

## **Chapter 5 Building the Foundation for a Comfortable Living**

### **Section 1 Measures to Build Towns Comfortable for Persons with Disabilities and Measures for the Safety and Security of Persons with Disabilities**

#### **1. Further promotion of easily accessible transportation, etc. facilitation Cabinet decision and submission to the Diet of revision draft of the Barrier-Free Act**

The act draft to revise Part of Act on Promotion of Smooth Transportation, etc. of Elderly Persons, Disabled Persons, etc. composed of 1) Creation of the provision of the basic philosophy to the effect that measures based on the Act on Promotion of Smooth Transportation, etc. of Elderly Persons, Disabled Persons, etc. (Act No. 91 of 2006) (hereinafter referred to as the “Barrier-Free Act”) shall be taken to contribute to “Realization of Inclusive Society” and “Elimination of Social Barriers,” 2) Creation of a planning system to promote integrated efforts of infrastructure-based and non-infrastructure-based measures by public transportation business operators, 3) Creation of a new structure for Municipalities to establish the Transportation, etc. Facilitation Promotion Plan in order to reinforce the efforts in region towards barrier-free town planning, and 4) Addition of chartered bus business operators to the business person subject to application of this Act, Promotion of the provision of wide barrier-free information including roads and buildings, etc., in addition to the station etc., and Establishment of meetings, etc. for elderly persons, and persons with disabilities, etc. to participate in and assess the content of the measures, etc. in order to secure further accessibility is decided by the Cabinet in February 2018 and is submitted to the 196th Diet.

#### **2. Promotion of barrier-free measures based on the concept of universal design**

Based on the Barrier-Free Act in the light of the concept of universal design that “anywhere, anyone, freely, easy to use,” compliance obligation to “Transportation Facilitation Standards” when newly establishing facilities, etc. (passenger facilities, vehicles, etc., roads, off-street parking lots, urban parks, buildings, etc.) and compliance effort obligation to existing facilities, etc. are stipulated. In the “Basic Policy on Promotion of Transportation Facilitation,” improvement targets up to the end of FY2020 are stipulated. Even in the Basic Policy on Transportation Policies (decided by the Cabinet in February, 2015) based on the Basic Act on Transportation Policy (Act No. 92 of 2013), to make the barrier-free more familiar is raised as one of the goals, and barrier-free development is promoted based on these.

##### **(1) Promotion of barrier-free development of public transportation facilities and buildings**

In the Barrier-Free Act, it is stipulated to comply with barrier-free standards for public transportation, buildings, roads, off-street parking lots and urban parks, and to promote barrier-free development in living space. Public transportation facilities include railway tracks, buses, welfare taxis, passenger ships, and aircrafts, and when these vehicles, etc. are newly introduced, they shall comply with the standards.

**(2) Promotion of intensive and integrated barrier-free development in regions**

Municipalities can create a basic concept regarding intensive and integrated promotion of projects relating to transportation facilitation by setting certain areas that need to facilitate transportation, etc., as important priority improvement areas.

Upon creation of the basic concept, the following system is established to reflect the viewpoint of the user.

**A Council system**

**B Basic concept planning proposal system**

**(3) Responsibility of the State and citizens in promoting barrier-free development**

**A Promotion of citizen's understanding**

In the Barrier-Free Act, it is stipulated to be the responsibility for the State to deepen the understanding of the people for the promotion of barrier-free development and to seek public cooperation on barrier-free implementation, and it is set as a responsibility of the people to deepen their understanding of the importance of ensuring self-sustaining daily living and social life of the elderly persons and persons with disabilities.

**B Introduction of "Spiral Up"**

In Barrier-Free Act, "Spiral up" which verifies the contents of specific policies and measures under the participation of the parties involved in the policies, and taking of new policies and measures is positioned as the responsibility that the State shall fulfill

**3. Promotion of barrier-free housing**

**(1) Providing housing considering persons with disabilities in terms of design and equipment**

**A Promotion of barrier-free public rental housing**

With regard to all new public housing, Urban Renaissance Agency rental housing, improved housing and public corporation rental housing, in principle, the installation of facilities and others according to the physical and psychological characteristics of persons with disabilities is considered, and barrier-free is taken as the standard specification.

**B Promotion of formation of housing stock considering utilization of persons with disabilities, etc.**

"Guideline on the design of houses where elderly persons reside" indicates consideration matters in the design of houses where people can continue to live even when physical function deteriorates.

**(2) House renovation**

Special measures are taken that income tax and fixed asset tax amounts are reduced when certain barrier-free renovation works are conducted for houses where persons with disabilities, etc. reside. In addition, in the Long-Term High-Quality Housing Renovation Promotion Project, support is provided for the barrier-free renovation conducted together with the renovation that contributes to the long-

term high-quality of housing.

**4. Promotion of barrier-free development of buildings**

**(1) Promotion of barrier-free environment in government buildings**

The Ministry of Land, Infrastructure, Transport and Tourism is promoting the construction of government buildings adopting the Preferred Barrier-free Standard for Facilities and Public Transportation, based on the Barrier-Free Act.

**(2) Improvement of accessibility for buildings**

In the Barrier-Free Act, standards (Barrier-free Standards for Facilities and Public Transportation) relating to entrances, aisles, toilets, etc. are determined, and compliance is imposed for buildings (Specified Designated Buildings) of a certain scale or larger used by many and unspecified persons or mainly used by persons with disabilities, etc. and efforts for compliance with the standards are imposed for buildings (Designated Buildings) used by many persons. In addition, barrier-free development is promoted by augmenting efforts taking into account the actual situation of community in accordance with the ordinance based on this law.

**(3) Subsidies, etc. provided by the Barrier-Free Act**

Certain buildings of certified specific buildings, etc. are supported by a subsidy system (Barrier-free Environment Improvement Promotion Project) for the improvement of facilities such as elevators, or wide corridors, etc. considering the use of persons with disabilities.

The Ministry of Internal Affairs and Communications will add a Universal Designing Project to Public Works Facilities Proper Management Promotion Business Bonds since FY2018 with regard to renovation projects, etc. for the purpose of universal design of public facilities, etc. implemented by local governments, and will take financial measures.

**(4) Unification of display method**

**A Braille display**

“Guidelines for all people including elderly persons and persons with disabilities - Methods of displaying braille sign - Public facility (JIS T 0921),” is established in 2006, and with regard to consumer products, “Guidelines for elderly persons and persons with disabilities -Methods of displaying braille sign - Consumer products (JIS T 0923)” is established in 2009. In addition, in FY2016, JIS T 0923 is integrated to JIS T 0921, and JIS T 0921 is revised to “Accessible design -- Application of braille on signage, equipment and appliances.”

**B Graphic symbols for guidance**

Graphics (graphic symbols for guidance) for providing information on an object, a concept or a state without using a letter or a language in public facilities or facilities in an enterprise used by many and unspecified people can be easily understood by the elderly person whose vision has deteriorated, or persons with disabilities, furthermore, even foreigners, etc., thus it is an excellent

means of providing information compared to characters and languages. With regard to JIS Z 8210, foreign tourists are expected to increase with the Tokyo Olympic Games and Paralympic Games in 2020 as a turning point, thus, in order to make graphic symbols easier for foreign tourists and others to visually recognize, they are revised in July 2017; seven graphic symbols are changed from the viewpoint of harmonization with international standards, and 15 types of graphical symbols and a graphic symbol of "Help Mark" which makes it easier for persons with disabilities which are difficult to recognize from their appearance to call for the support around them are newly added.

#### **C Public toilets, Tactile guide map**

In order to enable persons with visual disabilities to use facilities and equipment, etc. which are used by many and unspecified people such as railway stations, parks, hospitals, or department stores, etc. safely and smoothly, "Guidelines older persons and persons with disabilities -- Shape, colour, and arrangement of toilet operation equipment and appliance in public rest room(JIS S 0026)," "Guidelines for older persons and persons with disabilities -- Information content, shapes and display methods of tactile guide maps (JIS T 0922)," and "Guidelines for older persons and persons with disabilities -- Tactile information -- Basic design methods for tactile patterns (JIS S 0052) are established .

### **5. Promotion of development of barrier-free public transportation and walking space, etc.**

#### **(1) Barrier-free development of public transportation**

##### **A Promotion of barrier-free development of public transportation based on laws and regulations**

##### **① Promotion of barrier-free development of public transportation based on the Barrier-Free Act**

With regard to barrier-free development of public transportation, even the Barrier-Free Act stipulated that the public transportation shall comply with transportation facilitation standards in new establishment of passenger facilities such as a railway station, and in making a major improvement or newly introducing vehicles, etc., which is revised at the end of FY2017.

It is stated that the existing passenger facilities and vehicles must also make efforts to comply with the Transportation Facilitation Standards.

##### **② Formulation of guidelines concerning passenger facilities**

"Transportation facilitation maintenance guidelines for public transportation" (passenger facility edition) showing the contents of barrier-free improvement of public transportation facilities is revised at the end of 2017.

##### **③ Improvement of guidelines for vehicles, etc.**

"Transportation facilitation maintenance guidelines for public transportation" (vehicles, etc.) showing the content of barrier-free maintenance of vehicles of public transportation is revised at the end of FY2017.

##### **B Support for facility maintenance and vehicle maintenance**

① **Subsidies and loans for improvement of facilities including elevators at passenger terminals such as railway stations**

Partial subsidies are being made for expenses required for barrier-free development in Urban Railway Improvement Projects and regional public transport securing, management and improvement projects. In addition, fiscal lending, and loan system of local governments financial institution for Construction Improvement Projects including the Barrier-free development of subway projects among transportation projects of municipal enterprises are established.

② **Grants and loans for maintenance of vehicles friendly to persons with disabilities**

Part of the expenses is being subsidized to Emergency Measures Projects to Improve the Environment for Foreign Travelers to Visit Japan for introducing low-floor buses, buses with lift, welfare taxis, low floor type trams (LRV), etc.

③ **Promotion of barrier-free development of domestic passenger ships in regional public transport securing, management and improvement projects and sharing construction**

In regional public transport securing, management and improvement projects, part of the expenses required for construction of highly barrier-free ships and remodeling of vessels for barrier-free development is subsidized.

(2) **Development of Barrier-free walking space, etc.**

A **Promotion of welfare town planning**

A comprehensive town planning based on the viewpoint of welfare including securing of smooth transportation of persons with disabilities by maintenance of wide sidewalks, elimination of step difference at the entrance and exit of buildings, installation of elevators at railway station buildings, introduction of falling prevention equipment such as platform screen door, improvement of traffic lights equipped with audible annunciators, etc. as well as securing of a place of relaxation and exchange by park maintenance, etc. is promoted in various places. In addition to these, the following measures are conducted in order to support the efforts for the welfare town planning.

① **Promotion of barrier-free development of the town centering on passenger facilities, etc. of public transportation**

② **Improvement of living environment in rural areas**

③ **Promotion of dissemination awareness-raising activities**

B **Efforts by city planning, etc.**

In order to carry out town planning full of community creative ingenuity from the viewpoint of efficiently promoting the revitalization of cities across the country, support by social infrastructure development comprehensive grant is given to the projects (Urban Renewal Planning Projects) based on the Urban Renewal Plan.

In Urban Redevelopment Projects, etc., those that introduce certain

social welfare facilities, etc. to redevelopment buildings are positioned as “Welfare Space Formation Type Projects,” and common transportation part maintenance expenses, and parking lot maintenance costs, etc. are subsidized in addition to ordinary subsidies, and premiums on the amount of subsidies for maintenance costs in the case of integrating improvement with social welfare facilities, etc. are provided.

In addition, the additional expenses arising when constructing facility building coping with barrier-free development, etc., are supplemented in a separate frame.

**C Development of Barrier-free walking space**

Based on the Barrier-Free Act, the Ministry of Land, Infrastructure, Transport and Tourism is promoting barrier-free design for sidewalks in order for the elderly, physically challenged persons and everybody else to feel safe in the station plaza or on sidewalks that connect stations, government facilities, and hospitals. This includes widening of sidewalks, improvement of uneven or sloped sidewalks, removal of utility poles, textured paving for visually impaired persons Barrier-free.

Furthermore, the basic policy based on the Barrier-free Act has set a goal that traffic facilities such as traffic lights which are installed along all the route of the main living areas within the improvement priority districts should, as a principle, by FY2020, ensure facilitation of movement in various ways such as installing barrier-free traffic lights.

**D Barrier-free development of off-street parking lot**

In the Barrier-Free Act, barrier-free development of off-street parking lots has been positioned, and based on the provisions of the law, “Ministerial Ordinance to determine criteria on the structure and equipment of specified off-street parking lots necessary for transportation facilitation” (Ministry of Land, Infrastructure, Transport and Tourism Ordinance No. 112 of 2006) is enacted to promote barrier-free development (barrier-free rate of specified off-street parking lot as of the end of FY2016: about 60.5%).

In addition, in the basic policy based on the provisions of the law, the goal for barrier-free development of specified off-street parking lots is stipulated.

**(3) Transportation support**

**A Promotion of dissemination of welfare taxis, etc.**

In order to make the transportation of persons with disabilities, etc. more convenient, dissemination of welfare taxis is promoted by subsidizing part of expenses for the introduction of welfare taxi vehicles by Community Public Transportation Maintenance Project. With respect to persons with disabilities who are difficult to move outdoors, in Community Life Support Project based on the Act on the Comprehensive Support for the Daily and Social Life of Persons with Disabilities (Act No. 123 of 2005), each Municipality is implementing a “Transportation Support Project” that provides services such as dispatching guide helpers in a flexible form such as individual support type, group support type and vehicle transfer



type, depending on the characteristics of community and user's needs.

**B Research and development of transportation support system**

The Ministry of Economy, Trade and Industry standardized as “Guidelines for older persons and persons with disabilities -- Information presentation using electronic guiding and wayfinding system” (JIS T 0901) in FY2010 in order to improve the environment where persons with disabilities can actively participate in society and economy utilizing IT.

**C Fare and fee discounts for persons with disabilities**

In each public transportation including railroad, bus, taxi, passenger ship, aviation, etc., discounts on fares and fees are conducted for persons who received delivery of physically disabled certificate, persons with intellectual disabilities who received delivery of rehabilitation certificate, and caregivers of these people who need constant nursing care.

With regard to health and welfare certificate of persons with mental disorders, photographs must be attached to facilitate identity verification and make it easier to obtain assistance for discounts on admission fees to public facilities and fares for public transportation. Furthermore, with regard to the persons with developmental disorders and persons with higher brain function disabilities, the form and judgment standard of the medical certificate are revised in April 2011.

**D Exclusion measures from traffic regulations prohibiting parking**

A parking prohibited exclusion designation vehicle mark is issued for certain persons with disabilities and they are excluded from the subject of traffic regulations prohibiting parking.

**E Securement of proper utilization of parking section for persons with disabilities, etc.**

The Ministry of Land, Infrastructure, Transport and Tourism is promoting improvement of the system through the sharing of best practices regarding the “Parking permit system” introduced in many local governments from the viewpoint of ensuring proper utilization of parking section for persons with disabilities, etc. and will promote dissemination of the system to local governments which have not introduced yet by notifying the merit of the system, etc.

**F Promotion of pedestrian mobility support utilizing ICT**

The Ministry of Land, Infrastructure, Transport and Tourism is improving an environment of the open data promotion, etc. toward service creation by diverse entities and is examining the methods to continuously collect data necessary for mobility of the barrier-free information on facilities and routes by various entities.

**(4) Promotion of universal tourism and providing barrier-free information**

The Tourism Agency is promoting universal tourism enabling anyone, including persons with disabilities to enjoy traveling based on the “Tourism Nation Promotion Basic Plan” decided by the Cabinet in March, 2012.

In FY2017, based on the “Universal Design 2020 Action Plan,” the respective reception manuals of accommodation facilities, travel agencies and tourist destination officials are prepared. Their dissemination methods are compiled, and how to transmit the barrier-free information in travel consulting services and accommodation facilities is discussed.

**(5) Barrier-free development of parks, waterfront spaces, etc.**

**A Consideration in park maintenance**

In the Barrier-Free Act, as to specified park facilities such as paths and plazas, resting places, toilets and the like that satisfy certain requirements, the obligation to comply with the standards when newly establishing them, and the obligation to make efforts to comply with existing facilities, etc. are stipulated. With regard to barrier-free development of urban parks, it is intended to further promote barrier-free development of park facilities such as securing of the width of the paths, improving of step difference and gradients, and installation of parking lots and toilets that can be used by many people including wheelchair users from now on.

**B Consideration in maintenance of waterfront space**

The formation of good waterside space is promoted by improving river management facilities related to safety and security on river use. In addition, barrier-free development of coast conservation facilities is promoted.

**C Consideration in the port area green space and the marina**

From the planning stage, the green area of port area is concerned with smooth access improvement with the surrounding transportation facilities, and at the facility aspect, efforts are provided so that barrier-free development is coped with. In addition, barrier-free development of marinas facilities is promoted.

**D Consideration in maintenance of forest facilities**

Improvement of forest walkways, etc. based on the concept of universal design is promoted.

**6. Improvement of traffic safety**

**(1) Improvement for safe and smooth passage**

**A Promotion of community roads improvement**

The Public Safety Commission in each prefecture and road administrators work together on adding/improving traffic signals, developing sidewalks, and installing traffic control devices to control traffic speed and through-traffic. They also promote area-wide, comprehensive traffic safety improvements by controlling traffic speed and reducing/restricting through-traffic in the entire target area (called “Zone 30”) with a combination of 30km/h speed limit and other safety measures as necessary.

**B Development of walking space from a viewpoint of pedestrians**

Development of a new walking space now involves residents at the planning stage by utilizing the inspection results of the “General Inspection on Traffic Safety”.

**C Installment and improvement of traffic facilities such as traffic lights considering persons with disabilities**



Measures are taken to promote the installment and improvement of barrier-free traffic lights and other traffic facilities such as audible annunciators which tell the status of traffic lights by sound, pedestrian lamp which displays the remaining time until it goes blue or red, pedestrian/bicycle-vehicle separated lights which divide the timing between pedestrian/bicycle and vehicle crossing to prevent accidents

**D Improvement of a road traffic environment for easier driving for physically-challenged persons**

In order to ensure that everyone including physically-challenged persons drives safely, it is planned to add more space to road structure, improve the visual environment, prevent driver fatigue. Specifically, this includes improvement of Michinoeki rest areas, development of additional lane (lane for slower traffic), addition of road lighting installation of washrooms and parking spaces for physically-challenged persons in service areas (SA), parking areas (PA) on expressways, and car parking lots, etc. Furthermore, change of traffic lights to LED enlargement and brightening of road signs, improvement, of traffic information provision equipment, and improvement of the information and communication infrastructure including the road information providing devices such as road information boards, and information terminals, and optical fiber networks supporting them are promoted.

**E Countermeasures against hybrid vehicles, etc. with quiet running noise**

In the Ministry of Land, Infrastructure, Transport and Tourism, in January 2010, “Guidelines for the vehicle approach reporting equipment on quiet noise of hybrid vehicles” is established and thoroughly notified to automobile manufacturers' persons concerned. Based on this guideline, the law obligating that the vehicle approach reporting equipment must be attached to hybrid vehicles, etc. is promulgated in line with the fact that international standard that Japan has taken the lead in formulating in the United Nations is established in March 2016 and entered into force in October of the same year.

**F Promotion of ITS and efforts toward realization of automated driving**

Based on the recognition that securing of transportation in rural areas and coping with professional driver shortage, etc. are the urgent matters, the research and development and service development of ITS(Intelligent Transport Systems), such as TSPS (Traffic Signal Prediction Systems) ,DSSS(Driving Safety Support Systems) ,ETC 2.0,etc.,that contributes to safe and comfortable transportation for elderly persons and persons with disabilities, are conducted, and efforts for development of advanced automated driving system, and realization of automated driving services elderly persons, and persons with disabilities in rural area, etc. are made.

**① TSPS (Traffic Signal Prediction Systems)**

By providing the driver with information on the signal light, etc. at the time of arrival at the signal intersection in advance, a comfortable driving is encouraged and prevention of traffic

accidents accompanying sudden stop and sudden start is intended.

② **DSSS (Driving Safety Support Systems)**

By providing visual and auditory information on surrounding traffic conditions, etc. from the radio set, etc. installed on the road to the driver, it is intended to urge attention to the dangerous factors so as to create an environment where driving can be performed comfortably for prevention of a traffic accident.

③ **ETC2.0**

ETC2.0 is a system which has a function that has evolved much more than conventional ETC, enabling transmission and reception of a large amount of information, and enabling to grasp route information as well as information on entering and leaving interchanges, which brings various benefits to road utilization and road policy, and greatly contributes to ITS promotion. The Ministry of Land, Infrastructure, Transport and Tourism utilizes the roadside units installed on expressways nationwide to provide smooth traffic and safe driving through provision of region-wide congestion information and calling for attention to dangerous situations such as invisible traffic congestion ahead of curved roads.

In addition, efforts are made to create safe community roads by pinpoint congestion countermeasures and traffic accident countermeasures by utilizing various kinds of detailed and big data such as the speed and use route collected from the roadside units, or sudden braking data.

(2) **Enhancement of protection consciousness for pedestrians, etc.**

For drivers, driver education, guidance by driving safety supervisors, and other publicity awareness raising activities are promoted. For persons with disabilities, detailed traffic safety education is promoted by utilizing of captioned video and holding of a participating, experiencing, practicing type traffic safety classroom, etc.

(3) **Certification of type of electric wheelchair**

According to the “Road Traffic Act” (Act No. 105 of 1960), persons using disabled persons’ wheelchairs, which use motors conforming to certain standards, are considered to be pedestrians; 11 types have been authorized as corresponding to the standards in FY2017.

(4) **Consideration for those who wish to obtain a driver's license**

In addition to making efforts to improve slopes, elevators, etc. at the driving license test site of each prefectural police, a driving aptitude consultation service is set up, and consultation on obtaining of driver's license is given.

In addition, when persons with disabilities are recognized as having no risk of interfering with safe driving of a car by attaching conditions according to the state of the body, it is possible to take a proficiency test by a brought vehicle, remodeled for persons with disabilities, etc.

## **7. Promotion of disaster and crime prevention countermeasures**

### **(1) Disaster prevention countermeasures**

#### **A Basic policy of disaster prevention countermeasures**

##### **Partial Revision of Disaster Countermeasures Basic Act**

In FY2012, the government revised Disaster Countermeasures Basic Act (Act No. 223 of 1961) (the first revision) by enacting the Act to revise Part of Disaster Countermeasures Basic Act (Act No.41 of 2012) incorporating to add persons who constitute a voluntary disaster prevention organization or those with knowledgeable experience as a member of the Local Disaster Reduction Meeting so that various opinions can be reflected in the Community Disaster Prevention Plan by promoting participation of diverse entities such as elderly persons and persons with disabilities. Later, necessary law revision including items primarily to establish standards that should be applicable to evacuation centers that are supposed to have persons requiring special assistance stay which obligates the mayor of municipality to prepare a list of persons who need special assistance in evacuation action at the time of a disaster among the persons requiring special assistance is conducted (Act of revising part of the Basic Act on Disaster Countermeasures (Act No. 54 of 2013) (second revision).

#### **B Promotion of countermeasures for persons requiring special assistance**

In the Kumamoto earthquake that occurred on April 14, 2016, it is also pointed out that the appropriate evacuation center management is not always carried out. Therefore, in FY2017 “FY2016 Case Evidence Report Relating to Support for Victims in the Evacuation Center” is created and made public as a supplement to the Evacuation Center Management Guidelines, etc.to contribute to the smooth operation of an evacuation center. Local allocation tax measures regarding part of redemption of principal and interest of local bonds are taken by Disaster Prevention Infrastructure Development Project so that Municipalities can conduct systematically and aggressively maintenance of evacuation centers and evacuation routes considering persons requiring special assistance, too.

Moreover, among community facilities that become evacuation centers for persons requiring special assistance such as Social Welfare Facilities on Community Disaster Prevention Plan, facilities that need to proceed with earthquake-proof repair are supported by Public Facilities, etc. Earthquake-Resistant Project, and local allocation tax measures for part of redemption of principal and interest of local bonds are conducted.

**C Countermeasures to persons requiring special assistance utilization facilities, etc.**

With regard to sediment-related disaster countermeasures at Persons Requiring Special Assistance Utilization Facilities, based on the Act on Promotion of Sediment-related Disaster Prevention Countermeasures in Sediment-related Disasters Area (Act No. 57 of 2000, hereinafter referred to as “Sediment Disaster Prevention Act”), in the Municipality Community Disaster Prevention Plan, the name and address of the Persons Requiring Special Assistance Utilization Facilities in the sediment-related disaster warning area are determined, and also support is given so that municipality’s Warning Evacuation System can be enhanced and reinforced by the “Sediment Disaster Prevention Countermeasures Basic Guidelines” and “Sediment Disaster Warning Evacuation Guidelines.”

Furthermore, based on flood damage of social welfare facilities by Typhoon No. 10 in August 2016, the Sediment Disaster Prevention Act was partially revised and enforced in June 2017. With this revision, the administrators, etc. of Persons Requiring Special Assistance Utilization Facility positioned in Municipality Community Disaster Prevention Plan are obligated to prepare the Evacuation Securing Plans and implement evacuation drills, to ensure the smooth and prompt evacuation of facilities users.

In order to ensure the smooth and prompt evacuation of Facility for Persons Requiring Consideration at the time of a water disaster, the Flood Control Act (Act No. 193 of 1949) is revised in 2017. With this revision, it is obligated for the owner or administrator of the Persons Requiring Special Assistance Utilization Facility located in the flood prevention area positioned in the Municipality Community Disaster Prevention Plan to prepare Evacuation Securing Plans and implement training to reinforce the water prevention system.

**D Countermeasures against flood damage**

In response to flood damage, the hard maintenance to prevent repeated disasters is steadily promoted, and the software measures to support smooth and prompt evacuation such as hazard maps are integrally conducted. In addition, in order to promptly and accurately convey river information such as rainfall amount and water level to local governments and community residents, information is provided in real time through the Internet, and terrestrial digital broadcasting, etc., and the danger is informed by alarms, etc. With the revision of the Sediment Disaster Prevention Act in 2014, sediment-related disaster warning information is stipulated in the law, and Prefectures are required to notify Municipalities and publicize to the general public.

**E Fire safety countermeasures**

In fire fighting institutions, etc. throughout the country, appropriate evacuation guidance system is ensured in the small-scale society welfare facilities, etc. where persons with disabilities, etc. reside, and necessary fire safety countermeasures are thoroughly taken including promotion of intensive correction against violation to Fire Service Act.

**F Call 119 without using voices**

As for the new system (Net 119 Emergency Notification System) that can make smooth notification without using voice by utilizing smartphone, etc., standard specifications, etc. are compiled at the Fire Defense Agency in March 2017, and the introduction to each fire department headquarters is promoted, and efforts for sufficient notification and use promotion to persons with disabilities are made in corporation with Ministry of Health, Labour and Welfare.

**G Main support for persons with disabilities in earthquake disaster**

Among the measures taken for disaster areas and victims in connection with the Great East Japan Earthquake and the Kumamoto Earthquake, the following measures are principally taken as part of support for persons with disabilities (as of March 2018).

**① Reduction of usage burden etc.**

**(a) About coping against users**

- It is decided that if Municipalities exempt the burden of users of Disability Welfare Services related to the affected persons with disabilities, etc., the State provides financial support for full amount of this user burden.

**(b) Provision of Disability Welfare Services**

- It is decided that when victims, etc. are received, and Personnel Placement Standards and Facility Equipment Standards are temporarily not filled including the case exceeding the capacity number, etc., remuneration is not reduced.

**(c) Dispatching of nursing care staff, and reception of refugees, etc.**

- In each places of business, etc., when nursing care staff are short, dispatching of nursing staff, etc. from different places of business, etc., is conducted under the coordination of the State or Prefectures, etc.

**(d) About resumption support of Disability Welfare Services, etc. in disaster area**

- Government Subsidy Project on expenses required for restoration project and project resumption of Persons with Disabilities Support Facilities affected by the earthquake is implemented and the restoration support etc. is conducted.

**② Mental care**

With regard to mental care in the Great East Japan Earthquake, “Mental care center” is set up as an activity base in each prefecture of Iwate, Miyagi and Fukushima, and since FY2018 reinforcement of cooperation of “Mental care center,” enhancement and reinforcement of efforts of construction of support system for refugees outside Fukushima prefecture, enhancing of support for supporters, and promoting of specialized training and survey research are started.

With regard to the mental care in the Kumamoto earthquake, Ministry of Health, Labour and Welfare, as a dispatch of a

mental health team, conducted Information aggregative dispatch adjustment to DPAT (Disaster Dispatch Mental Health Team) utilizing DMHISS (disaster mental health care information support system) immediately after the break of the disaster, and on the site, as support to psychiatric medical institutions, patients were transferred from the affected psychiatrists' medical institutions to medical institutions inside and outside the prefecture. In October 2016, "Kumamoto Institute for Traumatic Stress" is established in order to maintain and improve the mental health of victims, and detailed "professional care of the mind" is carried out.

③ **Developmental disorders**

In the Developmental disorder Information/Support Center installed at National Persons with Disabilities Rehabilitation Center, from the time immediately after the earthquake, in order to provide smooth support for people with developmental disorders, information such as points to keep in mind at the time of support is provided toward the people coping with in the afflicted area.

④ **Securing of school attendance opportunities/support for enrollment, etc.**

The Ministry of Education, Culture, Sports, Science and Technology is providing school-in-aid support to infants/pupils/students who have become difficult to attend school due to the Great East Japan Earthquake, and requests each Prefectural Board of Education to accept infants/pupils/students affected by the disaster to school. In addition, the same coping with is conducted for infants/pupils/students who are affected by the Kumamoto earthquake.

⑤ **Handbook for teachers**

In FY2011, the National Institute of Special Needs Education created a "Handbook for teachers supporting children after the disaster - focusing on coping with children with developmental disorders" and is distributing it to relevant institutions and publishing on the website.

⑥ **Understanding of the situation of infants/pupils/students**

The Ministry of Education, Culture, Sports, Science and Technology and Ministry of Health, Labour and Welfare are requesting each Prefectural Board of Education, Children with Disabilities Welfare Supervising Section about the situation understanding and support of the of affected infants/pupils/students with disabilities, cooperation between education and welfare including getting contact with the Municipality Children with Disabilities Welfare Supervising Section after confirming the intentions of the guardians when the board of education or school grasped infants/pupils/students who need support, and sufficient notification of Consultation Services Concerning Children with Disabilities, etc. Support.



## **(2) Crime Prevention Measures**

### **A Access to police**

In order to eliminate difficulties when persons with disabilities access to the police, every prefectural police accept emergency calls by FAX and e-mail (FAX 110 and Mail 110), and provide useful information about community safety and security through routine home visits, etc. In addition, the police are carrying out the examination on the improvement of a nationwide uniform “110 site system for mobile phones” that enables emergency calls by chat in the application using smartphones, etc.

### **B Prevention of crime and accident damage**

In collaboration with relevant ministries and agencies and related organizations, the National Police Agency is trying to develop/disseminate building components with high-performance in crime prevention that can be expected to have a large effect as measures against break-in offenses.

### **C Promotion of crime prevention measures at Support facilities for persons with disabilities, etc.**

Based on the killing incident occurred at the support facility for persons with disabilities in Sagami-hara City, Kanagawa Prefecture in July 2016, “About securing of safety related to crime prevention in social welfare facilities, etc.” is issued in September 2016, which shows specific check items concerning everyday coping with crime prevention and coping in case of emergency, and is informed sufficiently to each facility so that necessary efforts are made by them.

## **Section 2 Measures to Enhance Information Accessibility of Persons with Disabilities**

### **1. Improvement of information accessibility**

#### **(1) Comprehensive support**

In the Community Life Support Project, operation of the Persons with Disabilities IT Support Center (26 prefectures: at the end of FY2016) as a comprehensive service base of IT related measures, and personal computer volunteer training and dispatching, etc. are being carried out. At the Ministry of Internal Affairs and Communications, in November 2017, a “Committee for Future Creation of the New IoT Era” is established to examine policies to enable utilization and practical use of ICT.

#### **(2) Research and development of equipment and systems that take into consideration persons with disabilities**

Promotion of the research and development of information communication devices and systems that take into consideration the use of persons with disabilities is the field of low profitability despite of its extremely high public benefit and social usefulness, thus, it is important to promote the improvement of research and development systems, and research and development, etc. in the National research institution, as well as to support the research and development conducted by private business persons and others. Discussions aimed at improving accessibility of smartphones and

tablets began at ISO/IECJTC 1 of the International Standardization Organization since FY2016, and Japanese manufacturers are also participating.

**(3) Promotion of standardization on information accessibility**

As Japan's Industrial Standards (JIS) for information accessibility, "Guidelines for older persons and persons with disabilities – information and communications equipment, software and services" (JIS X 8341 series) is stipulated. In 2017, in order to improve consistency with international standards, preparation of JIS Standards Revision Draft of "Telecommunications equipment" is proceeded. (Note: this JIS has published in November, 2018)

**(4) Promotion of barrier-free development of website, etc.**

In FY2015, in the Ministry of Internal Affairs and Communications, "Public Site Operational Guidelines for All (2016 Edition)" is revised and the accessibility evaluation tool (miChecker) is updated. In FY2017, the JIS standard coping situation of the official website of the state and local governments is examined and the results are released.

**2. Development/dissemination of information communication system supporting social participation**

**(1) Promotion of implementation of electronic voting**

Electronic voting in Japan is permitted for introduction in the election of the members of parliament and the head of local governments since February 2002.

**(2) Promotion of teleworking**

In the government, it is decided that the related ministries shall work together to develop the environment for further dissemination of telework, and awareness-raising of dissemination, etc. because teleworking contributes to the creation of employment opportunities for people who desire various ways of working and the revitalization of the local community. Since 2017, related ministries and organizations collaborate to position July 24th when the opening ceremony of the Tokyo Olympics in 2020 is scheduled to be held as "telework-day," and have been conducting teleworking all over the country.

**3. Enhancement of information provision**

**(1) Promotion of research and development related to information provision**

**A Support for private research and development**

The Ministry of Internal Affairs and Communications is providing support to those who conduct research and development of communications and broadcasting technologies to develop communication and broadcasting services for elderly persons and persons with disabilities, and also providing subsidies and information to persons who provide or develop communication and broadcasting services for persons with physical disabilities through

the National Institute of Information and Communications Technology.

**B Development of an easy-to-use telephone**

In telecommunication business person, various measures are taken so that people with disabilities can use the telephone smoothly including development of welfare telephone equipment such as telephone with volume control function, and installation of public phone box for wheelchairs.

**(2) Improvement of information providing system**

**A Improvement of information network**

Braille/audio book information, etc. are provided by visually impaired information comprehensive network “Sapie” which is operated mainly by Social welfare corporation Japan Braille Library. With the revision of the Copyright Act (Act No. 48 of 1970) passed and established in June 2009, persons with disabilities are broadly targeted for recognition of expressions by visual sense and auditory sense without limiting the kinds of disabilities. Duplication by a wide range of methods required by each persons with disabilities became available including creation of digital recording books for persons with visual disabilities, and addition of captions and sign language to movies, or broadcast programs, etc. for persons with auditory disabilities. As for entities to conduct the said duplication, it is decided that facilities such as public libraries are included in addition to the Persons with Disabilities Facilities.

In June 2013, “Marrakesh Treaty to Facilitate Access to Published Works by Visually Impaired Persons and Persons with Print Disabilities” was adopted (entered into force in September 2016), and based on the above, at Culture Council Copyright Working Group, investigation on improvements to the institutional development for the conclusion of this treaty and enhancement of information access opportunities for person with visual disabilities, etc. is conducted and in April 2017, the report was compiled. Specifically, expansion of the subject of the rights restriction provision for persons with visual disabilities, etc. to the person with physical disabilities, and improvement of the system to make it easier for volunteer groups to provide transliteration services for persons with disabilities are proposed.

**B Information provision in government publicity**

The Cabinet Office is publishing the spoken public relations CDs as government publicity in order to provide information on important measures of the government to persons with visual disabilities.

**C Production of captioned video and Braille version brochure, etc.**

In the Criminal Bureau of the Ministry of Justice, for the crime victims, their families, and the general public, DVDs that explained the system for the protection and support of crime victims in an easy-to-understand manner are distributed to the public prosecutors offices nationwide, and the subtitle is utilized, and captions are attached to the whole video.

**D Consideration in national elections**

In the national elections, by the revision (2003) of the Public Offices Election Act (Act No. 100 of 1950), subjects for voting by mail etc. are expanded, a surrogate entry system has been established, and provision of braille “candidate roster and registered political party roster” in polling place, etc., efforts to indicate the type of election in braille on the ballot, and provision of candidate information by Braille version and sound version such as, cassette tape, compact disc etc., are implemented, and furthermore, as efforts in political broadcasting, it is allowed to attach the sign language interpretation and caption.

**(3) Promotion of broadcasting with subtitles, audio description, and sign language**

Due to the revision of the Broadcast Act (Act No. 132 of 1950) in 1997, it is stipulated that broadcasters shall provide as many programs as possible with subtitles and audio description.

In October 2007, “The Administrative Guideline on Broadcast for persons with visual and hearing disabilities” was formulated to encourage broadcasters to make efforts to achieve the goal. Since the guideline was valid until FY2017, the Ministry of Internal Affairs and Communications had held “Study Group on Broadcasting for person with visual and hearing disabilities” from September 2017 to set the renewed goal after FY2018, and compiled a report in December. Based on this, in February 2018, “Guideline on Information Accessibility in Broadcasting” was formulated. In addition, the National Institute of Information and Communications Technology subsidizes broadcasters, aiding a part of production costs including programs with subtitles, audio description and sign language.

**(4) Efforts toward improving the discriminability of the type of the Bank of Japan notes**

On April 26, 2013, the Ministry of Finance, together with the National Printing Bureau and the Bank of Japan, published “Efforts toward improving the discriminability of the type of the Bank of Japan notes” so that the current Bank of Japan notes will be easier to use. Even in FY2017, as specific three efforts were taken: ① Issuance of a modified 5,000 yen note, ② Provision of note type discriminating application (U・Qui・Ch-kun) for a smartphone notifying the type of note by voice, etc. by holding the camera over the Bank of Japan notes, and ③ Provision of the technical information that contributes to development of dedicated equipment that identifies the type of note and notifies it by voice, etc.

**4. Enhancement of communication support system**

**(1) Communication support by sign language, and braille transcription, etc.**

In the Community Life Support Project, Communication Support Projects to dispatch and install sign language interpreters, etc., communication support projects to support by braille translation or voice translation, and training of braille translation or reading volunteers, abstract scribe, sign language volunteers and sign

language interpreters are conducted for persons with difficulty in communicating due to hearing, language function, voice function, visual disabilities and other disabilities. In the Act on the Comprehensive Support for the Daily and Social Life of Persons with Disabilities (Act No. 123 of 2005) revised in April 2013, training of sign language interpreter, abstract scrivener and interpreter for deaf-blind persons is decided to be a requisite business of Prefectures, and in cases where dispatching projects cannot be implemented by municipalities, prefectures shall implement them and reinforce communication support.

In Ministry of Health, Labour and Welfare, since FY2017, in 4 Persons with Auditory Disabilities Information Providing Facilities nationwide, “telephone relay service” that places operators to coping with sign language interpretation and character interpretation so that persons with hearing disabilities can call by themselves is conducted.

**(2) Pictorial symbols for communication support and accessible meeting**

The Japan Industrial Standards Committee (JISC) has established a standard on pictorial symbols to assist people with difficulty in communicating by letters and spoken languages to accurately communicate their intentions and demands to their opponents and to be correctly understood by them as “Design principles of pictorial symbols for communication support (JIS T 0103),” and established the consideration items of the organizer side as “Accessible meetings (JIS S 0042)” so that persons with disabilities can easily participate in the conference.