

# Visitor Management Strategy

## FY 2018 Edition

2019

## Cabinet Secretariat

\*Some of the numbers and wording herein are subject to change.

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## 1 Process to date

## 39th Session Recommendation c)

Define acceptable visitor threshold levels at each component part to mitigate any potential adverse impacts, commencing with those most likely to be at risk.

## 42nd Session Recommendation 6

Further notes that monitoring of the number of visitors is being undertaken systematically for all component sites, and that a visitor management strategy, including carrying capacities, will be formulated in 2018 on the basis of these results; and also requests the State Party to submit this strategy to the World Heritage Centre, once it is completed, for review by the Advisory Bodies;

2018\*:The same decision, 42 COM 7B.10, also “Requests furthermore the State Party to fully implement Decision 39 COM 8B.141 and to submit to the World Heritage Centre, by 1 December 2019, an updated report on the state of conservation of the property and the implementation of the above, for examination by the World Heritage Committee at its 44th session in 2020.”

The following points are stated as premises to Recommendation c) being referred for discussion and resolution at the 39th Session of the World Heritage Committee.

- Judging from the trends with Japan’s sites registered up to now on the World Heritage List, an increase in visitors to the component parts can be anticipated. While the extent of this increase will likely vary with the location of each component part, the convenience of access, and the hours of their opening to the public, monitoring measures will be needed after listing for recording the change in visitor numbers.
- To mitigate any adverse impacts on the basic structure of the component parts, strategies are needed for assessing and deciding their capacity to receive visitors. Such strategies are especially needed in the case of Shokasonjuku (Area 1, component part 1-1) and Glover House (Area 6, component part 6-8). In model course studies, the views of experts from overseas familiar with overseas market trends were obtained and reflected in the concrete plans.

Against the above background, the response to Recommendation c) was decided along the following lines and studies were carried out.

Surveys were conducted of the current status of visitor numbers with the aim of reducing the adverse impact that increasing visitor numbers could have on the component parts, and a Visitor Management Strategy was drafted based on the results. The possibility and necessity of setting visitor threshold levels was also carefully examined, factoring in the scale, nature, and location of each of the component parts.

## Appendix 4

### Timeline of (and Plans for) Studies on the Response to Recommendation c)

FY 2016: Current status surveys started (quantitative surveys + some qualitative surveys)  
FY 2017: Current status surveys carried out (quantitative, qualitative, and visitor satisfaction surveys)  
Structure of Visitor Management Strategy designed

Results of the above surveys were reported in the November 2017 State of Conservation Report  
June 2018: Decision of 42nd World Heritage Committee meeting

FY 2018: Current status surveys carried out (quantitative, qualitative, and visitor satisfaction surveys)  
Visitor Management Strategy (FY 2018 edition) drawn up

FY 2019: (Drawing up of Visitor Management Strategy (FY 2019 final edition))

Note that the Decision of the World Heritage Committee of June 2018 states “Visitor numbers for each component site have been monitored since 2016, and a visitor management strategy, including carrying capacities, will be formulated in 2019 on the basis of these results.\* It is recommended that this Strategy be submitted to the World Heritage Conservation Center when it is completed.”

\*2019: The Decision also states that the State Party will be asked to submit to the World Heritage Centre, by 1 December 2019, an updated report on the state of conservation of the property and the implementation of the above Decision, for examination by the World Heritage Committee at its 44th session in 2020

#### 1.1 Summary of State of Conservation Report

The November 2017 State of Conservation Report describes as follows the specific procedures for the study work.

- 1) Surveys of visitor numbers, to ascertain the current state of and trends in visitor numbers at each of the component parts, are being conducted from FY 2016.
- 2) In parallel with these surveys, a common Visitor Management Vision for all component parts will be identified as a future target.
- 3) The current state of visitor management and issues faced at each of the component parts will be ascertained and policies and methods for improving that situation indicated, ensuring consistency with the common Visitor Management Vision.
- 4) The results of the current status surveys will be analyzed in FY 2019, and a Visitor Management Strategy based on the common Visitor Management Vision drawn up in parallel with the surveys will be created as the process for realizing that vision.
- 5) The possibility and necessity of setting visitor threshold levels will also be carefully examined for each of the component parts.

The results of current status surveys are as follows.

**Quantitative surveys:** The surveys showed that daily visitor numbers to the component parts fluctuate significantly over weekdays, weekends, and vacation periods, as well as according to whether or not an event was being held. No noteworthy impact on the component parts was reported.

**Qualitative surveys:** It was confirmed that in the case of sites where visitors go indoors, crowding occurs when concentrations of visitors, such as in group tours, reach a scale where visitors cannot move smoothly at the entrance, etc.

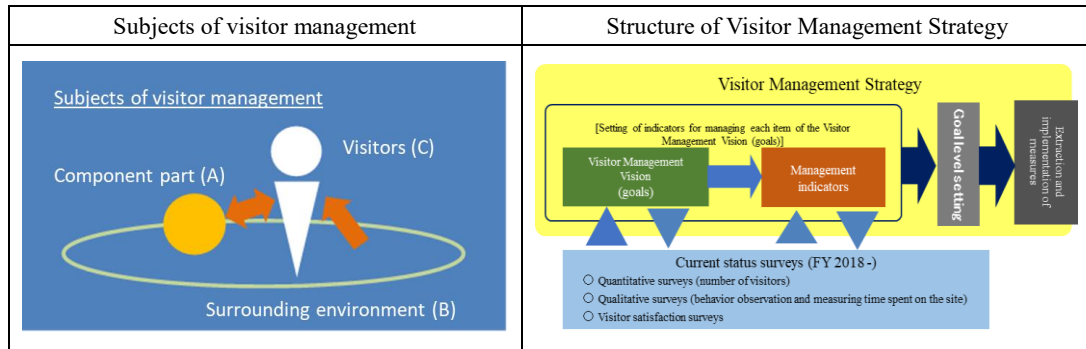
- ✓ Note that it is possible to eliminate such situations by properly designing people flow, and by controlling the number of group tours or visitors admitted at the same time.

While it can be considered preferable to have visitors spend a long time at component sites to

raise their understanding of the site, on days of high visitor turnout it is possible they will not be able to stay long enough to experience the site and its interpretation adequately.

Visitor satisfaction surveys: It was determined that time spent, the quality of guides, and facility, equipment, and operational aspects each have a major impact in terms of achieving high levels of visitor understanding and satisfaction, and that these could serve as indicators in the management of target standards.

It has been indicated that Recommendation c) will be responded to by the drawing up of a Visitor Management Strategy based on the results of these current status surveys that will realize the respective visitor management visions for the Component parts (A), the Surrounding environment (B), and Visitors (C).



Subject	Visitor Management Vision (targets)	
(1) Component part (A)	<p>Physical damage</p> <p>No physical harm to land and materials of component part</p>	<ol style="list-style-type: none"> <li>The facilities and equipment are in place for physically protecting the component part</li> <li>The operational arrangement for this purpose is in place</li> </ol>
(2) Component part (A) / Surrounding environment (B)	<p>-1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	<ol style="list-style-type: none"> <li>The facilities and equipment are in place for ensuring the safety and security of visitors</li> <li>The operational arrangement for this purpose is in place</li> </ol>
	<p>-2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<ol style="list-style-type: none"> <li>The facilities and equipment are in place for promoting and deepening understanding by visitors</li> <li>The operational arrangement for this purpose is in place</li> </ol>
	<p>-3 Hospitality</p> <p>The comfort of visitors is sufficient</p>	<ol style="list-style-type: none"> <li>The facilities and equipment are in place for promoting enjoyment by visitors</li> <li>The operational arrangement for this purpose is in place</li> </ol>
(3) Visitors (C)	<p>A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again</p>	

Source: Update to State of Conservation Report (November 2017)

Figure 1. Subjects and structure of Visitor Management Strategy

## Appendix 4

### 1.2 Purpose for drawing up strategy this time

Recommendation c) asks that the visitor “carrying capacity” of component parts be defined; but in three years of multifaceted surveys of the current status, no adverse impact by visitors as a result of fluctuations in visitor levels, and no major cases that would have an adverse impact, were confirmed. For this reason, it is difficult to set numerical upper thresholds on visitor carrying capacity that are based in causal relationships.

Accordingly, for each individual component parts, a state in which there is no adverse impact by visitors has been defined, and a visitor management strategy has been formulated that maintains such a state by means of dynamic processes, while constantly monitoring the status of the component part and of visitors.

(Management by means of dynamic processes making use of diverse elements)

The results of multi-faceted surveys also do not suggest the possibility of preventing adverse impacts by setting visitor level thresholds. Moreover, visitor density and patterns are not uniform even on a daily basis, depending on such factors as peak versus non-peak times and whether there are tour groups.

Accordingly, to prevent adverse impacts by the constantly fluctuating visitor levels, in place of static management -- setting annual or daily thresholds of visitor numbers -- it was deemed important to use diverse indicators to confirm the impact of fluctuations and to take suitable measures in response.

Based on this thinking, the setting of multiple and varied indicators of the visitor management vision, and the dynamic monitoring of impacts and managing of the situation were made key points of the Visitor Management Strategy. This was seen as the best way to “mitigate any potential adverse impacts on the component part,” which after all is the real objective of Recommendation c).

According to the results of visitor surveys conducted to date, situations in which adverse impacts are unavoidable tend to be occur in situations such as visits by tour groups all at once, or temporary concentrations of visitors indoors due to sudden inclement weather. One reason these situations occur lies in the nature of the buildings making up the Sites of Japan’s Meiji Industrial Revolution. Unlike large temples or public facilities, these buildings include private facilities such as Glover House and Office and Shokasonjuku Academy that were never intended to accommodate unspecified large numbers of visitors at once.

Analysis showed that rather than the absolute number of visitors, important for proper conservation of these buildings is smoothly directing visitors in the manner of guests at a typical home.

Moreover, based on the awareness that the real objectives of Recommendation c) are to mitigate adverse impacts by visitors while also promoting their understanding of the OUV, the ideal state (visitor management vision) was defined as one in which adverse impacts by visitors are managed, and also one in which visitor understanding of the OUV is advanced; and these were made the objectives of the Visitor Management Strategy.

(Preventing adverse impact by visitors)

The Visitor Management Strategy will make possible monitoring by means of indicators suitable for each management subject and implementation of initiatives based thereon, so that visitors do not harm elements with outstanding universal value.

To this end, adverse impacts were defined as wear and tear on the resources, corrosion, damage, contamination, trash, safety hazards, obstacles to communication, etc., and the situation regarding these was determined by three years of current status surveys and qualitative surveys. The relation between visitor levels and the occurrence of adverse impacts was also determined by current status surveys and quantitative surveys.

(Promoting OUV understanding)

The Visitor Management Strategy will make possible monitoring by means of indicators suitable for each management subject and implementation of initiatives based thereon, to promote visitor understanding of the OUV of individual component parts and the OUV of the Sites as a whole.

To this end, the degree of visitor understanding of the OUV and the factors affecting this understanding were determined by two years of current status surveys and satisfaction surveys. It was further determined that visitor levels impact the promotion of OUV understanding through such

situations as the occurrence of crowding and shortening of time spent.

## 2 Results of three years of visitor surveys

The results of current status surveys (quantitative, qualitative, and visitor satisfaction surveys) conducted for three years starting in FY 2016 are indicated below.

(Summary)

The results of quantitative and qualitative surveys showed that nearly all impacts of daily fluctuations in visitor numbers on the component parts, as well as on the safety, security, and comfort of visitors, were due to the number of visitors at daily peak hours; and these impacts were not notable except at Glover House and a few component parts.

The surveys also showed that the daily visitor levels at which adverse impacts occurred varied greatly from one component part to another.

As for the visitor satisfaction surveys, the results confirmed that the standpoints in the Visitor Management Vision of ensuring safety, security, and comfort of visitors and obtaining high levels of understanding and satisfaction were largely influenced by time spent at the component part, the quality of guides, and the status of facility, equipment, and operational aspects.

### 2.1 Results of quantitative surveys and response to expected future changes in visitor levels

(Survey method)

The number of visitors per day to each component part and the fluctuation in visitor levels were determined. Record was also made of any noteworthy impact on a component part.

The methods for determining visitor numbers were chosen for each component part as appropriate to its scale, nature, and location as well as such factors as the staffing systems for visitor management.

(Survey results)

#### ➤ Number of daily visitors (results compiled as of March 31, 2018)

The surveys showed that daily visitor numbers to the component parts fluctuate significantly over weekdays, weekends, and vacation periods, as well as according to whether or not an event was being held.

The maximum scale of daily visitor numbers excluding event days was from around 100 to 8,000 per day (**Figure 2**). No noteworthy impact on the component parts was reported.

## Appendix 4

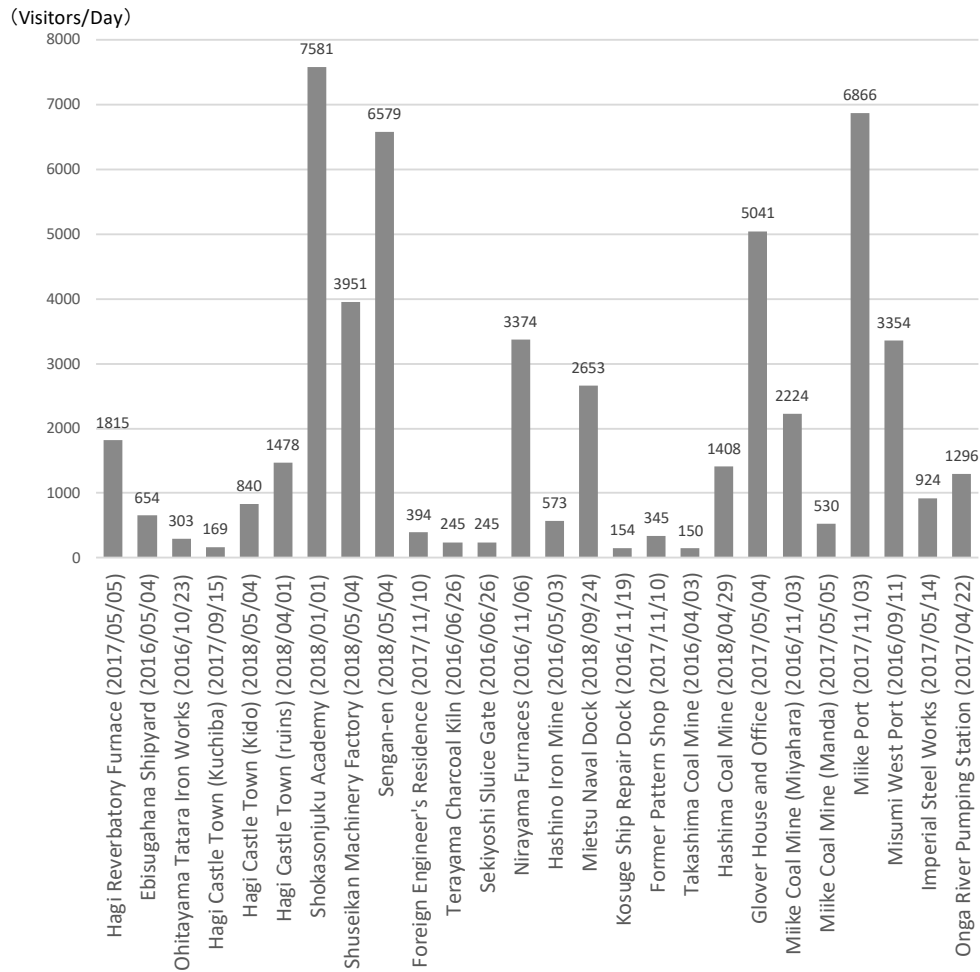


Figure 2: Maximum scale of daily visitor numbers other than on event days (Miike Coal Mine (Manda Pit)) (April 2016 to March 2018)

(Response to expected future changes in visitor levels)

Based on the results of three years of visitor surveys, the setting of multiple and varied indicators of the visitor management vision, and the dynamic monitoring of impacts and managing of the situation were made key points of the Visitor Management Strategy. This was seen as the best way to “mitigate any potential adverse impacts on the component part,” which after all is the real objective of Recommendation c).

The Visitor Management Strategy created based on this thinking is aimed at conservation of the component parts by devising measures for alleviating time periods and visitor patterns prone to the occurrence of adverse impacts, even if the total year-long number of visitors increases in coming years.

On the other hand, if the overall visitor levels see a considerable rise, it is assumed that strengthening of measures for conservation and changing the methods themselves will become necessary. Monitoring of year-long and daily visitor numbers will therefore continue to be carried out.

(For reference)

- Component parts showing downward trends
- \*Component parts other than the following
  - Component parts showing upward trends or expecting increases due to region-related plans:
- \* Manda Pit (7-1; peak number)
- \*Shokasonjuku (1-5; maintained), Shuseikan (2-1; maintained), Glover House and Office (6-8) .....Total 4 component parts



## 2.2 Results of qualitative surveys

### (Survey method)

Impact of changes in daily visitor levels at each component part and on visitor safety, security, and comfort were observed and recorded. The amount of time spent by visitors at each component part was also determined.

Note that qualitative surveys were conducted for all component parts during fiscal 2017, and that by analyzing the results of these surveys, indicators were determined for visitor management that will be positive for the component parts and visitor understanding and that will have an effect on improved satisfaction.

### (Survey results)

- Impact of fluctuation in daily visitor numbers on the component part and visitor safety, security, and comfort (results compiled as of March 31, 2018)

Impacts on the safety, security, and comfort of visitors are factors that can lessen visitor safety, security, and comfort and their understanding and satisfaction. Specific examples are wear and tear on the resources, corrosion, damage, contamination, trash, safety hazards, or obstacles to communication, etc., at places on the property where crowding occurs.

The number of such impacts confirmed was greatest at Glover House (46 incidents in one year), while at other locations the numbers were fewer than 10 per year, or no impact was confirmed in most component sites.

At Glover House and Office, during certain times on days of high visitor turnout, impacts such as concentration of people in the same place occur.

Of the 46 impacts confirmed at Glover House, those impacting the site itself, consisting of wear and tear (2: floor creaking, chipping of brick floor) and damage (2: damage to wood display stand, damage to interior cloth), were minor and did not lead to major trouble. However, there were also incidents such as stumbling on the entrance slope or mat (22), being unable to hear explanations due to heavy crowding (10), or dumping of pamphlets (10), many of which impacted visitor safety, security, and comfort.

After renovation of Glover House has been completed, “tour rules” are to be instituted defining visitor flow lines that restrict the exits and entrances that can be used, aimed at achieving safe and smooth viewing.

Table 1: Number of incidents confirmed where fluctuation in daily visitor numbers impact the component part and visitor safety, security, and comfort  
(April 2017 to March 2018)

Area	Component Part	Current Value (based on qualitative survey results)
Hagi	Hagi Castle Town (Kuchiba Family Residence)	1 incident/year
Nagasaki	Takashima Coal Mine	9 incidents/year
	Glover House	46 incidents/year
All others		0 incidents/year

## Appendix 4

### 2.3 Results of visitor satisfaction surveys, main points of OUV understanding promotion, and future target levels

(Survey method)

Questionnaires were collected from visitors to each component part, in order to learn their level of satisfaction and any problems or requests they had.

(Survey results; factors for promoting OUV understanding)

- Time spent by visitors at the component part and their degree of satisfaction

Regarding the importance of time spent by visitors at each of the component sites, the results of visitor satisfaction surveys indicate that, while there is some variation based on such factors as the scale of the component part, visitors spending two hours or more at the site tend to understand the value of the component site and be satisfied with their experience.

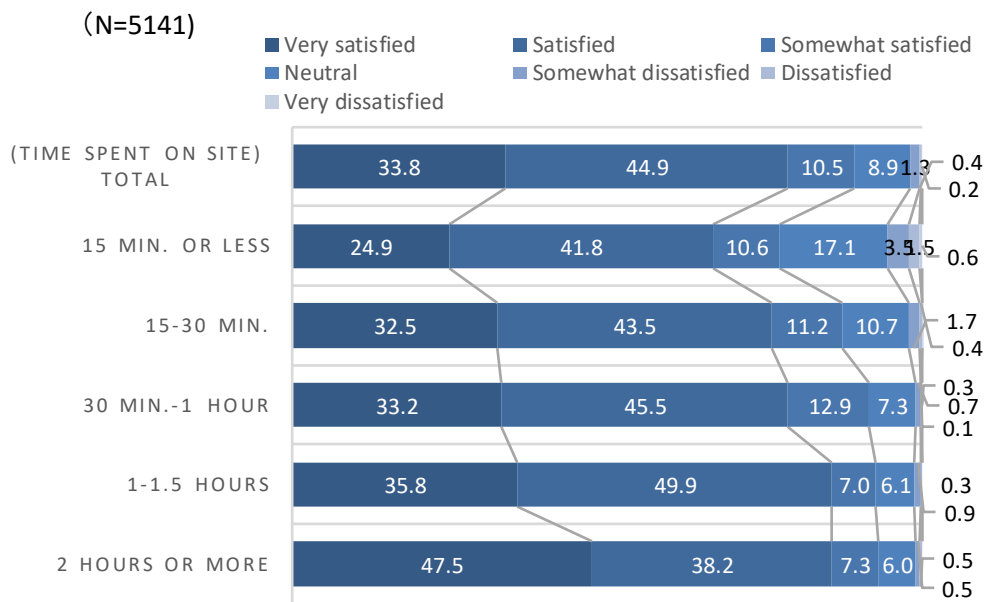


Figure 3: Relationship between amount of time spent at the component part and satisfaction with the component part

- Quality and quantity of interpretation and visitor satisfaction

Explanations by guides were found to play an important role in promoting visitor understanding. The degree of satisfaction that visitors felt in relation to a component part changed according to whether or not they experienced a high-quality guide with whom they were “very satisfied.” While based on a small sample, the Sites of Japan’s Meiji Industrial Revolution guide application is also helping to boost visitor satisfaction.

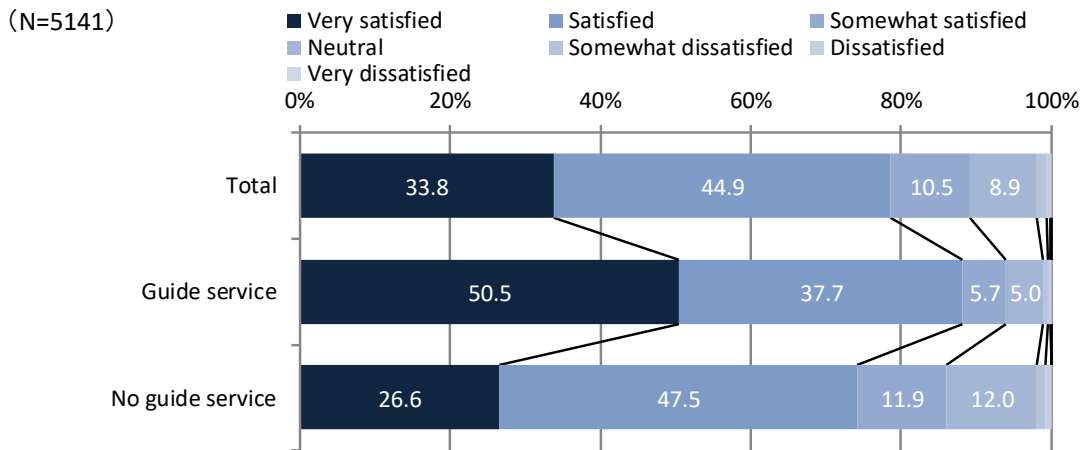


Figure 4: Relationship between satisfaction with guide and satisfaction with the component part

- Food, beverage, shopping, and other service opportunities, and degree of satisfaction  
 Visitors were asked whether they felt there were problems with various items indicating visitor comfort. Those who felt there were problems were 20% of the total; the remaining 80% said there were no problems.

Looking at details of the problems, facility, equipment, and operational aspects such as convenience of access, restaurant and café facilities, and toilets presented problems in a relatively high percentage of cases. Arranging facilities and equipment that provide visitors with a comfortable experience will therefore also be an important aspect in ensuring that visitors spend a sufficient amount of time at the component part and understand its contribution to the OUV.

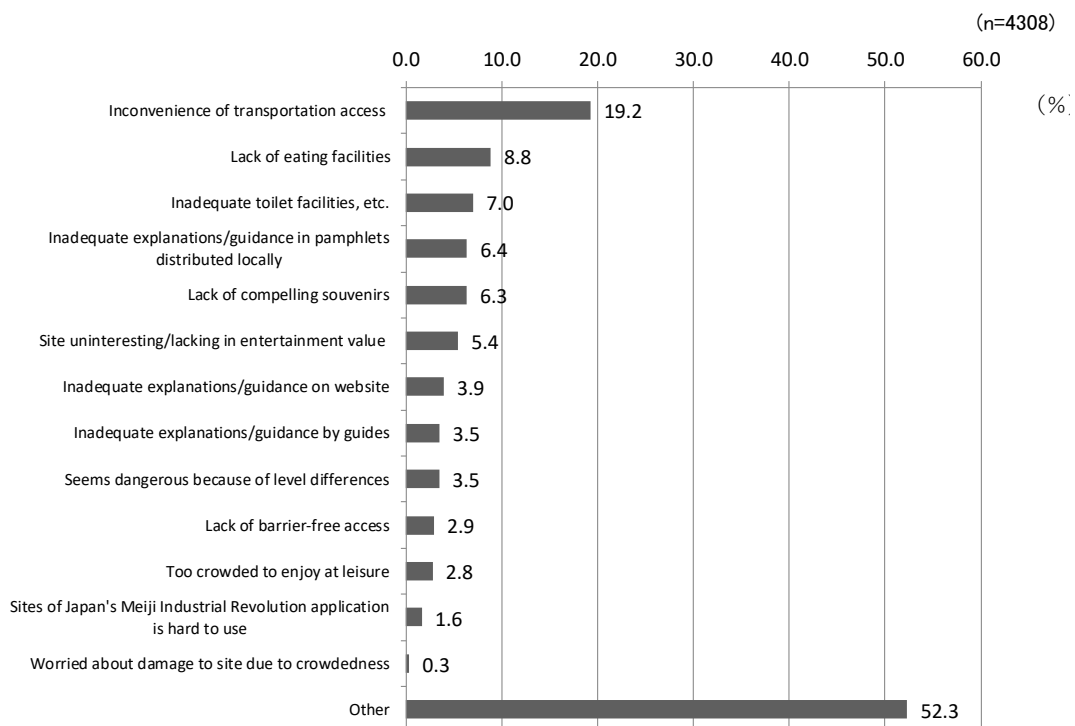


Figure 5. Component part problems and percentage of problems indicated (visitor requests, time spent, guide availability, etc.)

## Appendix 4

➤ The current state of OUV understanding promotion

The current degree of promotion of OUV understanding was determined by indicators of the visitors' state such as their satisfaction and their understanding of the value, both of the sites as a whole and of individual component parts. While time spent on site, which has been confirmed to affect satisfaction, was determined through the quantitative surveys, the visitor satisfaction survey allows for increased sample sizes and analysis, and therefore table 2 lists current values.

Specific methods were also set based on current values for confirming the extent of promotion of OUV understanding in the future.

Table 2. Current values for indicators of OUV understanding, and methods of confirming extent of OUV understanding promotion

Indicators		Methods of confirming extent of promotion of OUV understanding
Degree of satisfaction (percentage of “Very satisfied”)	34.4%	Confirm that the percentage of “Very satisfied” is being maintained or growing.
Time spent (percentage of “Less than 15 min.”)	10.3%	Of those spending less than 15 minutes at a component part, the percentage of those saying they were dissatisfied reached 25%. Accordingly, for reducing the percentage of those dissatisfied, taking into consideration the features of individual component parts, confirm that the ratio of those spending less than 15 minutes at a component part is decreasing.
Understanding of OUV (all component parts) (percentage of “Don’t know” responses)	12.7%	Confirm that the percentage of those answering “Don’t know” is decreasing.
Understanding of OUV (individual component part overall) (percent of “Don’t know” responses)	15.4%	Confirm that the percentage of those answering “Don’t know” is decreasing.
Sparking of interest (percentage of “Very much desire” to learn more)	24.9%	Confirm that the percentage of those answering. “Very much desire” or “Desire” (to learn more about the component part) is increasing.
Intention to visit again (the particular component part) (percentage of “Definitely want to return”)	13.4%	Confirm that the percentage of those answering “Definitely want to return” is increasing.
Intention to visit again (other component parts) (percentage of “Definitely want to visit”)	21.5%	Confirm that the percentage of those answering “Definitely want to visit” is increasing.
Percentage of problems indicated <ul style="list-style-type: none"> <li>• Percentage of those dissatisfied due to crowding</li> <li>• Percentage of those concerned about damage from crowding</li> </ul>	2.8% 0.3%	To eliminate adverse impacts, confirm that the percentage of those answering “dissatisfied due to crowding” and percentage of those answering “concerned about damage from crowding” are declining.

## Appendix 4

### 3 Visitor Management Strategy

#### 3.1 Defining the Visitor Management Strategy

(Elements of Visitor Management Strategy)

Since the Visitor Management Strategy is a strategy for maintaining a state in which there is no adverse impact by visitors, this state has been defined, various indicators for confirming this state been set, and actions formulated as the framework for maintaining this state.

Table 3: Elements of Visitor Management Strategy

(1) <u>Definition of a state with no adverse impact by visitors</u> ✓ A vision defined of the desirable state for the component part, surrounding environment, and visitors (“Visitor Management Vision”: State of Conservation Report (November 2017))
(2) <u>Setting of indicators for confirming a state with no adverse impact by visitors</u> ✓ Common indicators, individual indicators (set based on results of three years of current status surveys)
(3) <u>Implementation of actions for maintaining a state with no adverse impact by visitors</u> ✓ Indicators and targets set taking into account the features of each component part ✓ Initiatives and projects for maintaining and improving indicators ✓ Monitoring methods determined and measures prepared to be taken if indicators worsen

(Structure of Visitor Management Strategy)

The Visitor Management Strategy consists of two parts, the common strategy for the Site as a whole and strategies for individual component parts.

The common strategy part indicates, among other matters, the approach to strategy-making; that the applicable period of the strategy is eight years to align it with the Conservation, Restoration, Presentation and Public Utilization Plans of individual component parts; and that as monitoring methods, quantitative surveys will continue to be carried out by individual component site managers, and visitor satisfaction surveys will be conducted in the fifth year of the applicable period to check common indicators defined by the Cabinet Secretariat.

The individual component part strategies, based on a standard format, indicate trends in visitor numbers, monitoring indicators and target levels, and measures (initiatives), etc.

Table 4: Structure of Visitor Management Strategy

<u>I. Strategy common to all component parts</u> <ul style="list-style-type: none"><li>• Strategy approach and applicable period</li><li>• Visitor Management Vision</li><li>• Methods of setting indicators and targets, monitoring methods, measures to be taken if indicators worsen</li><li>• Operational arrangement for carrying out visitor management</li></ul>
<u>II. Strategies for individual component parts</u> <ul style="list-style-type: none"><li>• Trends in visitor numbers, monitoring indicators and target levels, measures (initiatives), etc.</li></ul>

### 3.2 Strategy common to all component parts

(Strategy approach and applicable period)

The Visitor Management Strategy indicates the applicable period and the operational arrangements to ensure visitor management strategies for individual component parts are drawn up and implemented.

#### 3.2.1 Ensuring that visitor management strategies for individual component parts drawn up and implemented

- Managers of individual component parts each have drawn up and implement a Visitor Management Strategy focused on the visitor management targets and based on the initiatives in the Conservation, Restoration, Presentation and Public Utilization Plan.
- The Cabinet Secretariat takes measures to ensure the visitor management strategies for individual component parts are implemented precisely, and assists with implementation of the visitor management strategies for the key component parts of Shokasonjuku Academy, Glover House and Office, and other component parts.

#### 3.2.2 Applicable period of Visitor Management Strategy

- In three years of current status surveys conducted before and after the major event of World Heritage listing, no large fluctuations in visitor levels have been seen, and no indication of plans that would induce such changes.
- Accordingly, considering the ending time of the short-term plans for each of the Conservation, Restoration, Presentation and Public Utilization Plans on which the individual visitor management strategy initiatives are based, and the timing of revisions to the interim plans, a plan period of eight years has been set forth, starting from FY2019.

#### 3.2.3 Operational arrangement for carrying out Visitor Management Strategy

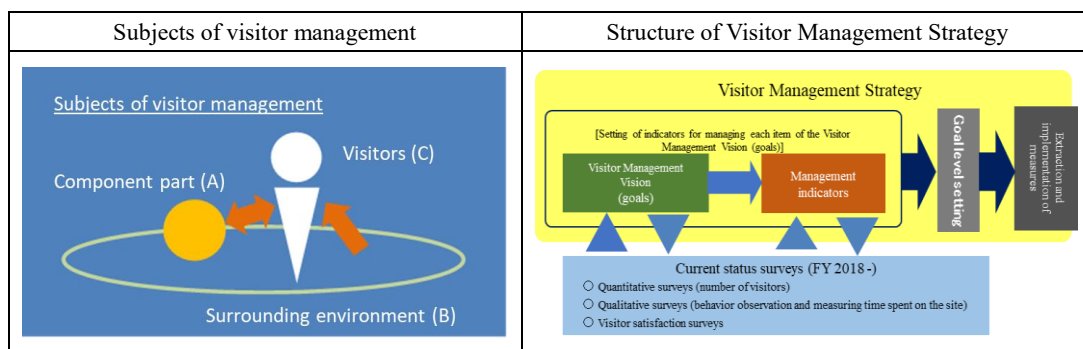
- The visitor management strategies of each of the component parts are to be carried out by their respective managers, with support by the Cabinet Secretariat.

(Visitor Management Vision)

The Visitor Management Vision to be sustainably realized by the Visitor Management Strategy is a state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again.

To manage and confirm this desirable state, the subjects of visitor management are divided up and structured, and indicated as targets. Strategies for individual component parts have been created making use of this framework.

## Appendix 4



Subject	Visitor Management Vision (targets)	
(1) Component part (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part
	No physical harm to land and materials of component part	2. The operational arrangement for this purpose is in place
(2) Component part (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors
	Visitors' feeling of safety and security is sufficient	2. The operational arrangement for this purpose is in place
	-2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors
	Visitors' feeling of satisfaction is sufficient	2. The operational arrangement for this purpose is in place
(3) Visitors (C)	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors
	The comfort of visitors is sufficient	2. The operational arrangement for this purpose is in place
(3) Visitors (C)	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again	

Source: State of Conservation Report (November 2017) updated

Figure 6: Visitor Management Vision (repeat of Figure 1)

(Methods of setting indicators and targets, monitoring methods, measures to be taken if indicators worsen)

➤ Methods of setting indicators and targets

The indicators for managing and confirming the ideal state of the vision consist of indicators used in common for all component parts to confirm the overall management level (common indicators) and individual indicators for confirming the management levels regarding the problems of individual component parts.

The common indicators were selected from the key indicators obtained from visitor surveys to date. The individual indicators were set by the managers of each component part in light of the current state of the component part, the future direction of management, and planned initiatives, and are given in the Visitor Management Strategy.

The target values for each of the indicators during the period of the Visitor Management



Strategy are set individually for each component part. The approach to setting targets, such as catching up those that are below the overall average, and maintaining the current values that achieve the desirable state, is set by each component part manager and given in the Visitor Management Strategy.

Table 5: Common Management Indicators

<p>☆<u>Incidents impacting the component part and visitor safety, security, and comfort</u> Impacts by visitors as determined from qualitative surveys (observation surveys)</p> <ul style="list-style-type: none"> <li>• Wear and tear on the resources, corrosion, damage, contamination, trash, safety hazards, obstacles to communication, etc.</li> </ul> <p>☆<u>Whether there are facilities/equipment for separation between visitors and the component part</u> The existence or not of separation facilities means whether there are facilities or equipment for preventing physical damage to places in the component part that are prone to such damage. These include fences, rails, or other barriers to ensure prevention of entry into such places.</p> <p>☆<u>Satisfaction</u></p> <p>☆<u>Time spent</u></p> <p>☆<u>Understanding</u></p> <p>☆<u>Sparking of interest</u></p> <p>☆<u>Intention to visit again</u></p> <p>☆<u>Percentage of problems indicated</u> Percentage of problems indicated is set from a choice of five indicators, namely, crowding, damage, lack of entertainment value, food facilities, and toilet provision, etc. Of these, crowding and damage are mandatory.</p>
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➤ Monitoring methods

Monitoring methods for each of the multiple and varied common indicators and independent indicators were included in the management strategies for individual component parts. Since visitor satisfaction surveys, used as monitoring methods for many common indicators, are large-scale surveys, they will be conducted, with the support of the Cabinet Secretariat, before the end of the plan period (five years into the plan), in time for the revision work for the next-term strategy.

These monitoring methods given in the management strategies for individual component parts will be used to assess the current state at the time of monitoring and extent of target achievement, and measures will be revised if needed.

It should be noted that, in assessing the status of visitor management, it must be verified against the visitor trends, which are factors for changes in indicators. The surveys of annual or daily visitor numbers that have been conducted up to now will therefore be continued.

If there are significant changes (increases) in visitor numbers, the managers of individual component parts will determine the impact on management indicators by conducting qualitative surveys, or will analyze the factors behind the changes and consider measures to be taken, revising the Visitor Management Strategy as necessary even during the applicable period.

➤ Measures to be taken if indicators worsen

In case a significant rise in annual or daily visitors is identified as a factor for worsening of indicators, measures will be devised for alleviating time periods or visitor patterns prone to the occurrence of adverse impacts.

Among specific measures are setting entry limits per time period in fine increments, allowing entry only to those accompanied by a guide, or controlling by admission fee setting.

The design and introduction of such new measures are mainly up to the managers of component parts, but the Cabinet Secretariat will also provide information and advice as needed.

(Division of visitor management roles)

Component part managers have primary responsibility for individual visitor management strategies. To assist with the implementation of these strategies, the Cabinet Secretariat will provide comprehensive support, making use of the governance system given in the General Principles and Strategic Framework for Conservation and Management of the Sites of Japan's Meiji Industrial Revolution (hereinafter, "Strategic Framework") and obtaining the advice of the Industrial Heritage

## Appendix 4

Expert Committee (including Working Properties) (hereinafter, “Expert Committee”).

Note that there are cooperative relations with the central government and local agencies of the government at each level of the National Committee of Conservation and Management, Local Conservation Councils, and individual component part managers. The visitor management strategies will also be implemented according to the governance system of the Strategic Framework as up to now.

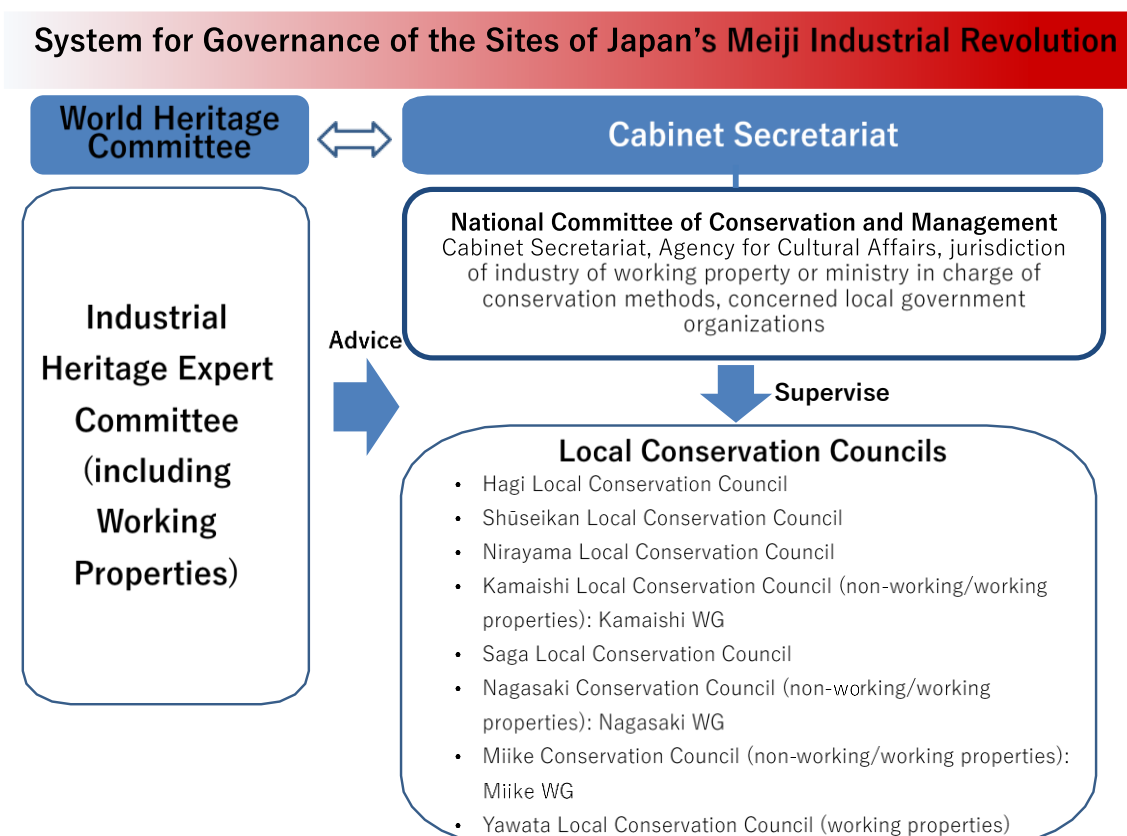


Figure 7 Governance system of the Strategic Framework

- Support for devising visitor management strategies for individual component parts
 

The Cabinet Secretariat has prepared a manual of the procedures to guide managers of individual component parts in drawing up their Visitor Management Strategy. This manual sets out a vision of the ideal visitor management and defines suitable indicators for each of the subjects of target level management, based on the results of three years of status surveys and qualitative surveys and the prevention scheme regarding prevention of adverse impacts by visitors, and on the results of two years of status surveys and visitor satisfaction surveys regarding promotion of OUV understanding.

After deepening common understanding by distributing this manual and holding workshops, visitor management strategies for individual component parts were drawn up by their managers.
- Supporting steady implementation of visitor management strategies for individual component parts
 

The Cabinet Secretariat will support managers of individual component parts in carrying out their visitor management by conducting status surveys and visitor satisfaction surveys before the end of the applicable period (five years into the plan period) to confirm the effectiveness of the visitor management strategy, and will provide feedback to the managers based on the results.

3.3 Strategies for individual component parts

Managers of individual component parts have drawn up visitor management strategies for their respective component parts based on the situation of each component part.

(Approach to visitor management strategies of individual component parts)

Strategies for individual component parts serve as a framework for confirming, based on data, progress in realizing the Visitor Management Vision, and also were designed to enable iteration of the PDCA cycle by linking data with the specific visitor management strategies to be carried out. Considering that many specific visitor management measures are already given in the Conservation, Restoration, Presentation and Public Utilization Plans of component parts, the measures and applicable periods of these Visitor Management Strategies were decided in conformance with these existing plans.

Further, to raise the overall management level while also taking into consideration the situation of individual properties, it was decided to classify management indicators into common indicators and individual (property-specific) ones and make use of these.

(Structure of Visitor Management Strategies for individual component parts)

The Visitor Management Strategy for individual component parts provides a list setting out management indicators, target level setting and calculation methods, and specific visitor management measures to be carried out, relative to the Visitor Management Vision for each subject of management, while taking into account trends in visitor numbers.

Table 6: Structure of “Strategies for individual component parts”

<p>I. Visitor number trends</p> <p>(1) Number of visitors (year-long total): FY 2014-2017</p> <p>(2) <u>Number of visitors (daily peak): FY 2014-2017</u></p> <p>II. Visitor Management Strategy</p> <p>(1) Subject: (1) Component part (A), (2) Component part (A)/Surrounding environment (B), <u>(3) Visitors (C)</u></p> <p>(2) Visitor Management Vision (targets)</p> <p>(3) <u>Management indicators</u></p> <p>(4) <u>Target level setting:</u> Current state, targets, <u>method of measuring/calculating indicators, etc.</u></p> <p>(5) Identification and implementation of measures: (a) Current state, (b) Issues, (c) Directionality of response, (d) Methods and measures</p>
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## Appendix 4

### Visitor Management Strategies for Individual Component Part

No.	Component part name
1-1	Hagi Reverberatory Furnace
1-2	Ebisugahana Shipyard
1-3	Ohitayama Tataru Iron Works
1-4	Hagi Castle Town (Ruins of Hagi Castle)
1-5	Shokasonjuku Academy
2-1	Shuseikan (Shoko Shuseikan)
2-2	Terayama Charcoal Kiln remains (I. Trends in daily visitors only)*
2-3	Sekiyoshi Sluice Gate
3-1	Nirayama Reverberatory Furnaces
4-1	Hashino Iron Mining and Smelting Site
5-1	Mietsu Naval Dock
6-1	Kosuge Ship Repair Dock
6-6	Takashima Coal Mine
6-7	Hashima Coal Mine
6-8	Glover House and Office
7-2	Miike Coal Mine (Miyahara Pit)
7-1	Miike Port
7-1	Miike Coal Mine (Manda Pit)
7-2	Misumi West Port
8-1	Imperial Steel Works
8-2	Onga River Pumping Station

2-2 Terayama Charcoal Kiln remains (I. Trends in daily visitors only)\*

As the component part was damaged by heavy rains in late June to early July 2019, the visitor management strategy of the individual component part is being reconsidered (will be studied along with future measures for dealing with heavy rain damage).

\*Regarding the No. 3 Dry Dock, Giant Cantilever Crane, Former Pattern Shop, and Senshokaku Guest House of Nagasaki Shipyard working properties, it is possible that in the future, it may become necessary to study a visitor management strategy for these elements, while maintaining balance between the need for operation of the individual properties and their conservation.

Hagi Reverberatory Furnace (Component part 1-1)

Visitor Management Strategy for Individual Component Parts (Form C)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	—	FY 2015	154,069	FY 2016	166,316	FY 2017	129,820	FY 2018	100,240
Number of visitors (daily peak)	FY 2014	—	FY 2015	2,498	FY 2016	1,406	FY 2017	1,815	FY 2018	1,574

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	0 incidents/year	0 incidents/year	Monitoring method: Records kept by manager/guides Target: 0 (zero) incidents	<ul style="list-style-type: none"> <li>Erection of fencing around reverberatory furnaces                             <ul style="list-style-type: none"> <li>Fences are erected to prevent visitors from directly touching the reverberatory furnace</li> </ul> </li> <li>Washing away of protective earth layer                             <ul style="list-style-type: none"> <li>Part of earth layer for protecting underground remains has washed away.</li> </ul> </li> <li>Impact of tree roots                             <ul style="list-style-type: none"> <li>There are concerns that tree roots growing into the protective layers will impact the underground remains</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Laying of protective earth layer                             <ul style="list-style-type: none"> <li>If impact on the remains is detected in monitoring and everyday management by guides, protective earth layers will be laid</li> </ul> </li> <li>Tree trimming, etc.                             <ul style="list-style-type: none"> <li>If impact on the remains is detected in monitoring and everyday management by guides, tree trimming or root cutting, etc. will be performed.</li> </ul> </li> <li>Setting of tour route                             <ul style="list-style-type: none"> <li>A tour route will be set between the parking area and reverberatory furnaces, and visitors will be guided to observe it.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Laying of protective earth layer</li> <li>Trimming trees and cutting roots, etc.</li> <li>Provision of tour routes</li> <li>Monitoring and everyday management by guides</li> </ul>	
			☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
	•Whether tour routes are set	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes						
	•Whether protective earth layer has been laid	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes						
		2. The operational arrangement for this purpose is in place	•Number of persons participating in training sessions	70/year	100/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Assignment of manager/guides                             <ul style="list-style-type: none"> <li>A guide organization in Hagi provides daily management and guide services.</li> </ul> </li> <li>Decline in number of manager/guides                             <ul style="list-style-type: none"> <li>Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Develop new manager/guides through regular guide training                             <ul style="list-style-type: none"> <li>Through regular training including lecture classes on the Sites of Japan's Meiji Industrial Revolution and on the Hagi Reverberatory Furnace, as well as observation of component parts in other areas, it will be aimed to develop new manager/guides of various generations.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Regular guide training</li> <li>Development of new manager/guides</li> <li>Training including observation of component parts in other areas</li> <li>(Monitoring and everyday management by guides)</li> </ul>	
	•Number of training sessions	2 times/year	3 times/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan						
	•Number of observed areas	1 area in 3 years	1 area in 2 years	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan						
	•Number of new guide mentors	0/year	1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan						

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						Presentation and Public Utilization Plan				
			•Number of inspection patrols	1 time/day	1 time/day	Monitoring method: Records kept by manager/guides Targets: 1 time/day				
<b>Component part (A) / Surrounding environment (B)</b>	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Provision of new trail not using stairs • A new trail using slopes was created for visitors who have difficulty climbing stairs.	➢ Pedestrian safety measures inside parking area • There are no clear pedestrian routes inside the parking area.	➢ Pedestrian safety measures inside parking area • Set pedestrian routes in the parking area.	➢ Will set pedestrian routes in the parking area
	Visitors' feeling of safety and security is sufficient		•Whether pedestrian routes are provided	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Erection of fencing around reverberatory furnaces • Safety of visitors is assured by keeping them a certain distance from the reverberatory furnaces, as a precaution in case of deteriorated materials dropping, etc.	➢ Tour route not set • There is no clear tour route between the parking area and reverberatory furnaces.	➢ Setting of tour route • A tour route will be set between the parking area and reverberatory furnaces, and visitors will be guided to observe it.	➢ Provision of tour routes
			•Whether tour routes are set	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes		➢ Quake resistance measures not instituted • It is difficult to implement structural surveys and quake resistance diagnosis by appropriate methods. It is also difficult to come up with practical reinforcement methods that will not harm the appearance of the reverberatory furnaces.	➢ Safety measures in case of earthquakes, etc. • Since structural reinforcement of the reverberatory furnaces would be difficult, visitors will be kept at a distance from the reverberatory furnaces as a precaution in case of toppling, etc., while taking consideration for the impact on viewing.	➢ Maintaining separation from the body of the reverberatory furnace
			•Whether route guidance signs, etc. are provided	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
		2. The operational arrangement for this purpose is in place	•Whether a management operational arrangement is in place that includes the parking area	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Deployment of security staff • Security staff are deployed in the parking area during Golden Week and other busy periods.	➢ Supervision inside component part and in parking area • Supervision cannot be performed by one person alone, since there is no vantage point covering both the component part and the parking area.	➢ Supervision inside component part and in parking area • In the future, a management operational arrangement will be created that can supervise the parking area in addition to the area inside the component part.	➢ Create an operational arrangement that includes supervision of the parking area
			•Whether disaster drills are conducted	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Assignment of manager/guides • A guide organization in Hagi provides daily management and guide services.	➢ Raising skills of manager/guides • Disaster drills and the like are not being conducted for ensuring safety in the event of an earthquake or other disaster.	➢ Holding of disaster drills for manager/guides • Disaster drills and the like will be conducted for ensuring safety of visitors in the event of an earthquake or other disaster.	➢ Disaster drills, etc. will be conducted for manager/guides
	-2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	•Whether the contents of explanatory signs are updated	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Provision of guidance facility • A World Heritage Site Visitor Center was opened March 4, 2017 as a central facility for guidance.	➢ Lack of detail on explanatory signs • While explanatory signs have been installed, explanations are not given of such matters as the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution and the role of the Hagi Reverberatory Furnace.	➢ Installation of explanatory signs • Explanatory signs will be installed providing information on the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the roles of the 23 component parts, the changes that the Hagi Reverberatory Furnace went through and the course of its development, and the industrial systems, etc.	➢ Updating contents of explanatory signs
	Visitors' feeling of satisfaction is sufficient		•Whether obstructing trees are trimmed	None	Performed as needed	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Performed as needed	➢ World Heritage Plaque installation • A World Heritage Plaque was installed at the entrance.	➢ Linking with Ebisugahana Shipyard • There are no descriptions of the neighboring Ebisugahana Shipyard or introduction of the route	➢ Linking with Ebisugahana Shipyard • Views of the Ebisugahana Shipyard from the Hagi Reverberatory Furnace will be secured, and	➢ Securing views of the Ebisugahana Shipyard ➢ Installation of explanatory signs about the Ebisugahana
			•Whether related explanatory signs are provided	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				

			<ul style="list-style-type: none"> <li>Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</li> </ul>	Some	All	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: All	<ul style="list-style-type: none"> <li>Pamphlet preparation                             <ul style="list-style-type: none"> <li>Pamphlets are being prepared that introduce the Hagi Reveratory Furnace, component parts of the Hagi Area, and the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </li> </ul>	to it.	<ul style="list-style-type: none"> <li>Multi-language pamphlet availability                             <ul style="list-style-type: none"> <li>Some of existing pamphlets are in Japanese and English only, as multi-language support is inadequate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>explanatory signs will be installed about the Ebisugahana Shipyard.</li> <li>Provision of multi-language pamphlets                             <ul style="list-style-type: none"> <li>Multi-language pamphlets will be prepared to meet the needs of visitors from overseas.</li> </ul> </li> </ul>	Shipyard <ul style="list-style-type: none"> <li>Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</li> </ul>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Number of persons participating in training sessions</li> <li>Number of training sessions</li> <li>Number of observed areas</li> <li>Number of new guide mentors</li> </ul>	70/year 2 times/year 1 area in 3 years 0/year	100/year 3 times/year 1 area in 2 years 1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Assignment of manager/guides (repeated from above)                             <ul style="list-style-type: none"> <li>A guide organization in Hagi provides daily management and guide services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Decline in number of manager/guides (repeated from above)                             <ul style="list-style-type: none"> <li>Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</li> </ul> </li> <li>Raising skills of guides                             <ul style="list-style-type: none"> <li>Visitors have come to desire explanations of the roles of each component part in the Sites of Japan's Meiji Industrial Revolution and the connections to component parts in other areas. Following World Heritage inscription, training sessions were held on the Sites of Japan's Meiji Industrial Revolution; but the guides themselves lack sufficient knowledge and have not attained the level needed for giving detailed guidance to visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Holding of regular guide training                             <ul style="list-style-type: none"> <li>By holding regular training sessions consisting of lecture classes on the Sites of Japan's Meiji Industrial Revolution and on the Hagi Reveratory Furnace, as well as observation of component parts in other areas, it will be aimed to develop new guides and raise their guide skills by having them acquire sufficient knowledge.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Regular guide training</li> <li>Training including observation of component parts in other areas</li> <li>Development of new manager/guides</li> </ul>	
	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>Whether applications are updated</li> <li>Introduction to applications in pamphlets</li> </ul>	None One type of pamphlet	Yes Two or more types of pamphlets	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Application development                             <ul style="list-style-type: none"> <li>Applications are being developed that introduce the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Application publicity                             <ul style="list-style-type: none"> <li>The applications are not being publicized sufficiently.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Promoting wider application use                             <ul style="list-style-type: none"> <li>To promote wider use of the applications, they will be updated regularly and actively publicized.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Application updating</li> <li>Greater effort at application publicity</li> </ul>	
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Number of persons participating in training sessions</li> <li>Number of training sessions</li> <li>Number of times giving explanations using tablet</li> </ul>	70/year 2 times/year 50 times/year	100/year 3 times/year 200 times/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Application use                             <ul style="list-style-type: none"> <li>At the Hagi Reveratory Furnace, manager/guides issue tablets for use of the applications introducing the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Application publicity                             <ul style="list-style-type: none"> <li>The availability of tablets for application use has not been publicized sufficiently. There are also cases where the guides, who tend to be older, are unable to explain use of the tablet adequately to visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Promoting wider application use                             <ul style="list-style-type: none"> <li>Application use will be promoted actively, such as by making sure the guides themselves can use them well enough to be able to explain their use to visitors while using the tablet.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provision of training that includes how to use the applications</li> <li>Giving explanations using tablet</li> </ul>	

**Visitors (C)**  
A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient

	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
☆Satisfaction	15.0%	33.8%	Targets: Attain average value

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	amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again	☆Time spent	56.7%	10.5%	Targets: Attain average value	
		☆Understanding	Q14	16.7%	12.6%	Targets: Attain average value
			Q15	21.7%	15.2%	Targets: Attain average value
		☆Sparkling of interest		13.3%	24.4%	Targets: Attain average value
		☆Intention to visit again	Q18	3.3%	13.2%	Targets: Attain average value
			Q22	11.7%	20.8%	Targets: Attain average value
		☆Percentage of problems indicated	Crowding	1.7%	0.0%	Targets: Reduce percentage of problems indicated to 0
			Damage	0.0%	0.0%	Targets: Reduce percentage of problems indicated to 0
			Lack of entertainment value	13.3%	5.2%	Targets: Attain average value
			Toilet provision, etc.	6.7%	0.0%	Targets: Reduce percentage of problems indicated to 0

Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management



Visitor Management Strategy for Individual Component Parts (Form C)

Ebisugahana Shipyard (Component part 1-2)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	—	FY 2015	56,204	FY 2016	55,639	FY 2017	37,658	FY 2018	26,258
Number of visitors (daily peak)	FY 2014	—	FY 2015	947	FY 2016	654	FY 2017	377	FY 2018	349

II. Structure of Visitor Management Strategy for Individual Component Part

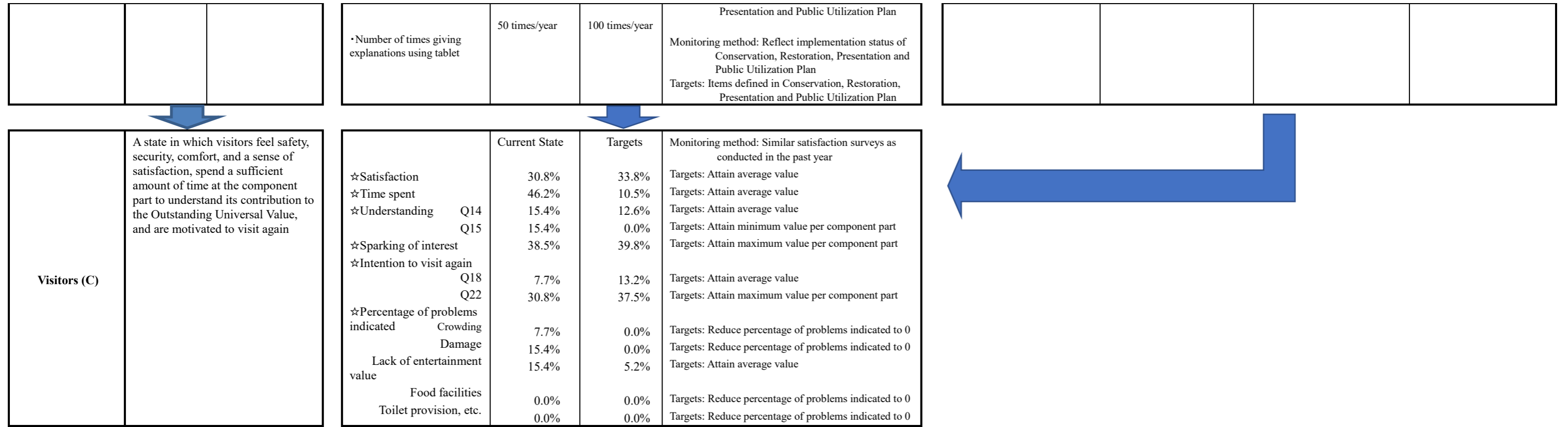
Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common							
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	4 incidents/year	0 incidents/year	Monitoring method: Records kept by manager/guides Target: 0 (zero) incidents	<ul style="list-style-type: none"> <li>Existence of areas with steep inclines and risk of ground collapse</li> <li>There are steep inclines on the site and in the forests forming a backdrop to the site, where there is a risk of accident from falling rocks. Signposts are installed to urge caution.</li> <li>Existence of underground archaeological remains</li> <li>The site contains remains that are under the ground. The underground remains are shown to the public only at the time of excavation surveys, and under management by experts in buried cultural property.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns of damage from falling rocks, etc.</li> <li>There is concern that falling rocks or inflow of earth due to landslides in the forests behind the site could damage the component part or harm visitors.</li> <li>Protection of underground archaeological remains</li> <li>Ongoing measures are needed for protecting the remains confirmed in excavation surveys and the remains and artifacts in the area not yet surveyed.</li> </ul>	<ul style="list-style-type: none"> <li>Falling rock preventive measures</li> <li>The minimum necessary structures will be installed to prevent falling rock and inflow from landslides in the forests behind the site, for protection of the component part and for ensuring safety of visitors.</li> <li>Maintaining the underground archaeological remains in stable state</li> <li>Following the excavation surveys, the remains will promptly be reburied and protected by layers of earth. When placing markers on the surface to indicate the accurate location and scale of the underground archaeological remains, care will be taken to minimize excavation, including in the area not yet surveyed.</li> </ul>	<ul style="list-style-type: none"> <li>Work to prevent falling objects</li> <li>Work to protect underground archaeological remains</li> </ul>
		<ul style="list-style-type: none"> <li>Whether there are facilities/equipment for separation between visitors and the component part</li> <li>Whether work to prevent falling objects has been performed</li> <li>Whether work to protect underground archaeological remains has been performed</li> </ul>	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes					
		2. The operational arrangement for this purpose is in place	•Number of persons participating in training sessions	70/year	100/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Assignment of manager/guides</li> <li>Daily site administration and guide duties are performed by a guide group in Hagi.</li> </ul>	<ul style="list-style-type: none"> <li>Decline in number of manager/guides</li> <li>Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</li> </ul>	<ul style="list-style-type: none"> <li>Develop new manager/guides through regular guide training</li> <li>Through regular training including lecture classes on the Sites of Japan's Meiji Industrial Revolution and the remains of the Ebisugahana Shipyard, as well as observation of component parts in other areas, it will be aimed to develop new manager/guides of various generations.</li> </ul>	<ul style="list-style-type: none"> <li>Regular guide training</li> <li>Training including observation of component parts in other areas</li> <li>Development of new manager/guides</li> <li>(Monitoring and everyday management by guides)</li> </ul>
		•Number of training sessions	2 times/year	3 times/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan					
		•Number of observed areas	1 area in 3 years	1 area in 2 years	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan					
		•Number of new guide mentors	0/year	1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan					
			•Number of inspection patrols	1 time/day	1 time/day	Monitoring method: Records kept by manager/guides Targets: 1 time/day				

Appendix 4

<p><b>Component part (A) / Surrounding environment (B)</b></p>	<p>-1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	<p>1. The facilities and equipment are in place for ensuring the safety and security of visitors</p>	<p>☆Whether there are facilities/equipment for separation between visitors and the component part</p>	<p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Parking lot ·Parking areas are not provided in or around the site. Visitors themselves find places to park in areas that do not impede passage or touring, and tour the site.</p>	<p>➢ Lack of parking ·Parking areas will need to be provided in suitable places, as promptly as possible, in consultation with the owners of the land in the component part.</p>	<p>➢ Provision of parking areas ·If parking areas cannot readily be provided on the site, will consider provision in the nearby vicinity of the component part.</p>	<p>➢ Provision of parking areas for visitors</p>
			<p>•Whether parking areas are provided</p>	<p>None</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Tour routes ·Provisional tour routes are currently provided for safe viewing of the site while excavation surveys are being conducted.</p>	<p>➢ Provisional tour route establishment ·The current provisional tour routes, giving priority to the location of excavation surveys and the safety of visitors, are not adequate for increasing understanding of the industrial system.</p>	<p>➢ Tour route establishment ·When the excavation surveys are completed, tour routes and an observation deck will be provided aimed at promoting understanding and improving ease of movement.</p>	<p>➢ Provision of tour routes and observation deck</p>
			<p>•Whether tour routes have been established</p>	<p>Temporary facilities</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Toilet provision ·Simple temporary toilets are provided on the site for the convenience of visitors.</p>	<p>➢ Temporary toilet provision ·Permanent toilets that visitors can use with assurance will need to be provided.</p>	<p>➢ Toilet provision ·Toilets of the optimal scale, based on trends in visitor numbers, will be installed in suitable places.</p>	<p>➢ Toilet provision</p>
			<p>•Whether toilets are provided</p>	<p>Temporary facilities</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Existence of areas with steep inclines and risk of ground collapse ·There are steep inclines on the site and in the forests forming a backdrop to the site, where there is a risk of accident from falling rocks. Signposts are installed to urge caution.</p>	<p>➢ Concerns of damage from falling rocks, etc. ·There is concern that falling rocks or inflow of earth due to landslides in the forests behind the site could damage the component part or harm visitors.</p>	<p>➢ Falling rock preventive measures ·Installation of the minimum necessary structures to prevent falling rock and inflow from landslides in the forests behind the site will be considered, for protection of the component part and for ensuring safety of visitors.</p>	<p>➢ Work to prevent falling rocks</p>
			<p>•Whether work to prevent falling objects has been performed</p>	<p>None</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Top of stone seawall ·Fencing to prevent falling from the seawall has not yet been installed. There are also many gaps in the stone joints.</p>	<p>➢ Ensuring safety of the stone seawall ·There are risks of visitors falling from the top of the seawall or getting their feet caught in gaps in the stones.</p>	<p>➢ Stone seawall safety measures ·Assuming agreement is reached with the related parties, installation of a guard wall will be considered to the extent it does not impact the value of the component part. If such installation is not possible, managers will warn visitors walking on the seawall to be careful, and signs will be posted urging caution.</p>	<p>➢ Installation of guard wall to keep visitors from falling, or having managers urge caution</p>
			<p>•Whether work to prevent visitors from falling has been performed</p>	<p>None</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>				
		<p>2. The operational arrangement for this purpose is in place</p>	<p>•Whether a management operational arrangement is in place for urging caution</p>	<p>None</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Assignment of manager/guides ·Daily site administration and guide duties are performed by a guide group in Hagi.</p>	<p>➢ Decline in number of manager/guides ·Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</p>	<p>➢ Holding of disaster drills for manager/guides ·Disaster drills and the like will be conducted for ensuring safety of visitors in the event of an earthquake, tsunami or other disaster.</p>	<p>➢ Disaster drills, etc. will be conducted for manager/guides</p>
		<p>•Whether disaster drills are conducted</p>	<p>None</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>		<p>➢ Raising skills of manager/guides ·Disaster drills and the like are not being conducted for ensuring safety in the event of an earthquake, tsunami or other disaster.</p>			
	<p>-2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<p>•Whether explanatory signs are provided</p>	<p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Explanatory panel This was put up in FY 2014, prior to inscription. In Japanese and English, it outlines the history of the remains of the Ebisugahana Shipyard, describes the remains, gives a time line, and indicates the status of excavation surveys.</p>	<p>➢ Lack of detail on explanatory signs ·Although explanatory signs were installed before inscription, they do not include explanations of the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of the component parts. Permanent installation of new explanatory signs is necessary.</p>	<p>➢ Provision of permanent explanatory signs ·Various explanatory signs will be installed providing information on positioning of the site in the 23 component parts of the Sites of Japan's Meiji Industrial Revolution, positioning in Area 1 Hagi, and the industrial systems, etc. specific to the Ebisugahana Shipyard, to promote visitor understanding.</p>	<p>➢ Installation of explanatory signs</p>
		<p>•Whether multi-language pamphlets are available (Jpn./Eng./Chn./Kor./Taiwan)</p>	<p>Some</p>	<p>All</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: All</p>	<p>➢ World Heritage Plaque installation ·A World Heritage Plaque was installed inside the component part.</p>	<p>➢ Multi-language pamphlet availability ·Some of existing pamphlets are in Japanese and English</p>	<p>➢ Provision of multi-language pamphlets ·Multi-language pamphlets will be prepared to meet the needs</p>	<p>➢ Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</p>
		<p>•Whether markers are provided on the surface of the remains</p>	<p>Temporary facilities</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➢ Pamphlet preparation ·Pamphlets are being prepared that introduce the remains of the Ebisugahana Shipyard,</p>				

			<ul style="list-style-type: none"> <li>• Whether tour routes and observation deck are provided</li> <li>• Whether a guidance facility is provided</li> </ul>	<p>None</p> <p>None</p>	<p>Yes</p> <p>Yes</p>	<p>Targets: Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>component parts in the Hagi Area, and the overall Sites of Japan's Meiji Industrial Revolution.</p> <p>➤ Markers on the surface of the remains  <ul style="list-style-type: none"> <li>• For the shipyard remains, drawings and simple markers are provided on the surface of the remains indicating the position and scale of each of the remains.</li> </ul> </p> <p>➤ Provision of guidance facility  <ul style="list-style-type: none"> <li>• No guidance facility has been provided on the site. As a central facility for guidance, however, a World Heritage Site Visitor Center was opened March 4, 2017.</li> </ul> </p>	<p>only, as multi-language support is inadequate.</p> <p>➤ Simple markers on the surface of the remains  <ul style="list-style-type: none"> <li>• Being simple surface markers using plastic chain, their visual appeal is weak and they do not adequately help visitor understanding.</li> </ul> </p> <p>➤ Guidance facility in component part  <ul style="list-style-type: none"> <li>• It would be difficult to provide a guidance facility on the site due to the lack of sufficient space.</li> </ul> </p>	<p>of visitors from overseas.</p> <p>➤ Providing better surface markers on the remains  <ul style="list-style-type: none"> <li>• After the excavation surveys are completed, proper markers will be providing on the surface of the remains aimed at promoting visitor understanding.</li> </ul> </p> <p>➤ Tour route provision  <ul style="list-style-type: none"> <li>• Along with provision of surface markers, tour routes and an observation deck will be provided aimed at promoting understanding and improving ease of movement.</li> </ul> </p> <p>➤ Provision of guidance facility in the nearby area  <ul style="list-style-type: none"> <li>• After consultation with related parties, a guidance facility will be provided in the nearby area.</li> </ul> </p>	<p>➤ Markers on the surface of the remains</p> <p>➤ Provision of tour routes and observation deck</p> <p>➤ Provision of guidance facility</p>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>• Number of persons participating in training sessions</li> <li>• Number of training sessions</li> <li>• Number of observed areas</li> <li>• Number of new guide mentors</li> </ul>	<p>70/year</p> <p>2 times/year</p> <p>1 area in 3 years</p> <p>0/year</p>	<p>100/year</p> <p>3 times/year</p> <p>1 area in 2 years</p> <p>1/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>➤ Assignment of manager/guides  <ul style="list-style-type: none"> <li>• A guide organization in Hagi provides daily management and guide services.</li> </ul> </p>	<p>➤ Decline in number of manager/guides  <ul style="list-style-type: none"> <li>• Nearly all the manager/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> </ul> </p> <p>➤ Raising skills of guides  <ul style="list-style-type: none"> <li>• Visitors desire explanations of the roles of each component part in the Sites of Japan's Meiji Industrial Revolution and the connections to component parts in other areas. Training sessions have been held aimed at raising the skills of guides, but they have not attained the level needed for giving guidance to visitors informed by adequate knowledge.</li> </ul> </p>	<p>➤ Holding of regular guide training  <ul style="list-style-type: none"> <li>• By holding regular training sessions consisting of lecture classes on the Sites of Japan's Meiji Industrial Revolution and on the remains of the Ebisugahana Shipyard, as well as observation of component parts in other areas, it will be aimed to develop new guides and raise their guide skills by having them acquire sufficient knowledge.</li> </ul> </p>	<p>➤ Regular guide training</p> <p>➤ Training including observation of component parts in other areas</p> <p>➤ Development of new manager/guides</p>
	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Whether applications are updated</li> <li>• Introduction to applications in pamphlets</li> </ul>	<p>None</p> <p>One type of pamphlet</p>	<p>Yes</p> <p>Two or more types of pamphlets</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>➤ Application development  <ul style="list-style-type: none"> <li>• Applications are being developed that introduce the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </p>	<p>➤ Application publicity  <ul style="list-style-type: none"> <li>• The applications are not being publicized sufficiently.</li> </ul> </p>	<p>➤ Promoting wider application use  <ul style="list-style-type: none"> <li>• To promote wider use of the applications, they will be updated regularly and actively publicized.</li> </ul> </p>	<p>➤ Application updating</p> <p>➤ Introduction to applications in pamphlets, etc.</p>
	The comfort of visitors is sufficient	2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>• Number of persons participating in training sessions</li> <li>• Number of training sessions</li> </ul>	<p>70/year</p> <p>2 times/year</p>	<p>100/year</p> <p>3 times/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>➤ Application use  <ul style="list-style-type: none"> <li>• At the remains of the Ebisugahana Shipyard, manager/guides lend tablets for use of the applications introducing the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </p>	<p>➤ Application publicity  <ul style="list-style-type: none"> <li>• The availability of tablets for application use has not been publicized sufficiently. There are also cases where the guides, who tend to be older, are unable to explain use of the tablet adequately to visitors.</li> </ul> </p>	<p>➤ Promoting wider application use  <ul style="list-style-type: none"> <li>• Application use will be promoted actively, such as by making sure the guides themselves can use them well enough to be able to explain their use to visitors while using the tablet.</li> </ul> </p>	<p>➤ Provision of training that includes how to use the applications</p> <p>➤ Giving explanations using tablet</p>

Appendix 4



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

Ohitayama Tatara Iron Works (Component part 1-3)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	—	FY 2015	14,869	FY 2016	10,028	FY 2017	6,447	FY 2018	4,584
Number of visitors (daily peak)	FY 2014	—	FY 2015	359	FY 2016	303	FY 2017	154	FY 2018	138

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Indicators ☆: Common										
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	0 incidents/year	0 incidents/year	Monitoring method: Records kept by manager/guides Target: 0 (zero) incidents	➤ Laying of earth layer to protect underground archaeological remains ·The underground remains are protected by an earth layer of approximately 50 cm.	➤ Impact on underground remains from protective earth layer runoff ·There are concerns that runoff from the protective earth layer due to rainfall, etc. may impact the underground remains.	➤ Maintaining of earth cover soil on surface of remains ·The earth cover soil on top of the exposed remains will be fortified and hardened.	➤ Fortification of protective earth layer
		☆Whether there are facilities/equipment for separation between visitors and the component part	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➤ Ultraviolet rays and tourism impact on exposed remains ·In addition to natural deterioration of exposed remains from ultraviolet rays, etc., the surface of exposed stones is deteriorating from being walked on, and stone structure looseness is evident.				
·Whether protective earth layer has been laid	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➤ Tour route provision ·Tour routes will be provided to reduce the impact on the exposed remains from being walked on by visitors, and to promote understanding of the smelting processes.	➤ Tour route establishment					
·Whether exposed remains have been restored	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes							
·Whether tour route provision is carried out	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes							
2. The operational arrangement for this purpose is in place	·Number of persons participating in training sessions	70/year	100/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	➤ Assignment of manager/guides ·Guide organization in Hagi provides daily management and guide services.	➤ Decline in number of manager/guides ·Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.	➤ Develop new manager/guides through regular guide training ·Through regular training including lecture classes on the Sites of Japan's Meiji Industrial Revolution and the Ohitayama Tatara Iron Works, as well as observation of component parts in other areas, it will be aimed to develop new manager/guides of various generations.	➤ Regular guide training ➤ Training including observation of component parts in other areas ➤ Development of new manager/guides		
·Number of training sessions	2 times/year	3 times/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan							
·Number of observed areas	1 area in 3 years	1 area in 2 years	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	➤ (Monitoring and everyday management by guides)						
·Number of new guide mentors	0/year	1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan							
·Number of inspection patrols	1 time/day	1 time/day	Monitoring method: Records kept by manager/guides Targets: 1 time/day							

Appendix 4

<p><b>Component part (A) / Surrounding environment (B)</b></p>	<p>-1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	<p>1. The facilities and equipment are in place for ensuring the safety and security of visitors</p>	<p>☆ Whether there are facilities/equipment for separation between visitors and the component part</p> <p>None</p> <p>Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>None</p> <p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>Installation of mobile phone base stations</p> <ul style="list-style-type: none"> <li>Base stations of Japan's major mobile phone operators have been installed.</li> </ul>	<p>Narrow access road</p> <ul style="list-style-type: none"> <li>Some places along the access road to the component part are narrow, making it difficult for vehicles to pass each other.</li> </ul>	<p>Make access road safe</p> <ul style="list-style-type: none"> <li>Measures will be considered for improving the narrow places on the access road to the component part.</li> </ul>	<p>Tour route establishment</p> <p>Monitoring and everyday management by guides</p>	
		<p>2. The operational arrangement for this purpose is in place</p>	<p>• Whether tour route provision is carried out</p> <p>None</p> <p>Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>None</p> <p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>Tour route establishment</p> <ul style="list-style-type: none"> <li>As the pathways are built by taking advantage of the natural terrain, the surface is covered with gravel and there are notable drop-offs and level differences.</li> </ul>	<p>Tour route structure</p> <ul style="list-style-type: none"> <li>The surface structure of the pathways, and the drop-offs and level differences, hinder passage by wheelchair.</li> </ul>	<p>Tour route provision</p> <ul style="list-style-type: none"> <li>Tour routes will be provided that adopt Universal Design.</li> </ul>		
		<p>2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<p>• Number of new guide mentors</p> <p>0/year</p> <p>1/year</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>0/year</p> <p>1/year</p>	<p>1/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>Assignment of multiple managers</p> <ul style="list-style-type: none"> <li>Two managers are on duty at all times.</li> </ul>	<p>Decline in number of managers</p> <ul style="list-style-type: none"> <li>Nearly all the managers are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> </ul>	<p>Recruiting and training of managers</p> <ul style="list-style-type: none"> <li>Active efforts will be made to recruit and train new managers, in cooperation with local organizations.</li> </ul>	<p>Development of new manager/guides</p>
			<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<p>• Whether tour route provision is carried out</p> <p>None</p> <p>Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>None</p> <p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>Provision of guidance facility</p> <ul style="list-style-type: none"> <li>A World Heritage Site Visitor Center was opened March 4, 2017 as a central facility for guidance. In addition, a rest facility with exhibits was opened March 25, 2017 on land next to the Ohitayama Tatara Iron Works.</li> </ul>	<p>Indicating clear tour routes</p> <ul style="list-style-type: none"> <li>There is no tour route that traces the smelting processes.</li> </ul>	<p>Tour route provision</p> <ul style="list-style-type: none"> <li>Tour routes will be provided to reduce the impact on the exposed remains from being walked on by visitors, and to promote understanding of the smelting processes by setting routes that trace those processes.</li> </ul>	<p>Tour route establishment</p> <p>Enhancement of explanations</p> <p>Model installation in rest area</p> <p>Installing and improving guidance and explanatory signs</p>
			<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<p>• Whether AR (artificial reality) functions are enhanced</p> <p>None</p> <p>Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>None</p> <p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>Pamphlet preparation</p> <ul style="list-style-type: none"> <li>Pamphlets are being prepared that introduce Ohitayama Tatara Iron Works, the component parts in the Hagi Area and the overall Sites of Japan's Meiji Industrial Revolution.</li> </ul>	<p>Multi-language pamphlet availability</p> <ul style="list-style-type: none"> <li>Some of existing pamphlets are in Japanese and English only, as multi-language support is inadequate.</li> </ul>	<p>Provision of multi-language pamphlets</p> <ul style="list-style-type: none"> <li>Multi-language pamphlets will be prepared to meet the needs of visitors from overseas.</li> </ul>	<p>Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</p>
			<p>2. The operational arrangement for this purpose is in place</p>	<p>• Whether guidance and explanatory signs are provided and improved</p> <p>None</p> <p>Yes</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>None</p> <p>Yes</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>World Heritage Plaque installation</p> <ul style="list-style-type: none"> <li>A World Heritage Plaque was installed at the entrance.</li> </ul>			
		<p>2. The operational arrangement for this purpose is in place</p>	<p>• Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</p> <p>Some</p> <p>All</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: All</p>	<p>Some</p> <p>All</p>	<p>All</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: All</p>	<p>Assignment of manager/guides</p> <ul style="list-style-type: none"> <li>A guide organization in Hagi provides daily management and guide services.</li> </ul>	<p>Decline in number of manager/guides (repeated from above)</p> <ul style="list-style-type: none"> <li>Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</li> </ul> <p>Raising skills of guides</p> <ul style="list-style-type: none"> <li>Visitors have come to desire explanations of the roles of each component part in the Sites of Japan's Meiji Industrial Revolution and the connections to component parts in other areas. Following World Heritage inscription, training sessions were held on the Sites of Japan's Meiji Industrial Revolution; but the guides themselves lack sufficient knowledge and have not attained the level needed for giving detailed guidance to visitors.</li> </ul>	<p>Holding of regular guide training</p> <ul style="list-style-type: none"> <li>By holding regular training sessions consisting of lecture classes on the Sites of Japan's Meiji Industrial Revolution and on the Ohitayama Tatara Iron Works, as well as observation of component parts in other areas, it will be aimed to develop new guides and raise their guide skills by having them acquire sufficient knowledge.</li> </ul>	<p>Regular guide training</p> <p>Training including observation of component parts in other areas</p> <p>Development of new manager/guides</p>	

<p>-3 Hospitality</p> <p>The comfort of visitors is sufficient</p>	<p>1. The facilities and equipment are in place for promoting enjoyment by visitors</p>	<p>• Whether applications are updated</p> <p>None</p> <p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➤ Application development</p> <p>• Applications are being developed that introduce the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</p>	<p>➤ Application publicity</p> <p>• The applications are not being publicized sufficiently.</p>	<p>➤ Promoting wider application use</p> <p>• To promote wider use of the applications, they will be updated regularly and actively publicized.</p>	<p>➤ Application updating</p> <p>Introduction to applications in pamphlets, etc.</p>
	<p>2. The operational arrangement for this purpose is in place</p>	<p>• Introduction to applications in pamphlets</p> <p>One type of pamphlet</p> <p>Two or more types of pamphlets</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>➤ Application use</p> <p>• At the Ohitayama Tataro Iron Works, manager/guides lend tablets for use of the applications introducing the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</p>	<p>➤ Application publicity</p> <p>• The availability of tablets for application use has not been publicized sufficiently. There are also cases where the guides, who tend to be older, are unable to explain use of the tablet adequately to visitors.</p>	<p>➤ Promoting wider application use</p> <p>• Application use will be promoted actively, such as by making sure the guides themselves can use them well enough to be able to explain their use to visitors while using the tablet.</p>	<p>➤ Provision of training that includes how to use the applications</p> <p>➤ Giving explanations using tablet</p>
		<p>• Number of persons participating in training sessions</p> <p>70/year</p> <p>100/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>				
		<p>• Number of training sessions</p> <p>2 times/year</p> <p>3 times/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>				
		<p>• Number of times giving explanations using tablet</p> <p>100 times/year</p> <p>200 times/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>				

<p><b>Visitors (C)</b></p>	<p>A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again</p>
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	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
☆Satisfaction	25.0%	33.8%	Targets: Attain average value
☆Time spent	6.3%	6.3%	Targets: Status quo maintained
☆Understanding	Q14 0.0%	0.0%	Targets: Attain maximum value per component part
	Q15 6.3%	0.0%	Targets: Attain maximum value per component part
☆Sparkling of interest	25.0%	39.8%	Targets: Attain maximum value per component part
☆Intention to visit again	Q18 12.5%	13.2%	Targets: Attain average value
	Q22 18.8%	20.8%	Targets: Attain average value
☆Percentage of problems indicated	Crowding 0.0%	0.0%	Targets: Reduce percentage of problems indicated to 0
	Damage 0.0%	0.0%	Targets: Reduce percentage of problems indicated to 0
Lack of entertainment value	6.3%	5.2%	Targets: Attain average value
Toilet provision, etc.	0.0%	0.0%	Targets: Reduce percentage of problems indicated to 0

Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

Hagi Castle Town (Component part 1-4)

I. Trend in daily visitors

Number of visitors (year-long total)	Castle ruins	FY 2014	44,963	FY 2015	81,920	FY 2016	57,693	FY 2017	60,930	FY 2018	65,595
	District of the Upper Class Samurai		6,230		8,481		6,150		5,663		5,437
	District of the Merchant Class		41,866		61,579		42,935		38,837		43,377
Number of visitors (daily peak)	Castle ruins	FY 2014	724	FY 2015	2,319	FY 2016	1,391	FY 2017	1,072	FY 2018	1,478
	District of the Upper Class Samurai		455		260		165		169		158
	District of the Merchant Class		622		1,045		838		725		840

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part												
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures					
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures		
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.						
Component part (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	3 incidents/year	0 incidents/year	Monitoring method: Records kept by manager/guides Target: 0 (zero) incidents	Installation of fire prevention equipment, etc. at main buildings and other structures Fire prevention equipment and security systems are installed in the main buildings and other structures of Hagi Castle Town.	Deterioration of fire prevention equipment The installed fire prevention equipment, etc. is deteriorating year by year.	Planned renewal of fire prevention equipment Regular inspections of fire prevention equipment, etc. will be conducted, renewing as needed before it becomes no longer functional due to deterioration.	Renewal of fire prevention equipment Monitoring and everyday management by guides	No harm to land and materials of component part	
			☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes						
				•Renewal of fire prevention equipment	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes					
			2. The operational arrangement for this purpose is in place	•Number of persons participating in training sessions	70/year	100/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	Deployment of manager/guides at main structures, etc. Daily manager and guide duties at main structures in Hagi Castle Town are performed by a guide group in the city.	Decline in number of manager/guides Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.	Educating new guides by holding regular training sessions Periodically, training sessions will be offered including lecture classes on the Sites of Japan's Meiji Industrial Revolution and Hagi Castle Town, and observation of component parts in other areas, aimed at developing new manager/guides of diverse generations.	Regular guide training Training including observation of component parts in other areas Development of new manager/guides	
		•Number of training sessions	2 times/year	3 times/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan							
		•Number of observed areas	1 area in 3 years	1 area in 2 years	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan							
Component part (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	Tour route establishment The trails in Mt. Shizukiyama behind the castle ruins have places with stone steps remaining from the feudal era, but other places have been newly carved out after repeated landslides, etc.	Lack of tour route safety Fallen trees and inflow of mud due to heavy rain and wind storms are common occurrences on the mountain trails of Mt. Shizukiyama behind the castle ruins.	Tour route provision Over the long term, work will be performed to achieve safe and secure use of the mountain trails of Mt. Shizukiyama behind the castle ruins. In so doing, care will be taken not to harm the value of Mt. Shizukiyama as a	Improvement of tour routes (mountain trails)	Visitors' feeling of safety and security is sufficient	
			•Whether tour routes	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan						



			(mountain trails) are improved			Public Utilization Plan Targets: Yes			nationally designated natural treasure.	
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Whether surveys are made of dangerous places</li> <li>Whether traffic restrictions are under consideration</li> </ul>	None	Yes	<ul style="list-style-type: none"> <li>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</li> <li>Targets: Yes</li> </ul>	<ul style="list-style-type: none"> <li>Favored means of visitor movement</li> <li>The main means of getting around Hagi Castle Town are by rental bicycles or on foot.</li> </ul>	<ul style="list-style-type: none"> <li>Safety of visitor movement</li> <li>Most of the roads in Hagi Castle Town have the same widths as in early-modern times, so that the safety of visitors going around by bicycle or on foot can be threatened by vehicle traffic.</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring safety of visitor movement</li> <li>For the safety of visitors who go around Hagi Castle Town by bicycle or on foot, long-term studies will be carried out including surveys on dangerous places and determining the feasibility of vehicle traffic restrictions, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Surveys of dangerous places</li> <li>Study of traffic restrictions, etc.</li> </ul>
2 Promotion of understanding	Visitors' feeling of satisfaction is sufficient	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>Whether protection of the remains in the castle keep is monitored</li> <li>Monitoring the impact of cherry trees</li> <li>Whether cherry tree trimming and root cutting are carried out</li> <li>Whether the eastern garden (To-en) is being improved</li> <li>Whether viewing points are provided</li> <li>Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</li> </ul>	None	Yes	<ul style="list-style-type: none"> <li>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</li> <li>Targets: Yes</li> </ul>	<ul style="list-style-type: none"> <li>Establishment of Hagi Museum as a core facility for communication, investigation, and research</li> <li>The Hagi Museum located in Hagi Castle Town is a core facility for communication and for investigation and research concerning the castle town, where explanations of the castle town are provided including changes and development of the site over the years.</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance inside the keep of the castle ruins</li> <li>From the keep of the castle ruins it is difficult to envisage the way things were at the time of the Bakumatsu, due to dismantling of structures and planting of cherry trees.</li> </ul>	<ul style="list-style-type: none"> <li>Protection and maintenance of remains inside the keep of the castle ruins</li> <li>In preparation for future long-term maintenance enabling the castle keep to be envisaged as it was at the Bakumatsu, regular monitoring of the impact of cherry trees on the underground archaeological remains will be carried on, and trees will be relocated or trimmed in case a potential impact is seen. The eastern garden that was inside the keep will also be improved to promote understanding of the Bakumatsu era.</li> </ul>	<ul style="list-style-type: none"> <li>For protection of the remains inside the castle keep, monitoring of tree impact will be carried on, and if potential impact on the remains is seen, measures such as tree trimming and root cutting will be carried out.</li> <li>Maintenance of eastern garden (To-en)</li> </ul>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Number of persons participating in training sessions</li> <li>Number of training sessions</li> <li>Number of observed areas</li> </ul>	100/year	150/year	<ul style="list-style-type: none"> <li>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</li> <li>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</li> </ul>	<ul style="list-style-type: none"> <li>Assignment of manager/guides at main structures, etc. (repeated from above)</li> <li>Daily manager and guide duties at main structures in Hagi Castle Town are performed by a guide group in the city.</li> </ul>	<ul style="list-style-type: none"> <li>Decline in number of manager/guides (repeated from above)</li> <li>Most of the manager/guides are retirees in their 60s and 70s, raising concern their numbers may decline.</li> <li>Raising guide skills</li> <li>Visitors have come to desire explanations of the roles of each component part in the Sites of Japan's Meiji Industrial Revolution and Hagi Castle Town and observation of component parts in other areas, aimed at developing new guides and raising guide skills by having them acquire the level of knowledge required for guide work.</li> </ul>	<ul style="list-style-type: none"> <li>Holding of regular guide training</li> <li>Training sessions will be conducted periodically, consisting of lecture classes on the Sites of Japan's Meiji Industrial Revolution and Hagi Castle Town and observation of component parts in other areas, aimed at developing new guides and raising guide skills by having them acquire the level of knowledge required for guide work.</li> </ul>	<ul style="list-style-type: none"> <li>Development of new manager/guides</li> <li>Regular guide training</li> <li>Training including observation of component parts in other areas</li> </ul>

Appendix 4

						Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan		Japan's Meiji Industrial Revolution; but the guides themselves lack sufficient knowledge and have not attained the level needed for giving detailed guidance to visitors.		
			•Number of new guide mentors	0/year	1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan		➢ Setting of recommended tour routes •Recommended tour routes that would aid in understanding the structures of early modern feudal society represented by Hagi Castle Town have not been set.	➢ Setting of recommended tour routes •Recommended tour routes will be set enabling ready understanding of the structures of early modern feudal society represented by Hagi Castle Town, and will be indicated to visitors.	➢ Setting of recommended tour routes
			•Whether recommended tour routes are designated	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	•Whether applications are updated	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Application development •Applications are being developed that introduce the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.	➢ Application publicity •The applications are not being publicized sufficiently.	➢ Promoting wider application use •To promote wider use of the application, they will be updated regularly and actively publicized.	➢ Application updating ➢ Greater effort at application publicity
	The comfort of visitors is sufficient		•Introduction to applications in pamphlets	One type of pamphlet	Two or more types of pamphlets	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan				
		2. The operational arrangement for this purpose is in place	•Development of new guides	0/year	1/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	➢ Assignment of tour guides •Guides are assigned to take people around to each of the facilities in Hagi Castle Town, giving enjoyable descriptions with interesting episodes mixed in	➢ Training and obtaining tour guides •Nearly all the tour guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.	➢ Holding of regular guide training •Training sessions will be offered periodically, including lecture classes on the Sites of Japan's Meiji Industrial Revolution and Hagi Castle Town, and observation of component parts in other areas, aimed at developing new guides and raising guide skills by having them acquire the level of knowledge required for tour guide work. ➢ Promoting wider application use •Application use will be promoted actively, such as by making sure the guides themselves can use them well enough to be able to explain their use to visitors while using the tablet.	➢ Regular guide training ➢ Training including observation of component parts in other areas ➢ Development of new manager/guides

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again
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	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
☆Satisfaction	26.7%	33.8%	Targets: Attain average value
☆Time spent	8.9%	0.0%	Targets: Attain minimum value per component part
☆Understanding	Q14 17.8%	12.6%	Targets: Attain average value
	Q15 22.2%	15.17%	Targets: Attain average value
☆Sparking of interest	17.8%	24.4%	Targets: Attain average value
☆Intention to visit again	Q18 13.3%	23.4%	Targets: Attain maximum value per component part
	Q22 4.4%	20.8%	Targets: Attain average value
☆Percentage of problems indicated			
Crowding	4.4%	0.0%	Targets: Reduce percentage of problems indicated to 0
Damage	0.0%	0.0%	Targets: Reduce percentage of problems indicated to 0
Lack of entertainment value	6.7%	1.1%	Targets: Attain minimum value per component part
Food facilities	24.4%	8.4%	Targets: Attain average value
Toilet provision, etc.	6.7%	0.0%	Targets: Reduce percentage of problems indicated to 0

Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

Visitor Management Strategy for Individual Component Parts (Form C)

Shokasonjuku Academy (Component part 1-5)

I. Trend in daily visitors

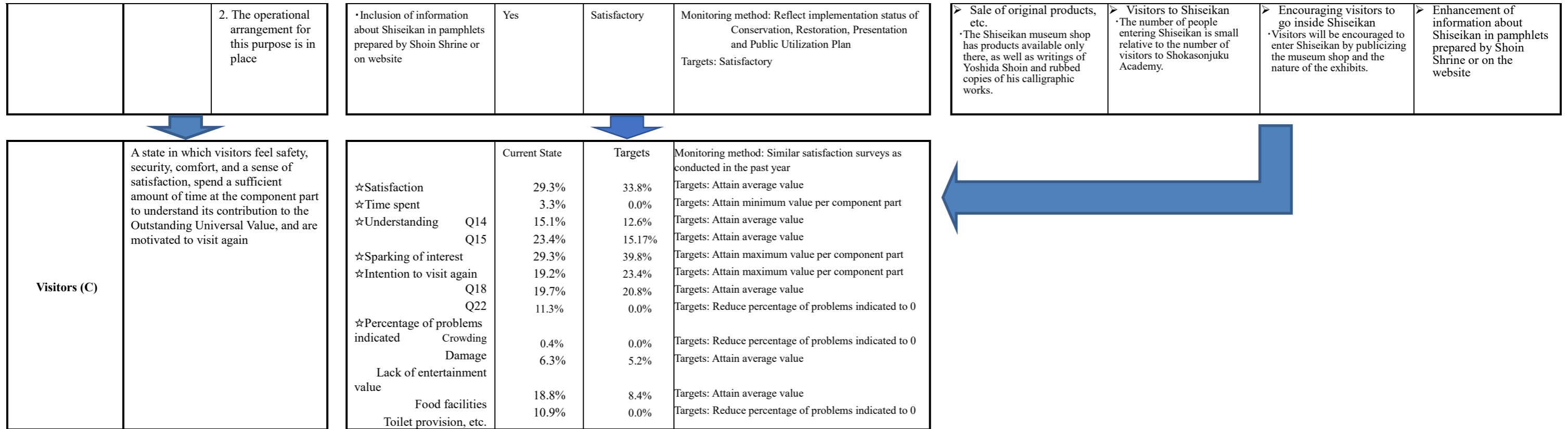
Number of visitors (year-long total)	FY 2014	462,206	FY 2015	817,257	FY 2016	516,084	FY 2017	493,591	FY 2018	454,907
Number of visitors (daily peak)	FY 2014	6,900	FY 2015	9,906	FY 2016	6,410	FY 2017	7,581	FY 2018	7,486

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	0 incidents/year	0 incidents/year	Monitoring method: Records kept by owner (administrator) Targets: 0 (zero) incidents	➤ Installation of fencing and security cameras ·Fencing has been erected around the building to control entry inside. Security cameras have also been installed as a crime-prevention measure.	➤ Physical impact/harm to component part by visitors ·There are concerns about arson or other deliberate damage.	➤ Provision of fire prevention equipment ·Automatic fire alarms and other equipment will be upgraded.	➤ Upgrading of fire prevention equipment
			☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
		2. The operational arrangement for this purpose is in place	·Whether fire-prevention equipment is improved	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
			·Whether a vehicle gate is installed	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➤ Preventing visitors from entering the building ·Normally, visitors are not allowed to enter the academy building.	➤ Regular access to shrine ·Shoin Shrine, where the Shokasonjuku Academy is located, is open to the public 24 hours a day. A guard on night duty patrols the area even at night, but less attention is paid to management of the component part than during daytime.	➤ Restricting night access to shrine ·A pole for stopping vehicle entry will be installed at the shrine entrance to restrict night-time entry by vehicles.	➤ Installation of pole as vehicle gate
Component part (A) / Surrounding environment (B)	-1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➤ Provision of shrine approach ·An entrance path has been established to show visitors where they are allowed to walk.	➤ Damage on surface of shrine approach ·There are places on the shrine approach where tree roots protruding from the ground have caused unevenness or damaged the surface.	➤ Improvement of shrine approach ·Improvement of the shrine approach is incorporated in the overall plans for shrine maintenance, and will be carried out at an opportune time.	➤ Carrying out improvements to the shrine approach
			·Whether the approach to the shrine is improved	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
			2. The operational arrangement for this purpose is in place	Whether separate flow lines have been set for visitors to the academy and worshippers at the shrine	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➤ Dealing with crowding ·During busy times such as the New Year's and spring and summer breaks, personnel are deployed inside the shrine for visitor control.	➤ Crowding by visitors ·When there are large numbers of visitors, sometimes they overflow the approach to the shrine, which is one of the flow lines.	➤ Dealing with crowding ·Flow lines for visitors to Shokasonjuku and for worshippers at Shoin Shrine, respectively, will be made clear to ease crowding and promote understanding of Shokasonjuku.

Appendix 4

	2 Promotion of understanding  Visitors' feeling of satisfaction is sufficient	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>• Whether explanatory signs are provided</li> <li>• Whether guidance signs have been posted to indicate the tour route</li> <li>• Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</li> </ul>	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>➢ Provision of guidance facility • A World Heritage Site Visitor Center was opened March 4, 2017 as a central facility for guidance.</li> <li>➢ World Heritage Plaque installation • A World Heritage Plaque was installed along the approach to the shrine.</li> <li>➢ Building and opening of Shoin Shrine sanctuary "Shiseikan" • Items that belonged to Yoshida Shoin and his calligraphic works are on display in Shiseikan, a museum dedicated to Yoshida Shoin and Shokasonjuku.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Lack of detail on explanatory signs • Although explanatory signs have been installed, they are showing deterioration and do not include explanations of the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of Shokasonjuku.</li> <li>➢ Guidance to related historic sites in the vicinity • Various historic sites are located around Shokasonjuku, but there are no signs directing people to them.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Installation of explanatory signs • Explanatory signs will be installed providing information on the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the roles of the 23 component parts, and the changes that the Shokasonjuku Academy went through and the course of its development, etc.</li> <li>➢ Guidance directing people to related historic sites in the vicinity • Tour routes linking to the surrounding historic sites will be introduced to visitors by posting guidance signs showing the routes.</li> <li>➢ Provision of multi-language pamphlets • Multi-language pamphlets will be prepared to meet the needs of visitors from overseas.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Installation of explanatory signs</li> <li>➢ Installation of guidance signs</li> <li>➢ Multi-language pamphlet availability (Jpn./Eng./Chn./Kor./Taiwan)</li> </ul>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>• Number of persons participating in training sessions</li> <li>• Number of training sessions</li> <li>• Number of observed areas</li> <li>• Number of new guide mentors</li> </ul>	70/year	100/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>➢ Assignment of local guides • Guide services at the site are provided by a guide group in the city.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Decline in number of guides • Nearly all the guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> <li>➢ Raising guide skills • Visitors have come to want explanations of the role of each component part in the overall Sites of Japan's Meiji Industrial Revolution, and its connection to component parts in other areas. Training sessions on the Sites of Japan's Meiji Industrial Revolution were held following World Heritage listing, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Holding of regular guide training • Training sessions will be offered periodically, consisting of lecture classes on the Sites of Japan's Meiji Industrial Revolution and Shokasonjuku and observation of component parts in other areas, aimed at developing new guides and raising guide skills by having them acquire the level of knowledge required for guide work.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Regular guide training</li> <li>➢ Training including observation of component parts in other areas</li> <li>➢ Development of new manager/guides</li> </ul>
	-3 Hospitality  The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Whether applications are updated</li> <li>• Introduction to applications in pamphlets</li> <li>• Whether opinions are sought from experts regarding new construction or refurbishment of buildings inside the buffer zone</li> </ul>	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	<ul style="list-style-type: none"> <li>➢ Application development • Applications are being developed that introduce the component parts of the Hagi Area and the Sites of Japan's Meiji Industrial Revolution.</li> <li>➢ Establishment of Yoshida Shoin historical museum • An unusual exhibit facility is provided that uses more than 70 dolls to show the life and times of Yoshida Shoin.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Application publicity • The applications are not being publicized sufficiently.</li> <li>➢ Deterioration of the Yoshida Shoin historical museum • The historical museum was built in 1978 and is showing deterioration.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Promoting wider application use • To promote wider use of the applications, they will be updated regularly and actively publicized.</li> <li>➢ Rebuilding of the Yoshida Shoin historical museum or construction of a new facility • In the future, consideration will be given to rebuilding the historical museum or building a new one in its place, etc., while taking into account the impact on the surrounding landscape.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Application updating</li> <li>➢ More active application publicity</li> <li>➢ Obtain the views of experts in the necessary areas, such as landscape</li> </ul>



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

Former Shuseikan (Component part 2-1)

I. Trend in daily visitors (Of Former Shuseikan visitors, number visiting Sengan-en)

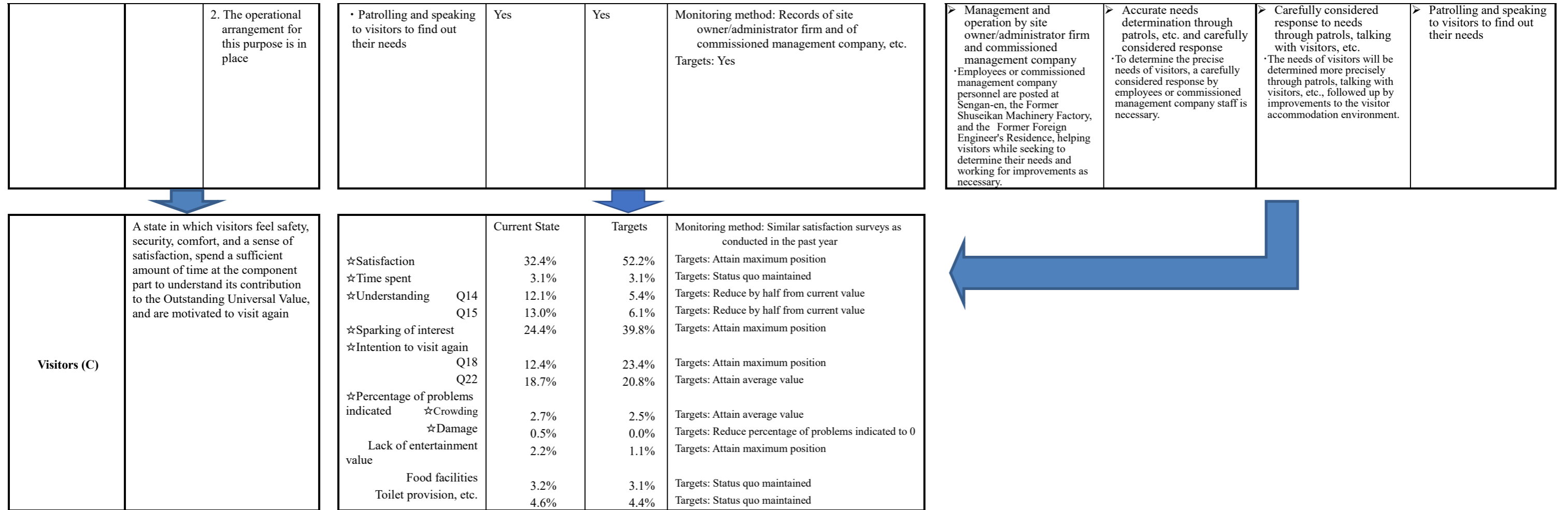
Number of visitors (year-long total)	FY 2014	441,144	FY 2015	485,214	FY 2016	419,185	FY 2017	512,737	FY 2018	698,894
Number of visitors (daily peak)	FY 2014	3,762	FY 2015	4,205	FY 2016	3,308	FY 2017	3,379	FY 2018	6,579

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	0 incidents/year	0 incidents/year	Monitoring method: Inspection patrol records, etc. of site owner/administrator firm and of commissioned management company, etc. Targets: 0 incidents	➢ Erecting of fencing around the site of the reveratory furnace and Sengan-en Goten to prevent entry •Fencing is erected to prevent entry into places visitors are not allowed to go.	➢ Effectively warning visitors •There is a lack of clear warnings to visitors, including those from other countries, not to enter off-limits areas, etc.	➢ Posting of no-entry warning signs •No-entry warning plates and similar warnings will be put up to notify visitors that entry to Goten from the site of the reveratory furnace and the forecourt is prohibited.	➢ Posting of no-entry warning signs for visitors including those from other countries  ➢ Determining status of the component part by inspection patrols
			☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
	2. The operational arrangement for this purpose is in place	• Number of inspection patrols	2,535 times/year	2,535 times/year	Monitoring method: Inspection patrol records of site owner/administrator firm and of commissioned management company, etc. Targets: Yes	➢ Assign employees of site owner/administrator firm or of commissioned management company •Employees or commissioned management company personnel are assigned as managers at Sengan-en, the Former Shuseikan Machinery Factory, and the Former Foreign Engineers' Residence (Engineers' Residence).	➢ Determining status of the component part by inspection patrols, etc. •Site patrols are conducted within the normal scope of management and administration, but inspection patrols as circumstances demand are needed for determining whether there is damage or other problems.	➢ Conservation of the component part by inspection patrols •Patrols of the component part as circumstances demand will keep track of the status, including whether there is damage, and also prevent physical damage in advance.  ➢ Performing monitoring of component part •Detailed monitoring of the elements of the component part will be performed once a year.	➢ (Determining status of the component part by inspection patrols)  ➢ Conducting detailed monitoring of the elements of the component part	
• Monitoring performed		1 time/year	1 time/year	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes						
Component part (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	➢ Achieving a safe viewing environment for visitors •To ensure visitor safety, the number of people allowed at one time in the Engineers' Residence, a wooden structure, is limited to 60, and the number allowed into Sengan-en Goten at one time is limited to 50.	➢ Achieving a safe viewing environment for visitors in areas not open to the public •As the excavation surveys progress and areas not yet open to the public are readied, a safe viewing environment for visitors must be ensured.	➢ Providing a safe viewing environment for visitors in areas not open to the public •As the excavation surveys progress and areas not yet open to the public are readied, a safe and secure viewing environment for visitors will be provided, looking at level differences on the grounds and vehicle flow lines, etc.	➢ Providing a safe viewing environment for visitors in areas not open to the public
			• Preparing a viewing environment for areas not open to the public	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes				
		2. The operational arrangement for this purpose is in place	• Number of inspection patrols	2,535 times/year	2,535 times/year	Monitoring method: Inspection patrol records of site owner/administrator firm and of commissioned management company, etc. Targets: Yes	➢ Assign employees of site owner/administrator firm or of commissioned management company •Employees or commissioned management company personnel are assigned as managers at Sengan-en, the Former Shuseikan Machinery Factory, and the Former Foreign Engineer's Residence, looking after visitor safety.	➢ Determining status of visitors by inspection patrols, etc. •In addition to controlling visitor numbers at facility entrances, the safety of visitors must be ensured by patrolling as circumstances demand.	➢ Ensuring safety of visitors by inspection patrols, etc. •By continuing to control visitor numbers at facility entrances and conducting patrols of the component part as needed, efforts will be made to ensure visitor safety.	➢ Ensuring safety of visitors by visitor control and inspection patrols

<p>2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<ul style="list-style-type: none"> <li>Provision of guidance facility</li> </ul>	2 places	3 places	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>Establishment of World Heritage guidance facility                             <ul style="list-style-type: none"> <li>Displays and explanations giving an overview of the Sites of Japan's Meiji Industrial Revolution and details of the Shuseikan Enterprise are provided mainly in the Engineers' Residence and Machinery Factory.</li> </ul> </li> <li>Inadequacy of guidance functions                             <ul style="list-style-type: none"> <li>The existing guidance facilities do not provide sufficient information to visitors about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of Shuseikan.</li> </ul> </li> <li>New guidance facility provision                             <ul style="list-style-type: none"> <li>To provide information about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the role of Shuseikan, and the industrial systems, a guidance facility will be built at a suitable location near Sengan-en reception area, and exhibits will be enhanced in the Former Foreign Engineers' Residence.</li> </ul> </li> <li>Provision of a new World Heritage guidance facility near the Sengan-en reception area, the starting point for visitor flow lines</li> <li>Enhancement of World Heritage exhibits in the Former Foreign Engineers' Residence</li> </ul>
		<ul style="list-style-type: none"> <li>Enhancement of virtual reality/applications</li> </ul>	None	1 time	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<ul style="list-style-type: none"> <li>Installing guidance and explanatory signs with a standard design for all of Shuseikan                             <ul style="list-style-type: none"> <li>Guidance and explanatory signs with a standard design for the Shuseikan site are installed.</li> </ul> </li> <li>World Heritage Plaque installation                             <ul style="list-style-type: none"> <li>A World Heritage Plaque was installed near the entrance to the Former Shuseikan Machinery Factory.</li> </ul> </li> <li>Creation of pamphlets, applications, etc.                             <ul style="list-style-type: none"> <li>A guidebook and maps, etc. introducing the component parts of the Shuseikan site are distributed, and applications using virtual reality (VR) and augmented reality (AR) are offered, with multi-language support.</li> </ul> </li> <li>Lending of tablets, etc.                             <ul style="list-style-type: none"> <li>Tablets and audio guidance devices are lent to those visiting Sengan-en.</li> </ul> </li> <li>Enhancing contents of guidance and explanatory signs, pamphlets, etc.                             <ul style="list-style-type: none"> <li>Since there are places not yet open to the public and underground archaeological remains that have not yet been excavated for surveys, the guidance and explanatory signs, pamphlets and other materials will need to be updated based on the survey results.</li> </ul> </li> <li>Enhancing contents of VR and AR applications                             <ul style="list-style-type: none"> <li>Applications are currently available for the first phase of the Shuseikan Enterprise, but information about phase two will need to be provided to visitors to promote their understanding.</li> </ul> </li> <li>Enhancing contents of VR and AR applications                             <ul style="list-style-type: none"> <li>Introductions to the functions of each of the facilities in phase two of the Shuseikan Enterprise, and computer graphics videos, etc., will be produced for providing information.</li> </ul> </li> <li>New installation and updating of guidance and explanatory signs based on excavation survey results</li> <li>Enhancing content of VR and AR applications</li> </ul>
	<p>2. The operational arrangement for this purpose is in place</p>	<ul style="list-style-type: none"> <li>Holding of guide training sessions</li> </ul>	5 times/year	5 times/year	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<ul style="list-style-type: none"> <li>Assignment of guides                             <ul style="list-style-type: none"> <li>At Sengan-en, employees of the site owner/administrator firm are stationed at all times as paid guides; while at the Former Foreign Engineers' Residence, volunteer guides are assigned on weekends and holidays.</li> </ul> </li> <li>Provision of guide training opportunities                             <ul style="list-style-type: none"> <li>Opportunities to gain knowledge about the Sites of Japan's Meiji Industrial Revolution and know-how fin guiding must be provided in support of on-going guide services.</li> </ul> </li> <li>Holding of regular guide training                             <ul style="list-style-type: none"> <li>Training sessions about the Sites of Japan's Meiji Industrial Revolution and Shuseikan Enterprise will be held regularly, aimed at raising guide skills and developing new guides by having them acquire the knowledge and know-how required for guide services.</li> </ul> </li> <li>Holding of regular guide training sessions</li> </ul>
<p>3 Hospitality</p> <p>The comfort of visitors is sufficient</p>	<p>1. The facilities and equipment are in place for promoting enjoyment by visitors</p>	<ul style="list-style-type: none"> <li>Renewal of administrative and convenience facilities</li> </ul>	None	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>The site owner/administrator provides parking areas for passenger cars and large buses                             <ul style="list-style-type: none"> <li>These are located at Sengan-en, the Former Shuseikan Machinery Factory, and the Former Foreign Engineers' Residence.</li> </ul> </li> <li>Parking space provision                             <ul style="list-style-type: none"> <li>When planar markers are placed based on the excavation survey results, less space will be available for parking.</li> </ul> </li> <li>Obtaining replacement parking areas                             <ul style="list-style-type: none"> <li>When planar marking on the remains is performed, the best method will be selected, such as finding alternative spaces, and will be implemented.</li> </ul> </li> <li>Renewal of administrative and convenience facilities                             <ul style="list-style-type: none"> <li>At the Former Foreign Engineers' Residence, administrative and convenience facilities such as administrative buildings, toilets, and pumps will be concentrated in a suitable place and refurbished with the landscape in mind.</li> </ul> </li> <li>Renewal of administrative and convenience facilities                             <ul style="list-style-type: none"> <li>At the Former Foreign Engineers' Residence, administrative and convenience facilities such as administrative buildings, toilets, and pumps will be concentrated in a suitable place and refurbished with the landscape in mind.</li> </ul> </li> <li>Renewal of administrative and convenience facilities at the Former Foreign Engineers' Residence</li> <li>Deterioration of toilet and other facilities                             <ul style="list-style-type: none"> <li>As the toilets and administrative building on the site of the Engineers' Residence have deteriorated, the visitor accommodation environment will need to be upgraded.</li> </ul> </li> </ul>

Appendix 4



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management



**Terayama Charcoal Kiln (Component part 2-2)**

**I. Trend in daily visitors (Data since FY 2015, weekends and holidays only)**

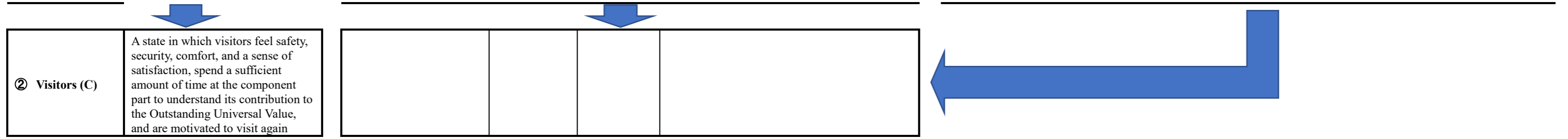
Number of visitors (year-long total)	FY 2014	–	FY 2015	5,148 (July-November, March)	FY 2016	3,658 (April-November, March)	FY 2017	2,996 (April-November, March)	FY 2018	2,977 (April-November, March)
Number of visitors (daily peak)	FY 2014	–	FY 2015	298	FY 2016	180	FY 2017	124	FY 2018	148

**II. Structure of Visitor Management Strategy for Individual Component Part**

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Component part (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
	No harm to land and materials of component part	2. The operational arrangement for this purpose is in place								
Component part (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
	Visitors' feeling of safety and security is sufficient	2. The operational arrangement for this purpose is in place								
	-2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors								
	Visitors' feeling of satisfaction is sufficient	2. The operational arrangement for this purpose is in place								
	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
	The comfort of visitors is sufficient	2. The operational arrangement for this purpose is in place								

The “II. Individual Component Part Visitor Management Strategy” for Terayama Charcoal Kiln is under reconsideration following the effects of damages due to heavy rains in June and July, 2019. (Reconsideration includes future measures in the case of heavy-rain damage)

Appendix 4



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

**Sekiyoshi Sluice Gate (Component part 2-3)** (Data since FY 2015, weekends and holidays only)

**I. Trend in daily visitors**

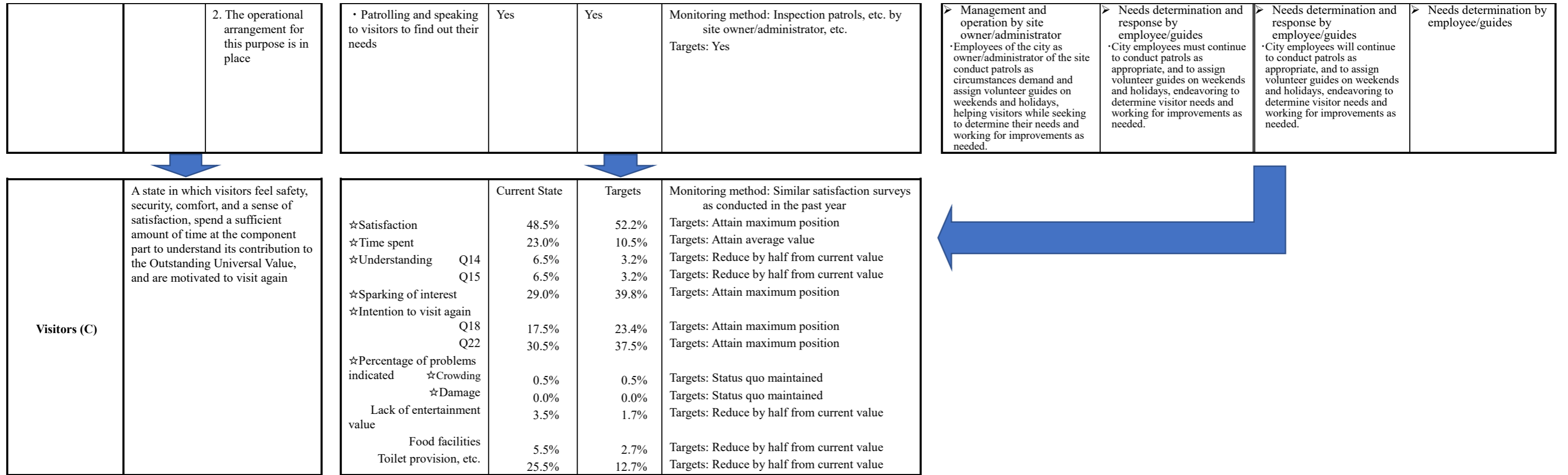
Number of visitors (year-long total)	FY 2014	–	FY 2015	6,955 (July-November, March)	FY 2016	5,765 (April-November, March)	FY 2017	4,840 (April-November, March)	FY 2018	5,974 (April-November, March)
Number of visitors (daily peak)	FY 2014	–	FY 2015	253	FY 2016	245	FY 2017	163	FY 2018	174

**II. Structure of Visitor Management Strategy for Individual Component Part**

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls  ☆Whether there are facilities/equipment for separation between visitors and the component part  • Vegetation management in the surrounding area	0 incidents/year  Yes  2 times/year	0 incidents/year  Yes  3 times/year	Monitoring method: Inspection patrol records, etc. of site owner/administrator, etc. Targets: 0 incidents Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	▶ Thinning and pruning of trees on slopes • Trees on the slopes are trimmed and pruned as needed for preventing damage to the component part from landslides, etc.	▶ Thinning and pruning of trees on slopes • Thinning and pruning of trees on slopes will continue to be necessary.	▶ Thinning and pruning of trees on slopes • Trees on the slopes will continue to be trimmed and pruned as needed for preventing damage to the component part from landslides, etc.	▶ Vegetation management in the area around the component part  ▶ Determining status of the component part by inspection patrols, etc.
		2. The operational arrangement for this purpose is in place	• Number of inspection patrols  • Monitoring performed	118 times/year  1 time/year	130 times/year  1 time/year	Monitoring method: Inspection patrol records, etc. of site owner/administrator, etc. Targets: Yes Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	▶ Patrols and guide assignment by site owner/administrator • Under current arrangements, employees of the city as owner/administrator of the site conduct patrols as circumstances demand, assign volunteer guides on weekends and holidays, and receive reports on the site status.	▶ Determining status of the component part by inspection patrols, etc. • Patrols, etc. must continue to be carried out as needed for keeping track of the site status.	▶ Conservation of the component part by inspection patrols, etc. • Patrols of the component part will be carried out as needed to keep track of the status, including whether there is damage, and also to prevent physical damage in advance. ▶ Performing monitoring of component part • Detailed monitoring of the elements of the component part will be performed once a year.	▶ (Determining status of the component part by inspection patrols, etc.)  ▶ Conducting detailed monitoring of the elements of the component part
Component part (A) / Surrounding environment (B)	-1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part  • Tour route provision	Yes  None	Yes  Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	▶ Achieving a safe viewing environment for visitors • Safety of visitors is achieved by provisional installation of fencing (guard wall) along the river side of the access route to the component part to prevent falling, and by thinning trees, etc. on the slopes.	▶ Achieving a safe viewing environment for visitors • To ensure safety of the viewing environment for visitors, it will be necessary to upgrade to a safer guard wall and pave the tour route surface, as well as monitoring the viewing environment at appropriate times and thinning trees on the slopes as needed.	▶ Creating a safe viewing environment for visitors • To ensure safety of the viewing environment for visitors, the guard wall will be upgraded to a safer one, the tour route surface will be paved, and a barrier-free access route will be aimed for, while continuing to thin trees on the slopes.	▶ Creating a safe viewing environment for visitors by erecting a guard wall, and by paving the route and making it barrier-free (FY 2018)
		2. The operational arrangement for this purpose is in place	• Number of inspection patrols	118 times/year	130 times/year	Monitoring method: Inspection patrol records, etc. of site owner/administrator, etc. Targets: Yes	▶ Patrols and guide assignment by site owner/administrator • Under current arrangements, employees of the city as owner/administrator of the site conduct patrols as circumstances demand, assign volunteer guides on weekends and holidays, and receive reports on the site status.	▶ Determining status of tour routes by inspection patrols, etc. • Patrols must continue to be carried out as needed for keeping track of the tour route status and ensuring visitor safety.	▶ Ensuring safety of visitors by inspection patrols, etc. • Patrols of the component part will continue to be carried out as needed, and the status of tour routes, etc. will be monitored with the cooperation of volunteer guides and the local neighborhood association, endeavoring to ensure visitor safety.	▶ Determining status of the component part by inspection patrols, etc.

Appendix 4

<p>-2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<ul style="list-style-type: none"> <li>Provision of information booth</li> <li>World Heritage Plaque installation</li> <li>Updating of guidance and explanatory signs</li> <li>Planar marking on underground archaeological remains</li> </ul>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>Establishment of World Heritage guidance facility                             <ul style="list-style-type: none"> <li>Exhibits and explanations giving an overview of the Sites of Japan's Meiji Industrial Revolution and details of the Shuseikan Enterprise including the Sekiyoshi Sluice Gate are provided mainly in the Former Shuseikan Machinery Factory (current Shokoshuseikan Museum) and in the Former Foreign Engineers' Residence.</li> </ul> </li> <li>Installing guidance and explanatory signs with a standard design for all of Shuseikan                             <ul style="list-style-type: none"> <li>Guidance and explanatory signs with a standard design for the Shuseikan site are installed.</li> <li>Creation of pamphlets, applications, etc.</li> <li>A guidebook and maps, etc. introducing the component parts of the Shuseikan site are distributed, and applications using virtual reality and augmented reality are offered, with multi-language support.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Inadequacy of guidance functions                             <ul style="list-style-type: none"> <li>The existing guidance facilities do not provide sufficient information to visitors about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of the Sekiyoshi Sluice Gate.</li> </ul> </li> <li>Enhancing contents of guidance and explanatory signs, pamphlets, etc.                             <ul style="list-style-type: none"> <li>The guidance and explanatory signs, pamphlets and other materials will need to be updated based on the results of surveys, including excavation surveys and literature surveys.</li> </ul> </li> <li>Making clear the value of underground archaeological remains                             <ul style="list-style-type: none"> <li>Efforts must be made to show visitors the value of the old sluice gate directly under the tour route to promote their understanding of the remains.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>New guidance facility provision                             <ul style="list-style-type: none"> <li>To provide information about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the role of Shuseikan, and the industrial systems, a guidance facility will be built at a suitable location near Sengan-en reception area, and exhibits will be enhanced in the Former Foreign Engineers' Residence.</li> <li>Provision of a new information booth                                     <ul style="list-style-type: none"> <li>By locating an information booth in the open space along the touring route, visitor understanding of the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution and the role of Shuseikan will be promoted.</li> </ul> </li> </ul> </li> <li>World Heritage Plaque installation                             <ul style="list-style-type: none"> <li>A World Heritage Plaque will be installed near the open space along the tour route.</li> <li>Updating of guidance and explanatory signs, pamphlets, etc.                                     <ul style="list-style-type: none"> <li>Based on the results of excavation surveys and literature surveys, guidance and explanatory signs will be updated to provide information including the water utilization system such as the damming method.</li> </ul> </li> <li>Planar marking on underground archaeological remains                             <ul style="list-style-type: none"> <li>To provide information about the old waterway remains under the tour route, planar marking will be provided on the surface of the tour route.</li> </ul> </li> </ul> </li></ul>	<ul style="list-style-type: none"> <li>Provision of a new guidance facility near the Sengan-en reception area, the starting point for visitor flow lines</li> <li>Provision of information booth (FY 2018)</li> <li>World Heritage Plaque installation (FY 2018)</li> <li>Updating of guidance and explanatory signs based on excavation survey results</li> <li>Marking on tour route, etc. to show estimated position of old waterway remains (FY 2018)</li> </ul>
	<p>2. The operational arrangement for this purpose is in place</p>	<ul style="list-style-type: none"> <li>Holding of guide training sessions</li> </ul>	<p>5 times/year</p> <p>5 times/year</p>	<p>5 times/year</p> <p>5 times/year</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<ul style="list-style-type: none"> <li>Assignment of guides                             <ul style="list-style-type: none"> <li>Volunteer guides are assigned on weekends and holidays.</li> </ul> </li> <li>Provision of guide training opportunities                             <ul style="list-style-type: none"> <li>Opportunities to gain knowledge and know-how about the Sites of Japan's Meiji Industrial Revolution and Shuseikan Enterprise must be provided in support of on-going guide services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Holding of regular guide training                             <ul style="list-style-type: none"> <li>Training sessions about the Sites of Japan's Meiji Industrial Revolution and Shuseikan Enterprise will be held regularly, aimed at raising guide skills and developing new guides by having them acquire the knowledge and know-how required for guide services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Holding of regular guide training sessions</li> </ul>	
	<p>-3 Hospitality</p> <p>The comfort of visitors is sufficient</p>	<p>1. The facilities and equipment are in place for promoting enjoyment by visitors</p>	<ul style="list-style-type: none"> <li>Parking area and toilet provision</li> <li>Whether food and drink facilities are provided</li> </ul>	<p>None</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>	<p>Monitoring method: Information-gathering by site owner/administrator, etc.</p> <p>Targets: Yes</p>	<ul style="list-style-type: none"> <li>Providing provisional parking space and toilets                             <ul style="list-style-type: none"> <li>Provisional parking space and temporary toilets are provided near the component part.</li> </ul> </li> <li>Plans for parking area and toilets, etc. based on visitor trends, etc.                             <ul style="list-style-type: none"> <li>The parking areas and toilets are temporary facilities, and eating and shopping facilities in the vicinity are inadequate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provision of parking areas and toilets, etc. based on visitor trends, etc.                             <ul style="list-style-type: none"> <li>Considering the expected visitor numbers, parking spaces and toilets will be provided at a suitable location near the Sekiyoshi Sluice Gate, and other steps will be taken to improve the visitor accommodation environment.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Improvement of the visitor accommodation environment such as by provision of parking areas, toilets, and eating and shopping functions (FY 2019)</li> </ul>



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

**Nirayama Reveratory Furnaces (Component part 3-1)**

**I. Trend in daily visitors**

Number of visitors (year-long total)	FY 2014	107,159	FY 2015	726,114	FY 2016	426,783	FY 2017	284,035	FY 2018	211,279
Number of visitors (daily peak)	FY 2014	1,096	FY 2015	5,500	FY 2016	3,264	FY 2017	2,650	FY 2018	2,369

**II. Structure of Visitor Management Strategy for Individual Component Part**

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls  ☆Whether there are facilities/equipment for separation between visitors and the component part • Additional security camera installation	0 incidents/year  Yes  2	0 incidents/year  Yes  3	Monitoring method: Operational reporting Targets: 0 incidents  Monitoring method: Operational reporting Targets: Yes   Monitoring method: Report on Operations Targets: Yes	<ul style="list-style-type: none"> <li>Two security cameras have been installed inside and near the component part.</li> <li>Fencing has been erected around the component part and around the reveratory furnaces.</li> </ul>	<ul style="list-style-type: none"> <li>Security camera coverage does not extend to the entire component part.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment will be enhanced, including the installation of additional security cameras.</li> <li>Proper maintenance will be carried out including the fencing around the component part and around the reveratory furnaces.</li> </ul>	<ul style="list-style-type: none"> <li>Additional security camera installation</li> <li>Proper maintenance including the fencing around the component part and around the reveratory furnaces</li> <li>Assignment of guard staff/guides</li> <li>Conducting night patrols through public-private collaboration (city/blue-light patrols/fire brigade)</li> </ul>
		2. The operational arrangement for this purpose is in place	• Number of guard staff/guides • Number of night patrols	5/day  0 times/year	5/day  12 times/year	Monitoring method: Report on Operations Targets: Status quo maintained Monitoring method: Inspection patrol records, etc. Targets: Yes	<ul style="list-style-type: none"> <li>Arrangements have been achieved for surveillance of the area inside the component part and the surroundings during opening hours and for reporting to the city.</li> <li>Local guides conduct surveillance inside the component part.</li> <li>During opening hours, personnel inside the guidance facility constantly monitor images from security cameras.</li> </ul>	<ul style="list-style-type: none"> <li>Crime prevention arrangement outside opening hours is inadequate.</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen the crime prevention arrangement outside opening hours such as by instituting night patrols.</li> </ul>	<ul style="list-style-type: none"> <li>(Assignment of guard staff/guides)</li> <li>(Conducting night patrols through public-private collaboration (city/blue-light patrols/fire brigade))</li> </ul>
Component part (A) / Surrounding environment (B)	-1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part • Number of surveys of parking area use status	Yes  2 times/year	Yes  2 times/year	Monitoring method: Report on Operations Targets: Yes  Monitoring method: Report on Implementation Targets: Status quo maintained	<ul style="list-style-type: none"> <li>Fencing has been erected around the component part and around the reveratory furnaces.</li> <li>Surveys to date have confirmed that the current parking area capacity is sufficient.</li> </ul>	<ul style="list-style-type: none"> <li>Parking area surveys must continue to be conducted and the results verified to determine that there is sufficient capacity.</li> <li>In the case of large-scale events, due consideration must be given in advance to such matters as</li> </ul>	<ul style="list-style-type: none"> <li>Proper maintenance will be carried out including the fencing around the component part and around the reveratory furnaces.</li> <li>Parking area surveys will continue to be conducted and the results verified to determine that there is sufficient capacity, and necessary measures will be taken.</li> <li>In the case of large-scale events, due consideration will be given in advance to such matters as</li> </ul>	<ul style="list-style-type: none"> <li>Proper maintenance including the fencing around the component part and around the reveratory furnaces</li> <li>Conducting surveys of parking area use</li> </ul>

		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Number of fire drills conducted</li> <li>Number of parking area guides assigned</li> </ul>	1 time/year	1 time/year	2/day	2/day	<p>Monitoring method: Report on Implementation Targets: Status quo maintained</p> <p>Monitoring method: Report on Operations Targets: Status quo maintained</p>	<ul style="list-style-type: none"> <li>With the opening of a guidance facility next to the component part, a temporary shelter has been made available in case of thunderstorms, etc.</li> <li>Joint fire drills are conducted with related agencies.</li> <li>A collaboration arrangement has been achieved with guidance facility staff and local guides.</li> <li>Two parking area guides are on duty at all times.</li> </ul>	<p>guidance to arriving vehicles, and appropriate measures must be taken.</p> <p>The collaboration arrangement with guidance facility staff and local guides must be maintained and strengthened.</p> <p>The assignment of parking area guides must be maintained.</p>	<p>guidance to arriving vehicles, and appropriate measures will be taken.</p> <p>Joint fire drills will be held with related agencies.</p> <p>The collaboration arrangement with guidance facility staff and local guides will be maintained and strengthened.</p> <p>The assignment of parking area guides will be continued.</p>	<ul style="list-style-type: none"> <li>Conducting of fire drills</li> <li>Assignment of parking area guides</li> </ul>
2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>Introduction of common exhibits in guidance facilities (FY 2029 and after)</li> <li>Repair and new installation of explanatory signs (FY 2018)</li> <li>Guidance sign installation</li> </ul>	None	Yes	Deteriorated or lacking	Repair and new installation	Yes	<p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p>	<ul style="list-style-type: none"> <li>A guidance facility has been opened for communication by exhibits, video and other means.</li> <li>To enable touring of the entire river zone, land north of the river zone has been developed into the Northeast Park and opened to visitors.</li> </ul>	<p>Common exhibits on the Sites of Japan's Meiji Industrial Revolution have not yet been introduced in the guidance facility.</p> <p>Explanatory signs in the area designated as Designated Historic Site are deteriorated or lacking.</p> <p>Most visitors do not go to the Northeast Park.</p>	<p>Along with proper operation of the guidance facility, common exhibits will be introduced.</p> <p>Repair and new installation of explanatory signs will be carried out on the Designated Historic Site. Facilities (guidance signs) will be installed to guide visitors to the Northeast Park.</p>	<ul style="list-style-type: none"> <li>Introduction of common exhibits in guidance facilities (FY 2029 and after)</li> <li>Repair and new installation of explanatory signs (FY 2018)</li> <li>Guidance sign installation</li> </ul>
2 Promotion of understanding	2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Assignment of local guides</li> <li>Holding of local guide development courses</li> <li>Holding of local guide training sessions</li> </ul>	5/day	5/day	Yes	Yes	Yes	<p>Monitoring method: Report on Operations Targets: Status quo maintained</p> <p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p>	<ul style="list-style-type: none"> <li>At least five local guides provide services at all times.</li> <li>Local guides take part in guide training sponsored by the World Heritage Council.</li> </ul>	<p>Local guides are advancing in age.</p> <p>Guide capability must be improved by ongoing participation in guide training, etc.</p>	<p>Efforts will be made to develop new local guides.</p> <p>Ongoing participation in guide training, etc. will be encouraged.</p>	<ul style="list-style-type: none"> <li>Assignment of local guides</li> <li>Holding of local guide development courses</li> <li>Holding of local guide training sessions</li> </ul>
-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>Holding of light-up events</li> <li>Providing hands-on casting experience</li> <li>Putting on various other events</li> <li>Opening building at night</li> </ul>	Yes	Yes	Yes	Yes	Yes	<p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p> <p>Monitoring method: Report on Operations Targets: Yes</p>	<ul style="list-style-type: none"> <li>Light-up events, hands-on casting experience, and other events are held.</li> <li>When light-up events are held, the guidance center and component part are not open.</li> </ul>	<p>When light-up events are held, the guidance center and component part are not open.</p>	<p>Various events are held in collaboration with related groups.</p> <p>When light-up events are held, the guidance center and component part will be opened.</p>	<ul style="list-style-type: none"> <li>Holding of light-up events, hands-on casting experience, and other events</li> <li>Opening building at night</li> </ul>
-3 Hospitality	2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Obtaining the staffing, etc. for night opening</li> </ul>	None	Yes			Yes	<p>Monitoring method: Report on Operations Targets: Yes</p>	<ul style="list-style-type: none"> <li>When light-up events are held, the guidance center and component part are not open.</li> </ul>	<p>The staffing and physical environment must be obtained so that when light-up events are held, the guidance center and component part can be opened.</p>	<p>The staffing and physical environment will be obtained so that when light-up events are held, the guidance center and component part can be opened.</p>	<ul style="list-style-type: none"> <li>Obtaining the staffing, etc. for night opening</li> </ul>

Appendix 4

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
	☆Satisfaction	32.2%	33.8%	Targets: Attain average value
	☆Time spent	0.0%	0.0%	: Status quo (zero) maintained
	☆Understanding Q14	5.1%	3.8%	: Status quo maintained
	Q15	5.1%	3.8%	: Status quo maintained
	☆Sparking of interest	16.9%	24.4%	: Attain average value
	☆Intention to visit again Q18	8.5%	13.2%	: Attain average value
	Q22	15.3%	20.8%	: Attain average value
	☆Percentage of problems indicated Crowding	0.0%	0.0%	: Status quo (zero) maintained
	Damage	0.0%	0.0%	: Status quo (zero) maintained
	Toilet provision, etc.	5.1%	3.8%	: Status quo maintained



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management



Visitor Management Strategy for Individual Component Parts (Form C)

Hashino Iron Mining and Smelting Site (Component part 4-1)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	6,036	FY 2015	43,316	FY 2016	17,181	FY 2017	9,865	FY 2018	10,622
Number of visitors (daily peak)	FY 2014	407	FY 2015	1,099	FY 2016	555	FY 2017	285	FY 2018	573

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part														
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures							
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures				
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.								
Component part (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls	0 incidents/year	0 incidents/year	Monitoring method: Inspection patrol records, etc. Target: 0 (zero) incidents	<ul style="list-style-type: none"> <li>Urging caution by use of pictograms on guidance signs, etc.</li> <li>Provision of route indicators</li> </ul>	<ul style="list-style-type: none"> <li>Tour routes are not clear</li> <li>Tour paths have not been improved.</li> </ul>	Development for clarifying tour routes	<ul style="list-style-type: none"> <li>In addition to providing tour routes, signs will be installed indicating the routes.</li> <li>Everyday management by managers</li> </ul>				
	No harm to land and materials of component part	2. The operational arrangement for this purpose is in place	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes					<ul style="list-style-type: none"> <li>Everyday management by managers</li> <li>Kamaishi City consigns everyday management to the Hashino-cho Promotion Council who keeps track of visitor numbers, and patrols inside the part of the site open to the public.</li> </ul>	<ul style="list-style-type: none"> <li>Advancing age of managers</li> </ul>	Development of managers	<ul style="list-style-type: none"> <li>(Everyday management by managers)</li> <li>Urging participation in Sites of Japan's Meiji Industrial Revolution interpretation workshops</li> <li>Conducting regular training (visiting lectures by city employees, etc.)</li> </ul>
Component part (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes	<ul style="list-style-type: none"> <li>Grass cutting and removal of obstructing trees</li> <li>Temporary toilets are installed near the great gate (the entrance to the component part).</li> </ul>	<ul style="list-style-type: none"> <li>Impacts on safety of visitors: The frequency of bear sightings in the area is increasing.</li> <li>The toilets closest to the component part are temporary.</li> <li>Management of temporary toilets in winter (freezing, snow removal at entrance)</li> </ul>	<ul style="list-style-type: none"> <li>Preventing encounters with bears by broadening the view from the area open to the public</li> <li>Study installation of permanent toilets near the component part.</li> </ul>	<ul style="list-style-type: none"> <li>Trimming of trees</li> <li>Will deal with the question of whether to build facilities in the vicinity of the component part upon careful review.</li> </ul>				
	Visitors' feeling of safety and security is sufficient	2. The operational arrangement for this purpose is in place	• Number of inspection patrols • Number of guard staff	1 time/day, 1 person (April-December)	1 time/day, 1 person (April-December)	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan					<ul style="list-style-type: none"> <li>Everyday management by managers</li> <li>Kamaishi City consigns everyday management to the Hashino-cho Promotion Council who patrols in the vicinity of the component part.</li> </ul>	<ul style="list-style-type: none"> <li>Obtaining staff for preventing freezing of toilets and removing snow during winter months</li> </ul>	<ul style="list-style-type: none"> <li>Will study installation of permanent toilets (highest priority will be making sure water purification tank and well do not impact the component part; will obtain staff for snow removal)</li> </ul>	<ul style="list-style-type: none"> <li>Will deal with the question of whether to build facilities in the vicinity of the component part upon careful review.</li> </ul>
	2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	• Opening of visitor center • Enhancing pamphlet • Enhancing guide services, etc.	Yes/None 1 pamphlet/person A more detailed pamphlet can be purchased.	Yes Of which 1 pamphlet/person A more detailed pamphlet can be purchased.	Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc. Targets: Items defined in relevant plans for provision of tourism facilities, etc.								
Visitors' feeling of satisfaction is sufficient														

Appendix 4

		2. The operational arrangement for this purpose is in place											
	-3 Hospitality The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by visitors	• Whether food and drink facilities are provided • Whether toilets are provided	None Yes	Under study Yes	Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities Targets: Items defined in relevant plans for provision of tourism facilities							
		2. The operational arrangement for this purpose is in place	• Whether there is a management and administration entity	Yes	Yes	Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities Targets: Items defined in relevant plans for provision of tourism facilities							

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand its contribution to the Outstanding Universal Value, and are motivated to visit again
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	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year Targets: (Attain) average value, (Attain, maintain) maximum position, Reduce percentage of problems indicated to 0 (zero)
☆Satisfaction	26.8%	%	
☆Time spent	2.4%	%	
☆Understanding	Q14 4.9%	%	
	Q15 7.9%	%	
☆Sparking of interest	24.4%	%	
☆Intention to visit again	4.9%	%	
	Q18 21.3%	%	
	Q22 0.0%	%	
☆Percentage of problems indicated	0.0%	%	
☆Crowding	11.6%	%	

		☆Damage	21.3%	%	
		Lack of entertainment value	0.6%	%	
		Food facilities			
		Toilet provision, etc.			

Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

Mitsui Naval Dock (Component part 5-1)

I. Trend in daily visitors

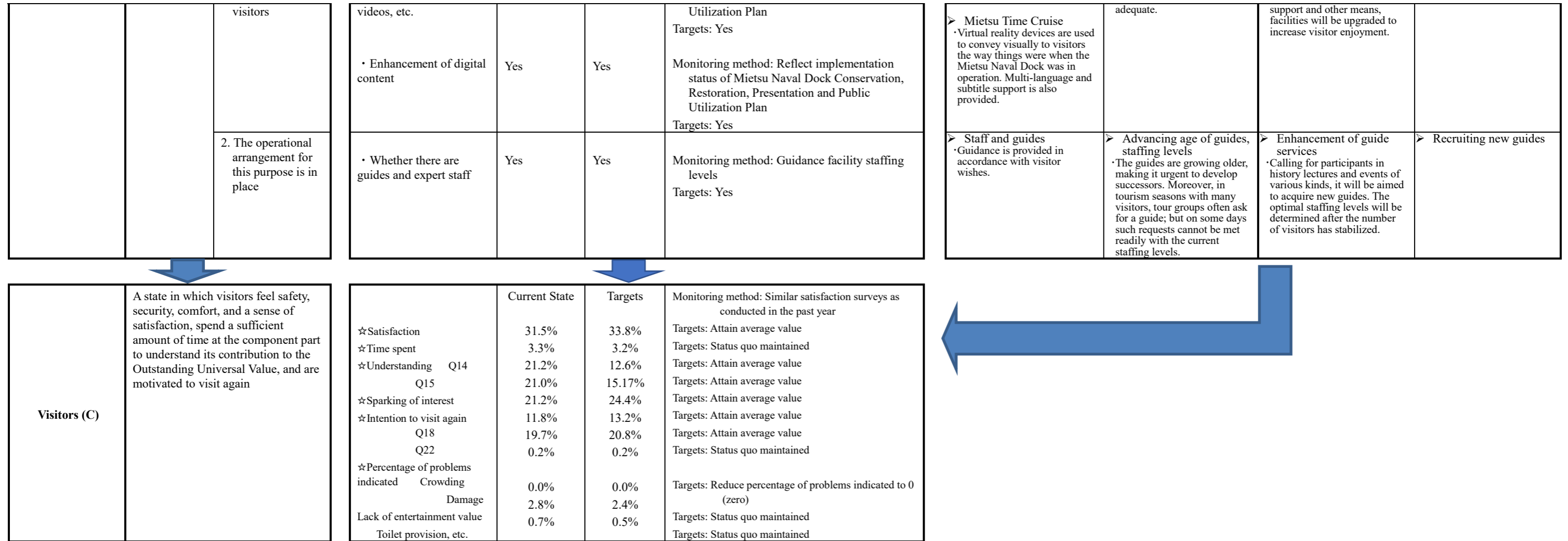
Number of visitors (year-long total)	FY 2014	38,038	FY 2015	181,280	FY 2016	124,730	FY 2017	97,852	FY 2018	112,491
Number of visitors (daily peak)	FY 2014	3,204	FY 2015	2,050	FY 2016	2,269	FY 2017	1,224	FY 2018	2,653

II. Structure of Visitor Management Strategy for Individual Component Part

Visitor Management Strategy for Individual Component Part										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component part (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Number of close calls  ☆Whether there are facilities/equipment for separation between visitors and the component part  • Whether monitoring devices are used	0 incidents/year  Yes  None	0 incidents/year  Yes  Yes	Monitoring method: Patrols Targets: 0 incidents  Monitoring method: Patrols Targets: Yes  Monitoring method: Patrols Targets: Yes	<ul style="list-style-type: none"> <li>Protection of the property by earth covering</li> <li>To prevent deterioration of underground archaeological remains, they are not left exposed but are reburied.</li> <li>Protection of property by embankments</li> <li>River embankments prevent inflow of water into the property</li> <li>Monitoring of water levels and terrain changes</li> <li>City employees check for abnormalities based on Hayatsue River water level data. Changes in the terrain are checked for by visual inspection.</li> <li>Security camera installation</li> <li>A security camera on the third floor of the Memorial Museum is used to constantly monitor for problems. Installation of a security camera also helps prevent deliberate damage to the property.</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring of underground archaeological remains</li> <li>Of the elements comprising the substantial value as a World Heritage, the geographical features of the inlet can be confirmed visually, but the preservation status of elements buried underground, such as the dry dock embankment remains, cannot be confirmed visually.</li> </ul>	<ul style="list-style-type: none"> <li>Installation of monitoring devices</li> <li>Rather than relying only on visual inspection, use of devices that can monitor the status of underground water, which may affect preservation of the underground remains, will be implemented on a trial basis.</li> </ul>	<ul style="list-style-type: none"> <li>Establishment of monitoring methods</li> <li>Monitoring methods to be used in the future will be studied based on the results of testing underground water monitoring by device use.</li> <li>Everyday inspections performed by city employees</li> </ul>
		2. The operational arrangement for this purpose is in place	• Number of inspection patrols  • Monitoring frequency	1 time/month, 1 person  Daily	1 time/month, 1 person  Daily	Monitoring method: Inspection patrol records Targets: 1 time/month, 1 person  Monitoring method: Monitoring records Targets: Daily	<ul style="list-style-type: none"> <li>City employees</li> <li>City employees check visually for abnormalities.</li> <li>City employees</li> <li>City employees check public data for abnormalities in the Hayatsue River water level.</li> <li>Monitoring of underground water status using devices will be carried out on a trial basis.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of results</li> <li>City employees are unable to analyze data collected using monitoring devices.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of results by a professional service</li> <li>A professional service will be commissioned to perform analysis of the collected data.</li> </ul>	<ul style="list-style-type: none"> <li>(Everyday inspections performed by city employees)</li> <li>Establishment of a monitoring operational arrangement</li> <li>Based on the analysis results by the professional service, the future operational arrangement for monitoring will be studied.</li> </ul>
Component part (A) / Surrounding environment (B)	-1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Whether there are facilities/equipment for separation between visitors and the component part  • Erecting signs showing the way from the newly relocated parking area to the guidance facility  • Road sign installation	Yes  None  Yes	Yes  Yes  Yes	Monitoring method: Patrols Targets: Yes  Monitoring method: Patrols Targets: Yes  (The necessary numbers are installed and properly managed)  Monitoring method: Patrols Targets: Yes	<ul style="list-style-type: none"> <li>Provision of crosswalks</li> <li>Crosswalks are provided at roads crossed when going from the guidance facility (Tsunetami Sano Memorial Museum) to the historic site.</li> <li>Ramp provision</li> <li>Ramps are provided giving wheelchair users access inside the historic site.</li> <li>Road sign installation</li> <li>Road signs giving directions to the historic site have been</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian safety measures</li> <li>Pedestrian safety measures must be taken along the way from the newly relocated parking area to the guidance facility.</li> <li>Review of road signs</li> <li>Since traffic access will change with the opening of the Ariake Sea coastal road (running along the outer side</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring pedestrian safety</li> <li>To ensure safety of pedestrians going from the newly relocated parking area to the guidance facility, flow lines will be set, and guidance signs erected.</li> <li>Review of road signs</li> <li>The contents of road signs will be verified before the Ariake Sea coastal road is opened.</li> </ul>	<ul style="list-style-type: none"> <li>Setting flow lines and erecting guidance signs, etc.</li> <li>Safe flow lines will be set and guidance signs erected as needed before the relocation of the parking area is completed.</li> <li>Installation of suitable road signs</li> <li>Road signs will be installed and maintained properly as necessary, working with the</li> </ul>

			<ul style="list-style-type: none"> <li>Whether warning signs and protective fencing are installed</li> </ul>	Yes	Yes	Monitoring method: Patrols Targets: Yes	<ul style="list-style-type: none"> <li>Installation of warning signs and protective fencing</li> <li>Warning signs and fencing are installed to prevent people from falling into the river.</li> </ul>	<ul style="list-style-type: none"> <li>of the buffer zone), it may be necessary to review the current road signs.</li> </ul>		<ul style="list-style-type: none"> <li>relevant parties.</li> <li>Maintenance of warning signs and protective fencing</li> </ul>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Number of inspection patrols</li> <li>Assignment of guidance staff</li> </ul>	1 time/day, 1 person	1 time/day, 1 person	Monitoring method: Inspection patrol records Targets: 1 time/day, 1 person (Inspections are to be performed each day the guidance facility is open.)  Monitoring method: Year-long assignment schedule Targets: Yes	<ul style="list-style-type: none"> <li>Patrols by city employees</li> <li>The patrols confirm whether there are any problems with signs or erection of protective fencing.</li> <li>Deployment of guidance staff (guards)</li> <li>Personnel are assigned to guide vehicles and pedestrians in the vicinity of the site.</li> </ul>	<ul style="list-style-type: none"> <li>Review of guidance methods</li> <li>Guidance methods will need to be reviewed with the change in flow lines after parking area relocation.</li> </ul>	<ul style="list-style-type: none"> <li>Review of guidance methods</li> <li>Review the guidance methods based on the new visitor flow lines resulting from parking area relocation and guidance facility provision.</li> </ul>	<ul style="list-style-type: none"> <li>Everyday inspections performed by city employees</li> <li>Establishment of guidance methods</li> <li>Guards will be deployed for the time being, but changing over to other safety measures will be considered as the situation demands.</li> </ul>
	2 Promotion of understanding  Visitors' feeling of satisfaction is sufficient	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>Opening of visitor center</li> <li>Explanations at historic site</li> </ul>	Yes	Yes	Monitoring method: Project progress report Targets: To be opened during FY 2021  Monitoring method: Reflect implementation status of Mietsu Naval Dock Conservation, Restoration, Presentation, and Public Utilization Plan Targets: Yes	<ul style="list-style-type: none"> <li>Guidance facility and historic site</li> <li>Mietsu Time Cruise has been introduced as digital content using virtual reality devices and high-definition video, visually conveying the appearance of the Mietsu Naval Dock in its heyday.</li> <li>Guidance facility (indoors)</li> <li>At the Mietsu Naval Dock information area, display of panels and models presenting an overview of the Mietsu Naval Dock and conveying its value, and presentation of the results of excavation surveys.</li> <li>For component parts outside the Saga Area, display pamphlets.</li> <li>Historic site (outdoors)</li> <li>Installation of planar marking on underground archaeological remains indicating their location and scale, and photo panels and explanatory signs.</li> <li>World Heritage Plaque installation</li> </ul>	<ul style="list-style-type: none"> <li>Guidance facility and historic site</li> <li>There are some exhibits (including explanatory signs) that do not reflect the latest excavation survey results, and presentation of accurate information to visitors is inadequate.</li> <li>Existing facilities, etc. are at the provisional readiness stage. Work has begun toward full-scale improvement.</li> <li>Guidance facility (indoors)</li> <li>Exhibit space is insufficient and flow lines overlap.</li> <li>Explanation of the overall Sites of Japan's Meiji Industrial Revolution is inadequate.</li> <li>Historic site (outdoors)</li> <li>The current explanatory functions do not adequately provide concrete information.</li> </ul>	<ul style="list-style-type: none"> <li>Integrated presentation of guidance facility and historic site</li> <li>Visualization of the underground archaeological remains and other aspects will be aimed for through upgrading of the historic site (outdoors) and guidance facility (indoors) using digital technology to achieve an integrated presentation.</li> <li>Upgrading of guidance facility (indoors)</li> <li>Before readying the historic site (outdoors), the guidance facility will be upgraded making use of the Tsunetami Sano Memorial Museum. Following on basic designing carried out in FY 2018, an opening date in FY 2021 will be aimed for.</li> <li>Upgrading of historic site (outdoors)</li> <li>After the guidance facility has been readied, outdoor displays will be developed that promote visitor understanding.</li> </ul>	<ul style="list-style-type: none"> <li>Renewal of guidance facilities</li> <li>Historic site upgrading following completion of excavation surveys</li> </ul>
		2. The operational arrangement for this purpose is in place	<ul style="list-style-type: none"> <li>Assignment of guides</li> </ul>	Yes	Yes	Monitoring method: Whether there are Tsunetami Sano Memorial Museum volunteer staff Targets: Yes	<ul style="list-style-type: none"> <li>Assignment of guides</li> <li>Tsunetami Sano Memorial Museum staff and guides show and explain the museum exhibits and component part. In addition, training sessions are held, and efforts are made to raise the skills of guides.</li> </ul>	<ul style="list-style-type: none"> <li>Inconsistency in guide content</li> <li>Although training sessions are held, each of the guides tends to present different information. Moreover, the guides are growing older, making it urgent to develop successors.</li> </ul>	<ul style="list-style-type: none"> <li>Enhancement of guide content and staffing</li> <li>Guide training sessions will need to continue being held and efforts made to raise the skills and consistency of content. Also, by actively urging participation in history lectures and events of various kinds, it will be aimed to acquire new guides. The optimal number of guides will be determined after the number of visitors has stabilized.</li> </ul>	<ul style="list-style-type: none"> <li>Holding of training sessions</li> <li>Preparing a new guide text after completion of integrated exhibits</li> <li>Recruiting new guides</li> </ul>
	-3 Hospitality  The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by	<ul style="list-style-type: none"> <li>Enhancement of multi-lingual support on exhibit panels, explanatory</li> </ul>	Yes	Yes	Monitoring method: Reflect implementation status of Mietsu Naval Dock Conservation, Restoration, Presentation and Public	<ul style="list-style-type: none"> <li>Installation of actual-size panels</li> <li>Panels giving a sense of the scale of the reburied remains are installed in the Mietsu Naval Dock information area.</li> </ul>	<ul style="list-style-type: none"> <li>Multi-language support</li> <li>Multi-language support on information search panels and explainer videos in the Mietsu Naval Dock information area is not</li> </ul>	<ul style="list-style-type: none"> <li>Upgrading of guidance facility</li> <li>Through use of digital technology, further enhancement of experiential content, multi-language</li> </ul>	<ul style="list-style-type: none"> <li>Multi-language support</li> <li>Enhancement of digital content</li> </ul>

Appendix 4



Relationship between Visitor Management Strategy and the Subjects and Targets of Visitor Management

**Kosuge Slip Dock (Component part 6-1)**

Appendix 1 Visitor Management Strategy for Individual Component Parts (Form C)

**I. Trend in daily visitors**

Number of visitors (year-long total)	FY 2014	987	FY 2015	13,345	FY 2016	6,846	FY 2017	4,937	FY 2018	4,420
Number of visitors (daily peak)	FY 2014	—	FY 2015	—	FY 2016	154	FY 2017	95	FY 2018	31

**II. Structure of Visitor Management Strategy for Individual Component Parts**

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component parts (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents	0 incidents/year	0 incidents/year	Monitoring method: Guide activity records Targets: 0 times	➢ Establishment of areas not open to the public •The slip dock, including the exterior of the engine house, the shipway, and the rails, are always open to the public, but the right and left bank are still used for industrial purposes, so that area, which includes the yard, parking lot, and factory facilities, is basically closed to the public. The interior of the engine house is only open on weekends and holidays, when volunteer guides are present on site.	➢ Review and specification of tour route •Because it is not clearly indicated which areas are open to the public and which are not, visitors sometimes walk around outside of the areas where the guides direct them.	➢ Setting of tour route •Tour route will be set, and guide signs will be installed to clearly indicate the basic tour route and points of interest.	➢ Set tour route. •Install guide signs to clearly indicate the basic tour route and points of interest, and provide guidance so that visitors do not enter areas other than those open to the public. ➢ Display rules such as the tour route and restricted areas.
		2. The operational arrangements for this purpose are in place	☆Existence of facilities /equipment for separation between visitors and the component part	Yes (other than 9:00–16:00 Sat/Sun/holidays)	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Targets: Yes				
Component part (A) / Surrounding environment (B)	Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆ Existence of facilities /equipment for separation between visitors and the component part	Yes (other than 9:00–16:00 Sat/Sun/holidays)	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Targets: Yes	➢ Utilization of public transport •Because there are no parking spaces, visitors are encouraged to use public transportation to access the property.	➢ Review of tour route •Because there is only one entrance, the flow of visitors overlaps with the flow of commercial vehicles. •The fence is corroding and will need to be replaced in the near future for scenic and safety reasons.	➢ Installation of guide signs and replacement of fence •Guide signs will be installed to address the safety of both visitors and the vehicles of business-related drivers. •The deteriorating fence will be replaced.	➢ Set tour route. ➢ Install guide signs to clearly indicate the basic tour route and points of interest, and provide guidance so that visitors do not enter areas other than those open to the public. ➢ Display rules such as the tour route and restricted areas. ➢ Replace the deteriorating fence.
		2. The operational arrangements for this purpose are in place	• Existence of emergency contact network comprised of relevant individuals	None	Yes	Monitoring method: Contact network Targets: Yes				

Appendix 4

<p>2 Promotion of understanding</p> <p>Visitors' feeling of satisfaction is sufficient</p>	<p>1. The facilities and equipment are in place for promoting and deepening understanding by visitors</p>	<ul style="list-style-type: none"> <li>Existence of facilities that simulate the experience of being at the site when it was operational</li> </ul>	None	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization and related facility provision plans, etc.</p> <p>Targets: Yes</p>	<ul style="list-style-type: none"> <li>Establishment of educational facilities                             <ul style="list-style-type: none"> <li>There are explanatory boards for the remains; remains signposts; signposts for officially designated Historic Sites, Places of Scenic Beauty, and Natural Monuments; and information boards.</li> </ul> </li> <li>Establishment of facilities to provide information                             <ul style="list-style-type: none"> <li>Related facilities are the Mitsubishi Heavy Industries Nagasaki Shipyard &amp; Machinery Works Historical Museum and the Former Mitsubishi No. 2 Dock House within the Glover Gardens.</li> </ul> </li> <li>Installation of signage                             <ul style="list-style-type: none"> <li>As a means of conveying information during hours when guides are not available to provide explanations, including weekdays, early mornings, and nights, Signage is being used to introduce and explain the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review of information and explanations                             <ul style="list-style-type: none"> <li>Current explanatory boards are not sufficient to promote a full understanding of the Kosuge Slip Dock.</li> <li>There is no explanation of the position of the Nagasaki area and the Kosuge Slip Dock within the World Heritage site as a whole, nor is there an explanation of each constituent element—the engine house, hauling equipment, slip dock, stone masonry, etc. and the hauling mechanism.</li> <li>There is a need for a basic explanation of the value and of the overview and changes to the World Heritage and the Kosuge Slip Dock, as well as of the hauling mechanism, etc.</li> </ul> </li> <li>Utilization of facilities to provide information                             <ul style="list-style-type: none"> <li>At the related facilities to provide information, there are limited displays related to the Kosuge Slip Dock, and there has not been effective cooperation to date between those facilities and the on-site tours and guides.</li> </ul> </li> <li>Updating of Signage                             <ul style="list-style-type: none"> <li>Further improvements are needed to the system for providing information using the previously installed Wi-Fi.</li> </ul> </li> <li>Consideration of opening and utilization of the engine house                             <ul style="list-style-type: none"> <li>Consideration should be given to utilizing the actual remains when offering explanations.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Improvement of information and explanatory facilities                             <ul style="list-style-type: none"> <li>The existing information and explanations will be reviewed and new information and explanatory facilities will be installed.</li> </ul> </li> <li>Improvement of facilities to provide information                             <ul style="list-style-type: none"> <li>Displays related to the Kosuge Slip Dock will be placed in the related facilities to provide information, the understanding of the role played by the Slip Dock will be deepened, and effective collaboration will be carried out with the on-site tour and guides.</li> </ul> </li> <li>Improvement of Signage                             <ul style="list-style-type: none"> <li>The content of the Signage will be improved, utilizing digital videos and other means to allow visitors to visualize the hauling of boats onto the docks as part of the clarification and explanation of the industrial system.</li> </ul> </li> <li>Opening and utilization of the engine house                             <ul style="list-style-type: none"> <li>If the safety of the facility is ensured based on an evaluation of earthquake resistance, interior panel displays will be conducted or ways to allow visitors to view the interior of the house from outside will be considered.</li> </ul> </li> <li>Utilization of technologies such as 3D measurement data as well as CG, AR, VR, etc.                             <ul style="list-style-type: none"> <li>Visitors will be able to use Wi-Fi and their mobile phones to access videos that convey the image of how the hauling machinery such as the boiler and gear equipment worked and how a ship was hauled at the slip dock.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Install new information and explanatory facilities along the tour route.</li> <li>Improve displays in related facilities and devise ways to produce synergistic effects with the on-site tours and the guide explanations.</li> <li>Consider new ways to open the engine house to the public and utilize it.</li> <li>Use technologies such as 3D measurement data as well as CG, AR, VR, etc., to allow guests to visualize how a ship was hauled, etc.</li> </ul>
	<p>2. The operational arrangements for this purpose are in place</p>	<ul style="list-style-type: none"> <li>Training sessions for docents (including volunteer guides)</li> <li>※Sessions are held in the city of Nagasaki and training covers the Nagasaki area.</li> </ul>	1 time / year	1 time / year	<p>Monitoring method: Reflect calendar and implementation status of events</p> <p>Targets: At least once per year</p>	<ul style="list-style-type: none"> <li>Implementation of volunteer guide services                             <ul style="list-style-type: none"> <li>On Saturdays, Sundays, and holidays, volunteers from the local community association serve as guides. Depending on the nature and route of the visitors, the content of the explanations is adjusted and so people have expressed a high degree of satisfaction with their visits.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Cooperation with relevant parties                             <ul style="list-style-type: none"> <li>There is a need to establish a system for operation management that brings together the owners of the site, government agencies, experts, and local residents.</li> </ul> </li> <li>Understanding the latest information                             <ul style="list-style-type: none"> <li>In order to appropriately disseminate information, there is a need to cooperate with Mitsubishi Heavy Industries Nagasaki Shipyard &amp; Machinery Works Historical Museum as well as Nagasaki Prefecture, Nagasaki City, universities, experts, and</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Cooperation with relevant parties                             <ul style="list-style-type: none"> <li>A collaborative system will be established for owners of the site, government agencies, and local volunteer guides.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Provide training for docents (including the volunteer guides).</li> <li>Cultivate the guides.</li> <li>Establish a system for collaboration among the owners of the site, guides, government agencies, and experts.</li> <li>Understand the latest information.</li> <li>Provide guides with the latest information.</li> </ul>



	3 Hospitality The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by visitors	• Existence of facilities that simulate the experience of being at the site when it was operational	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc. Targets: Yes	<ul style="list-style-type: none"> <li>➤ Installation of Signage                             <ul style="list-style-type: none"> <li>•As a means of conveying information during hours when guides are not available to provide explanations, including weekdays, early mornings, and nights, Signage is being used to introduce and explain the Sites of Japan's Meiji Industrial Revolution.</li> </ul> </li> <li>➤ Updating of Signage                             <ul style="list-style-type: none"> <li>•Further improvements are needed to the system for providing information using the previously installed Wi-Fi.</li> </ul> </li> <li>➤ Consideration of opening and utilization of the engine house                             <ul style="list-style-type: none"> <li>•Consideration should be given to utilizing the actual remains when offering explanations.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Improvement of Signage                             <ul style="list-style-type: none"> <li>•The content of the Signage will be improved, utilizing digital videos and other means to allow visitors to visualize the hauling of boats onto the docks as part of the clarification and explanation of the industrial system.</li> </ul> </li> <li>➤ Opening and utilization of the engine house                             <ul style="list-style-type: none"> <li>•If the safety of the facility is ensured based on an evaluation of earthquake resistance, interior panel displays will be conducted or ways to allow visitors to view the interior of the house from outside will be considered.</li> </ul> </li> <li>➤ Utilization of technologies such as 3D measurement data as well as CG, AR, VR, etc.                             <ul style="list-style-type: none"> <li>•Visitors will be able to use Wi-Fi and their mobile phones to access videos that convey the image of how the hauling machinery such as the boiler and gear equipment worked and how a ship was hauled at the slip dock.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Update the Signage content.</li> <li>➤ Reconsider the way in which the engine house is open to and utilized by the public.</li> <li>➤ Use technologies such as 3D measurement data as well as CG, AR, VR, etc. to allow guests to visualize how a ship was hauled, etc.</li> </ul>	
		2. The operational arrangements for this purpose are in place	• Existence of management and operating body for those facilities that simulate the experience of being at the site when it was operational	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc. Targets: Yes	<ul style="list-style-type: none"> <li>➤ Public access to the interior of the engine house                             <ul style="list-style-type: none"> <li>•On weekends and holidays, the interior of the engine house is open for the public to visit when accompanied by local volunteer guides or other person approved by responsible managers.</li> </ul> </li> <li>➤ Implementation of volunteer guide services                             <ul style="list-style-type: none"> <li>•On Saturdays, Sundays, and holidays, volunteers from the local community association serve as guides. Depending on the nature and route of the visitors, the content of the explanations is adjusted and so people have expressed a high degree of satisfaction with their visits.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Cooperation with relevant parties                             <ul style="list-style-type: none"> <li>•There is a need to establish a system for operation management that brings together the owners of the site, government agencies, experts, and local residents.</li> </ul> </li> <li>➤ Understanding the latest information                             <ul style="list-style-type: none"> <li>•In order to appropriately disseminate information, there is a need to cooperate with Mitsubishi Heavy Industries Nagasaki Shipyard &amp; Machinery Works Historical Museum as well as Nagasaki Prefecture, Nagasaki City, universities, experts, and others, and to constantly gather and assess the latest information.</li> </ul> </li> <li>➤ Provision of information to local volunteer guides                             <ul style="list-style-type: none"> <li>•Because local volunteer guides take turns to serve as guides on weekends and holidays, there is a need to create opportunities to consistently convey new information to them.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Cooperation with relevant parties                             <ul style="list-style-type: none"> <li>•A collaborative system will be established for owners of the site, government agencies, and local volunteer guides.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Establish a system for collaboration among the owners of the site, guides, government agencies, and experts.</li> <li>➤ Understand the latest information.</li> <li>➤ Provide guides with the latest information.</li> </ul>

Appendix 4

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again		Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year  Targets: Attain average value, attain and maintain maximum value, reduce percentage of problems indicated to 0 (zero)
		☆Satisfaction	50.0%	50.0%	
		☆Time spent	20.3%	10.5%	
		☆Understanding (Entire site)	2.3%	2.3%	
		(Individual component part)	2.3%	2.3%	
		☆Sparking of interest	39.8%	39.8%	
		☆Intention to visit again (Relevant component part)	21.1%	21.1%	
		(Other component parts)	37.5%	37.5%	
		☆Percentage of problems indicated (Crowding)	2.3%	2.3%	
		(Damage)	0.8%	0.3%	



Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Takashima Coal Mine (Component part 6-6)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	800	FY 2015	1,512	FY 2016	2,933	FY 2017	—	FY 2018	907
Number of visitors (daily peak)	FY 2014	—	FY 2015	—	FY 2016	150	FY 2017	19	FY 2018	14

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common							
Component parts (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents ☆Existence of facilities /equipment for separation between visitors and the component part	9 incidents/year None	0 incidents/year Yes	Monitoring method: Inspection patrol records, etc. Target: 0 (zero) incidents  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes ※Gain approval based on talks with neighboring residents	➤ Soil cover for underground archeological remains ·Underground remains found during excavation and research have been covered again with soil and preserved underground. In order to appropriately convey those underground remains to visitors, full-scale vertical photographs of the remains were printed onto a ceramic panel installed aboveground.	➤ Crime & disaster prevention measures ·Because there is no fencing or other barrier, visitors can freely enter at any time. ·Since it is unmanned, measures are needed to prevent crime or disasters.	➤ Soil cover for underground archeological remains ·Following future excavations, the site will certainly be filled in again to prevent damage to the remains. ➤ Setting of tour route ·To ensure that visitors can envisage what the Takashima Coal Mine and nearby related sites were like at the time they were in operation, and can understand the role they played, tour routes will be established for each stage of the restoration and public usage phases, and entry will be restricted into locations other than those where the remains are explained via displays, etc.	➤ Conduct soil cover for underground remains  ➤ Set tour route and control entry to other locations through displays, etc. ➤ Consider surveillance camera and other anti-crime, anti-disaster measures.
	No harm to land and materials of component part	2. The operational arrangements for this purpose are in place	· Cooperation with relevant organizations	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	➤ Development of organizational framework ·Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.  ➤ Cooperation with relevant organizations ·Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.	➤ Cooperation with relevant organizations ·Ongoing research is needed on conservation, to be undertaken in cooperation with universities and research institutes in Japan and overseas.  ➤ Human resource development ·There is a need to train personnel to handle information dissemination	➤ Participation of local community ·In terms of daily maintenance and repairs, the involvement of the local community, including volunteer guides, local residents, universities, and local businesses will be encouraged as much as possible.  ➤ Cooperation with relevant organizations ·Coordination will be done to ensure that all relevant parties understand the value of the property as world heritage. Relevant parties closely collaborate and conduct management and conservation. The city of Nagasaki will check and evaluate whether the frameworks for cooperation with related individuals and institutions are sufficient. ➤ Publication of plans and other information to promote understanding ·All research results, including excavation surveys, as well as information on the city of	➤ Use opportunities such as conferences, events, trainings, etc., to promote the engagement of relevant parties (guides, local residents, universities, businesses) in the daily maintenance and management and repairs in order to encourage understanding of the management and conservation of the site as world heritage.  ➤ Release to the public all research results, including excavation surveys, as well as information on the city

Appendix 4

<p><b>Component part (A)</b> / <b>Surrounding environment (B)</b></p>	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	<p>☆ Existence of facilities /equipment for separation between visitors and from the component parts</p> <p>• Installation of fall prevention fences and handrails in visitor spaces and passageways</p>	None	Yes	<p>Monitoring method: : Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p> <p>※Gain approval based on talks with neighboring residents</p> <p>Monitoring method: : Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>														
	<p>Visitors' feeling of safety and security is sufficient</p>			Yes	Yes															

											parking lot, toilets, and benches will be installed.	
		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Cooperation with relevant organizations</li> </ul>	Yes	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>Possibility of collapse of western cliff face an issue</li> <li>Safety measures                             <ul style="list-style-type: none"> <li>Measures will be taken to prevent the collapse of the western cliff face.</li> <li>Measures will be taken to prevent the sediment deposition.</li> </ul> </li> <li>Development of skills of relevant individuals                             <ul style="list-style-type: none"> <li>In order to respond to the increasingly diverse visitors, training will be held in such areas as communication skills, hospitality techniques, Japanese and foreign cultures and languages, and so on in response to the capacity and skills of the guides. In addition, emergency evacuation drills will be held with the goal of ensuring the safety of visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Take measures to prevent the collapse of the western cliff face. (2025-)</li> <li>Consider surveillance cameras and other crime and disaster prevention measures.</li> <li>Implement training to be able to respond to increasingly diverse visitors.</li> <li>Conduct evacuation guidance training.</li> </ul>				
							<ul style="list-style-type: none"> <li>Measures during disasters                             <ul style="list-style-type: none"> <li>If a disaster occurs, or if a disaster is expected to occur, measures will be taken to ensure the safety of visitors and to preserve the site.</li> </ul> </li> <li>Development of organizational framework                             <ul style="list-style-type: none"> <li>Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>Cooperation with relevant organizations                             <ul style="list-style-type: none"> <li>Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> <li>Initiatives by private organizations                             <ul style="list-style-type: none"> <li>NPOs, local community associations, and volunteer guides are working on conservation efforts and public awareness initiatives.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Safety measures during disasters                             <ul style="list-style-type: none"> <li>If a disaster occurs, or if a disaster is expected to occur, measures are needed to ensure the safety of visitors and to preserve the site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Safety measures during disasters                             <ul style="list-style-type: none"> <li>If a disaster occurs, or if a disaster is expected to occur, measures will be taken to ensure the safety of visitors and to preserve the site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Maintain strong cooperation with relevant institutions to ensure that measures are implemented immediately in order to maintain the safety of visitors and preserve the site if an accident, disaster, or other emergency occurs.</li> </ul>		
2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>Training sessions for docents (including volunteer guides)                             <ul style="list-style-type: none"> <li>※Sessions are held in the city of Nagasaki and training covers the Nagasaki area.</li> </ul> </li> <li>Site displays (not including 2025-)</li> </ul>	1 time / year	1 time / year	<p>Monitoring method: Reflect calendar and implementation status of events</p> <p>Targets: At least once per year</p>	<ul style="list-style-type: none"> <li>Installation of guidance facilities                             <ul style="list-style-type: none"> <li>The Takashima Coal Museum, which was opened in 1988 as a facility to introduce the Takashima Coal Mine, features photographs that</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Guidance to the property                             <ul style="list-style-type: none"> <li>A proactive way is needed to guide visitors from the Takashima Coal Museum to the Takashima Coal Mine.</li> </ul> </li> <li>Dissemination of information in the guidance facilities                             <ul style="list-style-type: none"> <li>There is insufficient dissemination of information at the Takashima Coal Museum of the value of the</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Guidance to the property                             <ul style="list-style-type: none"> <li>Access to the island will be improved to proactively guide visitors from the Takashima Coal Museum to the Takashima Coal Mine.</li> </ul> </li> <li>Improvement of guidance facilities                             <ul style="list-style-type: none"> <li>The Takashima Coal Museum will be placed as the core facility for providing information on the Takashima Coal Mine, and its displays</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review and reconsider boat and bus transport in order to guide visitors from the Takashima Coal Museum to the property.</li> <li>Improve displays and explanations at the Takashima Coal Museum.</li> <li>Install boards explaining the</li> </ul>			
	Visitors' feeling of satisfaction is sufficient											

			<ul style="list-style-type: none"> <li>• Installation of markings of assumed location of buildings and tram rail remains based on old photographs (not including 2025-)</li> </ul>	None	Yes	<p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p> <p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p>	<p>depict the history of Takashima as it developed along with the coal mine. It also has displays of the equipment used at the mine, a model that shows the mine shafts at that time, mine carts and other heavy machinery, the clothing worn by the miners, and so on. Information and explanatory boards are installed that show the various remains on the island. In addition, there is a model of Hashima (1/100th scale) outside.</p> <ul style="list-style-type: none"> <li>➢ Installation of World Heritage Plaque <ul style="list-style-type: none"> <li>•The commemorative World Heritage Plaque was installed.</li> </ul> </li> <li>➢ Installation of explanatory boards <ul style="list-style-type: none"> <li>•Installing explanatory boards that offer an overview of the remains.</li> </ul> </li> <li>➢ Installation of diorama <ul style="list-style-type: none"> <li>•Installing a diorama that allows visitors to visually understand the overview of the remains.</li> </ul> </li> <li>➢ Installation of ceramic panel photographs of underground remains <ul style="list-style-type: none"> <li>•In order to allow visitors to visualize what the site looked like before the remains were re-buried, ceramic photo panels are being installed.</li> </ul> </li> <li>➢ Installation of historic site signpost <ul style="list-style-type: none"> <li>•Installing a signpost to indicate that the property is a historic site.</li> </ul> </li> <li>➢ Dissemination through other media <ul style="list-style-type: none"> <li>•Information is being made available to the public through a leaflet (4 languages) and through websites: "Takashima Kanko Nabi," "Atto Nagasaki," and "Nagasaki-shi Sekai Isan Suishinshitsu Homepage."</li> </ul> </li> <li>➢ Install Signage <ul style="list-style-type: none"> <li>•Information can be accessed on mobile devices.</li> </ul> </li> </ul>	<p>Takashima Hokkei Pit (part of the Takashima Coal Mine), and so a better way to convey that value is needed.</p> <ul style="list-style-type: none"> <li>➢ Effective conveyance <ul style="list-style-type: none"> <li>•Because the coal mine facilities cannot be ascertained aboveground, an effective method is needed to convey the location of facilities at the time they were in use and the mining system.</li> </ul> </li> <li>➢ Renewal of Signage <ul style="list-style-type: none"> <li>•Signage, which allows visitors to access information on their mobile devices that lets them learn about the history of the site and the value of this world heritage, must be properly updated with the latest information.</li> </ul> </li> </ul>	<p>and explanations of other coal mines in Japan and of the "Sites of Japan's Meiji Industrial Revolution" will be improved.</p> <p>Connecting the historical nature of the sites from the Takashima Hokkei Pit to the Nakanoshima Coal Mine and the Hashima Coal Mine, the museum will clarify the excavation process of the coal mining industry's production process.</p> <ul style="list-style-type: none"> <li>➢ Effective conveyance <ul style="list-style-type: none"> <li>•Boards explaining the underground remains, explanatory boards that show the assumed location of related remains based on photographic and other evidence, and guide signs pointing to nearby facilities will be installed. Explanatory boards will feature old photographs and simple content, and using a uniform design and scale that is in keeping with the landscape, methods will also be used to address the needs of people with disabilities and foreign visitors.</li> </ul> </li> <li>➢ Development of a tour route <ul style="list-style-type: none"> <li>•A board explaining the mining-related remains and guide signs to the nearby facilities will be installed, and a Takashima Coal Mine Guided Course will be set that connects the Takashima Coal Museum and the related sites (all of Takashima, the viewing point for the Hashima and Nakanoshima Coal Mines, etc.) in historical order.</li> </ul> </li> <li>➢ Creation of a viewing plaza <ul style="list-style-type: none"> <li>•Create a viewing plaza where explanatory boards and such can be placed in a way that allows visitors to view the facilities from the same angles as are shown in old photographs.</li> </ul> </li> <li>➢ Renewal of Signage <ul style="list-style-type: none"> <li>•Signage, which allows visitors to access information on their mobile devices that lets them learn about the history of the site and the value of this world heritage, will be properly updated with the latest information.</li> </ul> </li> <li>➢ Use of 3D, VR, and other technologies <ul style="list-style-type: none"> <li>•Actively use 3D, VR, and other technologies to provide visual content that gives visitors a real sense of what the site looked like when it was operational.</li> </ul> </li> <li>➢ Improvements to pamphlet, website, etc. <ul style="list-style-type: none"> <li>•The pamphlets, website, and other media will be improved in order to disseminate information on the overall Takashima Coal Mine sites in a way that lets visitors understand the individual remains of the mines and their relationship to one another.</li> </ul> </li> </ul>	<p>underground remains, explanatory boards that show the assumed location of related remains based on photographic and other evidence, and guide signs pointing to nearby facilities.</p> <ul style="list-style-type: none"> <li>➢ Consider establishing a "Takashima Coal Mine Guided Course" that connects the Takashima Coal Museum and the related sites.</li> <li>➢ Install explanatory boards, etc., that enable visitors to view the site from the same angle as old photographs.</li> <li>➢ After disposing of the village wastewater treatment facility, consider repurposing the relevant building as a visitor learning facility and a rest area. (2029-)</li> <li>➢ Create a tour route that leads visitors to the old coal loading port, the Glover's Secondary Residence, etc.</li> <li>➢ Install guide signs that are marked in the pavement along the roads in keeping with the appropriate tour flow.</li> <li>➢ In order to allow visitors to imagine how the site looked when the mine was operational, secure the view between the property and the old coal loading port. (2029-)</li> <li>➢ Properly update Signage with the latest information.</li> <li>➢ Use 3D, VR, and other digital technology.</li> <li>➢ Periodically review contents of pamphlets, websites, and other forms of information dissemination.</li> </ul>
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							<ul style="list-style-type: none"> <li>➢ Deliberations on removing unnecessary items                     <ul style="list-style-type: none"> <li>·Because of the “village wastewater treatment facility,” which is unrelated to the mining facility, it is not possible to visually convey to visitors the system for transporting coal to the loading port.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Effective use of space created after removing unnecessary items                     <ul style="list-style-type: none"> <li>·After disposing of the village wastewater treatment facility, the relevant building will be repurposed as a visitor learning facility where guests can learn about the Takashima Coal Mine and the mining system, and as a rest area. Also, a new tour route will be created that leads visitors to the old coal loading port on the north side.</li> </ul> </li> <li>➢ Installation of guide signs                     <ul style="list-style-type: none"> <li>·Guide signs will be marked in the pavement along the roads in keeping with the appropriate tour flow.</li> </ul> </li> <li>➢ Securing of views                     <ul style="list-style-type: none"> <li>·In order to provide views that allow visitors to compare the current site with old photographs and envision the entire mining system—mining the coal, transporting to the port, and loading it onto ships—after the use of the village wastewater treatment facility has been discontinued it will be removed and the view between the Takashima Hokkei Pit and the old coal loading port will be secured.</li> </ul> </li> <li>➢ Creation of new tour route                     <ul style="list-style-type: none"> <li>·In order to expand the image for visitors, a new tour route will be created that will guide them along a path where they can view the site from the same perspective as seen in old photographs and that will guide them to the old coal loading port.</li> </ul> </li> <li>➢ Guide to the property                     <ul style="list-style-type: none"> <li>·A visitor route will be created that connects the Takashima Hokkei Pit, the old coal loading port, the Glover’s Secondary Residence, and so on.</li> </ul> </li> </ul>		
		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Deployment of docents (including volunteer guides)</li> </ul>	None	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.  Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.	<ul style="list-style-type: none"> <li>➢ Development of organizational framework                     <ul style="list-style-type: none"> <li>·Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>➢ Cooperation with relevant organizations                     <ul style="list-style-type: none"> <li>·Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Cooperation with relevant organizations                     <ul style="list-style-type: none"> <li>·In order to utilize Takashima Coal Mine as a resource for study and research, while at the same time working in cooperation with coal mine sites in other regions, such as the Ikeshima Coal Mine, to disseminate information, cooperation is needed not only with the Nagasaki Museum of History and Culture (operated by Nagasaki Prefecture and Nagasaki City), but also museums and survey institutes in other areas.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Participation of local community                     <ul style="list-style-type: none"> <li>·With regard to the content of the explanations offered by the local resident volunteer guides, by considering not only the results of survey conducted to date but also content developed in cooperation with local residents, the explanations will be improved to be more unbiased, precise, and easy to understand, which will further raise the interest of the local residents. In addition, in order to foster greater affinity for the local resources, the participation of local residents will be encouraged in the setting of guide courses conducted at the Takashima Coal Mine and Takashima Coal Museum and in the planning of the new tour route.</li> </ul> </li> <li>➢ Cooperation with universities                     <ul style="list-style-type: none"> <li>·We will continue to carry out joint survey to utilize the expertise of universities.</li> </ul> </li> <li>➢ Participation of local business</li> </ul>	<ul style="list-style-type: none"> <li>➢ Encourage participation of local residents when planning the new tour route.</li> <li>➢ Provide training for docents (including volunteer guides).</li> <li>➢ Carry out joint survey to utilize the expertise of universities.</li> <li>➢ Cultivate guides.</li> </ul>

Appendix 4

							<ul style="list-style-type: none"> <li>•NPOs, local community associations, and volunteer guides are working on conservation efforts and public awareness initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>•A system is needed to provide opportunities to learn about the value of the property, to provide opportunities to accurately share information on the status and plans for conservation and utilization, and to continuously support local resident guides and the activities of private businesspeople.</li> <li>➢ Human resource development In order to continuously implement site utilization and information dissemination in the future, there is a need to train personnel to handle information dissemination and survey, as well as personnel with advanced knowledge in preservation and coal mining.</li> </ul>	<ul style="list-style-type: none"> <li>•Assistance will be provided to train tour guides with the goal of strengthening cooperation with local businesses.</li> </ul>	
-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Use of 3D, VR, and other technologies</li> </ul>	None	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>➢ Installation of Signage •Information can be accessed on mobile devices.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Renewal of Signage •Signage, which allows visitors to access information on their mobile devices that lets them learn about the history of the site and the value of this world heritage, must be properly updated with the latest information.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Renewal of Signage •Signage, which allows visitors to access information on their smartphones that lets them learn about the history of the site and the value of this world heritage, will be properly updated with the latest information.</li> <li>➢ Use of 3D, VR, and other technologies •Actively use 3D, VR, and other technologies to provide visual content that gives visitors a real sense of what the site looked like when it was operational.</li> <li>➢ Creation of new tour route •In order to expand the image for visitors, a new tour route will be created that will guide them along a path where they can view the site from the same perspective as seen in old photographs and that will guide them to the old coal loading port.</li> <li>➢ Development of visitor route •A visitor route will be created that connects the Takashima Hokkei Pit, the old coal loading port, the Glover's Secondary Residence, and so on.</li> <li>➢ Installation of rest facilities •Rest facilities will be installed, avoiding the areas surrounding the remains.</li> <li>➢ Creation of viewing space •On the site of the village wastewater treatment facility, a viewing space will be installed with a diorama and explanatory board.</li> <li>➢ Improvements to surrounding areas •The site of the pool that was adjacent to the Glover's Secondary Residence will be turned into a park, and using the existing park and fishing port facilities, a visitor parking lot, bicycle parking lot, rest facility, toilets, and benches will be installed.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Properly update Signage with the latest information.</li> <li>➢ Use 3D, VR, and other digital technology.</li> <li>➢ Create a new tour route.</li> <li>➢ Consider the creation of a visitor route that connects the Takashima Hokkei Pit, the old coal loading port, the Glover's Secondary Residence, and so on.</li> <li>➢ Consider installation of rest facilities.</li> <li>➢ Consider creation of a viewing space.</li> <li>➢ Turn the site adjacent to the Glover's Secondary Residence into a park.</li> </ul>	



		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Deployment of docents (including volunteer guides)</li> </ul>	None	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>➢ Development of organizational framework                             <ul style="list-style-type: none"> <li>• Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>➢ Cooperation with relevant organizations                             <ul style="list-style-type: none"> <li>• Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> <li>➢ Free access                             <ul style="list-style-type: none"> <li>• There is no financial burden on visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Cooperation with relevant organizations                             <ul style="list-style-type: none"> <li>• In order to utilize Takashima Coal Mine as a resource for study and research, while at the same time working in cooperation with coal mine sites in other regions, such as the Ikeshima Coal Mine, to disseminate information, cooperation is needed not only with the Nagasaki Museum of History and Culture (operated by Nagasaki Prefecture and Nagasaki City), but also museums and survey institutes in other areas</li> </ul> </li> <li>➢ Human resource development                             <ul style="list-style-type: none"> <li>• In order to continuously implement site utilization and information dissemination in the future, there is a need to train personnel to handle information dissemination and survey, as well as personnel with advanced knowledge in preservation and coal mining.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Participation of local community                             <ul style="list-style-type: none"> <li>• With regard to the content of the explanations offered by the local resident volunteer guides, by considering not only the results of survey conducted to date but also content developed in cooperation with local residents, the explanations will be improved to be more unbiased, precise, and easy to understand, which will further raise the interest of the local residents. In addition, in order to foster greater affinity for the local resources, the participation of local residents will be encouraged in the setting of guide courses conducted at the Takashima Coal Mine and Takashima Coal Museum and in the planning of the new tour route.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Share information with guides and other relevant parties about conservation of the property, survey findings, etc.</li> </ul>
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<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
		<ul style="list-style-type: none"> <li>☆Satisfaction</li> <li>☆Time spent</li> <li>☆Understanding (Entire site)</li> <li>(Individual component part)</li> <li>☆Sparking of interest</li> <li>☆Intention to visit again (Relevant component part)</li> <li>(Other component parts)</li> <li>☆Percentage of problems indicated (Crowding)</li> <li>(Damage)</li> </ul>	<ul style="list-style-type: none"> <li>17.5%</li> <li>48.3%</li> <li>8.4%</li> <li>9.8%</li> <li>27.3%</li> <li>8.4%</li> <li>9.8%</li> <li>27.3%</li> <li>15.4%</li> <li>15.4%</li> <li>29.4%</li> <li>29.4%</li> <li>0.7%</li> <li>0.7%</li> <li>0.0%</li> <li>0.0%</li> </ul>	<ul style="list-style-type: none"> <li>33.8%</li> <li>10.5%</li> <li>8.4%</li> <li>9.8%</li> <li>27.3%</li> <li>15.4%</li> <li>15.4%</li> <li>29.4%</li> <li>29.4%</li> <li>0.7%</li> <li>0.7%</li> <li>0.0%</li> <li>0.0%</li> </ul>

Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Hashima Coal Mine (Component part 6-7)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	191,881	FY 2015	286,936	FY 2016	265,555	FY 2017	291,665	FY 2018	187,455
Number of visitors (daily peak)	FY 2014	-	FY 2015	-	FY 2016	1,282	FY 2017	1,403	FY 2018	1,408

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component parts (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents  ☆Existence of facilities /equipment for separation between visitors and the component part	0 incidents/year  Yes	0 incidents/year  Yes	Monitoring method: Inspection patrol records, etc.  Target: 0 (zero) incidents  Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan  Targets: Yes	<ul style="list-style-type: none"> <li>➢ Install fencing to prevent entry into areas other than visitor facilities</li> <li>•Fencing is installed around the viewing plazas in the visitor facility and along the tour route to prevent people from going outside of the visitor facilities.</li> <li>➢ Installation of warning signs</li> <li>•Signs warning that it is forbidden to be on the island without permission have been installed in a number of places around the perimeter of the island. Also, in the viewing plazas for tourists on the island, there is a sign installed that offers several cautions for those using the plazas.</li> <li>➢ Installation of surveillance cameras</li> <li>•Using fixed-point cameras, it is possible to check for unusual occurrences on the island.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Limits on tour area</li> <li>•Because the number of people seeking to land on the island is not expected to decrease, there is a need for continued control of the number of people allowed on the island at one time and the length of time they can stay.</li> <li>➢ Management &amp; maintenance of visitor facilities</li> <li>•Because the site is on the ocean, there is a strong possibility of damage from typhoons and other natural disasters, natural deterioration occurs at a relatively fast pace, and all materials and equipment for repairs must be brought in by boat, which makes the cost of managing and maintaining the visitor facilities, including protective fencing, quite high.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Limits on tour area</li> <li>•When people land on the island, they will be guided only to the production facility zone so that they can understand the way the Hashima Coal Mine was when it was in operation, the role that it played, and so on. The impact on the facility will be contained by prohibiting entry to areas outside of the tour route.</li> <li>➢ Tour area public facilities</li> <li>•Considering the impact on the remains and the fact that it is situated on an island in the sea, and given that a short time on the island is adequate, there are no plans to install rest areas, toilets, benches, or lighting for visitors.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Limit the impact on the remains by continuing to limit the tour area.</li> </ul>
		2.The operational arrangements for this purpose are in place	• Rules restricting access to site and time spent at site	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan  Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>➢ Limiting of areas where entrance is permitted</li> <li>•Rules have been established to prevent entry to areas other than the visitor facilities under the "Ordinance on limiting access to Hashima," and landings on the island are restricted to the visitor facilities created by the city of Nagasaki. The number of passengers on tour boats used to bring tourists to the island is limited to 20-222 people per boat, each company can operate two trips per day, and visitors can spend no more than one hour on the island.</li> <li>➢ Daily inspections</li> <li>•The local fishery</li> </ul>	<ul style="list-style-type: none"> <li>➢ Crime &amp; disaster prevention measures</li> <li>•This is fundamentally an unmanned facility, but there is a system in place for the local fishery cooperative and companies that operate tour boats to quickly notify the city of Nagasaki if they discover any intruders on the island or any abnormalities in the constituent elements of the site.</li> <li>➢ Human resource development</li> <li>•In order to utilize this property as a resource for study and research and to steadily disseminate information in cooperation with the remains of coal mines in</li> </ul>	<ul style="list-style-type: none"> <li>➢ Controls on operation of landing tour boats</li> <li>•For the island as a whole, by using the ordinance properly and controlling the operational conditions for tour boats to the island, the appropriate number of visitors who land on the island will be maintained and the impact on the remains will be limited.</li> <li>➢ Daily management &amp; maintenance</li> <li>•By involving volunteer guides, local residents, universities, and local businesses, it will raise interest and lead to human resource development. Also, it will decrease the cost burden.</li> <li>➢ Surveying the site in cases of unusual</li> </ul>	<ul style="list-style-type: none"> <li>➢ Continue to control landings on the island by tour boats.</li> <li>➢ Create a mechanism for rapid,</li> </ul>

							<p>cooperative has been asked to conduct daily inspections of the Hashima Coal Mine, and there is a system in place for them to quickly notify the city of Nagasaki of any natural disaster or deterioration.</p> <p>➤ Development of an organizational framework          ·Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</p> <p>➤ Cooperation with relevant organizations          ·Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</p>	<p>other areas, there is a need to train personnel to handle information dissemination and survey, as well as personnel with advanced knowledge in the areas of structural preservation and coal mining. Also, there needs to be a system for providing ongoing support for the local resident guides and private businesspeople who are conveying information to the tourists who visit the property, including providing opportunities for them to learn about the value of the property and opportunities to convey accurate information to them about the status of and plans for conservation and utilization of the site.</p>	<p>weather or disasters          ·If a natural disaster or other event occurs, efforts will be made to quickly assess the status of the remains.</p> <p>➤ Response at times of disaster or when there is the potential for a disaster to occur          ·If a disaster strikes, or if there is the risk of a disaster occurring, measures will be carried out to ensure the safety of visitors and the preservation of the remains.</p> <p>➤ Development of an organizational framework          ·Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</p> <p>➤ Cooperation with relevant organizations          ·Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</p>	<p>cooperative response by owners, tour boat companies, fishermen, and all relevant parties within the Nagasaki City government in case of a disaster or unusual conditions, or if there is the risk of a disaster or unusual conditions occurring.</p> <p>➤ Secure the posts and personnel needed in the Nagasaki municipal government for conservation and public utilization.</p>
<p><b>Component parts (A) / Surrounding environment (B)</b></p>	<p>1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	<p>1. The facilities and equipment are in place for ensuring the safety and security of visitors</p>	<p>☆Existence of facilities /equipment for separation between visitors and the component part</p>	Yes	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Yes</p>	<p>➤ Install fencing to prevent entry into areas other than visitor facilities          ·Fencing is installed around the viewing plazas in the visitor facilities and along the tour route to prevent people from going outside of the visitor facilities.</p>	<p>➤ Management &amp; maintenance of visitor facilities          ·Because the site is on the ocean, there is a strong possibility of damage from typhoons and other natural disasters, natural deterioration occurs at a relatively fast pace, and all materials and equipment for repairs must be brought in by boat, which makes the cost of managing and maintaining the visitor facilities, including protective fencing, quite high.</p>	<p>➤ Improvement of visitor facilities          ·A new tour route will be created using minimal space. Also, the appropriate management and maintenance will be undertaken, including improvements to the visitor facilities overall.</p> <p>➤ Tour area public facilities          ·Considering the impact on the remains and the fact that it is situated on an island in the sea, and given that a short time on the island is adequate, there are no plans to install rest areas, toilets, benches, or lighting for visitors.</p>	<p>➤ Continue to maintain the visitor facilities, including protective fencing, and respond quickly and appropriately if a disaster strikes or if natural deterioration occurs.</p>
		<p>2. The operational arrangements for this purpose are in place</p>	<p>• Deployment of safety guides</p>	Yes	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>➤ Limiting of areas where entrance is permitted          ·Rules have been established to prevent entry to areas other than the visitor facilities under the "Ordinance on limiting access to Hashima," and landings on the island are restricted to the visitor facilities created by the city of Nagasaki.</p> <p>➤ Deployment of safety</p>	<p>➤ Deployment of safety guides when visitors are on the island          ·There is a need for continued safety guidance for visitors.</p> <p>➤ Ways to respond to increasingly diverse visitors          ·In order to respond to the increasingly diverse visitors, training will be held in such areas as</p>	<p>➤ Response at times of disaster or when there is the potential for a disaster to occur          ·If a disaster strikes, or if there is the risk of a disaster occurring, measures will be carried out to ensure the safety of visitors and the preservation of the remains.</p>	<p>• Create guidelines, procedures, etc., for responding to disasters and natural deterioration.</p>

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							<p>guides when visitors are on the island</p> <ul style="list-style-type: none"> <li>•The staff of boat companies that operate the tour boats that land on the island are providing safety guidance to visitors.</li> </ul> <p>➤ Development of an organizational framework</p> <ul style="list-style-type: none"> <li>•Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> <p>➤ Cooperation with relevant organizations</p> <ul style="list-style-type: none"> <li>•Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul>	<p>communication skills, hospitality techniques, Japanese and foreign cultures and languages, and so on in response to the capacity and skills of the guides. In addition, emergency evacuation drills will be held with the goal of ensuring the safety of visitors.</p>	<p>➤ Development of an organizational framework</p> <ul style="list-style-type: none"> <li>•Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> <p>➤ Cooperation with relevant organizations</p> <ul style="list-style-type: none"> <li>•Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul>	<p>➤ • Secure the posts and personnel needed in the Nagasaki municipal government for conservation and public utilization.</p>
							<p>➤ Human resource development</p> <ul style="list-style-type: none"> <li>•In order to utilize this property as a resource for study and research and to steadily disseminate information in cooperation with the remains of coal mines in other areas, there is a need to train personnel to handle information dissemination and survey, as well as personnel with advanced knowledge in the areas of structural preservation and coal mining. Also, there needs to be a system for providing ongoing support for the local guides and private businesspeople who are conveying information to the tourists who visit the property, including providing opportunities for them to learn about the value of the property and opportunities to convey accurate information to them about the status of and plans for conservation and utilization of the site.</li> </ul>	<p>➤ Capacity-building for relevant actors</p> <ul style="list-style-type: none"> <li>•In order to respond to the increasingly diverse visitors, training will be held in such areas as communication skills, hospitality techniques, Japanese and foreign cultures and languages, and so on in response to the capacity and skills of the guides. In addition, emergency evacuation drills will be held with the goal of ensuring the safety of visitors.</li> </ul>	<p>➤ • Create a mechanism for a rapid, cooperative response by owners, tour boat companies, fishermen, and all relevant parties within the Nagasaki City government in case of a disaster or unusual conditions, or if there is the risk of a disaster or unusual conditions occurring.</p> <p>➤ • Communicate closely with relevant organizations and work together to share information.</p>	
	2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	• Existence of guides	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.  Targets: Items defined in	<p>➤ Installation of guidance facilities</p> <ul style="list-style-type: none"> <li>•<u>Takashima Coal Museum:</u> Founded in 1988 as a facility to introduce the remains of the Takashima Coal Mine, the museum features photographs that depict the history of</li> </ul>	<p>➤ Effective conveyance</p> <ul style="list-style-type: none"> <li>•Because it is hard to fully convey the history behind the Hashima Coal Mine, its world heritage value, and other aspects onsite, there is a need to come up with effective methods to explain those aspects of</li> </ul>	<p>➤ Information and explanations provided by guides</p> <ul style="list-style-type: none"> <li>•In light of Hashima's special landscape, no new explanatory signs will be installed. The guides will provide information and explanations.</li> </ul>	<p>➤ • Continue to have guides provide information and explanations.</p>
	Visitors' feeling of satisfaction is sufficient									

						<p>Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.</p>	<p>Takashima as it developed along with the coal mine. It also has displays of the equipment used at the mine, a model that shows the mine shafts at that time, mine carts and other heavy machinery, the clothing worn by the miners, and so on. Information and explanatory boards are installed that show the various remains on the island. In addition, there is a model of Hashima (1/100th scale) outside.</p> <p>• <u>Nagasaki City Gunkanjima Museum</u>: After first opening in 2003, the museum was renovated in 2009 to coincide with the start of sightseeing tours that land on Gunkanjima, and in 2016 it moved to a nearby public facility and expanded the content of its displays.</p> <p>• Through exhibits that feature panels, photographs, and models, it introduces the value and historic landscape of the Hashima Coal Mine as part of the World Heritage “Sites of Japan’s Meiji Industrial Revolution,” the history of the mine, the changes in the landfill, life on Hashima, and so on. It also shows the current state of Hashima using the latest 4K video.</p> <p>➢ Installation of World Heritage Plaque</p> <p>• A World Heritage Plaque was installed at viewing plaza no. 1.</p> <p>➢ Install aerial photographs</p> <p>• At viewing plaza no. 1, aerial photographs have been installed that provide a bird’s-eye view of Hashima Island as a whole.</p> <p>➢ Dissemination through other media</p> <p>• A leaflet (in 4 languages) is being distributed to users of sightseeing boats. In addition, information is also being made available to the public through websites: “Takashima Kanko Nabi,” “Atto Nagasaki,” “Gunkanjima (Hashima),” and “Nagasaki-shi Sekai Isan Suishinshitsu Homepage.”</p>	<p>the property.</p> <p>• Also, since much of the production facilities—such as the remains of the mine shaft scaffolding—has been lost, there is a need to devise a way to effectively convey the location of the facilities during that time period and the mining system that was used. Moreover, in order to effectively convey to visitors the history and value of the property as a whole and the place of the component parts, in conjunction with tours of the mining facilities, a mechanism is needed to provide learning opportunities at the Takashima Coal Museum, Nagasaki City Gunkanjima Museum, the Former Mitsubishi No.2 Dock House, and at other remains of coal mines in Nagasaki, including the Nakanoshima Coal Mine, the Ikeshima Coal Mine, and so on.</p>	<p>➢ Use of digital technology</p> <p>• In all of the viewing plazas, 3D, VR and other technologies will be used to allow visitors to use their mobile devices to visually experience what the entire production system was like when the site was operating.</p> <p>➢ Improvements to tour route</p> <p>• A new tour route will be created using minimal space that allows visitors to envision the mining system.</p> <p>➢ Publication of survey records</p> <p>• In order to allow visitors to understand the process from the formation of the island for undersea coal mining through to the closing of the mine, and the place that the Hashima mine holds in the history of the development and decline of the coal industry, the records of the remains and relics that were excavated during the underground archaeological survey will certainly be organized and the results will be made available to the public in the Takashima Coal Museum and the Nagasaki City Gunkanjima Museum.</p>	<p>➢ Introduce digital technology to let visitors visually experience what the entire production system was like when the site was operating.</p> <p>➢ Create a tour route that lets visitors envision the mining system. (2029–)</p> <p>➢ Organize survey records and make them public at relevant facilities.</p>
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		<p>2. The operational arrangements for this purpose are in place</p>	<ul style="list-style-type: none"> <li>• Training sessions for docents (including volunteer guides)</li> <li>※ Sessions are held in the city of Nagasaki and training covers the Nagasaki area.</li> </ul>	<p>1 time / year</p>	<p>1 time / year</p>	<p>Monitoring method: Reflect calendar and implementation status of events</p> <p>Targets: At least once per year</p>	<ul style="list-style-type: none"> <li>➢ Deployment of guides when visitors are on the island <ul style="list-style-type: none"> <li>•The staff of boat companies that operate the sightseeing boats that land on the island serve as guides for visitors at the three viewing plazas.</li> </ul> </li> <li>➢ Development of an organizational framework <ul style="list-style-type: none"> <li>•Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>➢ Cooperation with relevant organizations <ul style="list-style-type: none"> <li>•Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Providing information when the island is not accessible <ul style="list-style-type: none"> <li>•There is no other way for visitors to get to Hashima other than by boat, and by establishing standards such as requiring that tour boats coming to the island be under 100 tons in weight, for example, the city of Nagasaki is keeping the number of visitors to appropriate levels.</li> <li>•For that reason, there are times, such as during storms, when it is not possible to land on the island, and so there is a need to devise ways to provide information that do not require landing on the island in person.</li> </ul> </li> <li>➢ Cooperation with relevant organizations <ul style="list-style-type: none"> <li>•In order to utilize the Takashima Coal Mine as a resource for study and research, while at the same time working in cooperation with coal mine sites in other regions, such as the Ikeshima Coal Mine, to disseminate information, cooperation is needed not only with the Nagasaki Museum of History and Culture (operated by Nagasaki Prefecture and Nagasaki City), but also museums and survey institutes in other areas.</li> </ul> </li> <li>➢ Human resource development <ul style="list-style-type: none"> <li>•In order to utilize this property as a resource for study and research and to steadily disseminate information in cooperation with the remains of coal mines in other areas, there is a need to train personnel to handle information dissemination and survey, as well as personnel with advanced knowledge in the areas of structural preservation and coal mining. Also, there needs to be a system for providing ongoing support for the local guides and private businesspeople who are conveying information to the tourists who visit the property, including providing opportunities for them to learn about the value of the property and opportunities to convey accurate information to them about the status of and plans for conservation and utilization of the site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ Development of an organizational framework <ul style="list-style-type: none"> <li>•Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>➢ Cooperation with relevant organizations <ul style="list-style-type: none"> <li>•Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> <li>➢ Human resource development <ul style="list-style-type: none"> <li>•Technical and economic support will be given to cooperative groups for community revitalization, volunteer groups, and other activity-based groups and local communities in order to educate guides and train people involved in survey and restoration work, for example. In terms of capacity-building for relevant individuals, various programs will be carried out, including training for Nagasaki municipal government staff, volunteer clean-up activities and training for local businesspeople, training for tour guides, and lectures hosted by the cultural property division.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➢ •Secure the posts and personnel needed in the Nagasaki municipal government for conservation and public utilization.</li> <li>➢ •Communicate closely with relevant organizations and work together to share information.</li> <li>➢ •Provide training to docents (including volunteer guides).</li> <li>➢ •Cultivate guides.</li> </ul>
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	<p>3 Hospitality</p> <p>The comfort of visitors is sufficient</p>	<p>1. The facilities and equipment are in place for promoting enjoyment by visitors</p>	<ul style="list-style-type: none"> <li>Provision of information-disseminating devices that allow visitors to experience what the site was like when it was in operation and what other relevant locations outside the visitor area are like</li> </ul>	<p>No</p>	<p>Yes</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>Use of guide app <ul style="list-style-type: none"> <li>Visitors can use the Japan's Meiji Industrial Revolution Guide Application Passport on their mobile devices to further enjoy the property and deepen their understanding at the same time.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Effective conveyance <ul style="list-style-type: none"> <li>Because it is hard to fully convey the history behind the Hashima Coal Mine, its world heritage value, and other aspects onsite, there is a need to come up with effective methods to explain those aspects of the property.</li> <li>Also, since much of the production facilities—such as the remains of the mine shaft scaffolding—has been lost, there is a need to devise a way to effectively convey the location of the facilities during that time period and the mining system that was used. Moreover, in order to effectively convey to visitors the history and value of the property as a whole and the place of the component parts, in conjunction with tours of the mining facilities, a mechanism is needed to provide learning opportunities at the Takashima Coal Museum, Nagasaki City Gunkanjima Museum, the Former Mitsubishi No.2 Dock House, and at other remains of coal mines in Nagasaki, including the Nakanoshima Coal Mine, the Ikeshima Coal Mine, and so on.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Information and explanations provided by guides <ul style="list-style-type: none"> <li>In light of Hashima's special landscape, no new explanatory signs will be installed. The guides will provide information and explanations.</li> </ul> </li> <li>Use of digital technology <ul style="list-style-type: none"> <li>In all of the viewing plazas, 3D, VR and other technologies will be used to allow visitors to use their mobile devices to visually experience what the entire production system was like when the site was operating.</li> </ul> </li> <li>Improvements to tour route <ul style="list-style-type: none"> <li>A new tour route will be created using minimal space that allows visitors to see the mining system.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Continue to have guides provide information and explanations.</li> <li>Introduce digital technology to let visitors visually experience what the entire production system was like when the site was operating.</li> <li>Create a tour route that lets visitors envision the mining system. (2029–)</li> </ul>
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Appendix 4

		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Existence of administrative/operating body for information-disseminating equipment</li> </ul>	No	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and relevant plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>Response when the island is not accessible                             <ul style="list-style-type: none"> <li>The Gunkanjima Museum is being improved to provide a deeper understanding of the site to those who are unable to take a tour boat to the island and those passengers who are unable to disembark at the island due to poor weather or other reasons.</li> </ul> </li> <li>Development of an organizational framework                             <ul style="list-style-type: none"> <li>Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>Cooperation with relevant organizations                             <ul style="list-style-type: none"> <li>Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Providing information when the island is not accessible                             <ul style="list-style-type: none"> <li>There is no other way for visitors to get to Hashima other than by boat, and by establishing standards such as requiring that tour boats coming to the island be under 100 tons in weight, for example, the city of Nagasaki is keeping the number of visitors to appropriate levels.</li> <li>For that reason, there are times, such as during storms, when it is not possible to land on the island, and so there is a need to devise ways to provide information that do not require landing on the island in person.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Development of an organizational framework                             <ul style="list-style-type: none"> <li>Within the city of Nagasaki, the necessary personnel have been deployed in divisions such as cultural property, tourism, community center, world heritage, study of Nagasaki, municipal property, landscape planning, and urban planning, and they are working cooperatively.</li> </ul> </li> <li>Cooperation with relevant organizations                             <ul style="list-style-type: none"> <li>Working in cooperation with owners, local citizens, relevant organizations, the Agency for Cultural Affairs, the Cabinet Secretariat, government agencies related to World Heritage, as well as experts and research institutes in various fields in Japan and overseas, we are receiving the necessary guidance, advice, and support as we manage this historic site.</li> </ul> </li> <li>Human resource development                             <ul style="list-style-type: none"> <li>Technical and economic support will be given to cooperative groups for community revitalization, volunteer groups, and other activity-based groups and local communities in order to educate guides and train people involved in survey and restoration work, for example. In terms of capacity-building for relevant individuals, various programs will be carried out, including training for Nagasaki municipal government staff, volunteer clean-up activities and training for local businesspeople, training for tour guides, and lectures hosted by the cultural property division.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Secure the posts and personnel needed in the Nagasaki municipal government for conservation and public utilization.</li> <li>Communicate closely with relevant organizations and work together to share information.</li> <li>Provide training to docents (including volunteer guides).</li> <li>Cultivate guides.</li> </ul>
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<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again
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	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
☆Satisfaction	52.2%	52.2%	Targets: Attain average value, attain and maintain maximum value, reduce percentage of
☆Time spent	2.2%	2.2%	
☆Understanding (Entire site)	1.8%	1.8%	



		(Individual component part)	2.6%	2.6%	problems indicated to 0 (zero)
		☆Sparking of interest	37.9%	39.8%	
		☆Intention to visit again			
		(Relevant component part)	11.4%	13.2%	
		(Other component parts)	18.0%	20.8%	
		☆Percentage of problems indicated			
		(Crowding)	12.9%	2.5%	
		(Damage)	0.0%	0.0%	

Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Former Glover House and Office (Component part 6-8)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	1,035,796	FY 2015	1,221,243	FY 2016	987,822	FY 2017	996,075	FY 2018	348,523
Number of visitors (daily peak)	FY 2014	—	FY 2015	—	FY 2016	7,631	FY 2017	10,086	FY 2018	3,523

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			Indicators ☆: Common	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Component parts (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents  ☆Existence of facilities /equipment for separation between visitors and the component part (Time during which facilities are closed)	46 incidents/year  Yes	0 incidents/year  Yes	Monitoring method: Inspection patrol records, etc.  Target: 0 (zero) incidents Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan  Targets: Yes	➤ Establishment of areas where entrance is restricted ·A portion of the interior of the building is not open to the public and entrance is restricted.	➤ Review of tour routes and methods ·There has been deterioration and wear on the building because of the method of making the site accessible to the public, where visitors are allowed to walk around the building freely, and therefore a review is needed of that method of making the site open to the public. ·Because the fittings are regularly open to the public, wind and rain have affected the building, causing peeling of the wallpaper on walls and ceilings, and so consideration should be given to such measures as limiting the entrances and exits to the building and rethinking the tour route.	➤ Establishment of new rules for visitors ·As the number of visitors is expected to rise in the future, the following rules will be established to manage visitors to the Former Glover House and Office. ① There will be only one entrance and one exit. ② A tour course will be determined and guide signs will be installed in the rooms. ③ The appropriate air conditioning equipment will be installed. ④ In order to carry out cleaning and repairs, certain times and rooms will be designated as closed to the public.	➤ Establish new rules for visitors.
		2. The operational arrangements for this purpose are in place	· Establishment of times or rooms closed to the public for repairs and cleaning	No	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan  Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	➤ Management by designated administrator ·The designated administrator who is commissioned by the city of Nagasaki to manage the Glover Garden is conducting the cleaning of the building, maintenance inspections, and external landscape maintenance such as flowerbed and trees in daily tasks, and is training employees assigned to daily tasks.	➤ Review of maintenance frequency and methods ·Because the property is open year-round, it is impossible to secure time to carry out maintenance repairs on the buildings, and so the method of managing cleaning and maintenance should be reconsidered.	➤ Installation of air conditioning equipment to minimize deterioration ·In addition to installing air conditioning equipment to keep deterioration within the buildings to a minimum, adequate time should be allowed for cleaning the interiors as well by rethinking the tour route.	➤ Consider installation of air conditioning equipment. ➤ Designate the appropriate frequency and time for maintenance.
Component parts (A) / Surrounding environment (B)	1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆Existence of facilities /equipment for separation between visitors and the component part (Time during which facilities are closed)	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan  Targets: Yes	➤ Review of design of information and explanatory boards ·There are multiple types of information and explanatory boards that have been installed over time since the initial opening of the Glover Gardens.  ➤ Tree management ·There are still sago palms, soapberry trees, and other	➤ Review of design of information and explanatory boards ·The design of the information and explanatory boards needs to be unified.  ➤ Tree management ·The trees have grown very large, and as a result, the	➤ Installation of information and explanatory boards with unified logo/design ·Guide signs will be consolidated and swapped out for signs with a unified design that allows for universal design and four languages (Japanese, English, Chinese, Korean). Explanatory and guide signs will be designed in a way that does not obstruct the landscape.  ➤ Pruning and felling of trees along the guide path and ensuring a barrier-	➤ Replace explanatory and guide signs.  ➤ Cut down or prune trees along the tour

						<p>trees growing at the Former Glover House and Office and in the buffer zone that are thought to have been in existence since the time period when Glover was active in Nagasaki.</p> <p>view toward the port of Nagasaki that is seen from the garden of the Glover House and Office is different than it was in 1864, and so there is a need to restore the landscape closer to what it was in the past.</p> <p>free path</p> <ul style="list-style-type: none"> <li>• Trees that are obstructing the views must be pruned or taken down. In order to maintain the value of this component part and bring it closer to its condition during the time when Glover was residing there, trees that fall into the following categories will be subject to pruning, replanting, or taking down:             <ol style="list-style-type: none"> <li>① Those that have a harmful impact on building maintenance management.</li> <li>② Those that are clearly inconsistent with the garden as it was during Glover's era.</li> <li>③ Those that adversely affect the ability to appreciate the exterior of the Former Glover House and Office.</li> <li>④ Those that obstruct the view of the port of Nagasaki from the front yard of the Former Glover House and Office.</li> </ol> </li> </ul> <p>route that obstruct views or present a safety hazard.</p>				
		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Existence of a process to ensure the safety of visitors in case of an emergency at the property or in the surrounding environment</li> </ul>	Yes	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>➤ Ensuring of barrier-free guidance for visitors to the Glover Garden             <ul style="list-style-type: none"> <li>• In order to safely lead visitors up the hill and to direct them in turn from the Former Mitsubishi No. 2 Dock House that serves as a guidance facility to the Former Glover House and Office, two barrier-free moving walkways are installed in the Glover Garden.</li> </ul> </li> <li>➤ Deployment of guards             <ul style="list-style-type: none"> <li>• In addition to conducting inspection patrols of the component parts and surrounding environment, guards provide safety guidance for the visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Ensuring of barrier-free access             <ul style="list-style-type: none"> <li>• There are different levels in some areas of the stone pavement of the garden path, the entryways to the Former Glover House and Office, and the building interiors, and these need to be made barrier free in a way that does not impinge on the authenticity of the site.</li> </ul> </li> <li>➤ Cooperation between the designated administrator and the owner (city of Nagasaki)             <ul style="list-style-type: none"> <li>• If unusual conditions are discovered during the inspection patrols of the component parts and surrounding environment that require repair or remedial construction, the designated administrator in the case of repairs and the city/owner in the case of remedial construction must determine the appropriate methods, and so there are cases that require a good deal of time to resolve.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Creating barrier-free guide path             <ul style="list-style-type: none"> <li>• Those parts of the Former Glover House and Office and the Glover Garden that are not yet barrier free will be modified to allow barrier-free access to the extent possible without damaging the value of the property and the landscape.</li> </ul> </li> <li>➤ Clarification of roles of the designated administrator and the owner (city of Nagasaki) and speeding up of processes             <ul style="list-style-type: none"> <li>• The division of labor and the procedural flow should be clarified in advance in preparation for any repairs or renovations that may be needed.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Modify areas that are not yet barrier free to allow barrier-free access to the extent possible without damaging the value of the property and landscape.</li> <li>➤ Establish procedural flow to ensure visitor safety in the case of unusual conditions at the property or surrounding environment.</li> </ul>
Promotion of understanding  Visitors' feeling of satisfaction is sufficient	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>• Installation of household furniture and other furnishings that are appropriate to facilities at the time period</li> </ul>	No	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and relevant facility provision plans, etc.</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and relevant plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>➤ Installation of guidance facilities             <ul style="list-style-type: none"> <li>• A panel display and video system on the first floor of the Former Mitsubishi No. 2 Dock House provides an explanation of World Heritage.</li> <li>➤ Displays in the Former Glover House and Office             <ul style="list-style-type: none"> <li>• In addition to the display of furnishings and such in the living spaces of the Former Glover House and Office that are open to the public, there are panels and materials on display in some of the rooms.</li> </ul> </li> </ul> </li> <li>➤ Review of contents and methods of the explanations of the property             <ul style="list-style-type: none"> <li>• There is insufficient explanation of how the Former Glover House and Office fit within the context of the World Heritage and the settlement, or of Glover's role in modern Nagasaki history.</li> <li>• The displays do not reflect recent survey results and have not been updated, so there is a need to promote and publicize the findings of those surveys efforts.</li> <li>• The display and utilization of the site for amusement is occurring, but its value as an important cultural property and as World Heritage are not adequately conveyed to visitors, and thus the content of displays must be reviewed.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Revisions to contents and methods of the explanations             <ul style="list-style-type: none"> <li>• In the Former Glover House and Office and the front yard, panels featuring old drawings and photographs of the settlement, a replica of the cannon shown in old photographs, and other items will be installed.</li> <li>• Household furniture, other furnishings, and equipment will match the relevant time period. In the stables and barn, and in the storage shed, a display will reenact how items were used at that time based on survey.</li> <li>• Explanatory panels and digital video equipment will be installed to introduce Glover's work and how he lived.</li> <li>• In order to accurately convey to visitors the positional relationship between the Former Glover House and</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Consider recreating the front yard and Japanese garden based on old photographs.</li> <li>➤ Install explanatory panels and digital video equipment within the house.</li> <li>➤ Install appropriate household furniture and other furnishings to facilities at the time period.</li> <li>➤ Display panels inside the house and in the front yard using old drawings and photographs.</li> <li>➤ Restore the site to its original state, displaying a replica cannon, etc.</li> </ul>		

Appendix 4

		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Training sessions for docents (including volunteer guides)</li> <li>※Sessions are held in the city of Nagasaki and training covers the Nagasaki area.</li> </ul>	1 time / year	1 time / year	Monitoring method: Reflect calendar and implementation status of events Targets: At least once per year	<ul style="list-style-type: none"> <li>➢ Introduction of audio tour covering the Glover Garden as a whole</li> <li>• Audio guide devices are available to rent that allow visitors to hear explanations of the facilities in multiple languages.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Review of personnel structure</li> <li>• There is a need to develop personnel who can handle information dissemination and survey, as well as personnel who have advanced knowledge regarding preservation and public utilization of structures.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Human resource development</li> <li>• To develop human resources, training sessions will be held at least once a year for Nagasaki Saruku’s guides and administrators in order to promote greater understanding.</li> <li>➢ Training of experts who can hand down the World Heritage value</li> <li>• In addition to deploying personnel who have advanced knowledge regarding preservation and public utilization of structures as designated administrator, organizations, conferences, and study groups will be created to share information with local businesses and research institutions.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Provide training for docents (including volunteer guides).</li> <li>➢ Cultivate guides.</li> <li>➢ Deploy personnel with advanced knowledge as designated administrator and create opportunities to share information with local businesses and research institutions.</li> </ul>
	3 Hospitality The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Participation in conferences and other events related to the use of the Former Glover House and Office</li> </ul>	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and relevant plans for provision of tourism facilities, etc. Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and relevant plans for provision of tourism facilities, etc.	<ul style="list-style-type: none"> <li>➢ Garden illuminated during a limited time period</li> <li>• During a set time period, the buildings in the Garden are lit up, and a roughly 300,000-bulb display has been installed.</li> <li>➢ Projection mapping is done during a limited time period</li> <li>• During the garden’s nighttime hours, projection mapping is used to explain Nagasaki’s history from the end of the Edo period through the Meiji period—centered on the life and former residence of Glover—in a way that is easy for visitors to understand at the Former Glover House and Office.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Review of lighting method for decorative lighting</li> <li>• The light from decorative lighting is obscuring the illumination of the Former Glover House and Office, etc., as well as the lighting of the giant cantilever crane, so there is a need to coordinate the hues, heights, and quantity of light.</li> <li>• Because the wiring for the lighting is obstructing the view during the daylight hours of operation, the color of the wiring and the way in which it is installed must be reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Review of lighting method for decorative lighting</li> <li>• Given that there are illumination-related events held in downtown Nagasaki, coordination should be carried out between the event coordinating committee, the designated administrator, and the city of Nagasaki. Within the Glover Garden, in addition to limiting the scope of the lighting installation, certain rules should be set, such as lowering the height of the lighting, in order to ensure that the value of the component parts and cultural property are not lost.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Consider the balance of decorative lights.</li> </ul>
		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Existence of administrative/operating body</li> </ul>	Yes	Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan and relevant plans for provision of tourism facilities, etc. Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan and relevant plans for provision of tourism facilities, etc.	<ul style="list-style-type: none"> <li>➢ Nighttime hours held during a limited time period</li> <li>• From mid-July to December 25 and other periods, the park is open to the public at night on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rethinking of park hours</li> <li>• A clearer understanding is required of the needs of visitors regarding the hours during which the park is open to the public—including the current night-time hours offered on a regular basis—and the entrance fees.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Drawing visitors in cooperation with the neighboring Oura Cathedral</li> <li>• In order to encourage visitors at the nearby Oura Cathedral (a component part of the World Heritage site “Hidden Christian Sites in the Nagasaki Region”) to come to the Former Glover House and Office, the garden’s hours and timing of the illumination of decorative lighting will be coordinated, an accessway will be improved, and events will be held.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Understand facility operating policies—including with regard to decorative lighting—at related organizations.</li> </ul>

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again		Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year  Targets: Attain average value, attain and maintain maximum value, reduce percentage of problems indicated to 0 (zero)
		☆Satisfaction	28.0%	33.8%	
		☆Time spent	5.3%	2.9%	
		☆Understanding			
		(Entire site)	25.3%	12.6%	
		(Individual component part)	33.9%	15.17%	
		☆Sparking of interest	17.5%	24.4%	
		☆Intention to visit again			
		(Relevant component part)	12.3%	13.2%	
		(Other component parts)	15.0%	20.8%	
		☆Percentage of problems indicated (Crowding)	1.1%	0.8%	
(Damage)	0.6%	0.3%			



Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Miike Coal Mine: Miyanohara Pit • Coal Railway (Component part 7-1)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	2,835	FY 2015	72,849	FY 2016	33,723	FY 2017	28,300	FY 2018	22,965
Number of visitors (daily peak)	FY 2014	650	FY 2015	1,925	FY 2016	2,224	FY 2017	1,768	FY 2018	1,737

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			Indicators ☆: Common	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Component parts (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆ Unsafe incidents	<u>Miyanohara Pit</u> 0 incidents/year Yes	<u>Miyanohara Pit</u> 0 incidents/year Yes	Monitoring method: Inspection patrols by guides/monitors Targets: 0 (zero) incidents	<ul style="list-style-type: none"> <li>➤ The Miyanohara Pit is a public facility and so there are guides from the Silver Human Resource Center stationed there at all times during operating hours and the site is locked when the facility is closed.</li> <li>➤ Currently, the Coal Railway is accessible to the public at all times, and dangerous locations are marked with warning signs or partitions have been installed to prevent entry. In addition, municipal employees patrol the site daily, and inspections of the property and elements are conducted when weeding and cleaning are carried out, while a communication system is in place. However, there are no facilities or equipment to preserve the property as a whole from damage.</li> </ul> <p>The area of the Miyanohara Pit and Coal Railway combined is vast, covering approximately 90,000 m<sup>2</sup> just in the city of Omuta.</p>	<ul style="list-style-type: none"> <li>➤ The daily management of the buildings and structures within the grounds of the Miyanohara Pit is generally being taken care of, but because of the large scope of the property, there is a need in the long term to consider methods for preserving the environment and landscape, including weeding, cleaning, etc.</li> <li>➤ The Coal Railway traverses prefectural and municipal roads and rivers, but the bridges, bridge piers, etc. that are crossing those features are deteriorating, and they need to be inspected and repaired. Also, although patrols are conducted daily along with weeding and cleaning tasks, because of the large scope of the property, there is a need to consider effective methods for preserving the landscape. Also, there are no security facilities for the property as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>➤ For the time being, the basic approach to the Miyanohara Pit is to maintain it in its current condition, and the site will continue to be monitored while considering future methods to conserve the landscape.</li> <li>➤ Bridge inspections and repairs will be carried out on the Coal Railway. Security strategies will also be considered.</li> </ul>	<ul style="list-style-type: none"> <li>➤ At the Miyanohara Pit, for the time being, take the basic approach of maintaining it in its current condition and continue to monitor the site, while ascertaining the condition of the property in advance to preemptively avoid physical damage.</li> <li>➤ At the Coal Railway, conduct a survey investigation in FY2018–2020 within the context of the site improvement plan to understand the current conditions of the site, and from FY2021, immediately carry out inspections and repairs of each bridge and bridge pier. Aim to install security equipment for the property as a whole.</li> </ul>
			☆ Existence of facilities /equipment for separation between visitors and the component part	<u>Coal Railway</u> 0 incidents/year No	<u>Coal Railway</u> 0 incidents/year Yes	Monitoring method: Hold regular meetings of city and guides Targets: 1 time/month				

		<p>2. The operational arrangements for this purpose are in place</p>	<ul style="list-style-type: none"> <li>Number of patrols</li> <li>Number of monitors, etc.</li> <li>Holding of emergency drills</li> </ul>	<p><u>Miyanohara Pit</u> 359 times/year, 359 people 1 time/year</p> <p><u>Coal Railway</u> 180 times/year, 180 people 0 times/year</p>	<p><u>Miyanohara Pit</u> 359 times/year, 359 people 1 time/year</p> <p><u>Coal Railway</u> 180 times/year, 180 people 0 times/year</p>	<p>Monitoring method: Inspection patrols by guides/monitors Targets: Patrols are carried out every time the facility is open</p> <p>Monitoring method: Hold regular meetings of city and guides Targets: 1 time/month</p>	<ul style="list-style-type: none"> <li>The Miyanohara Pit is a facility that is open to the public free of charge and is managed and operated on a daily basis by the city and the guides, and during operating hours, there is a guide/monitor present at all times.</li> <li>Changes in the condition of the property and other issues are being addressed while maintaining close communication with the national and prefectural governments.</li> <li>At the Coal Railway, municipal employees are carrying out weeding and cleaning work while at the same time conducting daily inspection patrols, and a communication system is in place.</li> </ul>	<ul style="list-style-type: none"> <li>While daily management of the buildings and structures within the Miyanohara Pit grounds is being carried out, because of the large scope of the property, there is a need to consider a more efficient and effective management system.</li> <li>Because the Coal Railway property is vast, and given that it includes bridges and other structures that traverse prefectural and municipal roads and rivers, it is difficult to comprehensively manage every nook and cranny of the property under the current system. A more efficient and effective management system must be considered. Also, although efforts are being made to cooperate with stakeholders and local conservation councils, the continuity when there are personnel changes has been insufficient.</li> </ul>	<ul style="list-style-type: none"> <li>While maintaining the current system for the daily management of the buildings and structures within the Miyanohara Pit grounds, methods of landscape preservation for the truly vast scope of this property into the future will be considered.</li> <li>At the Coal Railway, personnel system for administering the vast property and a long-term plan for its maintenance and management in the future will be considered. Thought must also be given to educating related businesses, including stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain the current system for daily management at the Miyanohara Pit for now, and at the same time create a manual for more efficient and effective management, create a long-term plan, and also annually secure budget for maintenance and management.</li> <li>At the Coal Railway, maintain the current system for daily management for now, and at the same time create a manual for more efficient and effective management, create a long-term plan, and also annually secure budget for maintenance. Also, carry out regular communications and information-sharing with stakeholders.</li> </ul>
<p><b>Component parts (A) / Surrounding environment (B)</b></p>	<p>-1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	<p>1. The facilities and equipment are in place for ensuring the safety and security of visitors</p>	<p>☆ Existence of facilities /equipment for separation between visitors and the component part</p>	<p><u>Miyanohara Pit</u> Yes</p> <p><u>Coal Railway</u> No</p>	<p><u>Miyanohara Pit</u> Yes</p> <p><u>Coal Railway</u> Yes</p>	<p>Monitoring method: Inspection patrols by monitors Targets: 0 (zero) incidents</p> <p>Monitoring method: Hold regular meetings with monitors Targets: 1 time/month</p>	<ul style="list-style-type: none"> <li>With regard to those structures, etc., within the Miyanohara Pit visitor area where safety measures are undeveloped, simple barricades and no-entry signs have been installed, and along with drawing attention to the danger, access is restricted to those spots that are by all means dangerous.</li> <li>Currently, the Coal Railway is accessible to the public at all times, and areas where safety measures are undeveloped or dangerous locations are marked with warning signs or barricades, etc., have been installed to prevent entry, and there are warnings and restrictions on access. From FY2018, based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, work is being done on safety measure improvements aimed at expanding the area open</li> </ul>	<ul style="list-style-type: none"> <li>The property as a whole was built during the late Meiji Era, and so it is gradually deteriorating day by day, requiring that close attention be paid to ensuring visitor safety. However, there are some parts where preserving the OUV and ensuring visitor safety are not compatible (e.g., barrier-free access).</li> <li>There is a similar issue at the Coal Railway in terms of compatibility between the deterioration of the site and the need to ensure visitor safety. There is a need to steadily carry out improvements in keeping with the improvement schedule, utilizing budget from national subsidy programs, but that should be reconciled within the overall budget needed for improvements.</li> </ul>	<ul style="list-style-type: none"> <li>In order to deepen the understanding of the property, the public area of the Miyanohara Pit will be expanded, and within that context, planned improvements for safety measures (repair, reinforcement, partition, etc.) will be carried out based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan.</li> <li>Similarly, based on the Plan, safety fencing, partitions, etc., will be improved at the Coal Railway.</li> </ul>	<ul style="list-style-type: none"> <li>Carry out development of the Miyanohara Pit property based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan. In that context, also tackle visitor safety measures and aim to implement safer and easy-to-understand improvements.</li> <li>Carry out development at the Coal Railway based on the above-noted Plan. In that context, also tackle visitor safety measures and aim to implement safer and easy-to-understand improvements. Also, given that the above-noted Plan extends over the long term and requires certain and constant financial resources, work to secure funds from national subsidy, etc.</li> </ul>

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		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Number of patrols</li> <li>Number of monitors, etc.</li> </ul>	<u>Miyano-hara Pit</u> 359 times/year, 359 people  <u>Coal Railway</u> 180 times/year, 180 people	<u>Miyano-hara Pit</u> 359 times/year, 359 people  <u>Coal Railway</u> 180 times/year, 180 people	Monitoring method: Reflect implementation status of site improvement plan Targets: Items defined in site improvement plan	to the public.  ➤ The Miyano-hara Pit is a facility that is open to the public free of charge and is managed and operated on a daily basis by the city and the guides, and during operating hours, there is a guide/monitor present at all times.  ➤ At the Coal Railway, municipal employees are carrying out weeding and cleaning work while at the same time conducting daily inspection patrols, and a communication system is in place.	➤ Everyday visitor safety measures are being carried out at the Miyano-hara Pit, and overall are being managed appropriately.  ➤ Minimal safety measures are being devised for the limited public areas of the Coal Railway (setting areas where entry is prohibited, installing warning signs, etc.), but there has been inadequate monitoring of the entire, broad property.	➤ While maintaining the current management/operation of the Miyano-hara Pit for the time being, ways to ensure visitor safety will be considered based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan.  ➤ While maintaining the current management/operation of the Coal Railway for the time being, based on the above-mentioned Plan, efforts will be made to expand the area open to the public while also strengthening the safety measures (setting areas where entry is prohibited, installing warning signs, etc.) as needed.	➤ While maintaining the current management/operation of the Miyano-hara Pit, improve the safety by carrying out the site improvement plan and review the management system based on trends in the number of visitors.  ➤ While maintaining the current management/operation of the Coal Railway, improve the safety by carrying out the site improvement plan and review the management system based on trends in the number of visitors.			
2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	Visitors' feeling of satisfaction is sufficient	<ul style="list-style-type: none"> <li>Establishment of visitor center</li> <li>Improvement of guides, etc.</li> </ul>			Monitoring method: Reflect implementation status of relevant site improvement plan, etc. Reflect implementation status of site improvement plan  Targets: Items defined in relevant site improvement plan, etc. Items defined in site improvement plan	➤ The appropriate explanatory signs have been installed to explain the content of the buildings and other facilities within the Miyano-hara Pit property.  ➤ On days when the property is open, tours are carried out by facility guides. Using Signage, an audio guide system (in English, Chinese, and Korean) is available that can be used with a smartphone or tablet, and tablets are loaned out at the facility free of charge.  ➤ The appropriate explanatory signs have been installed to explain the content of the Coal Railway property.	➤ Although explanatory signs are installed within the Miyano-hara Pit facilities, there are many cases when they are not functioning adequately due to issues with the tour route, etc. Also, because there is no visitor center, there has been insufficient construction of a common World Heritage display.  ➤ While there are satisfactory personnel for guides, because people are becoming elderly, there is a fear that there will be a lack of successors.  ➤ At the Coal Railway, there is no other guide function provided other than the explanatory signs.	➤ The creation of a visitor center at the Miyano-hara Pit will be considered, based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan.  ➤ In addition to of course human resource development for guides, initiatives will also be developed to secure personnel.  ➤ Based on the above-mentioned Plan, not only explanatory signs but also the creation of a promenade and the securing of new means of transport will be considered. ➤ Expansion of the guide services, such as guided tours at fixed times, will be considered.	➤ Based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, create a visitor center at the Miyano-hara Pit and enhance the common World Heritage display.  ➤ As a guide organization, create a mechanism for securing personnel.  ➤ At the Coal Railway, steadily implement the above-mentioned Plan. Work to improve the skills of guides, and create a mechanism for guiding Coal Railway as well.			



		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Deployment of docents (including volunteer guides)</li> </ul>	<p><u>Miyanochara Pit</u> 20 people</p> <p><u>Coal Railway</u> No</p>	<p><u>Miyanochara Pit</u> 30 people</p> <p><u>Coal Railway</u> 5 people</p>	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc.</p> <p>Targets: : Items defined in relevant plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>During operating hours, facility guides are regularly offering tours of the Miyanochara Pit. Guide system explanations and loaner tablets are available at all times.</li> <li>Also, to correctly convey the World Heritage value, training sessions are being held each year for facility guides and city employees.</li> <li>There are no guides at the Coal Railway.</li> </ul>	<ul style="list-style-type: none"> <li>The guides at the Miyanochara Pit possess adequate skills, but it is possible that fiscal circumstances at the local government could result in an inadequate posting of personnel. Although training sessions are held annually for relevant persons, it has not led to an improvement in skill levels.</li> <li>Since there are no guides at the Coal Railway, it is difficult to explain the value to visitors.</li> </ul>	<ul style="list-style-type: none"> <li>Efforts will be made to secure the funding needed to ensure a certain number of guide personnel for the Miyanochara Pit. Efforts will be made not only to improve the skills of guides, but also to recruit new guides, promote exchanges with guides from other Sites of Japan's Meiji Industrial Revolution, etc.</li> <li>While it would be difficult to have guides permanently stationed at the Coal Railway, using them when events or functions are being held will be considered.</li> </ul>	<ul style="list-style-type: none"> <li>Secure the funding needed annually to ensure a certain number of guides for the Miyanochara Pit.</li> <li>Hold guide training sessions held in the areas by the World Heritage Council for the Sites of Japan's Meiji Industrial Revolution and carry out exchanges among guides within the Miike area.</li> <li>At the Coal Railway, hold events and functions several times per year and use the opportunity to explain the value of the site.</li> </ul>
-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	The comfort of visitors is sufficient	<ul style="list-style-type: none"> <li>Existence of dining facility</li> <li>Existence of toilets, etc.</li> </ul>	<p><u>Miyanochara Pit</u> Yes Yes</p> <p><u>Coal Railway</u> No No</p>	<p><u>Miyanochara Pit</u> Yes Yes</p> <p><u>Coal Railway</u> Yes No</p>	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities</p> <p>Targets: : Items defined in relevant plans for provision of tourism facilities</p>	<ul style="list-style-type: none"> <li>There is commercial space (combined with a dining space) in the grounds of the Miyanochara Pit, which sells local specialties and souvenirs.</li> <li>Each fall, a Coal Mine Festival is held to sell products and promote understanding of the property, and it draws many visitors.</li> <li>There are no dining facilities, toilets, etc., on the Coal Railway property.</li> <li>Each fall, a Coal Mine Festival is held to sell products and promote understanding of the property, and it draws many visitors.</li> </ul>	<ul style="list-style-type: none"> <li>The commercial space at the Miyanochara Pit is temporary construction, and the level of the products and services offered needs to be improved.</li> <li>The holding of a regular event in the fall has become customary, but there is a need to expand events and functions in other seasons as well.</li> <li>In the future, the minimal level of convenience facilities (e.g., toilets and parking) will be needed at the Coal Railway.</li> </ul>	<ul style="list-style-type: none"> <li>Based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, improvement of the dining facility at the Miyanochara Pit will be considered.</li> <li>There is a need to consider plans for events throughout the year that are organized around themes, for example.</li> <li>At the Coal Railway, consideration will be given to installing toilets, etc., in conjunction with the creation of a promenade, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, create a dining/guidance facility (visitor center) in the parking lot at the Miyanochara Pit. To do so, utilize the national subsidy programs, etc., to annually secure the budget for this.</li> <li>Connect multiple Meiji Industrial Revolution sites in Omuta and Arao through the Coal Mine Festival and hold annual events to promote broader public access to the properties and encourage understanding of the history of the mines.</li> <li>At the Coal Railway, create a promenade based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization. Also, utilize the national subsidy programs, etc., and annually secure the budget for this.</li> </ul>
	2. The operational arrangements for this purpose are in place		<ul style="list-style-type: none"> <li>Existence of administrative/operating body</li> </ul>	<p><u>Miyanochara Pit</u> Yes</p> <p><u>Coal Railway</u> Yes</p>	<p><u>Miyanochara Pit</u> Yes</p> <p><u>Coal Railway</u> Yes</p>	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities</p> <p>Targets: : Items defined in relevant plans for provision of tourism facilities</p>	<ul style="list-style-type: none"> <li>A contract has been signed with a private business owner who manages and operates a product space at the Miyanochara Pit.</li> <li>Also, an executive committee has been formed by the cities of Omuta and Arao and private businesses, which carries out a Coal Mine Festival on November 3 every year.</li> </ul>	<ul style="list-style-type: none"> <li>In terms of dining facilities at the Miyanochara Pit, there is a need for the city and private organizations to work together to strengthen the hospitality services.</li> <li>Also, greater cooperation is needed with local residents and organizations to use the November 3 Coal Mine Festival to promote regional development.</li> </ul>	<ul style="list-style-type: none"> <li>At the Miyanochara Pit, in conjunction with development carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, a survey of visitor satisfaction and other initiatives will be carried out, while at the same time, the city-private sector functions will be strengthened in order to expand the content of the dining facility.</li> </ul>	<ul style="list-style-type: none"> <li>At the Miyanochara Pit, conduct a survey of visitors in conjunction with development carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, and work together with private organizations to aim for improved public utilization of the site.</li> <li>Manage the Coal Mine</li> </ul>

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								<ul style="list-style-type: none"> <li>Throughout the year, the executive committee will systematically work on carrying out the Coal Mine Festival.</li> </ul>	<p>Festival executive committee throughout the year to ensure its effectiveness.</p>
								<ul style="list-style-type: none"> <li>At the Coal Railway, in conjunction with development carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, the operational/management system will be considered.</li> </ul>	<ul style="list-style-type: none"> <li>At the Coal Railway, in conjunction with development and improvements carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, search for a better management system and aim to outsource management and operations integrated with Miyahara Pit to a private organizations.</li> </ul>
								<ul style="list-style-type: none"> <li>Because the Coal Railway covers a vast area, it presents difficulties in terms of operating and managing the site.</li> </ul>	
								<ul style="list-style-type: none"> <li>The Coal Railway is directly managed and operated by the city, but there are no sales facilities, toilets, etc.</li> </ul>	



<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year Targets: Attain average value, attain and maintain maximum value, reduce percentage of problems indicated to 0 (zero)
		<ul style="list-style-type: none"> <li>☆Satisfaction 50.9%</li> <li>☆Time spent 0.0%</li> <li>☆Understanding 1.8%</li> <li>☆Sparking of interest 33.3%</li> <li>☆Intention to visit again 19.3%</li> <li>☆Percentage of problems indicated 0.0%</li> </ul>	<ul style="list-style-type: none"> <li>52.2%</li> <li>0.0%</li> <li>0.0%</li> <li>39.8%</li> <li>23.4%</li> <li>0.0%</li> </ul>	



Miike Coal Mine: Manda Pit (Component part 7-1)

Appendix 1 Visitor Management Strategy for Individual Component Parts (Form C)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	31,345	FY 2015	113,112	FY 2016	55,590	FY 2017	45,765	FY 2018	39,956
Number of visitors (daily peak)	FY 2014	2,645	FY 2015	2,754	FY 2016	9,000	FY 2017	10,620	FY 2018	10,620

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component parts (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents	<u>Manda Pit</u> 0 incidents/year Yes	<u>Manda Pit</u> 0 incidents/year Yes	Monitoring method: Inspection patrols by monitors Targets: 0 (zero) incidents	<ul style="list-style-type: none"> <li>➤ The designated administrator is stationed at the Manda Pit at all times during operating hours, and a security company's unmanned surveillance system has been installed for times when the site is closed.</li> <li>➤ At the Coal Railway, dangerous locations are marked with warning signs or partitions have been installed to prevent entry, but there are no facilities or equipment to preserve the property as a whole from damage.</li> <li>➤ The area of the Manda Pit and the Coal Railway combined is vast, covering approximately 13 ha just in the city of Arao.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The daily management of the buildings and structures within the grounds of the Manda Pit is generally being taken care of, but because of the large scope of the property (particularly the area outside the designated administration district), there is a need in the long term to consider methods for preserving the landscape, including weeding, cleaning, etc.</li> <li>➤ The Coal Railway traverses national, prefectural, and municipal roads as well as the JR Kagoshima Line, but the bridges, etc., that are crossing those features are deteriorating, and they need to be inspected and repaired. Also, although patrols are conducted daily along with weeding and cleaning tasks, because of the large scope of the property, there is a need to consider effective methods for preserving the landscape. Also, there are no security facilities for the property as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>➤ For the time being, the basic approach to the Manda Pit is to maintain it in its current condition, and the site will continue to be monitored while considering future methods to conserve the landscape.</li> <li>➤ Bridge inspections and repairs will be carried out quickly on the Coal Railway. While the inspections of the JR overpass, which has not yet been designated as a historic site, must be conducted by the city alone for the time being, the goal should be to have it named a national historic site in order to secure future funding. Discussions with JR Kyushu on historic site designations will continue. Also, security measures will be considered.</li> </ul>	<ul style="list-style-type: none"> <li>➤ For the time being, maintain the Manda Pit in its current condition as the basic approach and continue to monitor the site while considering future methods to conserve the landscape.</li> <li>➤ In addition to carrying out immediate inspections and repairs to the bridge portions of the Coal Railway from FY2019, aim to quickly have those parts that are not yet designated as national historic sites (e.g., JR overpass) receive that designation. Also, aim to install security equipment for the property as a whole.</li> </ul>
	No harm to land and materials of component part		☆Existence of facilities /equipment for separation between visitors and the component part	<u>Coal Railway</u> 0 incidents/year Yes	<u>Coal Railway</u> 0 incidents/year Yes	Monitoring method: Hold regular meetings with designated administrator Targets: 1 time/month				

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		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Number of patrols</li> <li>• Number of monitors, etc.</li> <li>• Holding of emergency drills</li> </ul>	<p><u>Manda Pit</u> 312 times/year, 312 people 1 time/year</p> <p><u>Coal Railway</u> 12 times/year, 50 people 0 times/year</p>	<p><u>Manda Pit</u> 312 times/year, 312 people 1 time/year</p> <p><u>Coal Railway</u> 12 times/year, 50 people 0 times/year</p>	<p>Monitoring method: Inspection patrols by monitors</p> <p>Targets: Patrols are carried out every time the facility is open</p> <p>Monitoring method: Hold regular meetings of city and designated administrator</p> <p>Targets: 1 time/month</p>	<p>➤ The daily operation and management of the Manda Pit, as a facility that is open to the public for a fee, is handled by the designated administrator and a monitor is stationed there during operating hours. Also, a security company's unmanned surveillance system has been installed for times when the site is closed.</p> <p>➤ At the Coal Railway, municipal employees patrol the site daily. Also, a system has been established to have the Silver Human Resource Center, which has been commissioned to carry out weeding and cleaning, report any anomalies they find during that process as needed.</p>	<p>➤ The daily management of the buildings and structures within the grounds of the Manda Pit is generally being taken care of by the designated administrator. However, because of the large scope of the property (particularly the area outside the designated administration district), there is a need in the long term to consider methods for preserving the landscape, including weeding, cleaning, etc.</p> <p>➤ At the Coal Railway, the bridge portions that traverse national, prefectural, and municipal roads as well as the JR Kagoshima Line were checked onsite by an expert who indicated that nearly all bridges, etc., are deteriorating, and that they need to be inspected and repaired. Accordingly, there is a need to determine the methods and secure funding for immediate inspections and repairs. Also, it is anticipated that due to the aging of its workers, in the near future the Silver Human Resource Center, which has been commissioned to carry out weeding and cleaning, will no longer be able to handle this work.</p>	<p>➤ While continuing to leave current daily management of the buildings and structures at the Manda Pit to the designated administrator, methods will be considered to conserve the landscape of this vast property (particularly the area outside the designated administration district) into the future.</p> <p>➤ At the Coal Railway, immediate inspection and repairs will be carried out on the bridge portions that traverse national, prefectural, and municipal roads as well as the JR Kagoshima Line. Also, in anticipation that the workers from the Silver Human Resource Center, which has been commissioned to carry out weeding and cleaning, will no longer be able to handle this work due to aging, etc., there is a need to decide right away on methods for landscape preservation in the future.</p>	<p>➤ While continuing to leave daily management of the buildings and structures at the Manda Pit to the current designated administrator, consider methods to conserve the landscape of this vast property (particularly the area outside the designated administration district) into the future.</p> <p>➤ From FY2019, bridge inspections and repairs are scheduled to be carried out using national subsidies. Continue discussions with JR Kyushu on national historic site designation for the JR overpass.</p> <p>➤ In regard to weeding and cleaning, consider potential methods for continued, efficient landscape preservation.</p>
<p><b>Component parts (A) / Surrounding environment (B)</b></p>	<p>-1 Safety and security</p> <p>Visitors' feeling of safety and security is sufficient</p>	1. The facilities and equipment are in place for ensuring the safety and security of visitors	<p>☆ Existence of facilities /equipment for separation between visitors and the component part</p>	<p><u>Manda Pit</u> Yes</p> <p><u>Coal Railway</u> Yes</p>	<p><u>Manda Pit</u> Yes</p> <p><u>Coal Railway</u> Yes</p>	<p>Monitoring method: Inspection patrols by monitors</p> <p>Targets: 0 (zero) incidents</p> <p>Monitoring method: Hold regular meetings with designated administrator</p> <p>Targets: 1 time/month</p>	<p>➤ At the Manda Pit, a visitor facility called Manda Pit Station has been created. Also, within the visitor areas, barricades and no-entry signs have been installed in buildings and other structures to restrict access where safety measures are undeveloped.</p> <p>➤ In terms of the areas of the Coal Railway where there is limited public access, the minimum safety measures are being taken, such as setting areas where entry is prohibited and installing warning signs.</p>	<p>➤ Based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, work has begun to develop safety measures aimed at expanding the area open to the public at the Manda Pit, but because of the issue of securing national subsidies and other funding, all can't be done in the short term.</p> <p>➤ The situation is the same in regard to the Coal Railway. Along with the construction that will be undertaken to repair buildings with the view of expanding the areas open to the public, there is a need</p>	<p>➤ Based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, the development of planned safety measures (repairs, reinforcements, partitions, etc.) will be undertaken at the Manda Pit with the goal of expanding the area open to the public.</p> <p>➤ Similarly, at the Coal Railway, safety fencing, partitions, and other improvements will be done. Improvements have begun to make all lines of the Coal Railway open to the public. The development of the Manda</p>	<p>➤ Consider strengthening safety measures (repairs, reinforcements, partitions, and other improvements) to accompany the expansion of public access at the Manda Pit based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan.</p> <p>➤ With regard to the Coal Railway, strengthen safety measures (safety fencing, partitions, and other improvements) from FY2018.</p> <p>➤ Also, in order to enable urgent work to be undertaken in any case,</p>

		2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Number of patrols</li> <li>Number of monitors, etc.</li> </ul>	<p><u>Manda Pit</u> 312 times/year, 312 people</p> <p><u>Coal Railway</u> 0 times/year, 0 people</p>	<p><u>Manda Pit</u> 312 times/year, 312 people</p> <p><u>Coal Railway</u> 0 times/year, 0 people</p>	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>The daily operation and management of the Manda Pit, as a facility that is open to the public for a fee, is handled by the designated administrator and a monitor is stationed there during operating hours. At dangerous locations, monitors are there to warn people at all time and are providing safe guidance to visitors.</li> <li>At the Coal Railway, municipal employees patrol the site daily, but they are not posted there at all times. For the Manda Pit, the Arao Sightseeing Association, which is the designated administrator for it, is in charge of daily management. The Coal Railway is directly administered by the city of Arao.</li> </ul>	<p>to ensure visitor safety. This needs to be done steadily, in keeping with the development schedule.</p> <ul style="list-style-type: none"> <li>Measures for the daily safety of visitors to the Manda Pit are conducted by the designated administrator and are generally implemented appropriately.</li> <li>In areas of the Coal Railway where there is limited public access, the minimum safety measures have been taken (e.g., setting areas where entry is prohibited and installing warning signs), but there is no equipment that can operate the entire vast area.</li> </ul>	<p>Pit facilities and the Coal Railway will steadily move forward.</p> <ul style="list-style-type: none"> <li>While maintaining the current daily management of the Manda Pit by the designated administrator for the time being, we will work with the designated administrator to consider how to ensure the safety of future visitors as we look to expand the area that is open to the public.</li> <li>At the Coal Railway, along with expanding the public areas of the site, safety measures (e.g., setting areas where entry is prohibited and installing warning signs) will be strengthened as needed and consideration will be given to installing a mechanical security system, etc., in the future.</li> </ul>	<p>make efforts to secure national subsidies or other funding.</p> <ul style="list-style-type: none"> <li>Maintain the current daily management of the Manda Pit by the designated administrator for the time being, and implement new visitor safety measures when the public areas of the site are expanded.</li> <li>At the Coal Railway, along with expanding the public areas of the site, strengthen safety measures (e.g., setting areas where entry is prohibited and installing warning signs) as needed from FY2018, and consider installation of a mechanical security system, etc.</li> </ul>		
		2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>Establishment of visitor center</li> <li>Improvement of guides, etc.</li> </ul>	Yes	Yes	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc. Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plans</p> <p>Targets: Items defined in relevant plans for provision of tourism facilities, etc. Items defined in Conservation, Restoration, Presentation and Public Utilization Plans</p>	<ul style="list-style-type: none"> <li>The appropriate explanatory signs have been installed to explain the content of the buildings and other facilities within the Manda Pit facilities. Manda Pit Station, which functions as a visitor center, has been opened, and there are displays including a diorama of the Manda Pit at the peak of its operations, photos from the time of its opening, tools used at the coal mine, etc. On days when the property is open, tours are carried out by facility guides. Using Signage, an audio guide system (in English, Chinese, and Korean) is available that can be used with a smartphone or tablet, and tablets are loaned out at the facility free of charge.</li> <li>Explanatory signs have been installed on the old platforms of the Coal Railway.</li> </ul>	<ul style="list-style-type: none"> <li>Although explanatory signs are installed within the Manda Pit facilities, there are many cases where they are not functioning adequately due to issues with the tour route, etc. It has been 10 years since Manda Pit Station was set up as a visitor center, and there is a need to change the displays, including the common World Heritage display. Also, although regular guided tours are being conducted, it is difficult to handle group tours. Although digital content (guide system) has been introduced, the actual usage by visitors is inadequate.</li> <li>There are no guide functions provided at the Coal Railway other than the explanatory signs.</li> </ul>	<ul style="list-style-type: none"> <li>The area open to the public at the Manda Pit will be expanded based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan in order to promote understanding of the coal production system among visitors. Changes to the displays in Manda Pit Station will be considered. Also, the way in which guided tours are operated (time, frequency, etc.) will be rethought and efforts will be made to promote utilization of digital content (guide system).</li> <li>Efforts will be made to improve the guide functions at the Coal Railway beyond the explanatory signs.</li> </ul>	<ul style="list-style-type: none"> <li>At the Manda Pit, with an eye toward expanding the areas accessible to the public from FY2018 based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, carry out repair work on buildings, development of the historic sites, etc. With regard to the display changes at Manda Pit Station, in addition to the cost design, consider means to secure funding. Also, rethink the way in which guided tours are operated (time, frequency, etc.) and work to promote utilization of digital content (guide system).</li> <li>At the Coal Railway, consider guidance methods other than explanatory signs (e.g., Internet-based guide systems).</li> </ul>	
			Visitors' feeling of satisfaction is sufficient									
				2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>Deployment of docents (including volunteer guides)</li> </ul>	Yes 23 people	Yes 30 people	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in relevant plans for provision of tourism facilities, etc.</p>	<ul style="list-style-type: none"> <li>At the Manda Pit, the facilities guides, including a former coal miner, conduct six guided tours (including Manda Pit Station) a day, once every hour from 10 a.m. to 3 p.m. on days when</li> </ul>	<ul style="list-style-type: none"> <li>Although guided tours are being offered at the Manda Pit, there are individual differences in the content of the explanation, the length of the tour, etc. Although the guide</li> </ul>	<ul style="list-style-type: none"> <li>In light of the expansion of the public areas of the Manda Pit, the content, methods, etc., of the guided tours will be rethought. With regard to the guide system, efforts will be made to make people fully</li> </ul>	<ul style="list-style-type: none"> <li>Rethink the content, methods, etc., of the guided tours at the Manda Pit in light of the expansion of the public areas of the site. Work to make people fully aware of the guide</li> </ul>

Appendix 4

								<p>the site is open. The audio guide system explanations and the free loan of tablets are available at all times.</p> <p>➤ Also, to correctly convey the World Heritage value to visitors, annual training sessions are being held in Arao for the Manda Pit designated administrator, facility guides, monitors, and city employees.</p> <p>➤ There are no docents (volunteer guides, etc.) at the Coal Railway.</p>	<p>system is available, awareness among visitors is not sufficient and therefore utilization has been low.</p> <p>➤ Although training sessions are held annually for relevant persons, it has not led to an improvement in skill levels.</p> <p>➤ Since there are no docents (volunteer guides, etc.) at the Coal Railway, it is difficult for visitors to understand it.</p>	<p>aware of its availability and at the same time improve user-friendliness.</p> <p>➤ Efforts will be made to improve the skills of guides through local guide training sessions as well as through exchanges with guides from other areas.</p> <p>➤ While it would be difficult to have guides permanently stationed at the Coal Railway, temporarily deploying them when events or functions are being held will be considered. Also, introduction of the guide system will be considered.</p>	<p>system, and at the same time improve user-friendliness.</p> <p>➤ In addition to guide training sessions in the areas held by the World Heritage Council for the Sites of Japan's Meiji Industrial Revolution, exchanges are also being carried out among guides through the Miike Area Omotenashi Promotion Council, which was jointly established in FY2016 with the cities of Omuta and Uki.</p> <p>➤ At the Coal Railway, while it would be difficult to have guides permanently stationed there, consider deploying them when events and functions are held. Consider introducing a guide system.</p>
-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Existence of dining facility</li> <li>• Existence of toilets, etc.</li> </ul>	Yes Yes	Yes Yes	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in relevant plans for provision of tourism facilities, etc.</p>	<p>➤ At the Manda Pit, in November 2018, a commercial space (combined with a dining space) was created on adjacent land, which sells local specialties and souvenirs.</p> <p>➤ Every spring and fall, events for the general public are held that include the sale of products and stage events, and these draw large numbers of visitors to the Manda Pit.</p> <p>➤ There are currently no facilities at the Coal Railway.</p>	<p>➤ At the Manda Pit, a commercial space (combined with a dining space) opened on adjacent land, which sells local specialties and souvenirs, but the level of the products and services offered needs to be improved.</p> <p>➤ The holding of regular events in the spring and fall has become customary, but there is a need to expand events and functions in other seasons as well.</p> <p>➤ In the future, consideration is needed of developing the minimal level of convenience facilities (e.g., toilets and parking) at the Coal Railway.</p>	<p>➤ Because there is a certain facility available at the Manda Pit, a survey of visitor needs will be conducted and expansion of equipment will be considered if needed.</p> <p>➤ Also, there is a need to consider plans for events throughout the year that are organized around themes, for example.</p> <p>➤ At the Coal Railway, in light of the development of a promenade, for example, based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, while considering the development of the minimal level of convenience facilities, thought should also be given to walking events and such.</p>	<p>➤ Because there is a certain facility available at the Manda Pit, conduct a survey of visitor needs and consider expansion of the equipment as needed.</p> <p>➤ Also, from FY2019, it is expected that plans for events will be implemented throughout the year organized around themes, etc.</p> <p>➤ At the Coal Railway, in light of the development of a promenade, etc., based on the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, consider developing the minimal level of convenience facilities, and think about holding walking events and such.</p>		
	2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Existence of administrative/operating body</li> </ul>	Yes	Yes	<p>Monitoring method: Reflect implementation status of relevant plans for provision of tourism facilities, etc.</p> <p>Targets: Items defined in relevant plans for provision of tourism facilities, etc.</p>	<p>➤ At the Manda Pit, the designated administrator for both the Manda Pit and Manda Pit Station, the Arao Sightseeing Association, opened a commercial facility (Marugoto Arao Bussankan) at its own expense in November</p>	<p>➤ At the Manda Pit, there is a visitor center (Manda Pit Station) and a commercial facility (Marugoto Arao Bussankan). Looking ahead, there is a need for the two facilities to work together to strengthen</p>	<p>➤ While asking visitors to the Manda Pit for their opinions, plans will be made to improve Manda Pit Station and Marugoto Arao Bussankan.</p>	<p>➤ Since the commercial facility at the Manda Pit just opened, for the time being, observe the response of visitors. Consider responding to the feedback from visitors as appropriate.</p>		

							<p>2018 and is running that.</p> <ul style="list-style-type: none"> <li>➤ Also, as designated administrator, holds the Manda Pit Citizens Festival (April 29) in cooperation with local residents and the Manda Pit Festival (November 3) in cooperation with the city, etc., with stage performances, food booths, and more, which are expected to draw large numbers of visitors each year.</li> <li>➤ Although there are no regular events at the Coal Railway, there are occasional events such as walking events held by NPOs.</li> </ul>	<p>their hospitality services.</p> <ul style="list-style-type: none"> <li>➤ There is also a need for the designated administrator and the city to work together to carry out events and other mechanisms throughout the year for the enjoyment of the visitors.</li> <li>➤ Because the Coal Railway covers a vast site, there is a need to consider installing convenience facilities for visitors along with the development of a promenade, etc., that will allow visitors to tour the entire site.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Also, the designated administrator and the city will work together to carry out events and other mechanisms throughout the year for the enjoyment of the visitors.</li> <li>➤ At the Coal Railway, in conjunction with the development of a promenade, etc., to be carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan, the operational/management system will be considered.</li> <li>➤ Moreover, there is a need to find ways to develop human resources who can implement community development utilizing local resources.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Also, from FY2019, the designated administrator and the city will work together to carry out events and other mechanisms throughout the year for the enjoyment of the visitors.</li> <li>➤ Consider the operational/management system at the Coal Railway in conjunction with the development of a promenade, etc., to be carried out under the Miike Coal Mine Conservation, Restoration, Presentation and Public Utilization Plan.</li> <li>➤ From FY2018, a research project is being conducted in collaboration with University of Fukuoka and others in order to train people who will become leaders who can work on community development utilizing the Manda Pit and other resources.</li> </ul>
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<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year Targets: Attain average value, attain and maintain maximum value, reduce percentage of problems indicated to 0 (zero)
		☆Satisfaction	50.9%	
		☆Time spent	0.0%	0.0%
		☆Understanding	1.8%	0.0%
		☆Sparking of interest	33.3%	39.8%
		☆Intention to visit again	19.3%	23.4%
		☆Percentage of problems indicated	0.0%	0.0%



Miike Port (Component part 7-1)

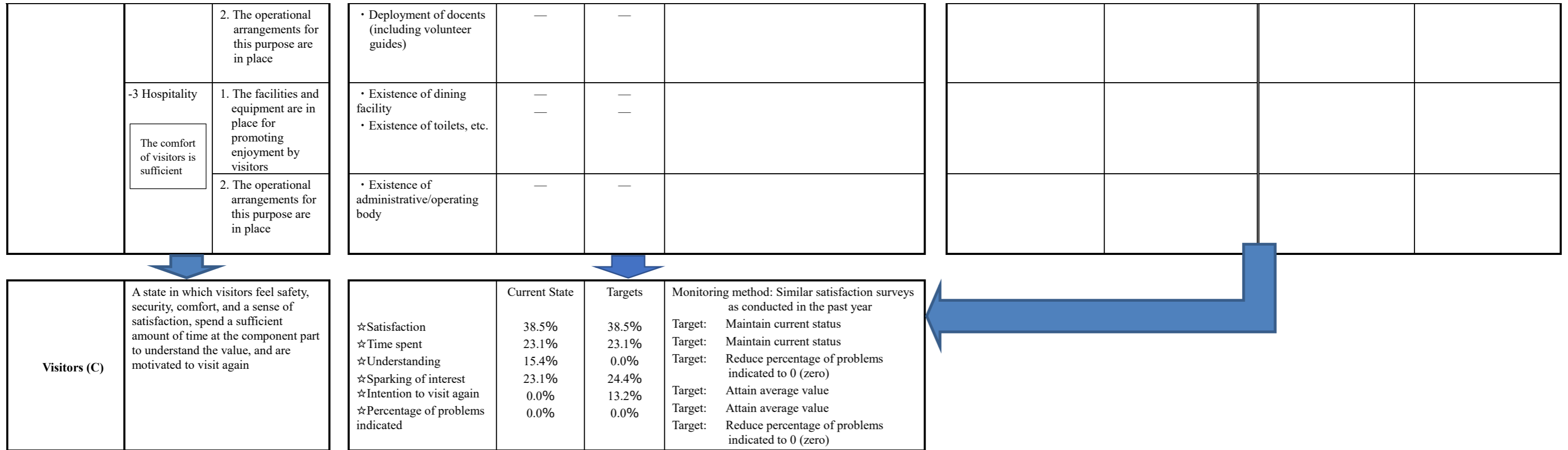
I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	—	FY 2015	33,244	FY 2016	25,386	FY 2017	24,982	FY 2018	22,892
Number of visitors (daily peak)	FY 2014	—	FY 2015	—	FY 2016	5,289	FY 2017	6,866	FY 2018	6,649

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			☆: Common							
Component parts (A)	Physical damage No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents ☆ Existence of facilities /equipment for separation between visitors and the component part	— Yes	— Yes		➢ The component site is a port that is currently operating, and thus the majority of the scope of the property is not open to the general public.		➢ The industrial activity will continue and port functions will be maintained. ➢ With regard to locations where visitor access would interfere with port activities, access will continue to be restricted, and as a rule, those areas will not be opened to the public.	➢ The industrial activity will continue and port functions will be maintained. ➢ With regard to locations where visitor access would interfere with port activities, access will continue to be restricted, and as a rule, those areas will not be opened to the public.
		2. The operational arrangements for this purpose are in place	• Number of patrols • Number of monitors, etc.	— —	— —					
Component parts (A) / Surrounding environment (B)	-1 Safety and security Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆ Existence of facilities /equipment for separation between visitors and the component part	Yes	Yes		➢ The component site is a port that is currently operating, and thus the majority of the scope of the property is not open to the general public.	➢ There are few locations where it is possible for visitors to come in direct contact with the component parts of the property. The parking lot set up at the observation deck is a temporary facility. Ongoing development is needed.	➢ The main features are sightseeing at the Miike Port observation deck and the Miike Lock Gates viewing point. ➢ Information will be disseminated using such facilities as the Old Nagasaki Customs House Miike Branch Office and the Mikawa Pit.	➢ The main features are sightseeing at the Miike Port observation deck and the Miike Lock Gates viewing point. ➢ Information will be disseminated using such facilities as the Old Nagasaki Customs House Miike Branch Office and the Mikawa Pit.
		2. The operational arrangements for this purpose are in place	• Number of patrols • Number of monitors, etc.	— —	— —					
	2 Promotion of understanding Visitors' feeling of satisfaction is sufficient	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	• Establishment of visitor center • Improvement of pamphlet • Improvement of guides, etc.	— 1 —	— 1 —					





Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Misumi West Port (Component part 7-2)

Appendix 1 Visitor Management Strategy for Individual Component Parts (Form C)

I. Trend in daily visitors

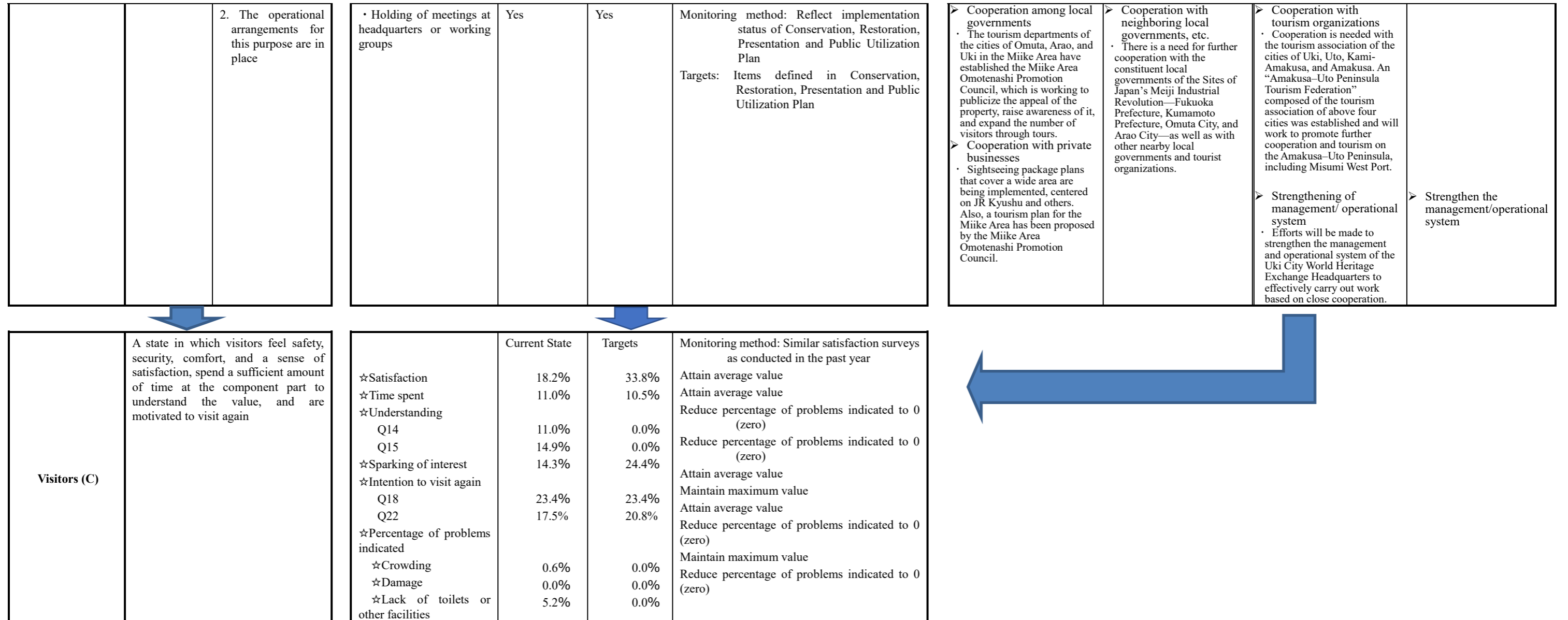
Number of visitors (year-long total)	FY 2014	329,458	FY 2015	516,985	FY 2016	311,874	FY 2017	292,828	FY 2018	229,916
Number of visitors (daily peak)	FY 2014	1,168	FY 2015	1,935	FY 2016	1,479	FY 2017	1,069	FY 2018	6,649

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			*Select or add suitable indicators	Current state	Targets	Method of measuring/calculating indicators	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
			Indicators ☆: Common			*Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.				
Component parts (A)	Physical damage  No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents  ☆ Existence of facilities /equipment for separation between visitors and the component part  • Sign renewal  • Establishment of tour route	0 incidents/year Yes  No  No	0 incidents/year Yes  Yes  Yes	Monitoring method: Inspection patrol records, etc. Target: 0 (zero) incidents Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Installation of warning signs                             <ul style="list-style-type: none"> <li>Signs are installed to indicate proper manners, etc., when using the site.</li> </ul> </li> <li>Machine-based surveillance                             <ul style="list-style-type: none"> <li>Five surveillance cameras are installed.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Diverse visitors                             <ul style="list-style-type: none"> <li>Many visitors come to the site to fish, and they leave trash and do not demonstrate proper manners, etc. Also, there are warning signs that are deteriorating and need to be replaced.</li> </ul> </li> <li>Clarification of tour route                             <ul style="list-style-type: none"> <li>Within the Misumi West Port, the tour route is not clearly indicated.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Publicizing the site among visitors                             <ul style="list-style-type: none"> <li>Appeals will be made for improved manners through the use of notices at the guidance center, pamphlets, etc., while at the same time, a unified design will be used when replacing warning signs.</li> </ul> </li> <li>Setting tour route                             <ul style="list-style-type: none"> <li>The tour route will be set and efforts will be made to guide visitors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Replace warning signs</li> <li>Set tour route</li> </ul>
		2. The operational arrangements for this purpose are in place	• Holding of liaison meetings  • Existence of plans/implementation	Yes  Yes	Yes  Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Management by designated administrator, etc.                             <ul style="list-style-type: none"> <li>The property's prefectural and city lands are managed and regularly cleaned by the designated administrator and others.</li> </ul> </li> <li>Management by designated administrator, etc.                             <ul style="list-style-type: none"> <li>Although the site is being managed by the designated administrator and others, due to the large scope of the property and the fact that it includes privately owned land as well, it is difficult to cover the entire site.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Holding of liaison meetings                             <ul style="list-style-type: none"> <li>Along with improving the system for the designated administrator and others, efforts will be made to create a management system in cooperation with local residents, tour guides, and community organizations.</li> </ul> </li> <li>Ongoing work                             <ul style="list-style-type: none"> <li>Monitoring and survey work will continue to be implemented, and depending on the degree of degradation or damage, repairs will be implemented.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Hold liaison meetings</li> <li>Plan &amp; implement surveys, repairs, etc.</li> </ul>	
Component parts (A) / Surrounding environment (B)	-1 Safety and security  Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆ Existence of facilities /equipment for separation between visitors and the component part  • Existence of completed development	Yes  No	Yes  Yes	Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan Targets: Yes Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan	<ul style="list-style-type: none"> <li>Establish sightseeing course                             <ul style="list-style-type: none"> <li>There are portions of the sidewalk along Japan National Route 57 that are narrow, and although it is currently a quiet residential area, many cars travel along there at high speeds, and thus from the perspective of placing priority</li> </ul> </li> <li>Parking during events                             <ul style="list-style-type: none"> <li>At Misumi West Port, many of those who come to fish are using part of the parking lot, but there has been no shortage of parking spaces during normal times. However, there are parking shortages when events are held.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Use of public transportation                             <ul style="list-style-type: none"> <li>Efforts will be made to advise visitors to use the Misumi East Port parking lot or to use public transportation if there is a lack of parking due to events, etc.</li> </ul> </li> </ul>		

						<p>Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<p>on traffic safety and the peaceful lives of local residents, the current sightseeing course avoids Route 57, the highway overpass, the town layout, and so on, focusing instead on the port area.</p> <ul style="list-style-type: none"> <li>➤ Machine-based surveillance</li> <li>• Five surveillance cameras are installed.</li> </ul>		<ul style="list-style-type: none"> <li>➤ Development of green areas and open spaces</li> <li>• In order to improve the safety and accessibility for local residents and visitors, improvements will be made to open spaces, the guided route, and parking lots.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Develop green areas and open spaces</li> </ul>
	2. The operational arrangements for this purpose are in place		<ul style="list-style-type: none"> <li>• Holding of liaison meetings</li> </ul>	Yes	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>➤ Management by designated administrator, etc.</li> <li>• The property's prefectural and city lands are managed and regularly cleaned by the designated administrator and others.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Management by designated administrator, etc.</li> <li>• Although the site is being managed by the designated administrator and others, due to the large scope of the property and the fact that it includes privately owned land as well, it is difficult to cover the entire site.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Holding of liaison meetings</li> <li>• Along with improving the system for the designated administrator and others, efforts will be made to create a management system in cooperation with local residents, tour guides, and community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Create a management system</li> </ul>
2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	<ul style="list-style-type: none"> <li>• Existence of new installations or renovations</li> </ul>	No	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>➤ Installation of guidance facility</li> <li>• In order to increase understanding of World Heritage, guidance equipment has been set up within Ryujokan, showing the positions, names, and photos of the 23 component parts and also introducing them through the use of a video.</li> <li>➤ Installation of World Heritage Plaque</li> <li>• The World Heritage Plaque has been installed near the entrance to the guidance facility.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Content of explanations</li> <li>• The explanations are very simple, and there is insufficient description of the position of the Misumi West Port, for example, within the Sites of Japan's Meiji Industrial Revolution.</li> <li>• Improved explanations are also needed related to the connection between the Mitsui Miike Coal Mine and Miike Port, and to the transport and storage of coal in the Misumi area.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Enhancement of guidance facility and explanations</li> <li>• There is a need for efforts to guide visitors based on a clarification of the role/theme of each facility. Also, along with positioning the Ryujokan and Urashimaya buildings as the initial facilities to receive visitors arriving at Misumi West Port and providing guidance on the component part as a whole, pamphlets and maps will be distributed, and the necessary information will be provided for subsequent walking tours or guided tours.</li> <li>• The commentary of guided tours that currently focus primarily on explaining Misumi West Port will be developed into an explanatory system to allow for adequate description of the World Heritage value of the site as a whole and the structure of the coal industry system.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Add and replace information and explanatory boards</li> </ul>	
	2. The operational arrangements for this purpose are in place	<ul style="list-style-type: none"> <li>• Number of times held</li> </ul>	1 time/year	1 time/year	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>➤ Uki City Tourism &amp; Produce Association serves as the liaison and provides tour guides for visitors, centered on the port area.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Following the site's inscription, the tour guide personnel increased, but there is a need to secure additional human resources and improve the quality of their services.</li> <li>• The focus of the explanations that guides provide to visitors is limited to the wharfs and to some of the structures that are designated as cultural properties. The current explanatory system does not adequately convey the World Heritage value of the site as a whole or the structure of the industrial system.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We will convene and participate in observation workshops on guides at other sites and efforts will be made to develop new guides and improve the quality of guides.</li> <li>• The tourism departments of the cities of Omuta, Arao, and Uki in Miike Area have established the Miike Area Omotenashi Promotion Council, which is creating pamphlets, conducting guide training, considering the guide system, and so on.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Hold observation workshops on guides at other sites</li> </ul>	
-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	<ul style="list-style-type: none"> <li>• Existence of utilization</li> </ul>	No	Yes	<p>Monitoring method: Reflect implementation status of Conservation, Restoration, Presentation and Public Utilization Plan</p> <p>Targets: Items defined in Conservation, Restoration, Presentation and Public Utilization Plan</p>	<ul style="list-style-type: none"> <li>➤ Cooperation with JR Kyushu, etc.</li> <li>• There are regular lines that connect the JR Kyushu "Take the A-Train" limited express line with the ports of Misumi, Matsushima, and Hondo, and with the cruise that circles the Amakusa Gokyo (Five Bridges of Amakusa).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Decrease in visitors</li> <li>• At the time of the World Heritage inscription, there were 510,000 visitors, but due in part to the impact of the Kumamoto earthquake, that number has decreased to 310,000 in FY2016 and 290,000 in FY2017.</li> <li>• Also, we are not yet attracting tourists who are traveling to the Amakusa area.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Utilization of the floating pier through development of green areas and open spaces</li> <li>• Deliberations will be conducted on the potential use of the approach from the sea area to Misumi West Port.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Utilize the floating pier after development of green areas and open spaces</li> </ul>	

Appendix 4



Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Imperial Steel Works, Japan (Component part 8-1)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	—	FY 2015	56,771	FY 2016	27,563	FY 2017	21,722	FY 2018	18,958
Number of visitors (daily peak)	FY 2014	—	FY 2015	1,174	FY 2016	830	FY 2017	924	FY 2018	410

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			Indicators ☆: Common	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Component parts (A)	Physical damage No harm to land and materials of component part	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents ☆ Existence of facilities /equipment for separation between visitors and the component part	0 incidents/year Yes	0 incidents/year Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: 0 (zero) incidents Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ Because the component part is located within a working steelworks, it is not possible to permit unlimited free access to the site, and so the physical impact of visitors is extremely limited.	➤ None in particular.	➤ None in particular.	➤ None in particular.
		2. The operational arrangements for this purpose are in place	• Existence of appropriate management/operation by the corporate owner	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ Same as above.	➤ None in particular.	➤ None in particular.	➤ None in particular.
Component parts (A) / Surrounding environment (B)	-1 Safety and security Visitors' feeling of safety and security is sufficient	1. The facilities and equipment are in place for ensuring the safety and security of visitors	☆ Existence of facilities /equipment for separation between visitors and the component part • Existence of parking lot • Existence of toilets for visitors	Yes Yes Yes	Yes Yes Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ In April 2015, the First Head Office Viewing Space (hereafter, "viewing space") was opened as an area where the general visitor could freely view the site. In April 2018, a dedicated parking area and toilets were secured. ➤ An exhibit of the Sites of Japan's Meiji Industrial Revolution was set up at the Kitakyushu Innovation Gallery & Studio (KIGS). KIGS includes restrooms and nearby paid parking.	➤ It is necessary to increase collaboration between the viewing space and KIGS and to make it easier to visit both.	➤ Further expand information guide signs.	➤ Make improvements in phased approach.
		2. The operational arrangements for this purpose are in place	• Deployment of monitors	Yes (3 people)	Yes (3 people)	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ The city manages the viewing space. It is open from 9:30-17:00, and safety monitoring staff are permanently stationed there. Security cameras have been installed and images are shared with city hall. ➤ The city manages KIGS.	➤ None in particular.	➤ None in particular.	➤ None in particular.
		2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening understanding by visitors	• Establishment of visitor center • Improvement of pamphlets	Yes Various	Yes Various	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ Explanatory panels were installed in the viewing space in April 2017, a plaque commemorating all 23 sites in Japanese FY 2016, and a virtual reality (VR) guidance service started in Japanese FY 2017.	➤ Acquiring repeat visitors	➤ Updating of display items.

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		2. The operational arrangements for this purpose are in place	• Deployment of docents (including volunteer guides)	Yes (1 person)	Yes (1 person)	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	At KIGS, nearby the related site Higashida Blast Furnace NO. 1, World Heritage explanatory panels have been installed and videos displayed.				
	-3 Hospitality  The comfort of visitors is sufficient	1. The facilities and equipment are in place for promoting enjoyment by visitors	• Adoption of digital tools	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	Volunteer tour guides have been deployed (daily at the viewing space and Sundays/holidays at KIGS).	None in particular.	None in particular.	None in particular.	None in particular.
		2. The operational arrangements for this purpose are in place	• Existence of administrative/operating body	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	In March 2018, a guidance service was launched at the viewing space that uses VR (provides visitors with a virtual experience of walking around inside the property). Events have been held including one where visitors collect stamps placed at different locations on a course.	Measures for rainy weather. Acquiring repeat visitors	Establishment of a rest hut, etc. Updating of display items..	Make improvements in phased approach.	
							Taken care of by viewing space staff.	None in particular	None in particular.	None in particular.	None in particular.

	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again				
<b>Visitors (C)</b>		☆Satisfaction Q16	18.0%	30.0%	Monitoring method: Similar satisfaction surveys as conducted in the past year Target: Maintain current status ("somewhat satisfied" or higher)
		☆Time spent Q13	16.2%	16.2%	Target: Maintain current status (About 30 minutes is optimal)
		☆Understanding Q14	2.7%	0.0%	Target: 0 ("I did not understand")
		Q15	2.7%	0.0%	Target: 0 ("I did not understand")
		☆Sparking of interest Q17	12.6%	24.9%	Target: National average ("I strongly agree")
		☆Intention to visit again Q18	5.4%	30.0%	Target: Maintain current status ("somewhat likely to come again" or higher)
		Q22	10.8%	80.0%	Target: Maintain current status ("I would somewhat like to go to other sites" or higher)
		☆Crowding	0.0%	0.0%	Target: Maintain current status
	☆Fear of damage	0.0%	0.0%	Target: Maintain current status	



Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management

Onga River Pumping Station (Component part 8-2)

Appendix 1 Visitor Management Strategy for Individual Component Parts (Form C)

I. Trend in daily visitors

Number of visitors (year-long total)	FY 2014	0	FY 2015	10,581	FY 2016	7,069	FY 2017	9,716	FY 2018	9,555
Number of visitors (daily peak)	FY 2014	0	FY 2015	920	FY 2016	2,000	FY 2017	1,296	FY 2018	857

II. Structure of Visitor Management Strategy for Individual Component Parts

Visitor Management Strategy for Individual Component Parts										
(1) Subject	(2) Visitor management vision (targets)		(3) Management indicators	(4) Setting of target levels			(5) Identification and implementation of measures			
			Indicators ☆: Common	Current state	Targets	Method of measuring/calculating indicators *Making use of quantitative, qualitative, and visitor satisfaction surveys; making use of separate surveys, etc.	(a) Current state	(b) Issues	(c) Directionality of response	(d) Methods and measures
Component parts (A)	Physical damage	1. The facilities and equipment are in place for physically protecting the component part	☆Unsafe incidents	0 incidents/year	0 incidents/year	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: 0 (zero) incidents	➤ Because the component part is located within a working steelworks, it is not possible to permit unlimited free access to the site, and so the physical impact of visitors is extremely limited.	➤ None in particular.	➤ Sightseeing at the viewing space is the primary measure.	➤ The corporate owner will manage and operate the site
	No harm to land and materials of component part	2. The operational arrangements for this purpose are in place	☆ Existence of facilities /equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes				
Component parts (A) / Surrounding environment (B)	-1 Safety and security	1. The facilities and equipment are in place for ensuring the safety and security of visitors	• Existence of appropriate management/operation by the corporate owner	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes	➤ In July 2015, a temporary viewing space was set up to provide a place where the general visitors could freely view the site, and in March 2017, a permanent viewing space was created. ➤ The widened part of the Onga River embankment is used as a parking lot for sightseeing buses with an advance reservation system.	➤ None in particular.	➤ To be discussed among the corporate owner, the city, and other relevant organizations.	➤ The corporate owner will manage and operate the site
	Visitors' feeling of safety and security is sufficient	2. The operational arrangements for this purpose are in place	☆ Existence of facilities /equipment for separation between visitors and the component part	Yes	Yes	Monitoring method: Reflect implementation status of the Conservation Management Plan Targets: Yes				
			• Existence of visitor parking lot (for standard cars)	No	Yes	Monitoring method: Confirm with manager of planned site Targets: Yes				
			• Number of patrols (inspections)	1 time / week	1 time / week	Monitoring method: Report on World Heritage work Targets: Carry out weekly regular inspections	➤ In addition to carrying out accident prevention measures including the installation of fall prevention fencing and fencing to prevent pedestrians from crossing into the road, guards and tour guides are deployed at appropriate times to provide safe guidance for visitors at the viewing space.	➤ None in particular.	➤ Daily inspections of the viewing space will be conducted to prevent damage to the fall prevention fencing, etc.	➤ Conduct daily inspections of the viewing space
	2 Promotion of understanding	1. The facilities and equipment are in place for promoting and deepening	• Updating of displays at the Onga River Pumping Station Information Center	1 time / year	1 time / year	Monitoring method: Confirm with the facility manager Targets: Update display content annually	➤ At the Onga River Pumping Station Information Center, there is a display of materials related to an overview of the Sites of Japan's Meiji Industrial Revolution and	➤ The primary method of traveling between the viewing space and the Onga River Pumping Station Information Center is by foot (20 minutes each way), and so a more	➤ Will update and expand display content at the Onga River Pumping Station Information Center.	➤ Update and expand display content at the Onga River Pumping Station Information Center
	Visitors' feeling of satisfaction is sufficient			13	18					

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		understanding by visitors	• Installation of information (guidance) signs			Monitoring method: Reflect implementation status of the Nakama City Basic Plan for Townscape and Environmental Maintenance Targets: Items defined in the Nakama City Basic Plan for Townscape and Environmental Maintenance	the pumping station. ➤ Installed guidance signs etc. with standardized logo.	convenient method of getting around is needed.	➤ Will work to further expand information (guide) signs.	➤ Install information (guide) signs
		2. The operational arrangements for this purpose are in place	• Participation in training sessions	5 times / year	5 times / year	Monitoring method: Reflect implementation status of the Nakama City Basic Tourism Plan Targets: Items defined in the Nakama City Basic Tourism Plan	➤ Tour guides are deployed at the viewing space to provide explanations to visitors.	➤ The skill of tour guides should be improved in order to help visitors understand the value of the Onga River Pumping Station.	➤ Guide training will be held in order to ensure that guides acquire adequate knowledge and improve their skill level.	➤ Improve guide training
	-3 Hospitality	1. The facilities and equipment are in place for promoting enjoyment by visitors	• Updating of displays at the Onga River Pumping Station information center  • Expansion of explanatory signs, street furniture, etc., near viewing spaces	1 time / year	1 time / year	Monitoring method: Confirm with the facility manager Targets: Update display content annually	➤ With the cooperation of the owner, limited access to the grounds of the site was granted in November 2016. There are currently no plans for tours within the grounds as it is a working property.	➤ Visitors are unable to come in direct physical contact with the component part.	➤ Working in cooperation with other component parts and relevant properties nearby, efforts will be made to further expand displays of materials on the site and to improve visitor satisfaction while considering tourism methods that are integrated with the Onga River landscape.	➤ Improve display materials, explanatory boards, street furniture, etc., at the Onga River Pumping Station Information Center and the areas around the viewing space
	The comfort of visitors is sufficient			Yes	Yes	Monitoring method: Reflect implementation status of the Nakama City Basic Tourism Plan Targets: Items defined in the Nakama City Basic Tourism Plan				
		2. The operational arrangements for this purpose are in place	• Deployment of tour guides.	Yes	Yes	Monitoring method: Reflect implementation status of the Nakama City Basic Tourism Plan Targets: Items defined in the Nakama City Basic Tourism Plan	➤ Tour guides have been deployed at the viewing space, and they provide explanations making use of digital materials such as old photos of the pumping station, images of its interior, and audio of the pump in action.	➤ Visitors are unable to come in direct physical contact with the component part.	➤ Use digital materials and such effectively in order to introduce and explain the parts of the site that are not open to the public.	➤ Further improve the explanations using digital and other materials.

<b>Visitors (C)</b>	A state in which visitors feel safety, security, comfort, and a sense of satisfaction, spend a sufficient amount of time at the component part to understand the value, and are motivated to visit again	Current State	Targets	Monitoring method: Similar satisfaction surveys as conducted in the past year
		☆Satisfaction 36.6% ☆Time spent 35.8% ☆Understanding Q14 4.8% Q15 5.8% ☆Sparking of interest 21.3% ☆Intention to visit again Q18 12.6% Q22 26.9% ☆Percentage of problems indicated ☆Crowding 1.0% ☆Damage 0.0% ☆Lack of toilets or other facilities 5.4%	37.0% 35.0% 4.8% 5.8% 24.9% 13.8% 26.9% 0.0% 0.0% 0.0%	Targets: Maintain current status Targets: Maintain current status Targets: Maintain current status Targets: Maintain current status Targets: Attain average value Targets: Maintain current status Targets: Maintain current status Targets: Reduce percentage of problems indicated to 0 (zero) Targets: Reduce percentage of problems indicated to 0 (zero) Targets: Reduce percentage of problems indicated to 0 (zero)



Relationship between Visitor Management Strategy and the Subject and Targets of Visitor Management



## 4 Summary

(How the formulation of Visitor Management Strategy came about and has been characterized)

The Visitor Management Strategy was drawn up in response to Recommendation c) of the decision by the 39th session of the World Heritage Committee.

Recommendation c) seeks that the visitor “carrying capacity” of component parts be defined; but the results of three years of multifaceted surveys do not suggest the possibility of preventing adverse impacts by setting visitor level thresholds. Accordingly, at individual component part, a state in which there is no adverse impact by visitors was defined, and a visitor management strategy was formulated based in the key points of maintaining such a state by means of dynamic processes and constantly monitoring the status of the component part and visitors.

(Contents of Visitor Management Strategy)

The Visitor Management Strategy, in response to the requests in Recommendation c), was drawn up for the purposes of reducing adverse impacts from visitors and promoting understanding of the OUV. Following establishment of the visitor management vision, multiple and varied visitor management indicators were set to grasp its status of realization. These indicators consist of those common to the sites as a whole and those original to individual component parts to address their unique issues.

The Visitor Management Strategy, in addition to indicating these objectives, definitions of ideal state, and current and target values for visitor management indicators, sets out the monitoring methods of the management indicators, measures for rectifying issues, and the division of roles for carrying out the Visitor Management Strategy including comprehensive support by the Cabinet Secretariat. In these ways it is ensured that the Strategy will be implemented during the eight years starting from FY2019 that has been set as the period of the plan.

(Makeup of Visitor Management Strategy)

The Visitor Management Strategy consists of two parts, the strategy common to all component parts and visitor management strategies for individual component parts. The visitor management strategies for individual component parts provide lists of visitor trends for each component part, current and target values for visitor management indicators, monitoring methods, the current state of and issues for visitor management and approach to responding to these issues, and the response procedures and measures.

The Cabinet Secretariat nurtured a common understanding among component part managers regarding the development of visitor management strategies by creating and distributing a manual and holding workshops. Component part managers then accordingly drew up visitor management strategies for their respective component parts.

Visitor management both across all sites and for individual component parts will hereby be carried out according to the Visitor Management Strategy.

## Appendix 4