

# AFTER TYPHOON HAGIBIS HIT HARD ON JAPAN

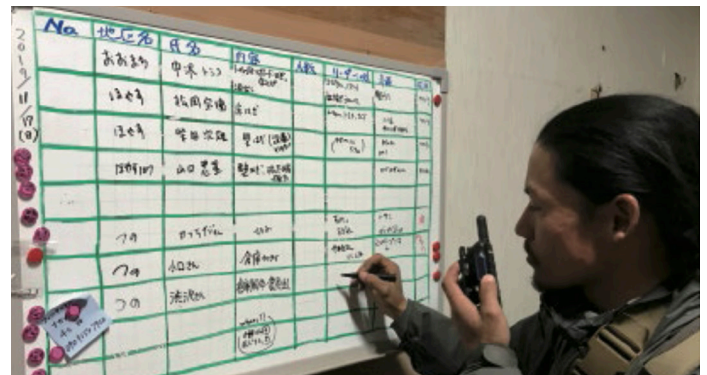
## WAVE PTX Service and TLK100s Used To Facilitate Community Rebuild Efforts

### LEADING THE HUMANITARIAN AID EFFORTS IN THE AFTERMATH OF TYPHOON HAGIBIS

On October 12, 2019, Typhoon Hagibis hit Japan hard and impacted the communities in Tokai, Kanto, Koshinetsu and Tohoku areas. For two consecutive days, the extremely violent and large tropical cyclone caused widespread destruction with heavy rainfall, massive floodwaters and landslides. It was the deadliest typhoon recorded since 1979 in Japan, leaving destruction estimated at more than US\$15 billion.

Given the severity of the impact, the Nippon Foundation, Disaster Expert Farm (DEF Tokyo), and Disaster NGO Yui came together to mobilize and lead volunteer efforts to help distraught residents rebuild their communities.

Motorola Solutions equipped the volunteers with WAVE PTX two-way radios –TLK 100s, ensuring critical information is provided and received by disaster recovery and rebuild teams. The devices facilitated the coordination of relief services to affected victims and residents, and supported the effective management of work required at flood-affected sites.



The TLK 100s are purpose-built communication devices that ticked the boxes required by disaster recovery teams, including providing maximized network coverage, quick connections, and team collaboration features crucial to deliver productive recovery and rebuild outcomes, without the need to expand existing network infrastructure (ie. using existing nationwide cellular network).



## ENABLING SHARING OF INFORMATION AND CLEAR COMMUNICATION OF INSTRUCTIONS TO VOLUNTEERS



Nippon Foundation  
Tsukasa Kurosawa



Disaster Expert Farm  
(DEF Tokyo)  
Kei Asanuma



Disaster NGO Yui  
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Tsukasa Kurosawa, Adviser of the Disaster Control Team, Management Planning Dept., Nippon Foundation, Kaoru Asanuma, Co-Representative of Disaster Expert Farm (DEF Tokyo), and Asuki Nishitani, Secretariat of Disaster NGO Yui in Nagano City shared their experiences with the restoration and reconstruction activities.

“As part of our recovery efforts, the Disaster NGO Yui teams were responsible for rushing to the disaster site within 24 hours in order to collect timely information on what was happening, assess the damage, determine what support was needed, and ensure the information was communicated to the relevant organizations in the shortest possible time.

The TLK 100 radios, provided wide-area communications, making it possible for volunteers to clearly communicate in real-time what was happening at the disaster site, obtain the required support quickly, even when they were in remote locations far away from the aid organization.

At the same time, volunteers could readily and reliably discuss, identify, coordinate and procure necessary rebuilding materials they needed,” said Nishitani, Secretariat of the Disaster NGO Yui.

After receiving information from Yui, the Disaster Expert Farm (DEF Tokyo) operated by a group of experts specializing in disaster restoration work gathered their members to decide and prioritize the best course of actions.

The volunteers help with building temporary housing for affected residents, repaired houses damaged by the floods, cleared away the disaster debris, including raking up the mud, disinfecting and repairing damaged physical properties. The restoration efforts also included cleanup efforts of affected farm fields, and salvage of damaged crops.

A core team of ten NGO members managed and coordinated various restoration and reconstruction projects. They provided instructions to tens of volunteers on weekdays, and hundreds to thousands of volunteers on weekends. An effective crisis communication management was key to the disaster response.

Kurosawa from the Nippon Foundation credited the TLK 100s for getting the volunteers connected fast. He said, “The WAVE PTX service and TLK 100 radios combined the broad coverage of a nationwide cellular network with the ease of two-way radio communications. Everyone was kept accountable with crisp, clear audio, location tracking and Wi-Fi connectivity. The volunteers could better coordinate the effective use of valuable manpower and limited equipment, including progress management, personnel distribution, and deployment of work machinery.”

He went on to explain how each of the affected site was divided into smaller areas on the map so groups could be efficiently dispatched to remove debris and level the land.

“Sometimes, two heavy machines could be clearing large debris at the same time. Clear communication between the work crews was essential to prevent accidents. TLK100s enabled us to communicate instantly what is happening at the work site, as accurately and without the noisy interference so we could speed up the debris removal work,” he said.



## REAL-TIME COMMUNICATION

### FOR ESSENTIAL RESPONSE PERSONNEL, FACILITATING EFFORTS WITH GREATER SPEED AND FLEXIBILITY EVEN FROM REMOTE SITES

The day-to-day oversight of debris clearance operations was necessary to pave the way for the rebuilding of buildings in three calamity-hit areas: two in the affected area in Nagano City and one in Marumori Town, Miyagi Prefecture. As the restoration work differed across these three areas, personnel had to be distributed differently accordingly.

By contacting multiple teams simultaneously and securely communicating to everyone at the push of a button, TLK 100s were useful to aid swift mobilization of volunteers to the different sites to render help efficiently.

Using a wide-area broadband network, the TLK 100s connected response teams who were dispersed across different locations, even from as far away as the Nagano Prefecture.

## TLK 100s - RUGGED DEVICES BUILT FOR USE IN HARSH CONDITIONS

TLK 100 is designed to perform in challenging work environments and satisfies the 810G Standard of the United States Military (MIL Specifications).

Asanuma from the Disaster Expert Firm (DEF Tokyo) shared a photograph depicting the TLK100 that was dropped in mud. "Once a dike breaks, it takes several months for a flooded area to return to the original state even after the floodwater has receded. When the mud dries up, it produces an irritating layer of dust. The TLK 100 worked well even in such a messy environment," he said.

Whether it is to deliver or to receive life-saving critical information in a nationwide emergency or facilitation of rebuilding activities post disaster across dispersed sites, the WAVE PTX broadband push-to-talk network and two-way radios have proven their commercial and social value to disaster relief and recovery teams. Disasters are unpredictable, but Motorola Solutions stands with the community it serves, ensuring volunteers and disaster response teams have access to critical communication infrastructure they need to collaborate effectively, and get the work done because of reliable and clearly communicated instructions.



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