

April 1, 2011

Asia Network of Major Cities 21

Overview of the ANMC21 Network for Crisis Management Emergency Hotline

1 Objectives

- (1) To ensure swift exchange of information between participating cities of the Network for Crisis Management at the time of a natural disaster, major accident, act of terrorism and other incidents
- (2) To exchange information and know-how regarding crisis management during normal times

2 Participating cities

Cities participating in the Network for Crisis Management

3 Anticipated cases of information exchange

- (1) In the event of a crisis
 - a) Reporting facts on crises that occur in participating cities and neighboring areas, e.g. the extent of damage, cause of the incident and the progress of response
 - b) Providing information on measures taken to address such crises, or providing technical advice based on past experiences of similar incidents
 - c) Conveying any request for, or the offer of, support from other cities in the event of a crisis
- (2) In normal times
 - a) Reporting crisis management activities conducted by each of the participating cities
 - b) Providing information on disaster drills and training organized by each of the participating cities
 - c) Providing advice and information concerning technological inquiries
 - d) Offering general information and know-how useful for crisis management

4 Testing the operational readiness of the hotline

- (1) An annual operations test is conducted among the participating cities through the sending and reception of a test message, in order to ensure smooth liaison and information exchange in the event of a crisis.
- (2) The test message is sent by the secretariat to all member cities through the mailing

list, and each city receiving the message confirms its receipt by responding immediately via the mailing list.

5 Mailing List

(1) The ANMC21 Network for Crisis Management Emergency Hotline is based on email communication over the Internet via a mailing list. The address of the mailing list is:

emergency-hotline@ml.metro.tokyo.jp

(2) The members on the mailing list are, in principle, working-level officials of sections concerned with crisis management in the cities participating in the Network for Crisis Management (Attachment 1).

6 Liaison officer

(1) Each participating city assigns one mailing list member as the liaison officer.

(2) Liaison officers are in charge of the following operations in their respective cities:

- a) Providing information in the event of a crisis
- b) Providing information during normal times
- c) Sending the mail confirming receipt of the message in the operational readiness test
- d) Contacting the secretariat whenever there are any changes to the mailing list members

(3) When a crisis situation arises in a city, the liaison officer of that city provides information on the crisis. The report form (Attachment 2) can be used for this. If the liaison officer does not, or is unable to, send information, another member of the city who is on the mailing list can send the information.

7 Secretariat

(1) Tokyo, the organizing city of the Network for Crisis Management, serves as the secretariat of the Emergency Hotline.

(2) The secretariat manages the overall operations of the ANMC21 Network for Crisis Management Emergency Hotline, including the management of the mailing list and implementation of the hotline's operational readiness test.

Report for Emergency Hotline

Please report the damage that your city has suffered

1 City: _____

2 Name: _____

3 Time you sent e-mail: _____

4 Damage report:

| | |
|-------------------------------|---|
| Date & Time | Date : <u> </u> month <u> </u> day Time : <u> </u> hour <u> </u> minute |
| Place | |
| Deaths and/or injuries | • Deaths: about <u> </u> persons • Missing: about <u> </u> persons • Injured people about <u> </u> persons |
| Damage to buildings | • Wholly collapsed: about <u> </u> • Half collapsed: about <u> </u> • Partly collapsed: about <u> </u> |
| Other damage | |

5 Please give any other information you may have:

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