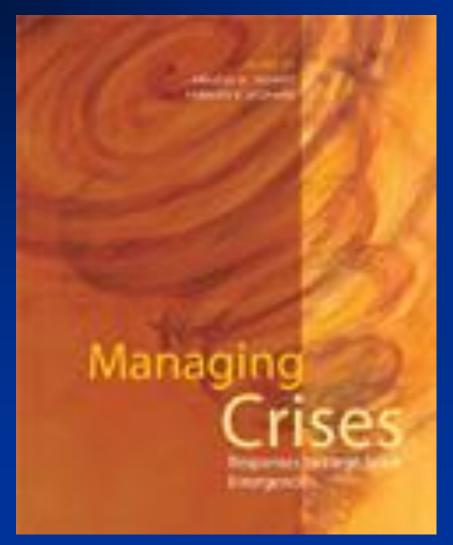
Emergency preparedness in most countries concentrates on risks that can be anticipated because of direct experience, events elsewhere, formal risk analyses, or scenario development.

But how can society more effectively prepare for novel threats or events that either have not been seen before (e.g., emergent infectious disease, undiscovered seismic faults), or arise at a scale that far exceeds expectations (Hurricane Katrina, the March 11 earthquake/tsunami), or involve simultaneous disasters that together pose novel challenges (earthquake, tsunami, nuclear accident)?

Latest Book edited by Dr. Howitt

(with his colleague H. B. Leonard)

Managing Crises: Responses to Large-Scale Emergencies, CQ Press, 2009



Managing Crises: Responses to Large-Scale Emergencies, CQ Press, 2009 **Table of Contents Part I. Prepared for the Worst? The Dilemmas of Crisis Management 1. Hurricane Katrina** 2. SARS in Toronto Part II. Structuring Crisis Response 3. The 1992 Los Angeles Riots 4. The Baltimore Tunnel Fire of 2001 5. The 9/11 Pentagon Emergency **Part III. Adapting to Novelty** 6. The Hurricane Floyd Evacuation in Florida 7. The 2003 San Diego Firestorm 8. The Anthrax Crisis and the U.S. Postal Service 9. Wal-Mart's Response to Hurricane Katrina **Part IV. Improving Performance in Crisis: Dealing with Novelty and Cognitive Bias 10. The Forest Service and Transitional Fires 11. CDC Develops Its 'Team B' Part V. Anticipating Disaster: Event Planning 12. Security Preparations for the 1996 Centennial Olympic Games 13. Protecting the WTO Ministerial Conference of 1999 14. The Seattle Millennium Security Threat 15. Security Planning for the 2004 Democratic National Convention Conclusion: High Performance in Emergencies: Two Modes of Operation**

Asia Public Policy Forum: Disaster Management in Asia May 13-15, 2012 Lee Kuan Yew School of Public Policy, National University of Singapore

Program

Session 1: Disaster Management and Public Policy in Asia

Session 2A: Disaster Preparedness and Capacity-Building **Session 2B:** Emergency Response in Landscape-Scale Disasters

Session 3A: Coordinating Humanitarian Relief: National Responses and International Organizations and NGOs Session 3B: Innovations in Disaster Recovery

Session 4A: Enhancing the Role of Civil Society in Disaster Preparedness and Response Session 4B: Looking Forward Insights from Ongoing Disaster Recovery

> Session 5A: Business and Disaster Preparedness: BCP and Beyond Session 5B: Disaster Management and Climate Change

Session 6A: The Risks of Infrastructure and Technology Failures Session 6B: Disaster Resilience and Mental Health

Crisis: A Typology

A Typology of Collective Stress Situation	IS
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	Global/National	Regional	Segmental	Local
Sudden	Nuclear war Enemy Invasion Economic crash Rebellion	Earthquake Major flood Nuclear plant meltdown Hurricane	Ethnic massacre Corporate layoff Expropriation of property of a class	Tornado Explosion Ghetto riot Plant closing
Gradual	Depression Epidemic Environmental decay Government breakdown	Famine Drought Price collapse Land exhaustion	Aborigines dying off Obsolete occupation Group discrimination Addictions to harmful substances	Decline of main industry Environmental pollution Land sinking Coal seam fire
Chronic	Poverty Endemic disease Wartime bombing Colonialism	Backward regions Endemic disease Civil war	Enslavement Class discrimination Persecution Gender discrimination	Slum, ghetto High crime areas

Source: the author's modification and rearrangement of a table in Allen H. Barton's article, "Disaster and Collective Stress," in *What Is A Disaster? New Answers to Old Questions*, edited by Ronald W. Perry and E.L. Quarantelli, 2005.

CIGS Special Seminar "Catastrophic Disasters: Confronting Novel Preparedness Challenges" Multi-Agency Coordination Challenges

Types	Challenges		
Organization	Clear and effective leadership Adequate multi-agency response procedure Clear and reasonable role and responsibility of each agency Clear coordination principle of conflicting goals		
Information Management	Adequate Knowledge/information management Clear common operational picture		
Communication	nunication Clear common communication structure Communication of accurate, consistent, and complete information Communication with an appropriate interval		
Situation Awareness	tion Awareness Entire membership of coordinating agency Adequate common situation awareness Adequate understanding of each agency's role, capability, and resources		
Equipment	nt Adequate and compatible communications technology Common level of sophisticated equipment		
Cultural Issues	LISSUES Compatible procedures Adequate understanding of each agency's organizational culture		
Training	Sufficient multi-agency training exercise Each agency's working experience with other agencies		

Source: the author's modification and rearrangement of a table in the article of Paul Salmon *et al.*, "Coordination during Multi-agency Emergency Response: Issues and Solutions," *Disaster Prevention and Management*, Vol. 20, No. 2 (April 2011).

Revisiting the Tohoku Crises Material Presented at a Seminar at Harvard Kennedy School just after the "3/11"

Letters from Quake-hit Japan *Stories Unfolding amidst Tragedies*

Material prepared for Disaster Management in Asia Seminar Series "Japan in Crisis: Exploring the Consequences of a Cascading Disaster"

March 22, 2011 Harvard Kennedy School



Minami-sanriku, Miyagi Prefecture (Source: Kyodo News, via AP)

Jun KURIHARA

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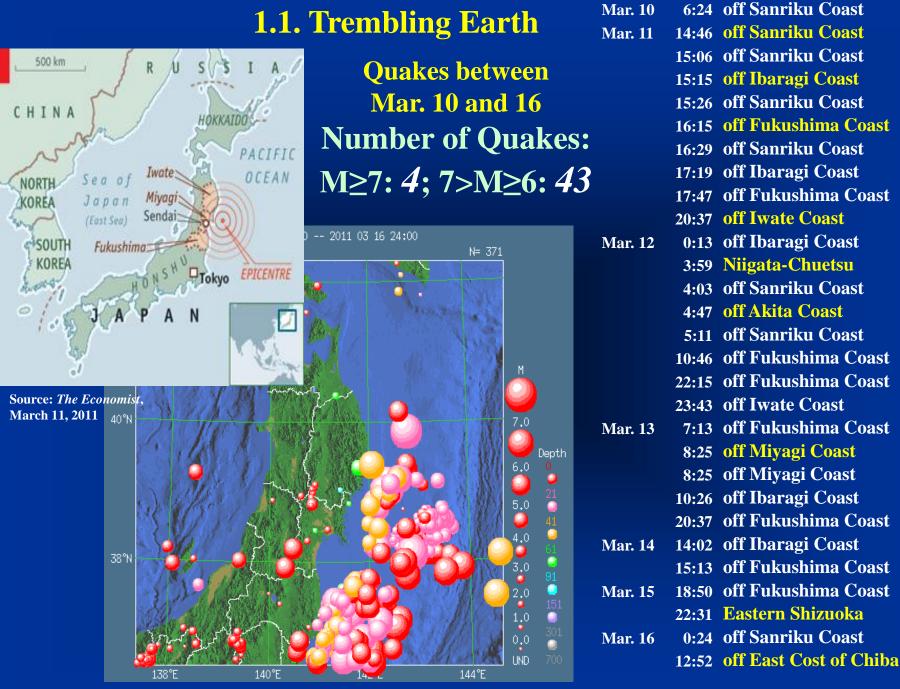
Note: The crisis in Japan is still ongoing. Therefore, it should be noted some of data in this presentation are tentative and subject to revision afterwards.

Letters from Quake-hit Japan — Stories Unfolding amidst Tragedies —

A Tentative Assessment of the Tohoku-Pacific Ocean Earthquake

- **1. Disaster Diagnoses (Tentative)** Series of huge earthquakes, tsunamis, and resultant blackouts ...
- 2. Disaster Responses amidst Cascading Disasters Disaster responses during the first TWO hours after the earthquake
- **3. Nuclear Power Plant (NPP) Disaster Management** *Organizational structure of Japan and the case of Fukushima I NPP*
- 4. Evaluations (Tentative)

Preparedness, responses, recovery, communications and globalization



Source: Japan Meteorological Agency (JMA)

6.6

9.0

7.0

7.4

7.2

6.8

6.6

6.7

6.0

6.4

6.6

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6.0

Jun KURIHARA, Senior Fellow, Harvard Kennedy School

1.2. Lethal Danger Is NOT Quakes BUT Tsunamis Slide No. 12

All Nuclear Power Plants Withstood Quakes, but



Sendai City, Miyagi Prefecture (Source: Nihon Keizai Shimbun)



JASDF Matsushima Air Base, Miyagi Prefecture (Source: Kyodo)



Kesennuma, Miyagi Prefecture (Source: Kyodo)

1.3. Blackouts, and Lack of Fuels, Water, and

No. of Houses Suffering Blackouts, Unit: Million Time Tokyo Electric Tohoku Electric Notes							
Mar. 11				Notes			
Mar. 11	15:30	4.05	4.40				
	20:00	3.94	4.38				
	22:00	3.44	4.40				
Mar. 12	0:00	2.58					
	4:00	1.62		Tokyo: 0			
	5:00	1.44	4.40	Kanagawa and Shizuoka: 0			
	6:00	1.24	4.40	Saitama and Yamanashi: 0			
	7:00	1.77	4.40	Gunma: 0			
	10:00	1.00	4.11				
	21:00	0.45	2.30				
Mar. 13	15:00	0.26	1.58				
Mar. 14	16:00	0.07	0.97	Chiba and Tochigi: 0			
Mar. 15	14:00	0.05	0.76	(Ibaragi: 5,100)			
Mar. 16	22:00	0.03	0.48	(Ibaragi: 2,561)			
Mar. 17	19:00		0.36				

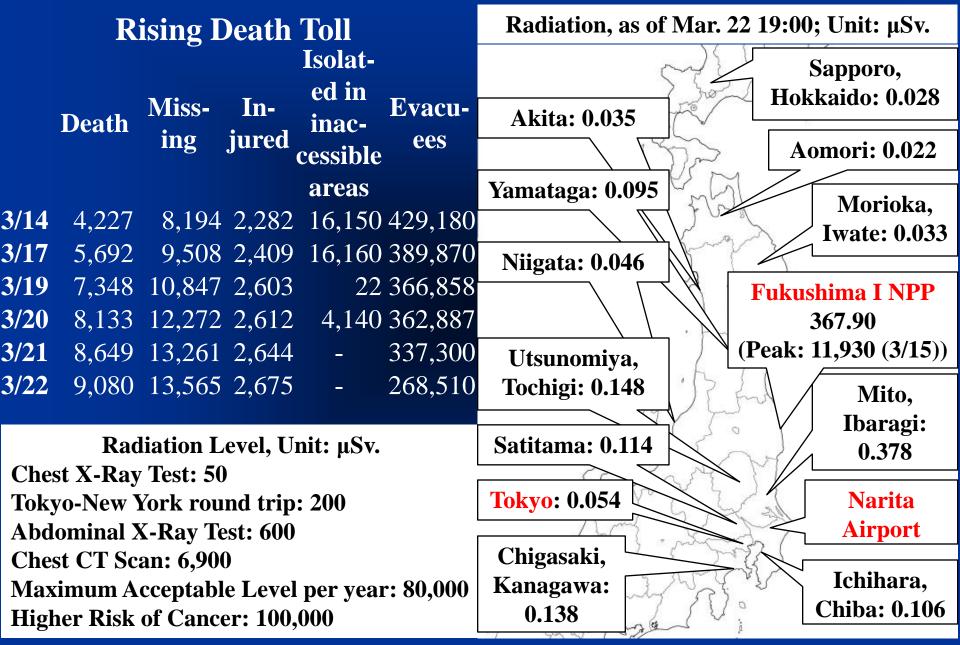
Note: The size of the largest blackout in the Tokyo metropolitan area in recent years is the case of August 14, 2006, when 1.26 million houses suffered the blackout.

Source: Tokyo Electric Power Company (TEPCO) and Tohoku Electric Power Company

Jun KURIHARA, Senior Fellow, Harvard Kennedy School

Slide No. 13

1.4. Unfolding Tragedies and Spreading Fears of Nuclear Disasters



Source: Author's compilation based on statistics published by various organizations

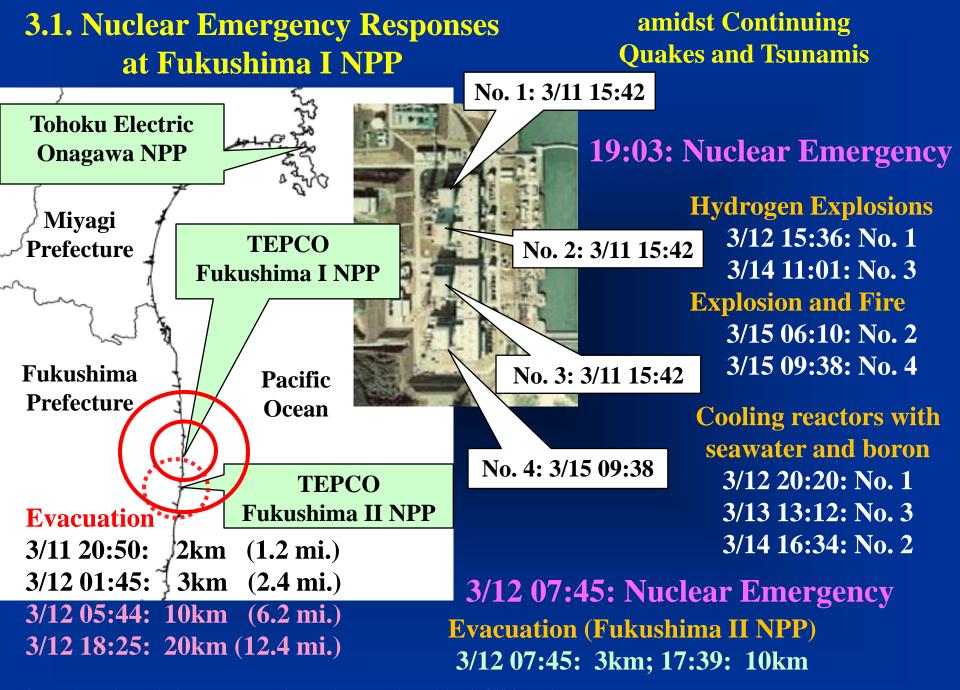
2.1. Emergency Responses: (1) Timeline: First 50 Minutes Slide No. 15

- 14:46 Quake off Sanriku Coast M9.0
- 14:46 **Nuclear and Industrial Safety Agency (NISA)**, the Japanese counterpart of the U.S. Nuclear Regulatory Commission (NRC), establishes an emergency headquarters
- 14:49 **Fire and Disaster Mgmt Agency (FDMA)**, through J-Alert, a satellite warning system, warns 37 local governments against huge tsumamis
- 14:50 Prime Minister's Official Residence sets up an emergency team, aiming at (1) damage assessment, (2) ensuring the safety of people, (3) recovery of infrastructure, and (4) providing of accurate information
- 15:06 Quake off Sanriku Coast M7.0
- 15:14 Central Disaster Mgmt Council is established
- 15:15 Quake off Sanriku Coast M7.4
- 15:15 Tsunami 3.2m Ofunato, Iwate
- 15:21 Tsunami 4.1m Kamaishi, Iwate
- 15:21 Tsunami 4.0m Miyako, Iwate
- 15:21 Bank of Japan (BOJ) sets up a disaster mgmt team
- 15:26 Quake off Sanriku Coast M7.2
- 15:27 Prime Minister orders the Japan Self-Defense Forces (JSDF) to make a maximum effort for disaster response
- 15:30 **Tokyo Electric Power Company (TEPCO)** makes its first announcement: All reactors of nuclear power plants (NPPs), found automatically shut down; it also reports blackout of 4.05 million houses

Source: Author's compilation from various materials

2.2. Emergency Responses: (2) Timeline: Next 70 Minutes Slide No. 16

- 15:37 Gov't convenes the 1st Central Disaster Mgmt Council
- 15:42 TEPCO reports to NISA about malfunctioning of Fukushima I NPP's Reactor Nos.1, 2, and 3
- 15:50 Tsunami 7.3m at Soma, Miyagi
- 15:57 Quake off Ibaragi Coast M6.1
- 16:00 Gov't convenes the 2nd Central Disaster Mgmt Council
- 16:00 NISA initiates an emergency headquarters to collect information on 55 nuclear reactors in Japan
- 16:15 Quake off Fukushima M6.7
- 16:29 Quake off Sanriku M6.6
- 16:30 TEPCO makes its second announcement: All NPPs are under control but 7 thermal power plants have been closed
- 16:36 TEPCO reports NISA about malfunctioning of the emergency cooling systems of Fukushima I NPP's Reactor Nos. 1 and 2
- 16:36 Prime Minister's Official Residence sets up an emergency headquarters
- 16:45 TEPCO reports to NISA about malfunctioning of **Fukushima I NPP**'s Reactor No. 2



Source: Author's compilation based on materials published by Prime Minister's Official Residence

3.2. Nuclear Emergency Responses Situation at Fukushima I Nuclear Power Plant (NPP)

Time to Examine the "Myth" about Nuclear Power Safety

1. Disaster Preparedness

Difficulty of predicting tsunami impacts on NPPs Cooling system: Brittleness of the triple safety system—Power lines and generators

2. Disaster Responses

Recovery operations amidst earthquakes and tsunami warnings Inevitable human errors Disruption of communications and evacuation Difficulty of handling simultaneously occurring crises (Fukushima I and II)

3. Disaster Recovery

Long way to restore "trust" and to scrap "safely" Fukushima I Difficulty of restoring activities in radiation contaminated areas

4. Evaluations (Tentative)

Disaster preparedness: Structural strength of NPPs, Redesigning contingency plans **Importance of communications:** Intra- and inter-organizational, and public

Slide No. 18

4.1. Evaluations (Tentative)

Slide No. 19

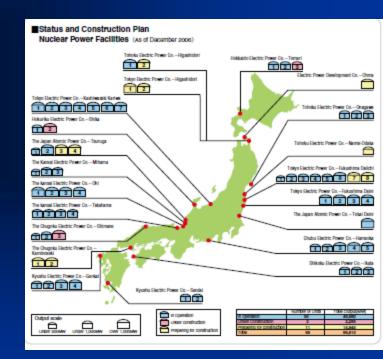
1. Disaster Preparedness: Effectiveness and Efficiency Are of Great Essence Redesigning contingency plans regarding, e.g., rolling blackouts, metropolitan commuters, hospitals, and elderly people

2. Disaster Responses: Resources Are Limited and Speed Is of Great Essence Assessment and prioritization of simultaneously occurring crises Sophistication of organizational structure for optimum division of labor

3. Disaster Recovery: A Pile of Uncertainties Fiscal strength of Japan's economy **Restoration of global supply chain networks** Legal consideration of the reconstruction of tsunami-hit areas **Resuscitation of quake-hit** communities and social capital

4. Evaluations: Time to Think Seriously **Disaster preparedness:** Structural strength of NPPs Implications of globalization:

> Information travels fast and forcefully like tsumami Importance of communications (accountability & transparency): domestic and global



Source: Nuclear Safety Commission (NSC)

4.2. Implications of Globalization: Photos and Fears Travel Fast on the Globe



Disaster Management Center, Minami Sanriku, Miyagi, (Source: Kyodo)



Fukushima I NPP (Source: New York Times/AFP)



Tokyo (Source: Nihon Keizai Shimbun)



Fukushima Prefecture (Source: New York Times/Asahi Shimbun/European Pressphoto Agency)