

Items <i>verified at following test events</i>	Summary of Verification	Results of Verification and Future Actions
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Heat Countermeasures

- Beach Volleyball
- Rowing
- Triathlon
- Hockey
- Marathon

- ❑ Hard measures
 - Setting up rest areas (tents, water dispensers etc.), ultra-fine mist, sprinkler tubes, etc.
- ❑ Soft measures
 - Distribution of neck coolers, round paper fans, folding fans, etc.
- ❑ Medical-care / First-aid (first-aid stations)
 - [Container type (verified at the Beach Volleyball test event)]
 - Doctors and nurses staffing and cot beds
 - [Medical vehicles (verified at the Marathon test event)]
 - Tokyo DMAT vehicle for first-aid on roadsides during the road sports

[Results of Verification]

- ❑ Hard measures
 - Combination of sun-blocking tents and electric fans was highly effective in reduction of heat index, also well received by spectators.
- ❑ Soft measures
 - Goods for cooling down body heat (neck coolers, etc.) were generally highly regarded.
- ❑ Medical-care / First-aid (first-aid stations)
 - 4 of 7 visitors who used the first aid stations at the beach volleyball test event were suspected to have suffered heatstroke (total no. of visitors is about 5,200 in 5 days). Considering last mile distances, number of spectators, competition schedule, etc., there is a possibility that multiple patients will simultaneously suffer from suspected heatstroke.
 - Creative measures will be required for emergency transport under traffic regulations.
 - There were some opinions that the first-aid station display was difficult to find.

[Future Actions]

- ❑ Hard measures
 - Secure enough tent shades in combination with effective electric fans at important points. (Important points: Last miles with long distances and PSA (pedestrian screening area), etc.)
- ❑ Soft measures
 - Distribute goods for “cooling down body heat” and “blowing air” which can also be utilised as information provision tools.
- ❑ Medical-care/ First-aid (first-aid stations)
 - Consider more effective methods for setting up first-aid stations, based on the risk analysis such as expected number of spectators, distance of the last mile of each venue, and the results from the test events.
 - Consider appropriate first-aid systems such as a system that allows early detection of spectators not feeling well, and a patient transport line from first-aid stations to nearby medical institutions.
 - Consider effective ways to provide and display information on the locations of the first aid stations.



▲Tents (heat blocking sheets) & ultra-fine mist ▲Water dispensers



▲Neck cooler ▲Container type first aid station (Beach volleyball)



▲Tokyo DMAT Vehicle (Marathon) ▲Tent (Marathon)

City Casts (City Volunteers)

- Beach Volleyball
- Triathlon
- Hockey

- City cast (City volunteers) applicants with experience as volunteer leaders exercised at the test events.
- Approx. 50 applicants (in 3 different test events)

Note: Their activity shifts were set in 30-min, 45-min, and 60-min sessions.

[Results of Verification] (Questionnaires for City Casts, etc.)







- ❑ Activity time
 - Many agreed a maximum of one-hour shifts is appropriate at outdoor activities under the hot weather. There were also opinions that 30-min and 45-min shifts are appropriate.
- ❑ Umbrella hats (only worn by those who wish)
 - Vulnerable to wind but were good as a measure against heat.
 - Easy to work with as they keep the hands free.
- City Cast (City Volunteers) wearing umbrella hats can be easily noticed by people.
- The look is not attractive.

[Future Actions]

- City Cast’s activity shifts will be a maximum of one-hour, with plans to create a manual to help on-site leaders to determine break times based on the day’s weather, distance traveled to the activity location, physical strength of the individual person, etc.
- Consider providing umbrella hats to City Cast (City Volunteers) who wish to wear them.



▲Activities of City Cast (City Volunteers)

<p>Items <i>verified at following test events</i></p>	<p>Summary of Verification</p>	<p>Results of Verification and Future Actions</p>	
<p>Transport of Spectators</p> <p>- Rowing</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Spectator Transportation <ul style="list-style-type: none"> - Trial to transport spectators by bus. <input type="checkbox"/> Spectator Guidance <ul style="list-style-type: none"> - Trial to guide spectators at bus stations and from train stations to bus stations. - Verification of smooth passenger guidance inside stations. 	<p>[Results of Verification]</p> <ul style="list-style-type: none"> - 5,500 spectators transported by buses to Sea Forest Waterway over 5 days. - The game time was advanced due to weather conditions (on 3rd and 4th day of the test event) <ul style="list-style-type: none"> → Responding to the exit trend of the spectators, the bus operation schedule was changed by using forwarding cars to solve congestion of spectators. <p>[Future actions]</p> <ul style="list-style-type: none"> - Prepare a bus transport plan assuming game time changes due to bad weather, based on the crowd size (capacity: 16,000) during the Games. - Consider how to control the congestion of spectators at the bus stations in the event of schedule changes, in cooperation with Tokyo 2020 Organising Committee. 	  <p>▲Transport of Spectators ▲Bus station</p>
<p>Accessibility</p> <p>- Rowing</p>	<ul style="list-style-type: none"> - Guide persons with physical impairments from the nearest train station to the venue (including bus rides). - Check accessibility inside and outside the venue, spectator seats and lavatories. <p>Note) Persons with physical impairments include; 4 persons with wheelchairs 1 person with visual impairment 1 person with hearing impairment</p>	<p>[Results of Verification] (Main opinions from persons with physical impairments)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Wheelchair users <ul style="list-style-type: none"> - Need to examine guidance methods when a group of wheelchair users are divided since the number of wheelchairs boarding a single shuttle bus is limited. <input type="checkbox"/> Person with visual impairment <ul style="list-style-type: none"> - Audio guidance to rest areas, or at hazardous points such as route junctions and crossroads, will be required. <input type="checkbox"/> Person with hearing impairment <ul style="list-style-type: none"> - Need to set up guidance signs at the junctions on each venue route. <p>[Future Actions]</p> <ul style="list-style-type: none"> - If a group of wheelchair users are divided, provide guidance of next available bus schedule and plan operations to make it possible for people to meet up at the venue. - Provide easy-to-follow guidance in visual and hearing aspects, such as calling out, display signs and hand-carry signs at the junctions along each venue route. 	  <p>▲Support for wheelchair users ▲Fastening a wheelchair (on a bus)</p>
<p>City Operation Centre (COC)</p> <p>- Beach Volleyball - Rowing - Marathon - Weightlifting, others</p>	<ul style="list-style-type: none"> - Verify the collaboration system with COC, City Cast, first-aid stations, venues, transport centers, etc. - Verify the response procedures in case of emergencies. 	<p>[Results of Verification]</p> <ul style="list-style-type: none"> - Difficult to input on-site information at the same time when responding to other incidents. - Need to share real-time information both at the headquarters (such as the Games operation, traffic information, weather forecasts, etc.) and the on-site spectator information in order to respond immediately to incidents. <p>[Future Actions]</p> <ul style="list-style-type: none"> - Clarify information required by the headquarters, etc., and select information to be shared between the headquarters and on-site. - Consider effective ways to communicate necessary information. - Verify operation that facilitates smooth two-way communication (reporting, instructions, information sharing, etc.) between the headquarters and on-site. - Consider how to provide the traffic information to spectators via SNS, to prevent accidents due to overcrowding. 	  <p>▲Transportation of heat stroke patients (training) ▲COC branch (training)</p>

Trial verifications in test events: Wave 2 and Wave 3

- For Wave 1 test events, the Tokyo Metropolitan Government has conducted trial verifications focusing on basic operations such as heat countermeasures, medical-care / first-aid, City Cast, transport of spectators, etc.
- For Waves 2 and 3 test events (mainly indoor sports events), as preparation for the Games progresses, we will conduct more practical verifications at both new permanent venues and refurbished temporary venues. These verifications will take actual event production more into account.
- - Refine the verification items (in response to spectators who need more consideration, such as overseas visitors and persons with impairments, as well as training for typhoons and other disasters, etc.)
 - Establish the collaboration system between related parties in similar situation to the actual Games time, etc. (organisational structure and system, etc.)