

## Survey report on visitor numbers (interim report)

### **1. Overview of visitor surveys**

In FY 2015-2016, quantitative surveys were conducted for all component parts, and qualitative surveys were conducted initially for three component parts, with the aim of mitigating adverse impacts on the component parts from increases in number of visitors. Then in FY 2017, both quantitative and qualitative surveys were conducted for all component parts, as well as visitor satisfaction surveys.

The following is an interim report on surveys to determine the current state at each component part.

#### **(1) Overview of quantitative surveys**

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 the scale, nature, and location of each component part as well as such factors as the staffing requirements for visitor control.

#### **(2) Overview of qualitative surveys**

Component parts with large numbers of visitors -Glover House and Office (Area 6 Nagasaki/ Component Part 6-8), Former Shuseikan Machinery Factory (a part of Area 2 Kagoshima/ Component Part 2-1), and Sengan-en (a part of Area 2 Kagoshima/ Component Part 2-2) - were chosen for the initial qualitative surveys, which consisted of observing and recording how changes in daily visitor levels affected the safety, security, and comfort of visitors to the site. The amount of time spent by visitors at each component part was also determined.

Similar qualitative surveys will be conducted for all the remaining component parts during FY 2017. By analyzing the results of these surveys, indicators will be determined for visitor control that will be positive for the component parts and visitor understanding and that will have an effect on improved satisfaction. Then target levels will be set based also on the results of satisfaction surveys to be carried out in parallel.

#### **(3) Overview of visitor satisfaction surveys**

Visitors to each component part were asked to respond to a questionnaire, to determine their level of satisfaction and any problems or requests they had. The survey was conducted starting in May 2017. Questionnaires were collected from visitors mainly during the Golden Week (holiday season) in May, and in August during summer vacation, when there is heavy turnout.

### **2. Survey results (interim report)**

#### **(1) Results of quantitative surveys**

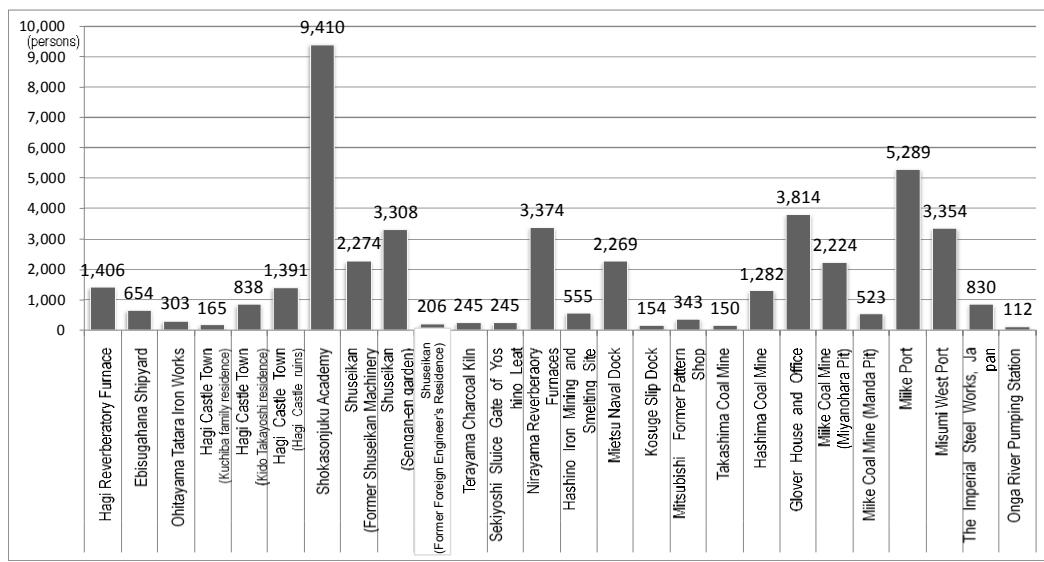
The number of daily visitors to each component part varies widely between weekdays and holidays, and also depending on the vacation and whether special events are being held.

With the exception of event days, the maximum levels of visitors ranged from around 100 to 9,000 per day. No noteworthy impact on a component part was reported.

A side-by-side comparison of the visitor levels at each component part showed that in gauging impacts

on each component part and on visitor safety, security, and comfort, attention should be paid to visitor levels of 2,000 per day or more, and the frequency of such levels. It was therefore decided to conduct survey design (frequency of surveys and sample size) for qualitative surveys and satisfaction surveys to be carried out in FY 2017.

- Regarding trends in daily visitor levels, each component part has wide seasonal variation, and in many cases the levels peak during Golden Week (early May), summer vacation (August), or Silver Week (September). At some component parts, large increases in visitors from normal levels are observed when events are held, suggesting that individual measures may need to be studied and implemented.
- The highest visitor levels varied from one component part to another. Specifically, the smallest level observed was 112 visitors and the largest was 9,410 visitors, a nearly 90-fold difference. Worthy of note is that, of the 26 locations surveyed this time (Sengan-en, Former Foreign Engineers' Residence, and Miike Coal Mine [Manda Pit and Miyanojima Pit] were counted separately), 11 had peak visitor levels above 2,000.
- Considering also the varying nature of each component part, it seems unlikely that all component parts currently face the same degree of burden. Detailed qualitative surveys are therefore seen necessary only for those component parts having visitors above a certain level.



Max. visitor date: 3 April, 4 May, 23 Oct., 16 Sept., 4 May, 4 May, 1 Jan., 24 Aug., 20 Nov., 26 April, 26 June, 26 June, 6 Nov., 3 May, 16 July, 19 Nov., 20 Oct., 3 April, 4 Nov., 4 May, 3 Nov., 16 Nov., 3 Nov., 11 Sept., 15 May, 27 Nov.

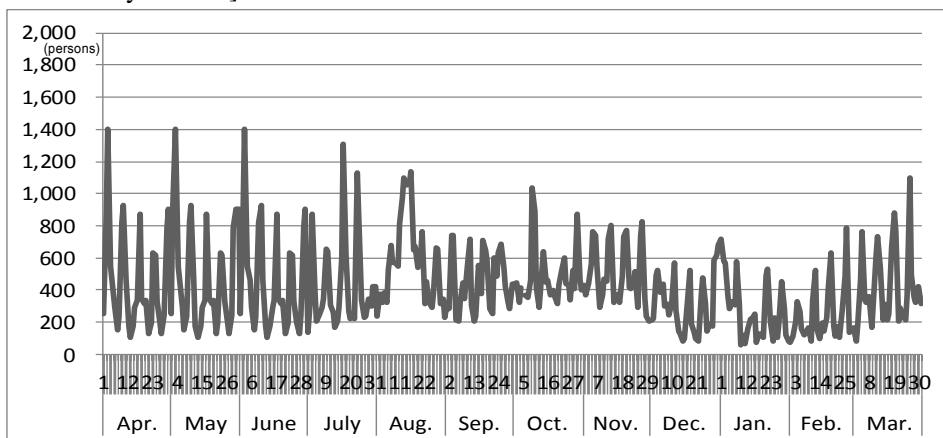
Figure 1. Maximum scale of daily visitors outside event days

Component parts		Max. no. of visitors (people/day)	No. of days with >2,000 visitors/day
Kagoshima	Shuseikan (Former Shuseikan Machinery Factory)	2,274	5
Nagasaki	Glover House and Office	3,814	33
Hagi	Shokasonjuku Academy	6,148	41
Kagoshima	Shuseikan (Sengan-en garden)	3,308	20
Nirayama	Nirayama Reverberatory Furnaces	3,374	27
Saga	Mitsui Naval Dock	2,269	1
Miike	Miike Coal Mine (Miyanojima Pit)	2,224	1
Miike	Miike Coal Mine (Manda Pit)	9,000	1 (event day)
Miike	Miike Port	5,289	1
Miike	Misumi West Port	3,354	22
Yawata	Onga River Pumping Station	2,000	1 (event day)

Table 1. Component parts receiving 2,000 or visitors/day and number of such days

### (a) Hagi Reverberatory Furnace

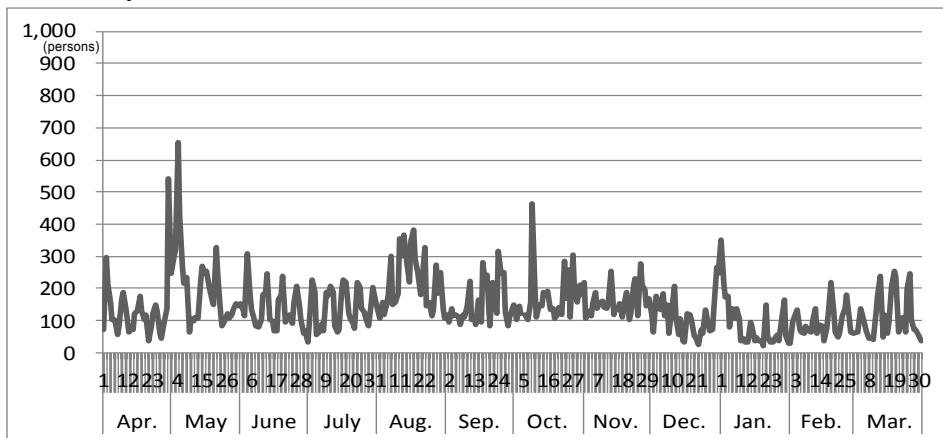
[Trend in daily visitors]



Note: In this and the following graphs, the numbers along the horizontal axis just above the months indicate the time (afternoon) and days when visitors were observed.

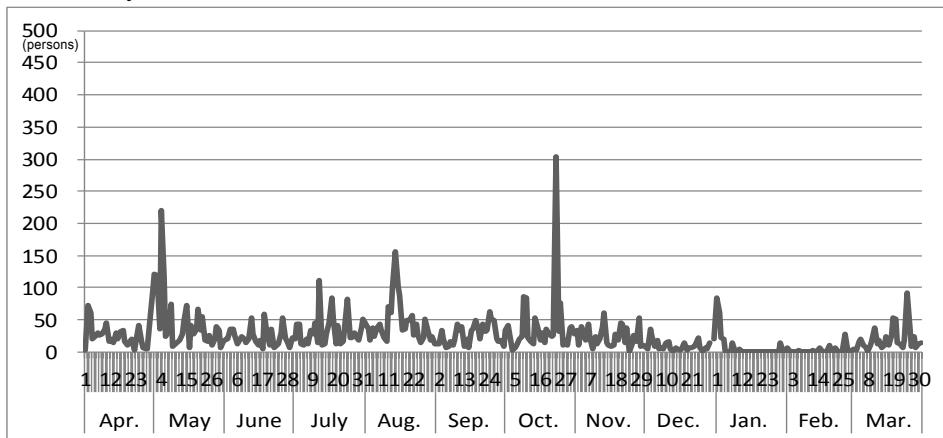
### (b) Ebisugahana Shipyard

[Trend in daily visitors]



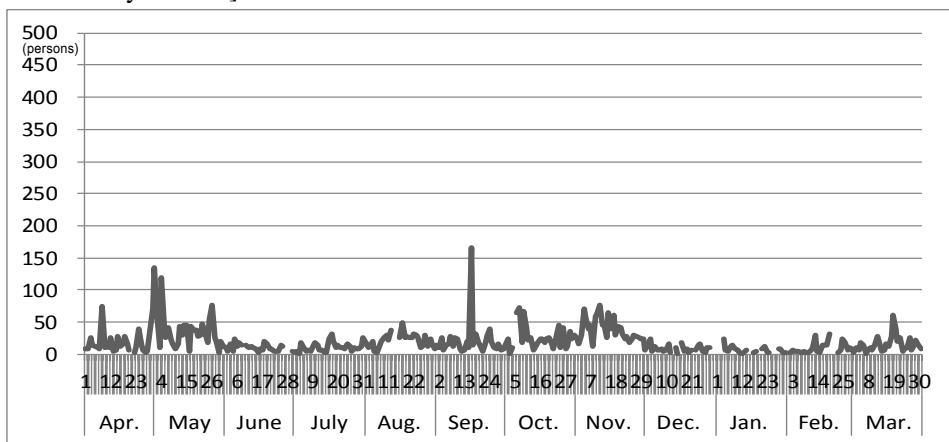
### (c) Ohitayama Tatara Iron Works

[Trend in daily visitors]

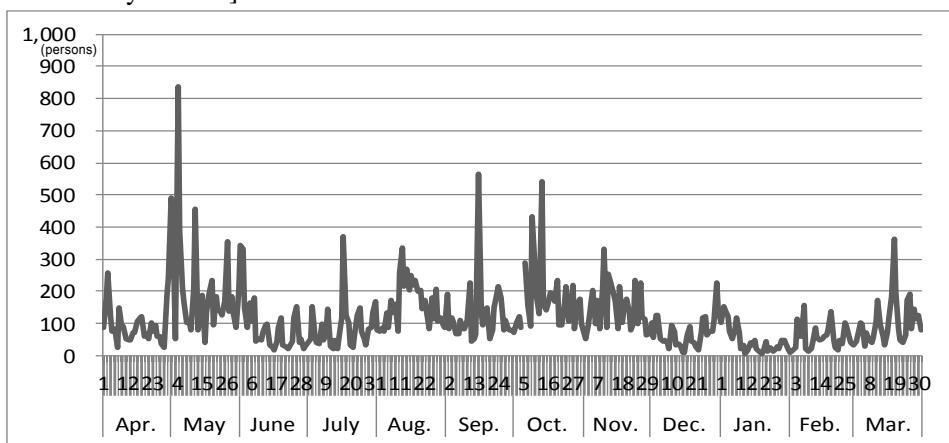


**(d) Hagi Castle Town (Kuchiba Residence)**

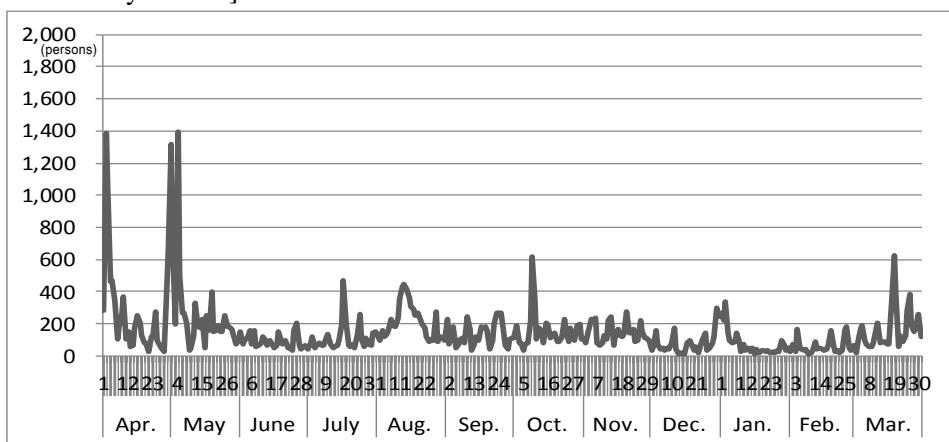
[Trend in daily visitors]

**(e) Hagi Castle Town (Kido Takayoshi Residence)**

[Trend in daily visitors]

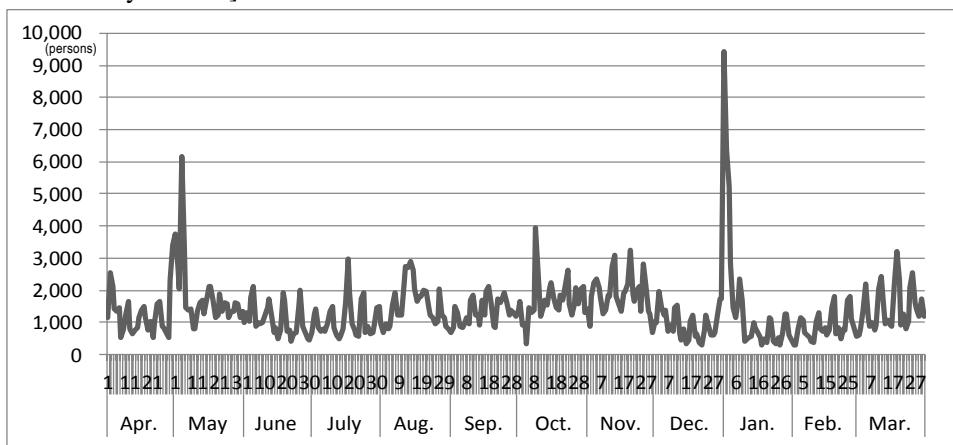
**(f) Hagi Castle Town (Hagi Castle remains)**

[Trend in daily visitors]



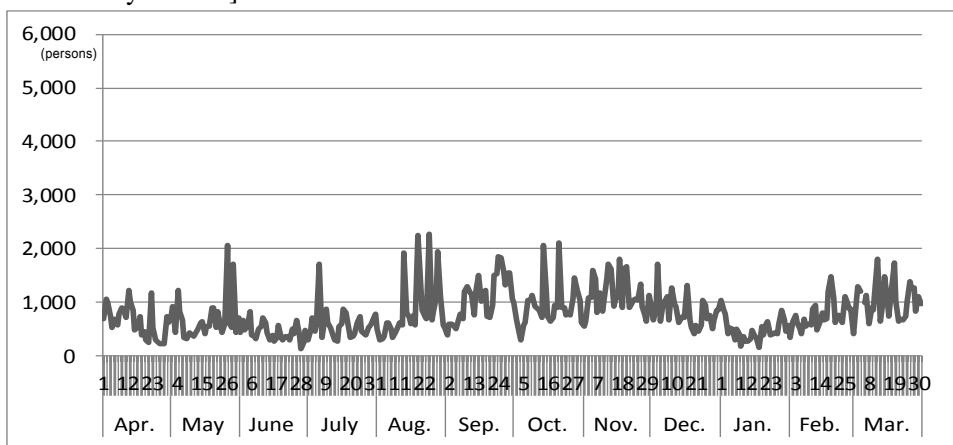
**(g) Shokasonjuku Academy**

[Trend in daily visitors]



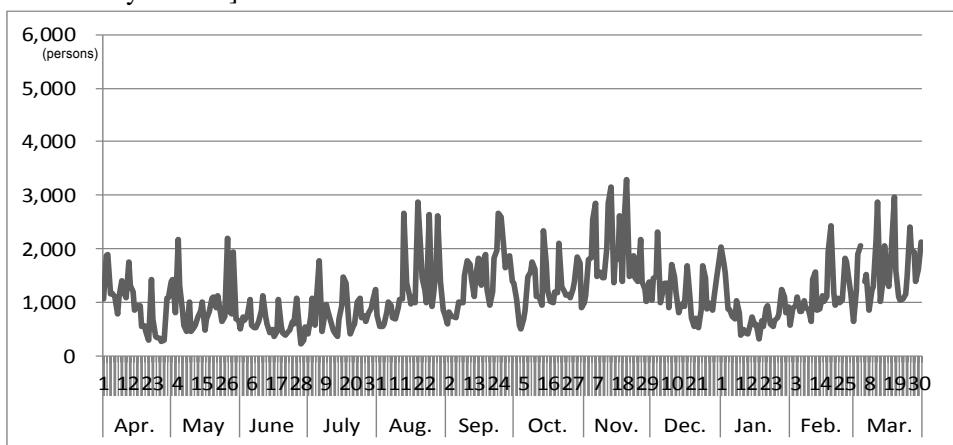
**(h) Shuseikan (Former Shuseikan Machinery Factory)**

[Trend in daily visitors]



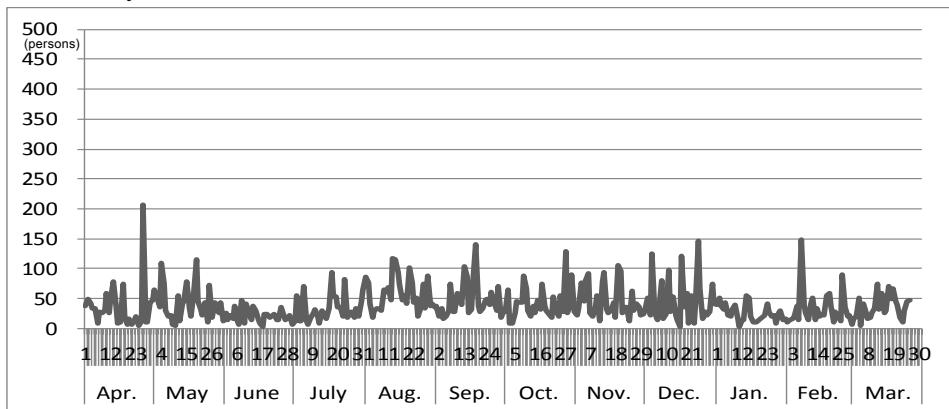
**(i) Shuseikan (Sengan-en garden)**

[Trend in daily visitors]



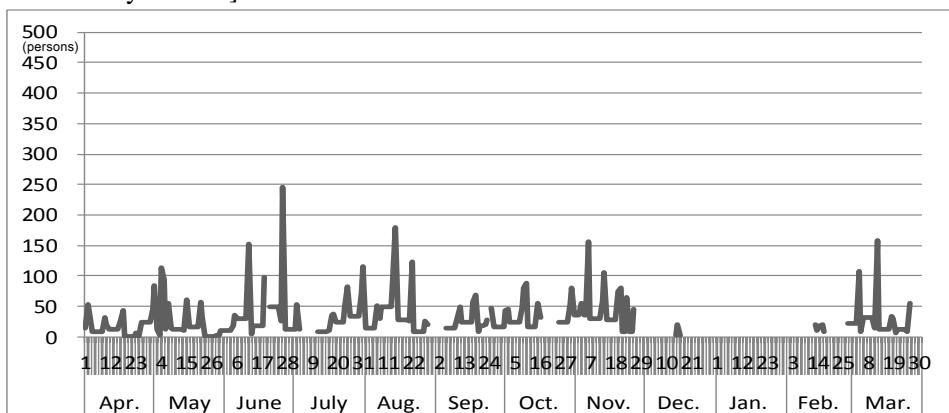
**(j) Shuseikan (Former Foreign Engineer's Residence)**

[Trend in daily visitors]



**(k) Terayama Charcoal Kiln**

[Trend in daily visitors]

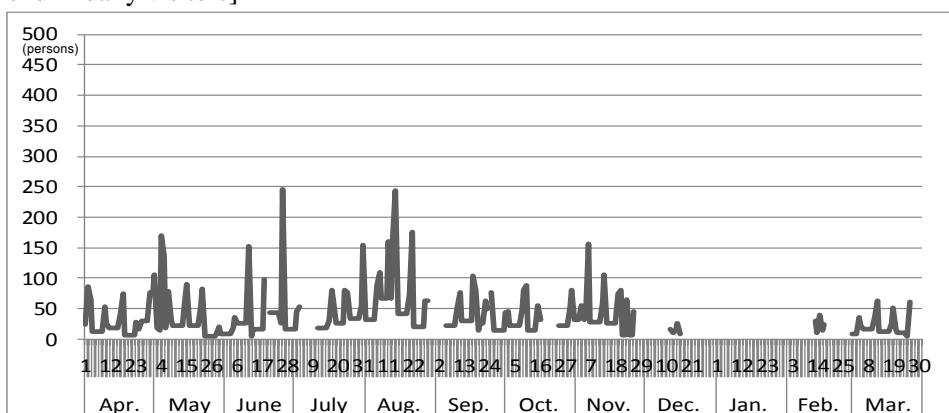


Note: Average daily visitors are estimated based on week-long sampling.

Aggregate data are not available for weekends and holidays from December to February because volunteer guides could not be assigned.

**(l) Sekiyoshi Sluice Gate of Yoshino Leat**

[Trend in daily visitors]

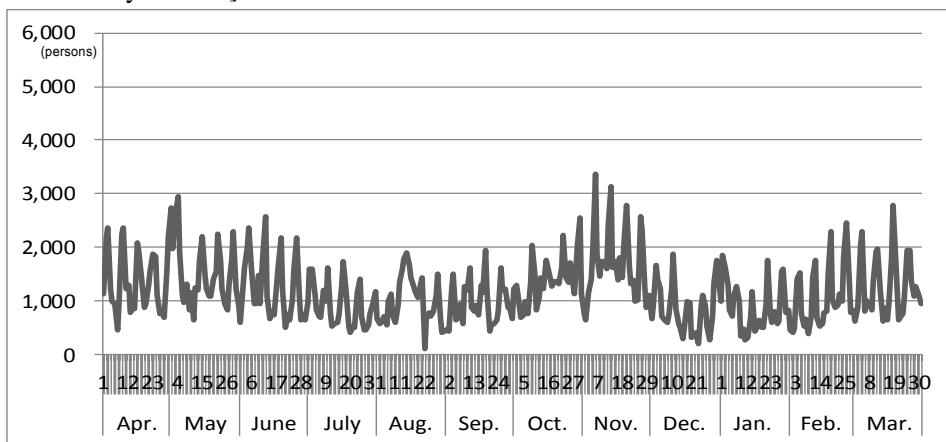


Note: Visitors on weekdays are estimated based on week-long sampling.

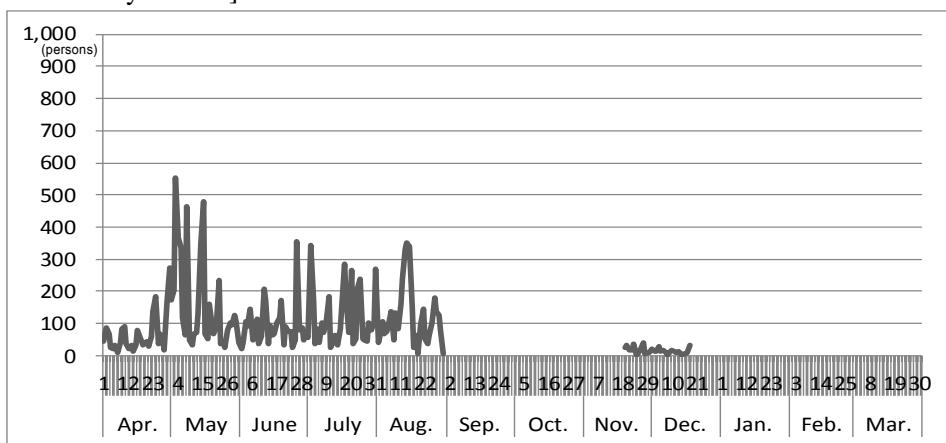
Aggregate data are not available for weekends and holidays from December to February because volunteer guides could not be assigned.

**(m) Nirayama Reverberatory Furnaces**

[Trend in daily visitors]

**(n) Hashino Iron Mining and Smelting Site**

[Trend in daily visitors]

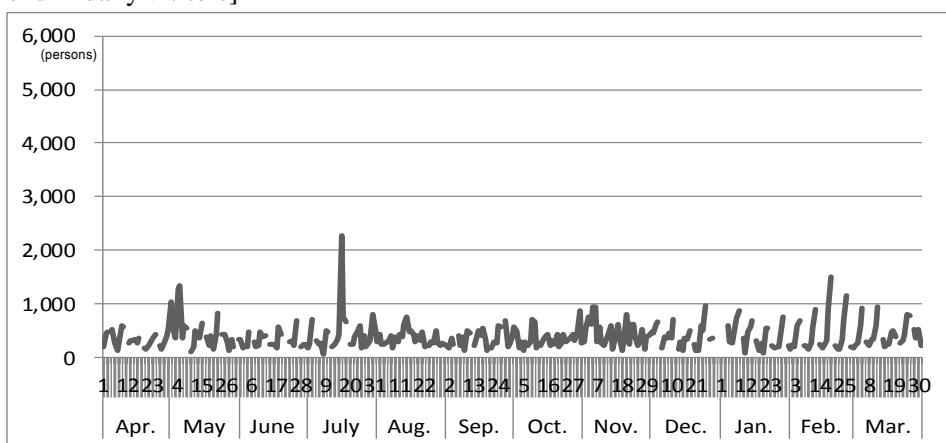


Note: The component part was closed from August 30 to November 18 due to typhoon damage.

The component part was closed for winter from December 19 to March 31.

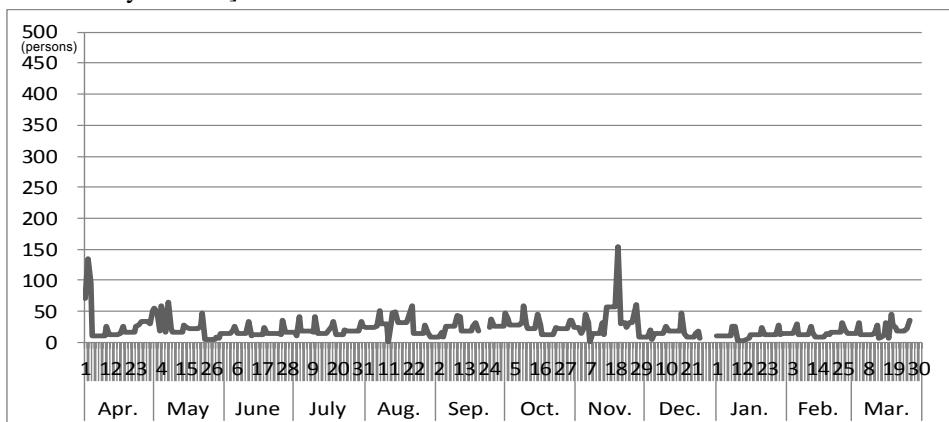
**(o) Mietsu Naval Dock**

[Trend in daily visitors]



**(p) Kosuge Slip Dock**

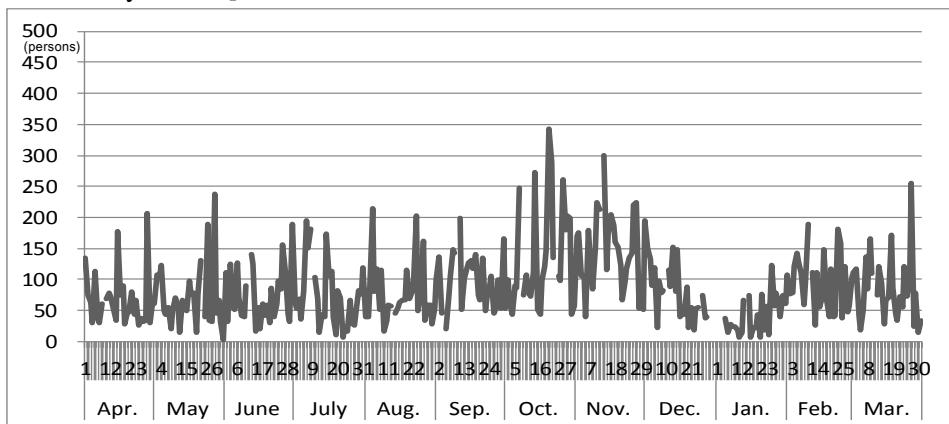
[Trend in daily visitors]



Note: Visitors on weekdays are estimated based on week-long sampling.

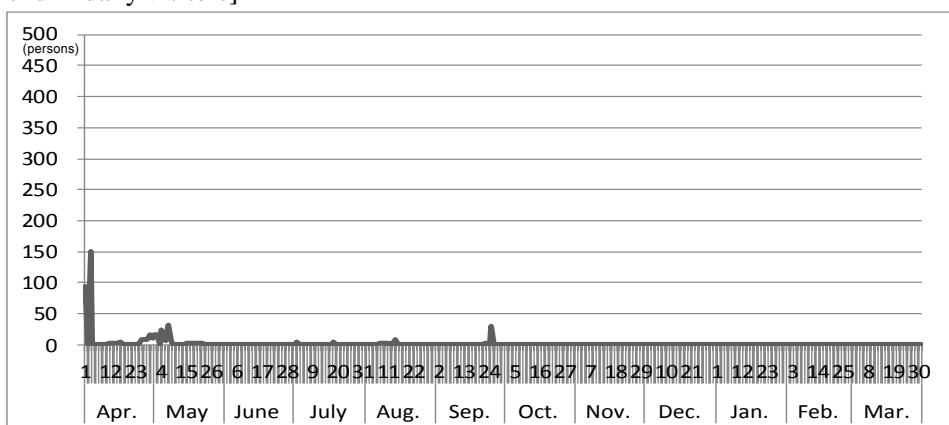
**(q) Mitsubishi Former Pattern Shop**

[Trend in daily visitors]



**(r) Takashima Coal Mine**

[Trend in daily visitors]

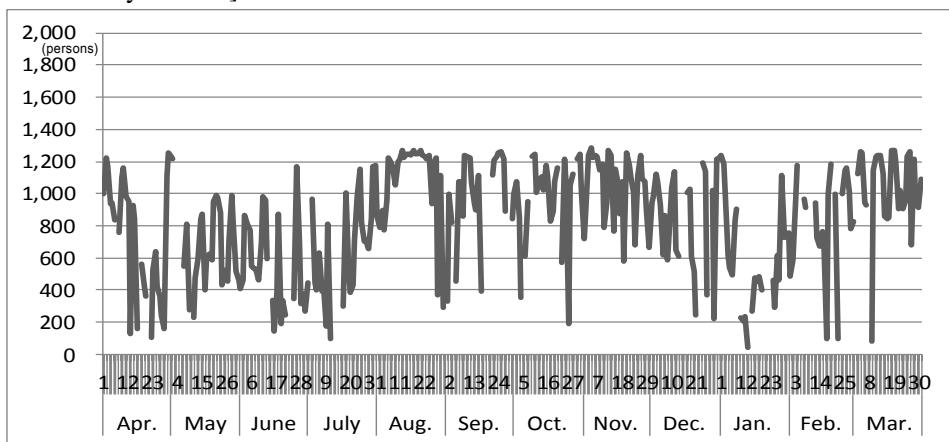


Note: Visitors on weekdays are estimated based on week-long sampling.

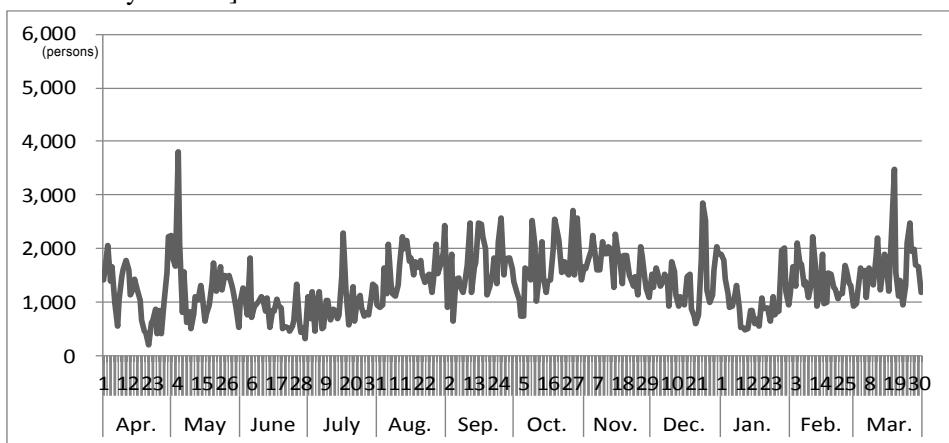
Aggregate data for 3Q and 4Q is pending.

**(s) Hashima Coal Mine**

[Trend in daily visitors]

**(t) Glover House and Office**

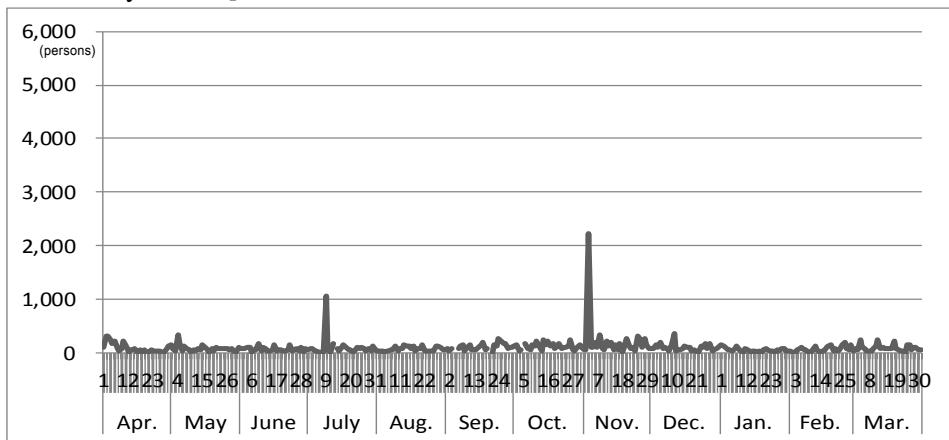
[Trend in daily visitors]



Note: Estimates were made based on comparative sampling data for Glover Garden and Glover House and Office.

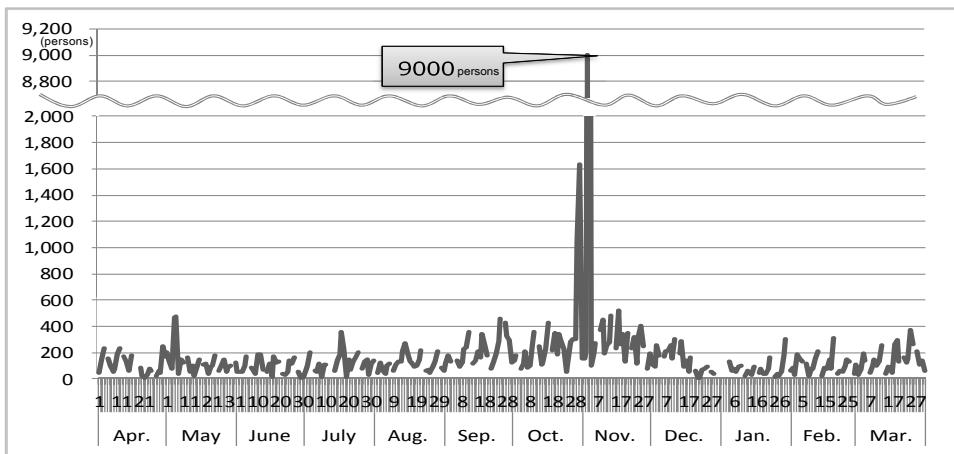
**(u) Miike Coal Mine (Miyanojara Pit)**

[Trend in daily visitors]

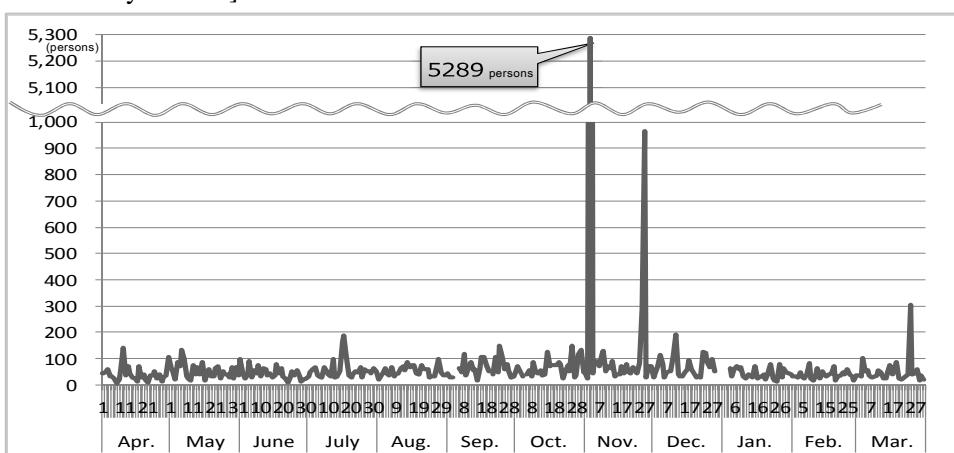


**(v) Miike Coal Mine (Manda Pit)**

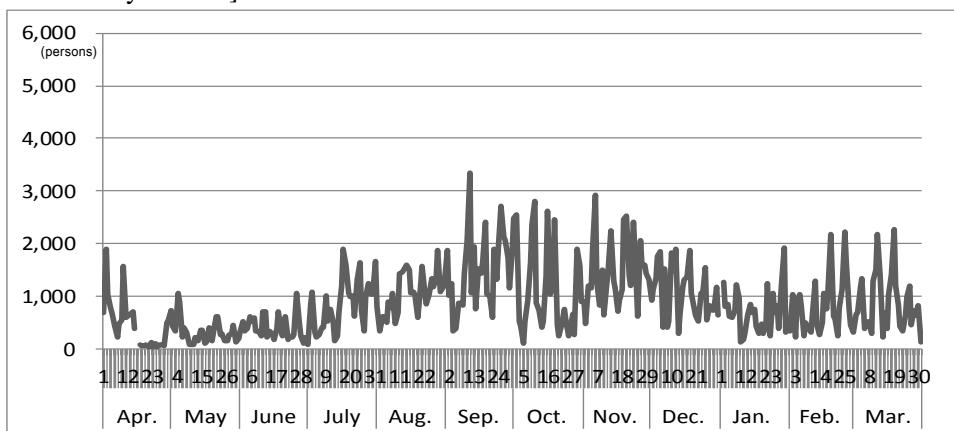
[Trend in daily visitors]

**(w) Miike Port**

[Trend in daily visitors]

**(x) Misumi West Port**

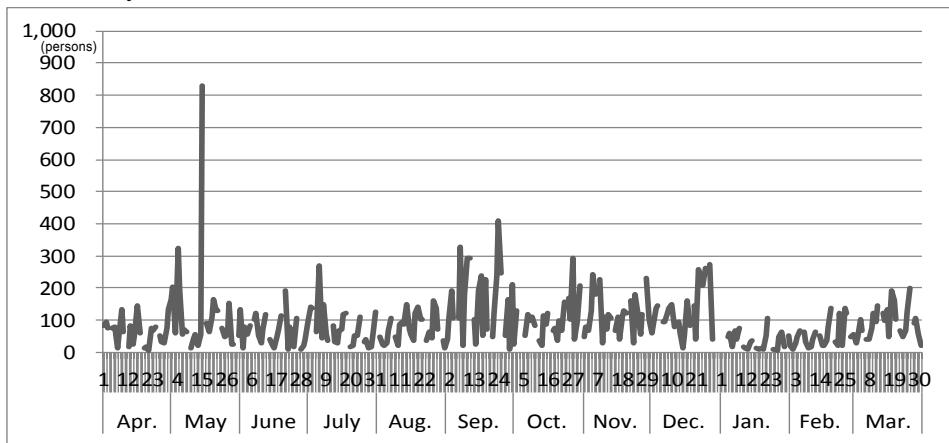
[Trend in daily visitors]



Note: The number of daily visitors was estimated to be six times the number of persons who passed through the Mulder House cash counter.

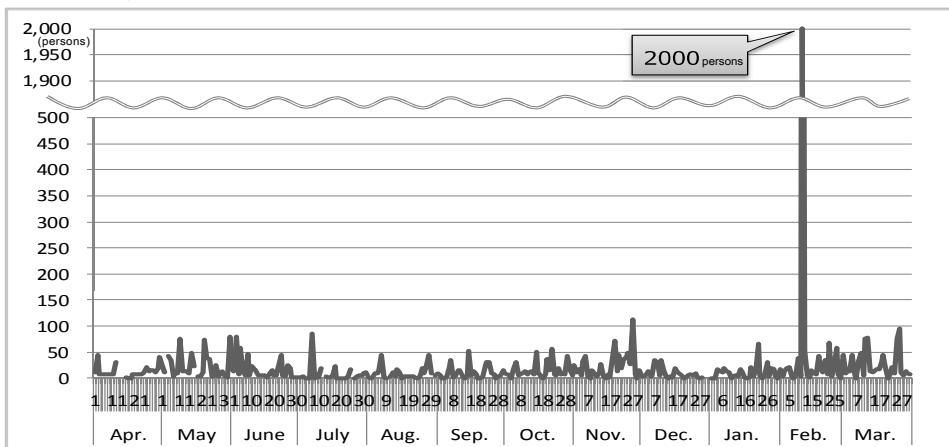
### (y) The Imperial Steel Works, Japan

[Trend in daily visitors]



### (z) Onga River Pumping Station

[Trend in daily visitors]



Note: Average daily visitors for April to June are estimated based on week-long sampling.

## (2) Results of qualitative surveys

### ➤ Impact of changes in daily visitor levels on the component parts and on visitor safety, security and comfort

At Glover House and Office, a situation observed that might impact the component part or visitor comfort and satisfaction is congestion of visitors at the entrance. This situation was not observed at the Former Shuseikan Machinery Factory or Sengan-en sites.

At Glover House and Office, during certain times on days of high visitor turnout, crowding at the entrance results in such impacts as people not entering the house, stumbling, or not being able to locate exhibits of interest to them, and congestion when trying to take shelter from rain. These are seen as likely to impact visitor comfort and satisfaction. Note that this kind of situation arises when there are concentrations of school outings and other group tours.

At the two component parts other than Glover House and Office (Former Shuseikan Machinery Factory and Sengan-en), even on days with high visitor turnout, no situations were observed that might impact the component part or visitor comfort and satisfaction.

From the results of these initial qualitative surveys, it was determined that in the case of component parts where visitors go indoors, an impact occurs when the number of visitors reaches a level, as in group tours, such that visitors cannot move smoothly at the entrance or other places. Note that it is possible to eliminate such situations by properly designing people flow, and by appropriately controlling the number of group tours or visitors admitted at the same time.

Time	Visitors	Weather	Situation at site
8:00 - 9:00 am	73	Rain → cloudy	<ul style="list-style-type: none"> <li>· Many people entering from entrance reserved for wheelchairs.</li> <li>· Confused about entrance location.</li> <li>· Crowded, so walking outside viewing at leisurely pace.</li> </ul>
9:00 - 10:00 am	115	Cloudy	<ul style="list-style-type: none"> <li>· Confused about entrance location.</li> <li>· Not crowded.</li> <li>· Some visitors stumbled at entrance.</li> </ul>
10:00 - 11:00 am	323	Cloudy, occasional light rain	<ul style="list-style-type: none"> <li>· Disappointed that not cool inside house. · Confusion at entrance.</li> <li>· Tour groups increased. · Stumbling.</li> <li>· Sometimes a little crowded near entrance.</li> </ul>
11:00 - 12:00 noon	345	Rain	<ul style="list-style-type: none"> <li>· People gathering under eaves to escape rain. · Crowded.</li> <li>· Many visitors feel hot (high humidity).</li> </ul>
12:00 noon - 1:00 pm	401	Rain → cloudy	<ul style="list-style-type: none"> <li>· Severe crowding around entrance between people entering house and those entering or leaving cafeteria. · Many people holding drinks in hand.</li> </ul>
1:00 - 2:00 pm	315	Cloudy	<ul style="list-style-type: none"> <li>· Rain has stopped and wind has picked up, easing mugginess.</li> <li>· Drop-off in visitors between 1:00 and 1:30. · Many Japanese tourists.</li> </ul>
2:00 - 3:00 pm	385	Cloudy	<ul style="list-style-type: none"> <li>· Crowding around entrance has eased. · Three requests for directions.</li> <li>· Two tour groups (around 40 and 30 people).</li> </ul>
3:00 - 4:00 pm	471	Cloudy, occasional light rain	<ul style="list-style-type: none"> <li>· Many people asking for toilet location. · Stumbling.</li> </ul>
4:00 - 5:00 pm	301	Light rain	<ul style="list-style-type: none"> <li>· Stream of people entering between 4:10 and 4:20. Entrance crowded.</li> <li>· Surprising number of visitors for this time.</li> </ul>
5:00 - 6:00 pm	214	Cloudy	<ul style="list-style-type: none"> <li>· Almost no group tourists arriving.</li> </ul>
6:00 - 7:00 pm	71	Cloudy	<ul style="list-style-type: none"> <li>· Occasional visitors arriving. · Walking around slowly.</li> <li>· No one taking pictures; quiet.</li> </ul>
7:00 - 8:00 pm	28	Cloudy	<ul style="list-style-type: none"> <li>· No new visitors. Occasional visitors. · Has cooled down.</li> <li>· Few visitors to Glover Garden.</li> <li>· Some people going for a walk without entering house.</li> </ul>
8:00 - 9:00 pm	12	Light rain → cloudy	<ul style="list-style-type: none"> <li>· Quiet, with no one around.</li> <li>· Some people going for a walk without entering house.</li> </ul>
9:00 - 9:30 pm	8	Cloudy	<ul style="list-style-type: none"> <li>· Even people going for walk have dwindled to almost none.</li> <li>· Those entering house are viewing hurriedly.</li> </ul>
Total	3062		

Table2. Glover House and Office behavior survey results (September 18 [high turnout day])

Time	Visitors	Weather	Situation at site
8:00 - 9:00 am	79	Fair	<ul style="list-style-type: none"> <li>Many Chinese tourists. Entered individually, so numbers on survey card and counter differ.</li> <li>Walking around at leisurely pace.</li> <li>Chinese visitors coming to entrance.</li> </ul>
9:00 - 10:00 am	173	Fair	<ul style="list-style-type: none"> <li>Chinese visitors removing red "no entry" tape.</li> <li>Japanese tourists increasing.</li> <li>People stumbling on mat at entrance.</li> </ul>
10:00 - 11:00 am	330	Fair	<ul style="list-style-type: none"> <li>Many visitors coming in twos or threes.</li> <li>Many Japanese.</li> <li>Slope at entrance has steep incline.</li> </ul>
11:00 - 12:00 noon	382	Fair	<ul style="list-style-type: none"> <li>Stumbling.</li> <li>Tour groups stopping near entrance to listen to explanation.</li> <li>Inconvenient for wheelchairs.</li> <li>Many people taking pictures in front of house and in front of sago palms.</li> <li>Asked for location of Heart Stone.</li> <li>Few people visiting kitchen due to presence of survey-taker.</li> </ul>
12:00 noon - 1:00 pm	316	Fair	<ul style="list-style-type: none"> <li>Many people stumbling.</li> <li>Number of visitors has dropped.</li> <li>Some tour groups.</li> <li>Occasional new visitors.</li> </ul>
1:00 - 2:00 pm	314	Fair	<ul style="list-style-type: none"> <li>Occasional Korean visitors.</li> <li>No tour groups at present.</li> <li>Increase in visitors from 1:30.</li> <li>A few groups wearing rented costumes between 11:00 am and 4:30 pm.</li> </ul>
2:00 - 3:00 pm	470	Fair	<ul style="list-style-type: none"> <li>Sudden increase in visitors.</li> <li>Rush from 2:00 to 2:15.</li> <li>Increase in Chinese visitors.</li> <li>Some people at exit feeling the heat.</li> </ul>
3:00 - 4:00 pm	263	Fair	<ul style="list-style-type: none"> <li>Mostly Japanese tourists.</li> <li>Several looking for Heart Stone.</li> <li>Two or three groups left via entrance.</li> </ul>
4:00 - 5:00 pm	306	Fair	<ul style="list-style-type: none"> <li>Stumbling.</li> <li>Cool breeze but hot under the sun.</li> <li>Sometimes asked to take picture.</li> <li>Seems a bit uncomfortably hot in house.</li> <li>Small Japanese group.</li> </ul>
5:00 - 6:00 pm	183	Fair	<ul style="list-style-type: none"> <li>Number of visitors has started to drop off.</li> <li>Lots of foreign tourists today.</li> <li>As crowding eases, people are touring slowly and taking pictures.</li> </ul>
6:00 - 7:00 pm	67	Fair	<ul style="list-style-type: none"> <li>Ship leaving port at Matsugae from 6:00 pm. People watching from Glover Garden.</li> <li>Entered house after the event.</li> </ul>
7:00 - 8:00 pm	49	Fair	<ul style="list-style-type: none"> <li>People stumbling at entrance.</li> <li>Quiet, can tour at leisure.</li> </ul>
8:00 - 9:00 pm	23	Fair	<ul style="list-style-type: none"> <li>Few foreign tourists remaining.</li> <li>Asked to take pictures.</li> <li>One visitor has been here more than 20 times.</li> </ul>
9:00 - 9:30 pm	9	Fair	<ul style="list-style-type: none"> <li>More people than I expected.</li> <li>Able to tour at leisure.</li> </ul>
Total	2964		

Table3. Glover House and Office behavior survey results (September 24 [high turnout day])

### ➤ Time spent by visitors at component parts

While it is preferable to have visitors spend a long time at component parts to raise their understanding of the component part, on days of high visitor turnout it is possible they will not be able to stay long enough to experience the component part and interpretation adequately.

A trend observed at Glover House and Office was that the more visitors there are in a day, the shorter their staying time (time spent inside the component part). At the Former Shuseikan Machinery Factory, an increase in daily visitors resulted in shorter staying time due to crowding.

Unlike sites such as Glover House and Office or Former Shuseikan Machinery Factory, where visitors spend time indoors, Sengan-en is a site consisting of gardens and other extensive open spaces, requiring a long time to traverse. For this reason, no consistent correlation was seen between changes in visitor numbers and time spent at the site; instead, time spent was seen to be impacted by season (staying time tended to be longer during seasons conducive to spending time outdoors).

Based on the above results, it was decided to design the FY 2017 qualitative surveys and satisfaction surveys (frequency and sample size of the surveys) based on whether a component part was one where visitors spend time indoors.

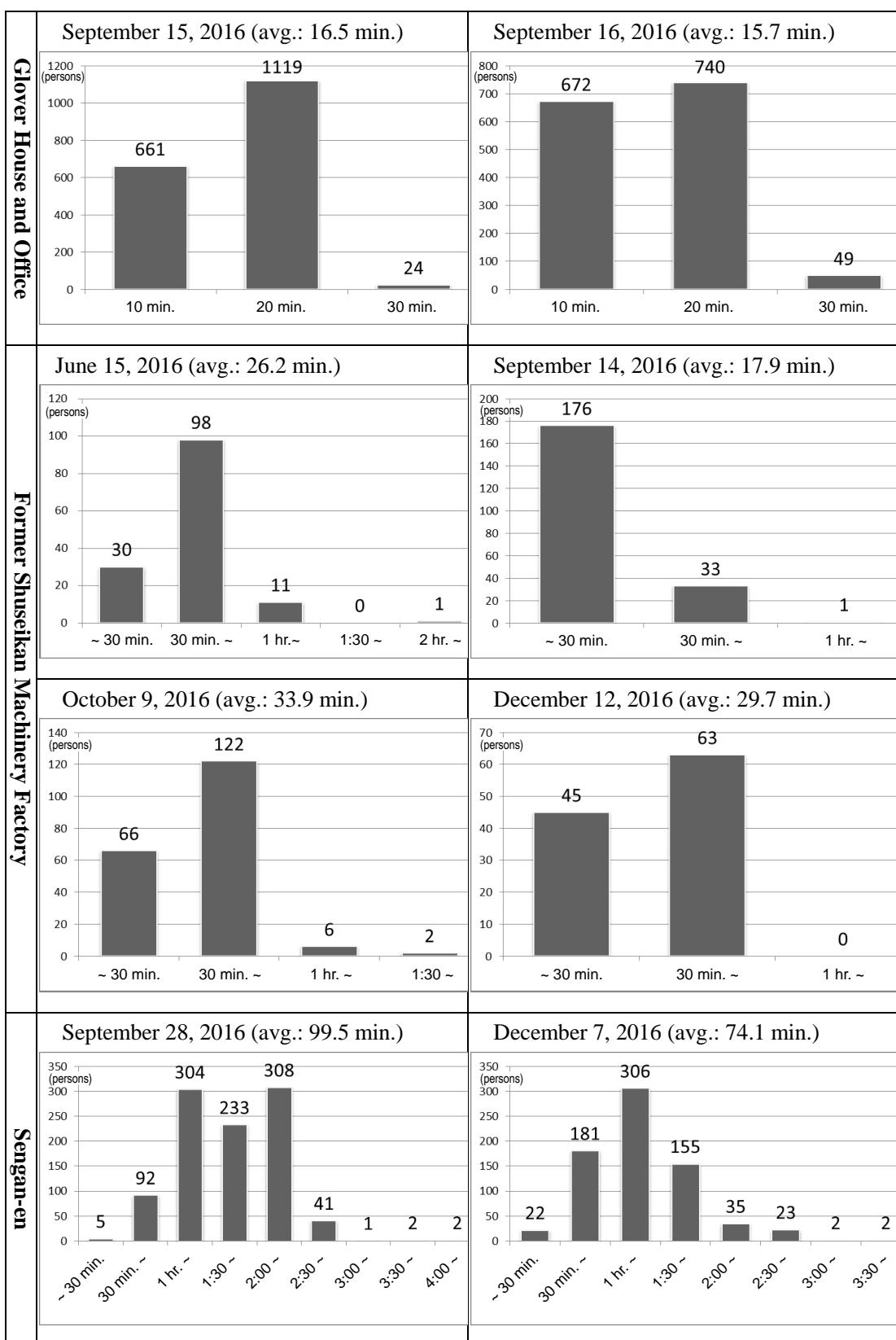


Figure 2. Time spent at component parts (on days with average visitor levels)

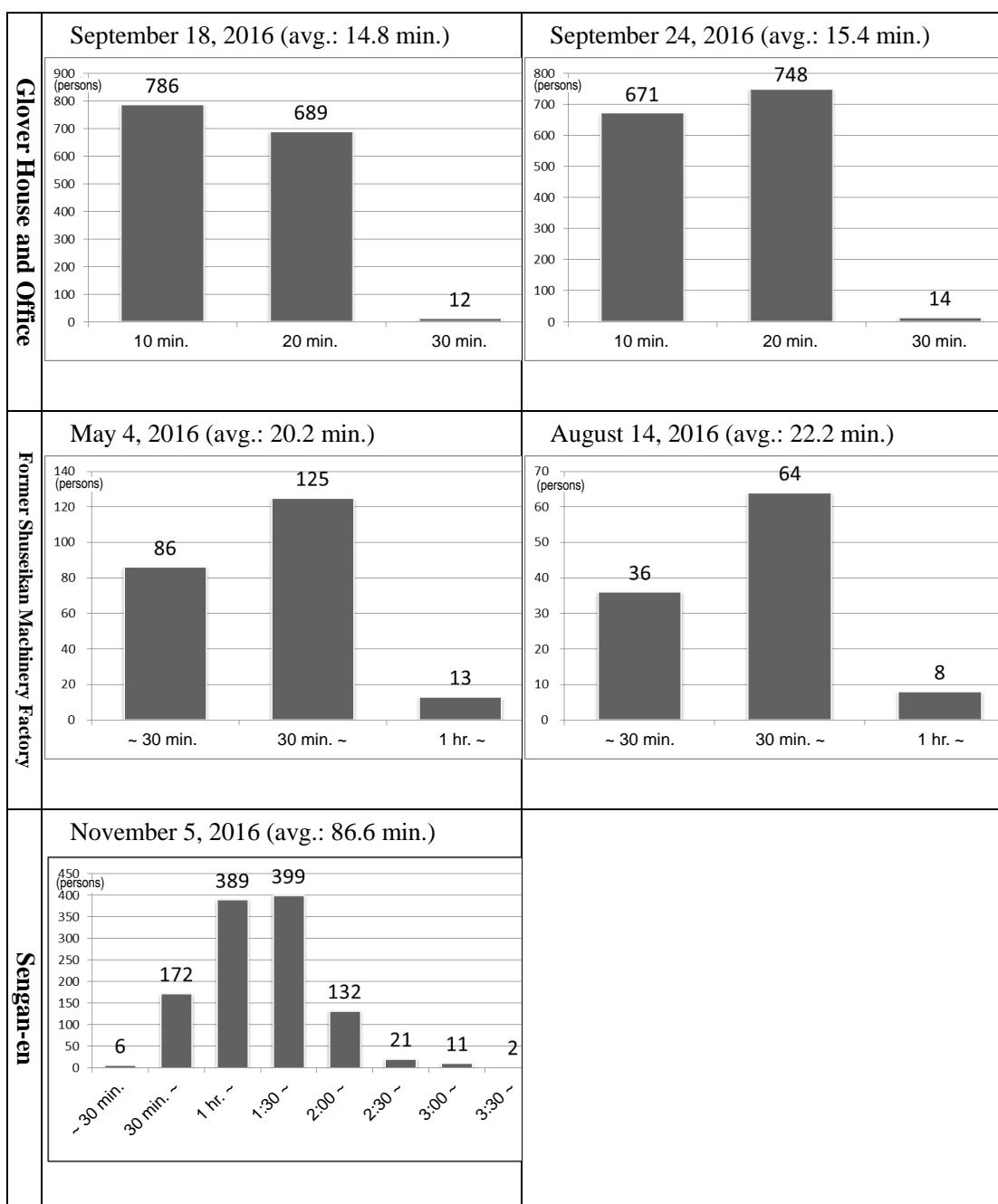


Figure3. Time spent at component parts (on days with high visitor levels)

Area	Component Part		Quantitative surveys		Qualitative surveys
Hagi	Hagi Reverberatory Furnace		From April 2016		
	Ebisugahana Shipyard		From April 2016		
	Ohitayama Tatarra Iron Works		From April 2016		
	Hagi Castle Town	Hagi Castle remains	From April 2016		
		Hagi Castle Town	From April 2016	3 sites with entrance fees only	
Shokasonjuku Academy			From April 2016		
Kagoshima	Shuseikan	Former Shuseikan Machinery Factory	From April 2016		From April 2016
		Former Foreign Engineer's Residence	From April 2016		
		Sengan-en	From April 2016		From April 2016
	Terayama Charcoal Kiln		From April 2016	Weekends and holidays only	
	Sekiyoishi Sluice Gate of Yoshino Leat		From April 2016	Weekends and holidays only	
Nirayama	Nirayama Reverberatory Furnaces		From April 2016		
Kamaishi	Hashino Iron Mining and Smelting Site		From April 2016		
Saga	Mietsu Naval Dock		From April 2016	Memorial museum + overall value determination	
Nagasaki	Kosuge Slip Dock		From April 2016	Weekends and holidays only	
	Mitsubishi Former Pattern Shop (Nagasaki Shipyard)		From April 2016		
	Takashima Coal Mine		From April 2016	Weekends and holidays only	
	Hashima Coal Mine		From April 2016		
	Glover House and Office		From April 2016	Counted at entrance to residence	From April 2016
Miike	Miike Coal Mine/Miike Port	Miike Coal Mine (Miyanohara Pit)	From April 2016		
		Miike Coal Mine (Manda Pit)	From April 2016		
		Miike Port	From April 2016		
	Misumi West Port		From April 2016	Guide + overall value determination	
Yawata	The Imperial Steel Works, Japan		From April 2016		
	Onga River Pumping Station		From April 2016	Weekends and holidays only	

Note 1. When not otherwise noted under "Remarks," as a general rule, quantitative surveys were conducted daily.

Table4. Sites covered in visitor surveys and implementation schedule (result)

### (3) Results of visitor satisfaction surveys (for questionnaires collected as of September 8<sup>th</sup>, 2017)

#### ➤ Visitor attributes

Nearly all visitors were from Japan (99%). The largest age group was people in their 40s (26%), and 59% of visitors were 40 years old or above.

Component parts in order of the most repeat visitors were Glover House and Office (64%), Shuseikan (35%), and Shokasonjuku Academy (30%).

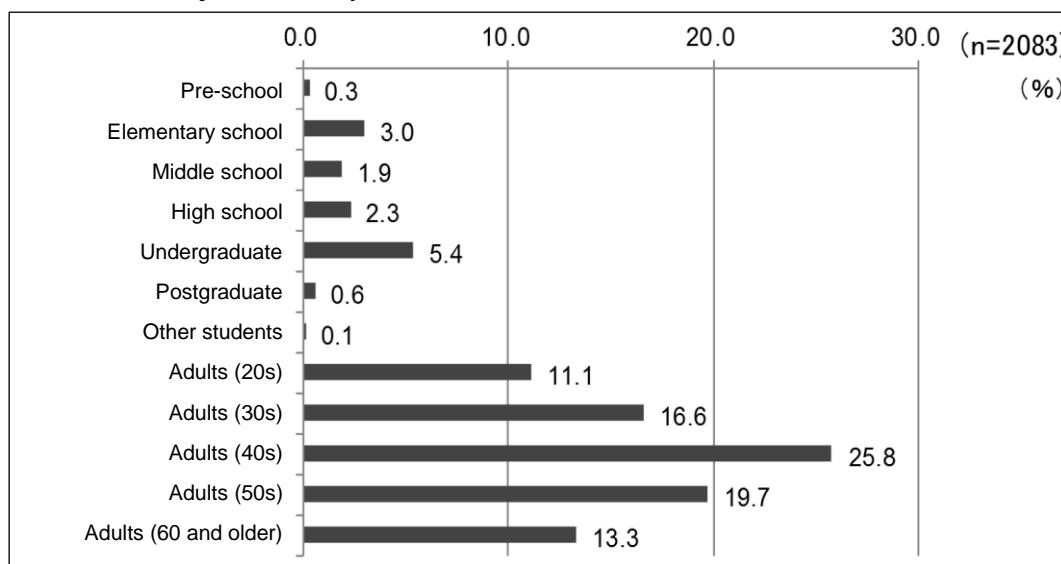


Figure4. Respondents by age group

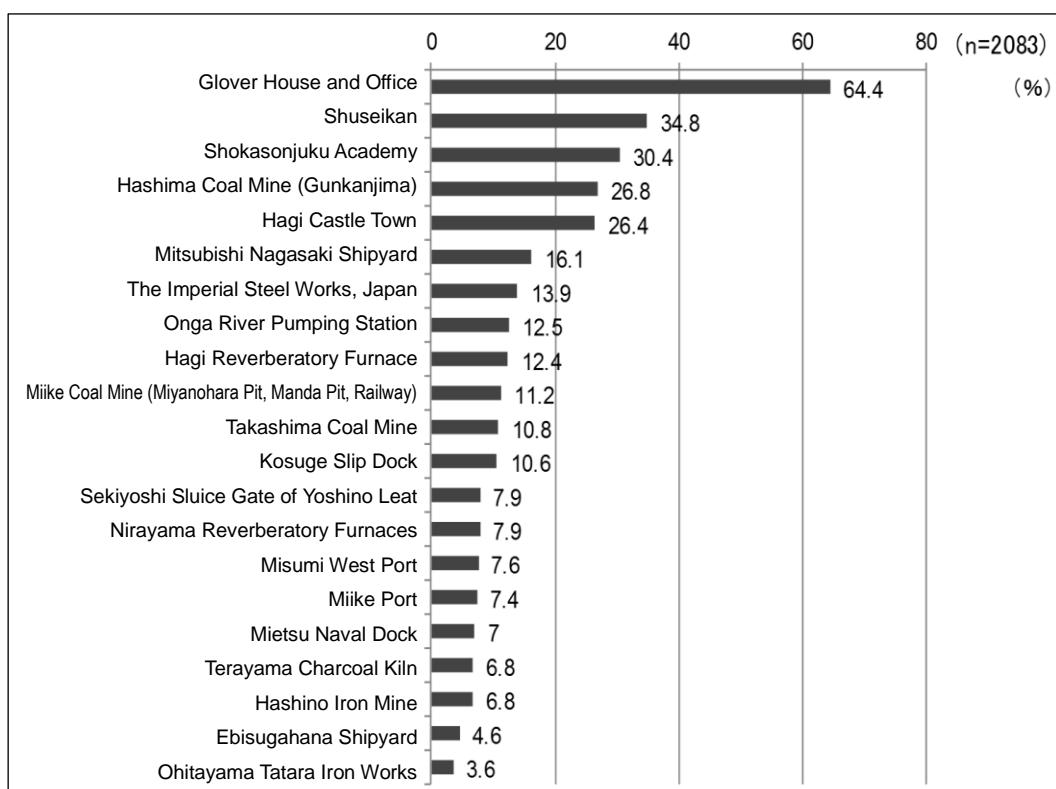


Figure5. Visits to each component part

## ➤ Visitor behavior

Nearly all visitors (90%) arranged for the visit on their own; only 6% made use of group tours (tour agencies, workplace or school tours, etc.). Some 70% of the visitors were accompanied by a spouse or partner, or other family members or relatives.

The largest number of visitors (33.5%) spent between 30 minutes to an hour at the site, followed by 29.1% who stayed for 15 to 30 minutes. Altogether, around 60% spent at least 30 minutes at the site.

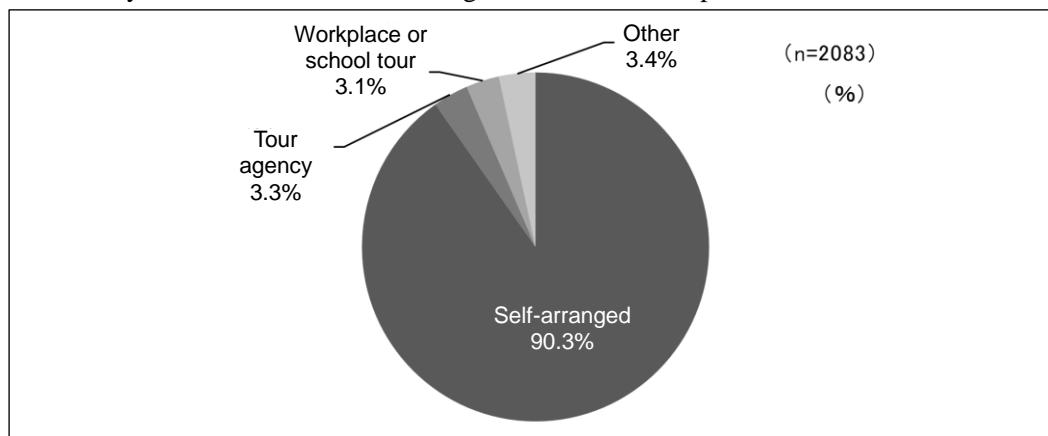


Figure6. How visits were arranged

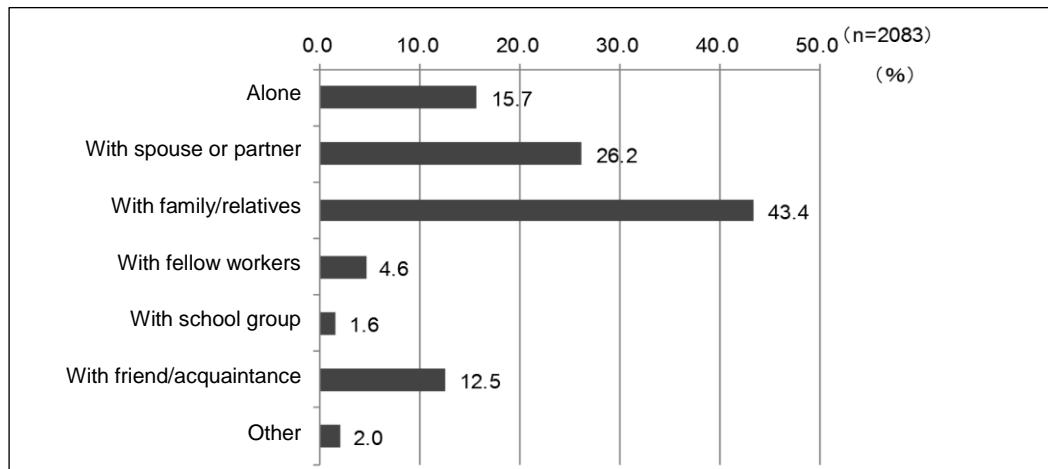


Figure7. Persons accompanying visitors

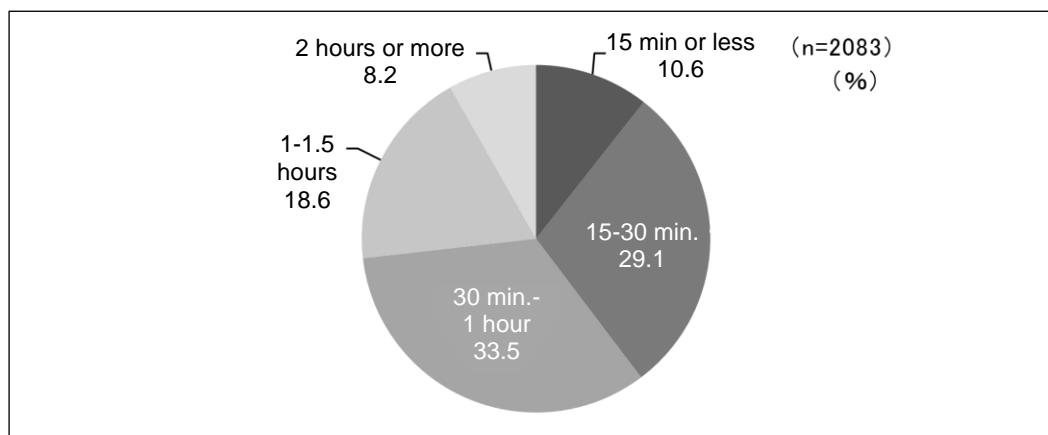


Figure8. Time spent at the site

### ➤ Relation of satisfaction to time spent by visitors at a component part

Looking at the satisfaction levels of visitors in relation to the time they spent at the component parts, the percentage who were “Very satisfied” was relatively high for those spending 15 minutes or longer, and especially high for those spending at least two hours.

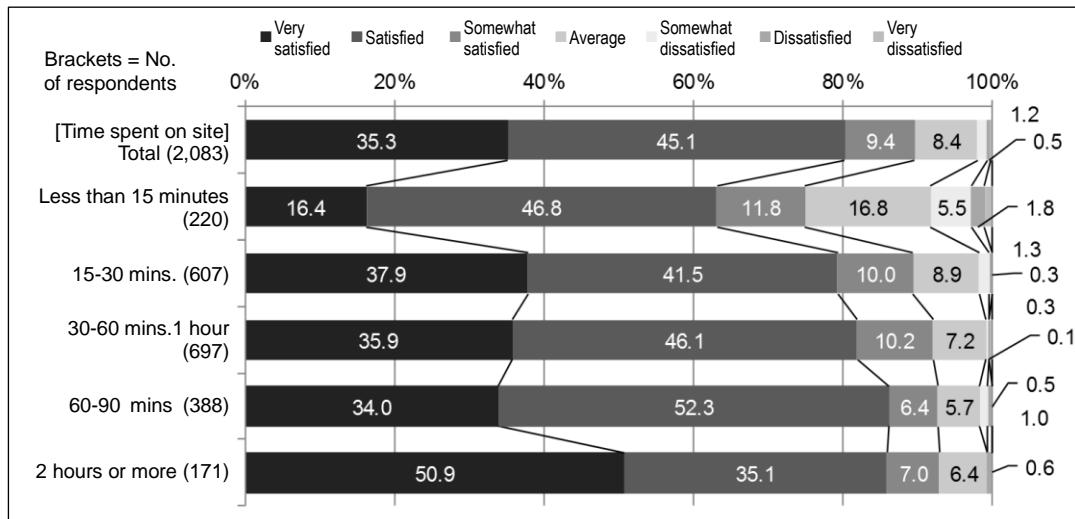


Figure9. Satisfaction with component part relative to time spent at the site

### ➤ Interpretation substance and satisfaction level

Nearly half of visitors (47%) made use of some kind of guide service (tour guide 18%, local guide 27%, audio guide 2%). Satisfaction with the guide services was high, with 53% of users reporting being “Very satisfied” and 38% “Satisfied.” Comparing guide satisfaction rates with component part satisfaction, a relatively high percentage of visitors who reported being “Very satisfied” with the guide services were also “Very satisfied” with the Component Part.

In response to questions about how they came to understand the reason for the Sites of Japan’s Meiji Industrial Revolution being inscribed on the World Heritage List, and how they came to understand the reason for the component part they visited becoming a World Heritage, the numbers of respondents answering, “I heard it from the guide” or “Using Sites of Japan’s Meiji Industrial Revolution application” were relatively high.

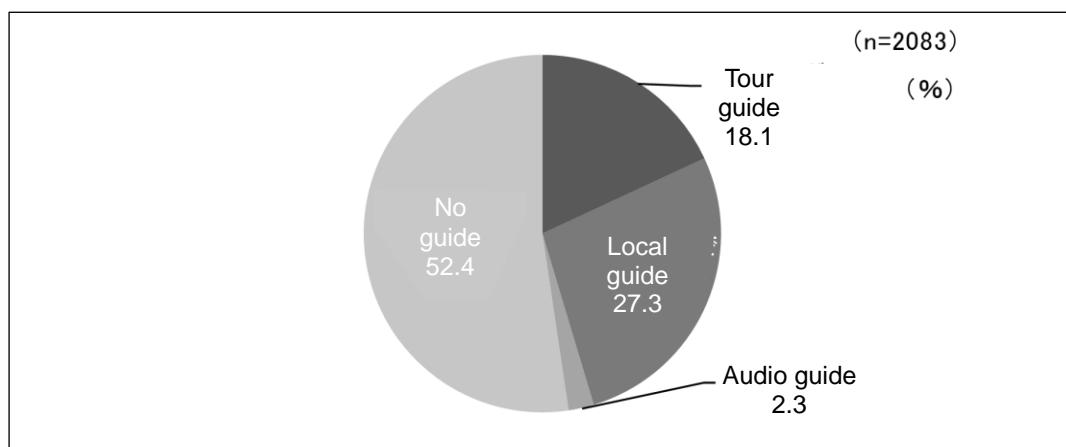


Figure10. Use of component part guide services

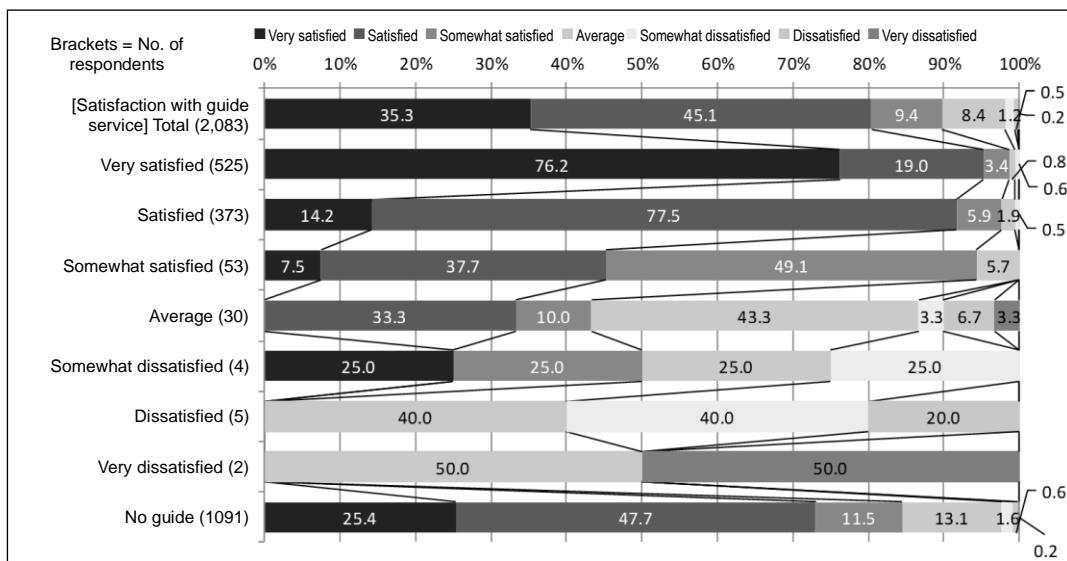


Figure11. Satisfaction with component part relative to satisfaction with guide services

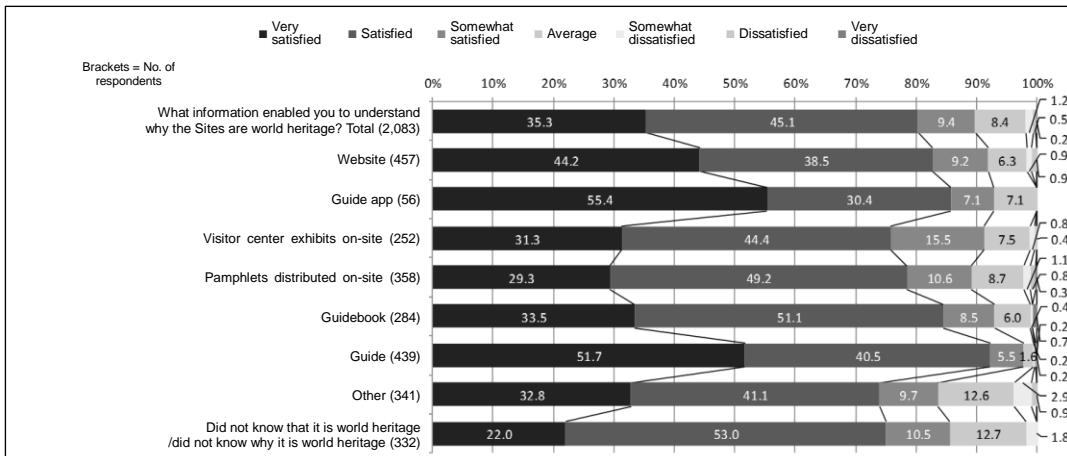


Figure12. Means of understanding why the "Sites of Japan's Meiji Industrial Revolution" was inscribed on the World Heritage List

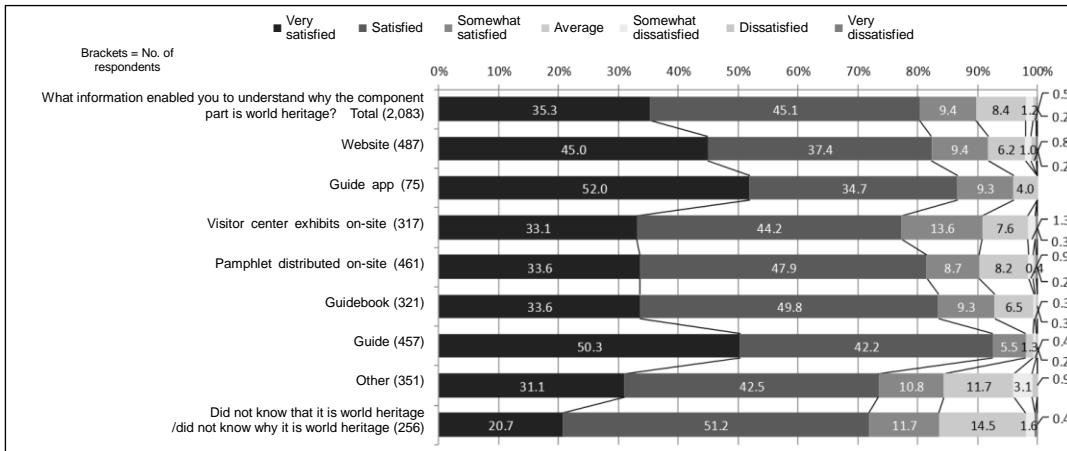


Figure13. Means of understanding why the component part visited consists of World Heritage property as a whole

### ➤ Food, beverage, shopping, and other service opportunities, and degree of satisfaction

Issues with the component parts that were frequently pointed out included inconvenient access (22%), nowhere to eat (9%), not enough toilet and other convenience facilities (9%), no appealing souvenirs (7%), and the site being boring/lacking in entertainment value (6%).

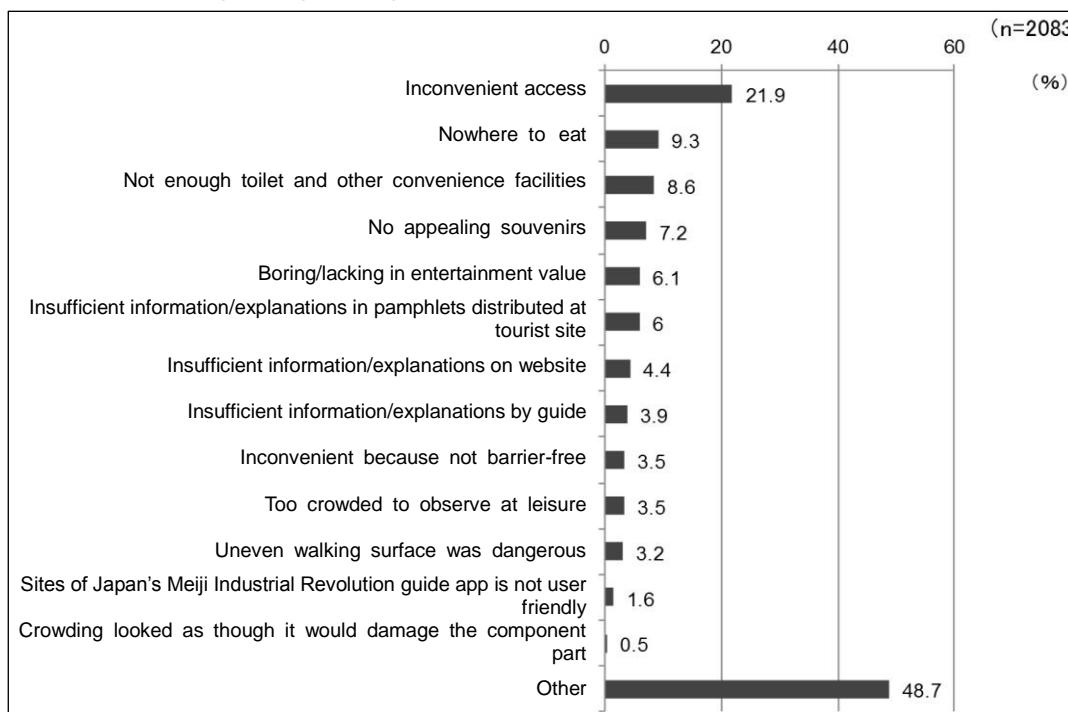


Figure14. component part issues and requests

### ➤ Thinking on setting target levels

The qualitative survey results further make clear the importance of the time spent by visitors at component parts. Based on visitor satisfaction surveys, when visitors spend at least two hours at a component part, they tend to understand the Outstanding Universal Value as World Heritage property as a whole and the role of the component part, and to feel satisfaction.

For promoting understanding by visitors, explanations by guides play an important role. As the surveys showed, satisfaction with a component part differs depending on whether the visitor was accompanied by high-quality guide service with which the visitor was “Very satisfied.” While the sample is small, the Sites of Japan’s Meiji Industrial Revolution guide application is also contributing to visitor satisfaction.

On the other hand, in addition to inconvenience of transportation access, there were relatively many issues pointed to regarding the facilities, equipment, and operation, such as inadequate eating options and toilets. Provision of facilities and equipment enabling visitors to enjoy their time at the component part is important for having them spend sufficient time there to appreciate its role as a component part contributing to Outstanding Universal Value.

These results show that factors such as time at the site, guide service, adequacy of facilities, equipment, and operation, and the state of the surrounding environment impact visitor understanding and satisfaction. They also serve as indicators for managing goal levels.

## Current state, issues and directionality in relation to visitor management at Hagi Reverberatory Furnace (Area 1 Hagi/Component part 1-1)

**Preconditions:** Visitor numbers: 154,609 (in 2015), 166,316 (in 2016)

Item	(already implemented measures involving visitor guidance, etc.)	(a) Current State	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<p>Surveys of visitor numbers and current state A guide group enlisted by Hagi City for everyday control keeps track of visitor numbers, and investigates whether there are adverse impacts on the component part from visitors, such as graffiti or damage to the ground surface.</p> <p>Component part protection measures Installing fence around reverberatory furnace Fence was installed to prevent visitors from directly touching the reverberatory furnace.</p> <p>Conservation and management measures Assignment of administrator/guides Daily administrator and guide duties are performed by a guide group in the city.</p>	<p>Visitor control Indicating tour routes There is not tour route indication from the parking area to the reverberatory furnace.</p> <p>Conservation and management measures Decline in administrator/guides Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</p>	<p>Visitor control Indicating tour routes Setting of tour routes A tour route from the parking area to the reverberatory furnace will be set and visitors will be guided to the site.</p> <p>Conservation and management measures Educating new guides through regular training With the aim of developing new administrator/guides of diverse ages, periodic training will be offered, including lectures on the Sites of Japan's Meiji Industrial Revolution and the Hagi Reverberatory Furnace, and observation of component parts in other Areas.</p>	<p>Visitor control Setting of tour routes A tour route from the parking area to the reverberatory furnace will be set and visitors will be guided to the site.</p> <p>Conservation and management measures Educating new guides through regular training With the aim of developing new administrator/guides of diverse ages, periodic training will be offered, including lectures on the Sites of Japan's Meiji Industrial Revolution and the Hagi Reverberatory Furnace, and observation of component parts in other Areas.</p>
Establishing the necessary facilities/equipment/operational system for the <u>component part (A)</u> and <u>surrounding environment (B)</u>		<p>Surveys of visitor numbers and current state Surveys of visitor behavior observation, concurrent visitor numbers and time spent at the site, and surveys of visitor understanding and satisfaction are conducted periodically.</p> <p>Establishment of visitor center A World Heritage Visitor Center was opened March 4<sup>th</sup>, 2017 as the central facility for guidance.</p> <p>Assignment of administrator/guides Daily administrator and guide duties are performed by a guide group in the city.</p> <p>Installation of explanatory boards and information boards, etc. World Heritage Plaque installation A World Heritage Plaque was installed at the entrance.</p> <p>Pamphlet and application provision A guide map to component parts in the Area 1 Hagi has been issued, and a mobile device application is provided.</p> <p>Installation of utility facilities Provision of new pedestrian slope without stairs A new slope was provided for the sake of visitors who have difficulty climbing stairs.</p> <p>Parking area and toilet provision A parking area for passenger cars and buses, as well as toilets, were provided in front of the Hagi Reverberatory Furnace.</p> <p>Wide-area guidance Indicating the site on road signs Road signs giving directions to the site have been installed at major intersections in Hagi.</p>	<p>Direction by guides Decline in administrator/guides Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</p> <p>Raising guide skills Visitors have come to want explanations of the role of each component part in the 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 given following inscription on the World Heritage List, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</p> <p>Installation of explanatory boards and information boards, etc. Inadequate contents of explanatory boards Although explanatory boards have been installed, they do not explain the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of the 23 component parts, the process of historical changes and developments of the Hagi Reverberatory Furnace, and the industrial systems of the time.</p> <p>Installation of utility facilities Pedestrian walkways will be clearly set in the parking area.</p> <p>Wide-area guidance Tie-in with Ebisugahana Shipyard A view of Ebisugahana Shipyard from the Hagi Reverberatory Furnace site will be obtained, and explanatory boards will be installed regarding the Ebisugahana Shipyard.</p>	<p>Direction by guides Regular guide training Periodic training will be offered, including lectures on the Sites of Japan's Meiji Industrial Revolution and the Hagi Reverberatory Furnace, 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.</p> <p>Explanatory boards Explanatory boards will be installed that provide information about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the role of the 23 component parts, the process of historical changes and developments of the Hagi Reverberatory Furnace, and the industrial systems of the time.</p> <p>Wide-area guidance Pedestrian walkways will be clearly set in the parking area.</p> <p>Tie-in with Ebisugahana Shipyard A view of Ebisugahana Shipyard from the Hagi Reverberatory Furnace site will be obtained, and explanatory boards will be installed regarding the Ebisugahana Shipyard.</p>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Ebisugahana Shipyard (Area 1 Hagi/Component part 1-2)

**Preconditions:** Visitor numbers: 56,204 (in 2015), 55,639 (in 2016)

Item	(a) Current State (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<p>Visitor control</p> <ul style="list-style-type: none"> <li>➢ Surveys of visitor numbers and current state</li> <li>Surveys of visitor behavior observation, concurrent visitor numbers, and time spent at the site, and surveys of visitor understanding and satisfaction are conducted periodically.</li> <li>Establishment of visitor center</li> <li>A World Heritage Visitor Center was opened March 4<sup>th</sup>, 2017 as the central facility for guidance.</li> <li>Assignment of administrator/guides</li> <li>Daily administrator and guides duties are performed by a guide group in the city.</li> <li>Direction by guides</li> <li>Assignment of administrator/guides</li> <li>Daily administrator and guides duties are performed by a guide group in the city.</li> <li>Installation of explanatory boards and information boards, etc.</li> <li>World Heritage Plaque in installation</li> <li>A World Heritage Plaque was installed in front of the seawall.</li> <li>Pamphlet and application provision</li> <li>A guide map to component parts in the Area 1 Hagi has been issued, and a mobile device application is provided.</li> <li>Installation of utility facilities<sup>25</sup></li> <li>Temporary installation of explanatory boards and toilets</li> <li>Explanatory boards, tour routes, and toilets have been temporarily provided.</li> <li>Wide-area guidance</li> <li>Indicating the site on road signs</li> <li>Road signs giving directions to the site have been installed at major intersections in the city.</li> </ul>	<p>Establishing the necessary facilities/equipment/operational system for the <u>component part (A)</u> and <u>surrounding environment (B)</u></p>	<p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➢ Decline in administrator/guides</li> <li>Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> <li>Component part protection measures</li> <li>Concerns of damage from falling rocks, etc.</li> <li>Falling rocks or inflow of earth due to landslides in the nearby mountain forests could damage the component part or harm visitors.</li> </ul> <p>Conservation and management structure</p> <ul style="list-style-type: none"> <li>➢ Decline in administrator/guides</li> <li>Nearly all the administrator/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</li> <li>Visitors have come to want explanations of the role of component part in the Sites of Japan's Meiji Industrial Revolution, and its connection to component parts in other Area. Training sessions on the Sites of Japan's Meiji Industrial Revolution were given following inscription on the World Heritage List, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</li> <li>Installation of explanatory boards and information boards, etc.</li> <li>Inadequate contents of explanatory boards</li> <li>Although temporary explanatory boards have been installed, they do not include explanations of the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of the Ebisugahana Shipyard.</li> <li>Permanent installation of explanatory boards is necessary.</li> <li>Lack of parking space</li> <li>A parking area for visitors has not yet been opened.</li> <li>Wide-area guidance</li> <li>Indicating the site on road signs</li> <li>Road signs giving directions to the site have been installed at major intersections in the city.</li> </ul> <p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➢ Educating new guides through regular training</li> <li>With the aim of developing new administrator/guides of diverse ages, periodic training will be offered, including lectures about the Sites of Japan's Meiji Industrial Revolution and the Ebisugahana Shipyard and observation of component parts in other Areas.</li> <li>Component part protection measures</li> <li>Falling rock preventive measures</li> <li>Facilities will be installed to prevent falling rock or landslides in the nearby mountain forests from impacting the component part, for protection of the component part, and for ensuring safety of visitors.</li> </ul> <p>Conservation and management structure</p> <ul style="list-style-type: none"> <li>➢ Decline in administrator/guides</li> <li>Nearly all the administrator/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</li> <li>Visitors have come to want explanations of the role of component part in the Sites of Japan's Meiji Industrial Revolution, and its connection to component parts in other Area. Training sessions on the Sites of Japan's Meiji Industrial Revolution were given following inscription on the World Heritage List, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</li> <li>Installation of explanatory boards and information boards, etc.</li> <li>Inadequate contents of explanatory boards</li> <li>Although temporary explanatory boards have been installed, they do not include explanations of the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution or the role of the Ebisugahana Shipyard.</li> <li>Permanent installation of explanatory boards is necessary.</li> <li>Lack of parking space</li> <li>A parking area for visitors has not yet been opened.</li> <li>Wide-area guidance</li> <li>Indicating the site on road signs</li> <li>Road signs giving directions to the site have been installed at major intersections in the city.</li> </ul> <p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➢ Educating new guides through regular training</li> <li>With the aim of developing new administrator/guides of diverse ages, periodic training will be offered, including lectures about the Sites of Japan's Meiji Industrial Revolution and the Ebisugahana Shipyard and observation of component parts in other Areas.</li> <li>Component part protection measures</li> <li>Falling rock preventive measures</li> <li>Facilities will be installed to prevent falling rock or landslides in the nearby mountain forests from impacting the component part, for protection of the component part, and for ensuring safety of visitors.</li> </ul>
			<p>A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.</p>

## Current state, issues and directionality in relation to visitor management at Ohitayama Tatara Iron Works (Area 1 Hagi/Component part I-3)

**Preconditions:** Visitor numbers: 14,869 (in 2015), 10,028 (in 2016)

Item	(already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
<b>Physical impact on the component part (A)</b>	<p>Visitor control</p> <ul style="list-style-type: none"> <li>➢ Surveys of visitor numbers and current state</li> <li>➢ A guide group enlisted by Hagi City for everyday control keeps track of visitor numbers, and investigates whether there are adverse impacts on the component part from visitors, such as graffiti or damage to the ground surface.</li> <li>➢ Component part protection measures</li> <li>➢ Covering with protective earth layer to protect underground archaeological remains</li> <li>➢ Conservation and management measures</li> <li>➢ Assignment of administrator/guides</li> <li>➢ Daily administrator and guide duties are performed by a guide group in the city.</li> </ul>	<p>Component part protection measures</p> <ul style="list-style-type: none"> <li>➢ Impact on underground archaeological remains from protective earth layer runoff</li> <li>➢ There are concerns that runoff from the protective earth layer due to rainfall, etc. may impact the underground archaeological remains.</li> <li>➢ Ultraviolet rays and visitor pressure on exposed remains</li> <li>➢ 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 seen.</li> <li>➢ Conservation and management measures</li> <li>➢ Decline in administrator/guides</li> <li>➢ Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> </ul>	<p>Component part protection measures</p> <ul style="list-style-type: none"> <li>➢ Maintaining of earth layer cover on surface of remains</li> <li>➢ The earth layer cover on top of the exposed remains will be fortified and hardened.</li> <li>➢ Repair of exposed remains</li> <li>➢ After a test run, the substrate will be strengthened using preservation science methods.</li> <li>➢ Tour route installation</li> <li>➢ Tour routes will be installed to reduce the impact on the exposed remains from being walked on by visitors, and to promote understanding of the iron smelting processes.</li> <li>➢ Regular guide training</li> <li>➢ Periodic training will be offered, including lectures on the Sites of Japan's Meiji Industrial Revolution and the Ohitayama Tatara Iron Works, and observation of component parts in other Areas, aimed at developing new administrator/guides of diverse ages.</li> </ul>
<b>Establishing the necessary facilities/equipment/operational system for the component part (A) and surrounding environment (B)</b>	<p>Visitor control</p> <ul style="list-style-type: none"> <li>➢ Surveys of visitor numbers and current state</li> <li>➢ Surveys of visitor behavior observation, concurrent visitor levels and time spent at the site, and surveys of visitor understanding and satisfaction are conducted periodically.</li> <li>➢ Establishment of visitor center</li> <li>➢ A World Heritage Visitor Center was opened March 4<sup>th</sup>, 2017 as the central facility for guidance.</li> </ul> <p>Direction by guides</p> <ul style="list-style-type: none"> <li>➢ Assignment of administrator/guides [as noted above]</li> <li>➢ Daily administrator and guide duties are performed by a guide group in the city.</li> </ul> <p>Installation of explanatory boards and information boards, etc.</p> <ul style="list-style-type: none"> <li>➢ World Heritage Plaque installation</li> <li>➢ A World Heritage Plaque was installed at the entrance.</li> <li>➢ Pamphlet and application provision</li> <li>➢ A guide map to component parts in the Area 1 Hagi has been issued, and a mobile device application is provided.</li> <li>➢ Installation of utility facilities</li> <li>➢ Installation of exhibit and rest facilities, toilets, and parking area</li> <li>➢ Explanations using panels, videos, and the like, a rest area, toilets, and parking area for passenger cars and microbuses have been provided in the Area.</li> <li>➢ Wide-area guidance</li> <li>➢ Indicating the site on road signs</li> <li>➢ Road signs giving directions to the site have been installed at major intersections in Hagi.</li> <li>➢ Service for transferring from large bus to microbuses</li> <li>➢ Large buses cannot go all the way to the component part because of the narrow approach road. A service is therefore provided for transferring to two microbuses at the nearest roadside station.</li> </ul>	<p>Direction by guides</p> <ul style="list-style-type: none"> <li>➢ Decline in administrator/guides</li> <li>➢ Nearly all the administrator/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</li> <li>➢ Visitors have come to want explanations of the role of each component part in the 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 given following inscription on the World Heritage List, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</li> <li>➢ Indicating tour routes</li> <li>➢ There is no tour route that traces the smelting processes.</li> </ul> <p>Direction by guides</p> <ul style="list-style-type: none"> <li>➢ Regular guide training</li> <li>➢ Periodic training will be offered including lectures on the Sites of Japan's Meiji Industrial Revolution and the Ohitayama Tatara Iron Works, 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> <li>➢ Installation of explanatory boards and information boards, etc.</li> <li>➢ Tour route installation [as noted above]</li> <li>➢ Tour routes will be installed to reduce the impact on the exposed remains from being walked on by visitors, and to promote understanding of the iron smelting processes by setting routes that trace those processes.</li> </ul>	

Appendix c)-2-3. Current state, issues and directionality in relation to visitor management  
at Ohitayama Tatara Iron Works (Area 1 Hagi/Component part 1-3)

## Current state, issues and directionality in relation to visitor management at Hagi Castle Town (Area 1 Hagi/ Component part 1-4)

**Preconditions:** Visitor numbers: Ruins of the Castle 81,920 (in 2015), 57,693 (in 2016); District of the Upper Class Samurai 8,481 (in 2015), 6,150 (in 2016); District of the Merchant Class 61,579 (in 2015), 42,935 (in 2016)

Appendix c)-2-4. Current state, issues and directionality in relation to visitor management at Hagi Castle Town (Area 1 Hagi/Component part 1-4)

Item	(②) Current State (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality	
			Conservation and management measures	Conservation and management measures
Physical impact on the component part (A)	<p>Visitor control</p> <ul style="list-style-type: none"> <li>➤ Surveys of visitor numbers and current state</li> <li>A guide group enlisted by Hagi City for everyday control keeps track of visitor numbers, and investigates whether there are adverse impacts on the component part from visitors, such as graffiti or damage to the ground surface.</li> </ul> <p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➤ Assignment of administrator/guides at main buildings, etc.</li> <li>Daily administrator and guide duties at main buildings in the Hagi Castle Town are performed by a guide group in the city.</li> </ul>	<p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➤ Decline in administrator/guides</li> <li>Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> </ul>	<p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➤ Regular guide training [as noted above]</li> <li>Educating new guides through regular training</li> <li>Periodic training will be offered including lectures on the Sites of Japan's Meiji Industrial Revolution and the Hagi Castle Town, and observation of component parts in other Areas, aimed at developing new administrator/guides of diverse ages.</li> </ul>	
	<p>Visitor control</p> <ul style="list-style-type: none"> <li>➤ Surveys of visitor numbers and current state [as noted above]</li> <li>Surveys of visitor behavior observation, concurrent visitor numbers and time spent at the site, and surveys of visitor understanding and satisfaction are conducted periodically.</li> </ul> <p>Establishment of visitor center</p> <ul style="list-style-type: none"> <li>A World Heritage Visitor Center was opened March 4<sup>th</sup>, 2017 as the central facility for guidance.</li> <li>Positioning Hagi Museum as a core facility for information dissemination, investigation, and research</li> <li>The Hagi Museum located in Hagi Castle Town is positioned as a core facility for information dissemination and for investigation and research on Hagi Castle Town, where explanations including the process of historical changes and developments of the Hagi Castle Town take place.</li> </ul> <p>Direction by guides</p> <ul style="list-style-type: none"> <li>➤ Assignment of administrator/guides at main buildings, etc.</li> <li>Daily administrator and guide duties at main buildings in the Hagi Castle Town are performed by a guide group in the city.</li> <li>➤ Assignment of tour guides</li> <li>Guides are assigned to take people around and explain each of the facilities in the Hagi Castle Town.</li> </ul> <p>Installation of explanatory boards and information boards, etc.</p> <ul style="list-style-type: none"> <li>➤ World Heritage Plaque installation</li> <li>A World Heritage Plaque was installed in the District of Upper Class Samurai.</li> <li>➤ Pamphlet and application provision</li> <li>A guide map to component parts in the Area 1 Hagi has been issued, and a mobile device application is provided.</li> <li>Installation of utility facilities</li> <li>➤ Parking area and toilet provision</li> <li>Multiple parking areas and toilets are provided in and around the Hagi Castle Town.</li> </ul> <p>Wide-area guidance</p> <ul style="list-style-type: none"> <li>➤ Indicating the site on road signs</li> <li>Road signs giving directions to the site have been installed at major intersections in the city.</li> </ul>	<p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➤ Decline in administrator/guides</li> <li>Nearly all the administrator/guides are retired persons in their 60s and 70s, and there are concerns that their number will decline in coming years.</li> <li>➤ Training and obtaining tour guides</li> <li>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.</li> </ul> <p>Installation of explanatory boards and information boards, etc.</p> <ul style="list-style-type: none"> <li>➤ Setting of recommended tour routes</li> <li>Recommended tour routes will be set enabling easily understanding of the structures of early modern feudal society represented by the Hagi Castle Town, and will be indicated to visitors.</li> </ul>	<p>Conservation and management measures</p> <ul style="list-style-type: none"> <li>➤ Setting of recommended tour routes</li> <li>Recommended tour routes that would aid in understanding the structures of early modern feudal society represented by the Hagi Castle Town have not been set.</li> </ul>	

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Shokasonjuku Academy (Area 1 Hagi/ Component part 1-5)

Preconditions: Visitor numbers: 817,257 (in 2015), 516,084 (in 2016)

Item	(a) Current State (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the component part (A)	<p>Visitor control</p> <ul style="list-style-type: none"> <li>Surveys of visitor members and current state           <ul style="list-style-type: none"> <li>Everyday management is performed by the Shoin Shrine (religious corporation) which keeps track of visitor numbers daily, and investigates whether there are adverse impacts on the component part from visitors, such as graffiti or damage to the ground surface.</li> <li>Component part protection measures           <ul style="list-style-type: none"> <li>Installing fence around building</li> <li>Fence has been installed around the building to control entry inside.</li> </ul> </li> </ul> </li> </ul>	<p>Visitor control</p> <ul style="list-style-type: none"> <li>When there are large numbers of visitors, sometimes they overflow the approach to the shrine, which is one of the flow lines.</li> <li>Physical impact/harm to component part by visitors           <ul style="list-style-type: none"> <li>There are concerns about graffiti, arson, or other deliberate damage.</li> </ul> </li> <li>Component part protection measures           <ul style="list-style-type: none"> <li>Building deterioration over time</li> <li>Subsidence and tilting of the roof portion of the building, changes in inclination, etc. of walls and columns, and deterioration of materials (columns, beams, fittings, etc.) are to be seen.</li> <li>Soil runoff and poor drainage around the building</li> <li>Soil runoff from rainfall, and poor drainage due to clogging of the drainage facilities are also problems.</li> </ul> </li> </ul>	<p>Visitor control</p> <ul style="list-style-type: none"> <li>Dealing with crowding           <ul style="list-style-type: none"> <li>Flow lines for visitors to Shokasonjuku Academy and for worshippers at Shoin Shrine, respectively, will be made clear to ease crowding and promote understanding of Shokasonjuku Academy.</li> </ul> </li> <li>Component part protection measures           <ul style="list-style-type: none"> <li>Provision of fire prevention and security systems</li> <li>Automatic fire alarms and other equipment will be repaired and surveillance cameras will be installed.</li> </ul> </li> </ul>
		<p>Direction by guides</p> <ul style="list-style-type: none"> <li>Decline in number of guides           <ul style="list-style-type: none"> <li>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           <ul style="list-style-type: none"> <li>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 inscription on the World Heritage List, but the guides themselves have not yet reached the level of being able to provide explanations to visitors based on sufficient knowledge.</li> </ul> </li> <li>Installation of explanatory boards and information boards, etc.           <ul style="list-style-type: none"> <li>Explanatory boards will be installed that provide information about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the role of the 23 component parts, and the process of historical changes and developments of the Shokasonjuku Academy, etc.</li> <li>Installation of explanatory boards</li> <li>Tour routes linking to the surrounding historic sites will be introduced to visitors.</li> </ul> </li> </ul> </li> <li>Inadequate contents of explanatory boards           <ul style="list-style-type: none"> <li>Although explanatory boards 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 Academy.</li> </ul> </li> <li>Wide-area guidance           <ul style="list-style-type: none"> <li>Guidance to related historic sites in the vicinity</li> <li>Various historic sites are located around Shokasonjuku Academy, but there are no signs directing people to them.</li> </ul> </li> </ul>	<p>Direction by guides</p> <ul style="list-style-type: none"> <li>Regular guide training           <ul style="list-style-type: none"> <li>Periodic training will be offered including lectures on the Sites of Japan's Meiji Industrial Revolution and Shokasonjuku Academy, 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> </li> <li>Installation of explanatory boards, etc.           <ul style="list-style-type: none"> <li>Explanatory boards will be installed that provide information about the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution, the role of the 23 component parts, and the process of historical changes and developments of the Shokasonjuku Academy, etc.</li> </ul> </li> <li>Wide-area guidance           <ul style="list-style-type: none"> <li>Guidance directing people to related historic sites in the vicinity</li> <li>Tour routes linking to the surrounding historic sites will be introduced to visitors.</li> </ul> </li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Shuseikan (Area 2 Kagoshima/ Component part 2-1)

**Preconditions:** Visitor numbers (in FY 2015 ⇨ FY 2016): Shuseikan Machinery Factory: 347,866 ⇨ 283,548; Sengan-en: 485,214 ⇨ 419,185; Former Kagoshima Foreign Engineer's Residence: 21,996 ⇨ 13,986

Item	(already implemented measures involving visitor guidance, etc.)	(a) Current State	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➤ To determine the impact of visitors on the component part, surveys including observation of visitor behavior and time spent at the site started at FY 2015 and are currently being conducted.</li> <li>➤ Based on the results of seismic diagnosis conducted in FY 2007, the number of people allowed at one time inside the Former Kagoshima Foreign Engineer's Residence, which is a wooden structure, will be limited to 60. The number allowed into Iso Residence at Sengan-en at one time will be limited to 50.</li> <li>➤ Parties concerned who are members of the Shuseikan Conservation Council have collaborated in creating an organizational structure for proper conservation and management of the component part, in accordance with the Conservation Management Plan (CMP).</li> <li>➤ The World Heritage Council for the Sites of Japan's Meiji Industrial Revolution conducts workshops for staff of municipalities concerning conservation and management approaches and other matters.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Management of the component part is currently being carried out effectively by its owners and managers, and no adverse impacts on the component part are to be seen.</li> <li>➤ In addition to owners and managers of the component part, steady conservation efforts must be made by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities. At the same time, disaster prevention and security measures will be taken, and in case of damage to a constituent element, restoration will be made promptly.</li> <li>➤ A mechanism is needed by which those involved in management and administration of the component part can receive guidance from experts, enabling them to raise their expertise in their respective fields.</li> </ul>	<ul style="list-style-type: none"> <li>➤ For each component part, the possibility and necessity of setting visitor thresholds will be examined, based on the results of ongoing quantitative and qualitative surveys of visitors.</li> <li>➤ The constituent elements included in the component part, the settings and landscape will be maintained in favorable condition, not only by owners and managers of the component part, but also by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities. At the same time, disaster prevention and security measures will be taken, and in case of damage to a constituent element, restoration will be made promptly.</li> <li>➤ A mechanism will be created by which those involved in management and administration of the component part, including owners and managers, can receive guidance from experts, enabling them to acquire the specialized knowledge and capabilities seen as necessary in their respective fields.</li> </ul>	
	Establishing the necessary facilities/equipment/operational system for the <u>component part (A)</u> and <u>surrounding environment (B)</u>	<ul style="list-style-type: none"> <li>➤ Guidance is provided to visitors by site owners, etc., in the Shuseikan Machinery Factory (current Shokoshuseikan Museum), the Shokoshuseikan Annex, and the Former Foreign Engineer's Residence. Under project planning carried out by the Partnership Council for Modern Industrial Heritage Sites in Kagoshima, explanatory boards and information boards were given a design standard to the Shuseikan Project, Kagoshima City and other component part owners then replaced or newly installed explanatory boards and information boards with this standard design during FYs 2014 to 2015.</li> <li>➤ Visitor numbers are kept track of at the reception desks for Shokoshuseikan, Sengan-en, and the Former Foreign Engineer's Residence; but there are also remains related to the industrial systems of the Shuseikan Project that overlap paid-entry and free zones.</li> <li>➤ On weekends, Kagoshima volunteer guides provide explanations and guidance to visitors in the Former Foreign Engineer's Residence, Terayama Charcoal Kiln, and Sekiyoshi Shrine Gate of Yoshino Leat.</li> <li>➤ The owners and managers provide parking areas for passenger cars and large buses.</li> <li>➤ Road signs giving directions have been installed on major roads for ease of travel by visitors around the Kagoshima Area.</li> </ul>	<ul style="list-style-type: none"> <li>➤ While it is recognized that certain items are lacking in the exhibit explanations mostly at the Shokoshuseikan and Former Foreign Engineer's Residence, it is unlikely that this can be remedied with the exhibit space available in the current facilities. Moreover, since the component part is located on a narrow strip of land, if new guidance facilities were to be built, selecting candidate places outside the area designated as National Historic Sites would be difficult.</li> <li>➤ As progress is made in carrying out the work prescribed in the Conservation Work Programme and Implementation Programme, such as opening to the public elements not yet open, and exposing underground archaeological remains, the contents of existing information and explanatory boards need to be revised, and new ones need to be installed as well.</li> <li>➤ The remains of reverberatory furnace, blast furnace, and other remains related to the industrial systems of the Shuseikan Project overlap paid-entry and free zones. For this reason, visitors cannot move freely along the tour route.</li> <li>➤ Volunteer guides and facility staff need to continue with providing guidance and explanations, seeking to increase understanding by visitors.</li> <li>➤ Parking spaces are currently provided where the cannon-boring mill and cut glass factory are located, and when displays have been installed above the underground archaeological remains, it results in less parking space for visitors.</li> </ul>	<ul style="list-style-type: none"> <li>➤ New guidance facilities will be installed on the grounds of Shuseikan to fill out the currently inadequate information giving an overview of the Sites of Japan's Meiji Industrial Revolution and of the overall Shuseikan Project. The scope of the facilities will be kept to a minimum, and the design, form, and layout will be chosen to avoid adverse impacts on the remains and landscape as a National Place of Scenic Beauty and a Historic Site.</li> <li>➤ In case future document surveys or excavation surveys turn up new information clarifying the industrial systems of the Shuseikan Project, the information and explanatory boards will be updated or newly added at the time; planar markers are installed on the surface above the underground archaeological remains, such as those of the cannon-boring mill or cut glass factory.</li> <li>➤ Guidance boards and tour routes will be installed in line with future excavation surveys and progress in displaying the remains, to enable smooth tours tracing the cannon manufacturing process.</li> <li>➤ Guide training will be offered periodically to improve guide skills so as to help increase visitor understanding.</li> <li>➤ If planar markers are installed on the surface above the cannon-boring and cut glass factory remains, under the current parking space, alternative parking space will be provided.</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Terayama Charcoal Kiln (Area 2 Kagoshima/ Component part 2-2)

**Preconditions:** Visitor numbers FY 2015 →FY 2016: 5,148 (858/mth) →3,658 (406/mth)

(Note: FY 2015 comprise only weekends/ public holidays in July-November and March, FY 2016 comprises only weekends/ public holidays in April-November and March)

Item	(a) Current State (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➢ To determine the impact of visitors on the component part, surveys including observation of visitor behavior and time spent at the site started at FY 2015 and are currently being conducted.</li> <li>➢ Parties concerned who are members of the Shuseikan Conservation Council have collaborated in creating an organizational structure for proper conservation and management of the component part, in accordance with the Conservation Management Plan (CMP).</li> <li>➢ The World Heritage Council for the Sites of Japan's Meiji Industrial Revolution conducts workshops for staff of municipalities concerning conservation and management approaches and other matters.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Management of the component part is currently being carried out effectively by its owners and managers, and no adverse impacts on the component part are to be seen.</li> <li>➢ In addition to owners and managers of the component part, steady conservation efforts must be made by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities.</li> <li>➢ A mechanism is needed by which those involved in management and administration of the component part can receive guidance from experts, enabling them to raise their expertise in their respective fields.</li> </ul>	<ul style="list-style-type: none"> <li>➢ For each component part, visitor control strategies will be devised based on the results of ongoing quantitative and qualitative surveys of visitors.</li> <li>➢ The constituent elements of the component part, the settings and landscape will be maintained in favorable condition, not only by owners and managers of the component part, but also by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities. At the same time, disaster prevention and security measures will be taken, and in case of damage to a constituent element, restoration will be made promptly.</li> <li>➢ A mechanism will be created by which those involved in management and administration of the component part, including owners and managers, can receive guidance from experts, enabling them to acquire the specialized knowledge and capabilities seen as necessary in their respective fields.</li> </ul>
		<ul style="list-style-type: none"> <li>➢ Guidance is provided to visitors by the land owners, etc., in the Shuseikan machinery Factory (current Shokoshuseikan Museum), the Shokoshuseikan Annex, and the Former Foreign Engineer's Residence.</li> <li>➢ Under project planning carried out by the Partnership Council for Modern Industrial Heritage Sites in Kagoshima, explanatory boards and information boards were given a design standard to the Shuseikan Project. Kagoshima City and other component part owners then replaced or newly installed explanatory boards and information boards with this standard design during FY 2014 to 2015.</li> <li>➢ The nature trail passing through the component parts of Terayama Charcoal Kiln and the center of the buffer zone has been set up as a tour route.</li> <li>➢ On weekends, Kagoshima Volunteer Guides provide explanations and guidance to visitors in the Former Foreign Engineer's Residence, Terayama Charcoal Kiln, and Sekiyoshi Shuisei Gate of Yoshino Leat.</li> <li>➢ Visitors use the parking area and toilets at Terayama Fureai Park, around 800 meters to the south of the component part, but this is slightly too far for the elderly people and others who have difficulty in walking.</li> <li>➢ Road signs giving directions have been installed on major roads for ease of travel by visitors around the Area 1 Kagoshima.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Only the Former Foreign Engineer's Residence has exhibits adequately explaining the role of the Sekiyoshi Shuisei Gate of Yoshino Leat as a component part of the Sites of Japan's Meiji Industrial Revolution.</li> <li>➢ As progress is made in carrying out the works prescribed in the Conservation Work Programme and Implementation Programme, such as clarifying the value of component part based on the results of surveys regarding relevant facilities of Shuseikan Project, the contents of information and explanatory boards need to be revised or added.</li> <li>➢ The nature trail used by visitors is steep in places, and rainwater in the ditches next to it sometimes overflows on to the trail.</li> <li>➢ Volunteer guides need to continue providing guidance and explanations to increase understanding by visitors.</li> <li>➢ Since the current parking areas and toilets are temporary ones, local groups have asked Kagoshima City to provide new ones.</li> </ul>

A state will be created providing **visitor (C)** with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.



## Current state, issues and directionality in relation to visitor management at Sekiyoshi Sluice Gate of Yoshino Leat (Area 2 Kagoshima/Component part 2-3)

**Preconditions:** Visitor numbers (FY 2015 ⇒ FY 2016): 6,955 (1,159/month) ⇒ 5,765 (641/month)

(Note: FY 2015 comprise only weekends/holidays in July to November and March, and FY 2016 comprise only weekends/holidays in April to November and March.)

Item	(already implemented measures involving visitor guidance, etc.)	(b) Current State	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➤ To determine the impact of visitors on the component part, surveys including observation of visitor behavior and time spent at the site started at FY 2015 and are currently being conducted.</li> <li>➤ Parties concerned who are members of the Shuseikan Conservation Council have collaborated in creating an organizational structure for proper conservation and management of the component part, in accordance with the Conservation Management Plan (CMP).</li> <li>➤ The World Heritage Council for the Sites of Japan's Meiji Industrial Revolution conducts workshops for staff of municipalities concerning conservation and management approaches and other matters.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Management of the component part is currently being carried out effectively by its owners and managers, and no adverse impacts on the component part are to be seen.</li> <li>➤ In addition to owners and managers of the component part, steady conservation efforts must be made by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities.</li> <li>➤ A mechanism is needed by which those involved in management and administration of the component part can receive guidance from experts, enabling them to raise their expertise in their respective fields.</li> </ul>	<ul style="list-style-type: none"> <li>➤ For each component part, visitor control strategies will be devised based on the results of ongoing quantitative and qualitative surveys of visitors.</li> <li>➤ The constituent elements included in the component part and the settings and landscape will be maintained in favorable condition, not only by owners and managers of the component part, but also by the Government of Japan, Kagoshima Prefectural Government, local neighborhood associations, NPOs, and other concerned institutions and groups, in mutual cooperation through the Shuseikan Conservation Council and other entities. At the same time, disaster prevention and security measures will be taken, and in case of damage to a constituent element, restoration will be made promptly.</li> <li>➤ A mechanism will be created by which those involved in management and administration of the component part, including owners and managers, can receive guidance from experts, enabling them to acquire the specialized knowledge and capabilities seen as necessary in their respective fields.</li> </ul>	
		<ul style="list-style-type: none"> <li>➤ Guidance is provided to visitors by land owners, etc., in the Shuseikan Machinery Factory (current Shokoshuseikan), the Shokoshuseikan Annex, and the Former Foreign Engineer's Residence.</li> <li>➤ Under project planning carried out by the Partnership Council for Modern Industrial Heritage Sites in Kagoshima, explanatory boards and information boards were given a design standard to the Shuseikan Project Kagoshima City and other component part owners then replaced or newly installed explanatory boards and information boards with this standard design during FYs 2014 to 2015.</li> <li>➤ An irrigation water administrative passageway is set as the tour route from the parking areas and bus stop to the component part.</li> <li>➤ On weekends, Kagoshima volunteer guides provide explanations and guidance to visitors in the Former Foreign Engineer's Residence, Terayama Charcoal Kiln, and Sekiyoshi Sluice Gate of Yoshino Leat.</li> <li>➤ Both the parking areas and toilets are temporary facilities.</li> <li>➤ Road signs giving directions have been installed on major roads for ease of travel by visitors around the Kagoshima Area.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Only the Former Foreign Engineer's Residence has exhibits adequately explaining the role of the Sekiyoshi Sluice Gate of Yoshino Leat as a component part of the Sites of Japan's Meiji Industrial Revolution.</li> <li>➤ As progress is made in carrying out the work prescribed in the Conservation Work Programme and Implementation Programme, such as clarifying damming methods, the contents of information and explanatory boards need to be revised or added.</li> <li>➤ Temporary guardrails are installed along the irrigation water administrative passageway used as a tour route, to prevent falls.</li> <li>➤ Volunteer guides need to continue providing guidance and explanations to increase understanding by visitors.</li> <li>➤ Since the current parking areas and toilets are temporary ones, local groups have asked Kagoshima City to provide new ones.</li> <li>➤ Considering visitor trends, a parking area will be installed in a place closer to the component part than the present location.</li> </ul>	<p>A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.</p> 

### Current state, issues and directionality in relation to visitor management at the Nirayama Reverberatory Furnaces (Area 3 Nirayama/Component part 3-1)

**Preconditions:** The number of visitors increased to 726,114 in FY 2015, the year of inscription, which was around 6.8 times up on the previous fiscal year. While this dropped approximately 40 percent to 426,783 in FY 2016, it remains around four times higher than the year before inscription.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)		
		(b) Issues	(c) Directionality
	<ul style="list-style-type: none"> <li>➤ While the number of visitors has soared since World Heritage inscription, no physical impact (damage) has been found.</li> <li>➤ Based on the conservation and management system noted in the Conservation Management Plan (CMP) for Nirayama Reverberatory Furnaces, conservation and management is being undertaken in partnership with local residents, etc., checked and directed by the Nirayama Conservation Council and other related institutions.</li> <li>➤ Two surveillance cameras have been set up within the designated area of National Historical Site. Visitor Center staff monitor these constantly and go out to check the actual site where necessary.</li> <li>➤ Arrangements are in place for local residents and other on-site guides to engage in guiding activities and also patrol within the component part and its surroundings, immediately contacting Izunokuni City if an issue is discovered.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ensuring steady and effective conservation and management will require collaboration with local residents, etc.</li> <li>➤ Close coordination is needed amongst the divisions in charge of the various projects within municipal authorities, and the necessary personnel need to be secured.</li> <li>➤ Systematic capacity building for human resources is needed to foster the capacity of all staff and related personnel with responsibility for routine management to ensure a consistent approach to that management and to promoting visitor understanding.</li> </ul>	<ul style="list-style-type: none"> <li>➤ To forestall a physical impact (damage) on the constituent elements of the component part contributing to the Outstanding Universal Value, collaboration with local residents, etc., will be pursued along with measures to develop conservation and management personnel, maintaining and strengthening conservation and management system.</li> <li>➤ Based on analysis of visitor survey results, a visitor management strategy will be created in FY 2019 onward and visitor management undertaken accordingly.</li> </ul>

Physical impact on the component part (A)

Appendix c)-2-9. Current state, issues and directionality in relation to visitor management  
at Nirayama Reverberatory Furnaces (Area 3 Nirayama/Component part 3-1)

	<p><u>Tour routes</u></p> <ul style="list-style-type: none"> <li>➤ Visitor routes need to be set in the component part and its surrounds for the purposes of proper visitor entry management and the promotion of visitor understanding of industrial systems related to cannon manufacturing.</li> <li>➤ Exhibits within the guidance center and on-site guides, etc., need to be organically linked for the efficient provision of information to visitors.</li> <li>➤ Visitors need to be encouraged to visit the park to the northeast of the furnaces.</li> </ul> <p><u>Parking area</u></p> <ul style="list-style-type: none"> <li>➤ A free, city-operated carpark has been completed on land adjoining the guidance center to the west. The carpark can take 151 cars and 12 large buses. A free, privately-operated carpark to the southeast of the Nirayama Reverberatory Furnaces has also been opened to visitors, and this can take 25 cars and 8 large buses.</li> <li>➤ A survey of parked car numbers, etc., confirmed that there is sufficient year-round parking capacity. Even when visitors topped the previous record figure of 5,000/day, there were still sufficient carparks, and no traffic jams have occurred on surrounding roads.</li> </ul> <p><u>Visitor management strategy</u></p> <ul style="list-style-type: none"> <li>➤ Surveys are currently underway on visitor understanding and satisfaction.</li> <li>➤ Visitors arriving by cars are being encouraged via the website, etc., to use the recommended routes set up by the City to ensure smooth visitor flow and alleviate traffic jams on surrounding roads.</li> <li>➤ Visitors are recommended to travel to the Nirayama Reverberatory Furnaces from the Ema Interchange of the Izu Chuo Expressway via a route that has no rail crossings; for any of the lines within the area and which are sufficiently wide, and road signs have also been installed to direct traffic.</li> </ul>	<p><u>Tour routes</u></p> <ul style="list-style-type: none"> <li>➤ A visitor route will be established from the guidance center out through the component part, the northeast park, and the south tea fields observation deck for the purposes of proper visitor entry management and the promotion of visitor understanding of industrial systems related to cannon manufacturing.</li> <li>➤ Existing exhibits and information and guidance facilities will be maintained, managed, improved, updated, with new facilities and exhibits added where necessary, to draw visitors smoothly down visitor routes and effectively promote their understanding of the component part.</li> <li>➤ Guiding sign will be installed close to the entrance to the northeast park.</li> </ul> <p><u>Parking area</u></p> <ul style="list-style-type: none"> <li>➤ Ongoing surveys will be made of the carpark fill rate. If survey results reveal a lack of parking capacity or the likelihood of this arising, steps will be taken such as running free shuttle buses and restricting tourist bus parking.</li> </ul> <p><u>Visitor management strategy</u></p> <ul style="list-style-type: none"> <li>➤ A visitor management strategy will be created in FY 2019 onward based on analysis of visitor survey results, with visitor management conducted accordingly.</li> <li>➤ The visitor management strategy will include (1) the extent of visitor impact on the component part; (2) the fill rates for carparks and utility facilities; and (3) indicators on understanding of the component part and the ease of getting around the Egawa residence and other related facilities in Izunokuni City. Appropriate improvement measures will be designed for (1) to (3).</li> <li>➤ Izunokuni City will continue to encourage visitors arriving by tour bus or private car (most visitors) to come from the Ema interchange of the Izu Chuo Expressway to ensure smooth visitor flow and alleviate traffic jams on surrounding roads.</li> </ul>
<p>Establishing the necessary facilities/ equipment/operational system for the <u>component part (A)</u> and <u>surrounding environment (B)</u></p>		

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again

### Current state, issues and directionality in relation to visitor management at the Hashino Iron Mining and Smelting Site (Area 4 Kamaishi/Component part 4-1)

#### Preconditions:

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➤ There is no particular sign of visitors having a negative impact on the component part.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Visitor numbers are not having a physical impact on the component part.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Monitoring will be conducted to ensure that there is no impact on remains or topography (annually)</li> </ul>
		<ul style="list-style-type: none"> <li>➤ Outlines of the Sites of Japan's Meiji Industrial Revolution and of the Hashino Iron Mining and Smelting Site as a component part are explained via panels and videos.</li> <li>➤ Information boards have been installed for the various blast furnace remains and office remains.</li> <li>➤ A simple pamphlet (free) and a more detailed pamphlet (small charge) have been created to distribute to visitors.</li> <li>➤ A volunteer guide is stationed full-time at the Information Center, and audio guide pens (multiple languages; small charge) are also available that provide a detailed explanation of the remains.</li> <li>➤ The Hashino Iron Mining and Smelting Site Information Center was established in 2013.</li> <li>➤ A carpark was built in 2013-14.</li> <li>➤ A product booth was set up within the Information Center in 2016.</li> <li>➤ Staff are deployed to direct traffic around the carpark during busy times such as events.</li> <li>➤ A shuttle bus has been run between JR Kamaishi Station and the Hashino Iron Mining and Smelting Site since 2015.</li> <li>➤ Temporary toilets have been installed near the main gate (the entrance to the component part).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Impact on visitors: <ul style="list-style-type: none"> <li>▪ Impact on visitor safety: Frequency of Asian black bears appearance is increasing.</li> <li>▪ Impact on visitor experience time: Because it takes a lot of time to get to the component part, visitors have less time to spend looking around.</li> <li>▪ Impact on visitor understanding of value: Because only stonework and stone walls remain at the site, it is difficult for visitors to understand the iron-making process.</li> </ul> </li> <li>➤ Lack of parking space: No issue at present <ul style="list-style-type: none"> <li>➤ No place within the site to buy food, drink, or souvenirs</li> <li>➤ Few shuttle bus users</li> <li>➤ Only temporary toilets in the immediate vicinity of the component part.</li> </ul> </li> <li>➤ Enhance explanation on the Sites of Japan's Meiji Industrial Revolution at the Hashino Iron Mining and Smelting Site Information Center <ul style="list-style-type: none"> <li>➤ Use digital contents that depicts the functions of remains within the component part to provide visual and audio information (AR, etc.)</li> <li>➤ Examine whether to build sales facilities <ul style="list-style-type: none"> <li>➤ Advertise for product sellers</li> <li>➤ Examine setting up permanent toilets (top priority is placed on ensuring that the septic tank and the well do not impact on the component part)</li> </ul> </li> </ul> </li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

### Current state, issues and directionality in relation to visitor management at the Mietsu Naval Dock (Area 5 Saga/Component part 5-1)

**Preconditions:** Visitor numbers increased to 181,280 in FY 2015, up approximately 4.8 times on the previous year. While in FY 2016 this slipped around 30% on the previous year to 124,730, the level remains approximately 3.3 times higher than before inscription.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
	<p>Component part preservation measures</p> <ul style="list-style-type: none"> <li>➢ While the car parking area lies within the component part, this is not good in terms of preservation of underground archaeological remains and maintaining a good visual setting.</li> </ul> <p>Visitor management</p> <ul style="list-style-type: none"> <li>➢ While the number of visitors has grown since inscription, this has not impacted negatively on the component part.</li> <li>➢ The opening of the Ariake Sea Coastal Road is expected to boost visitor numbers.</li> </ul>	<p><u>Component part preservation measures</u></p> <ul style="list-style-type: none"> <li>➢ The parking area needs to be moved outside the component part.</li> </ul> <p><u>Physical impact on the component part (A)</u></p>	<p><u>Component part preservation measures</u></p> <ul style="list-style-type: none"> <li>➢ The parking area will be shifted to the north of the Tsunetami Sano Memorial Museum, which is adjacent to the northwestem side of the component part, ensuring that an appropriate number of parking spaces are available.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Outside exhibit facilities           <ul style="list-style-type: none"> <li>▪ These comprise (a) planar markers above the dry dock and other key remains to indicate their locations and scales; (b) full-size photo standing panels showing the dry dock at the time of the excavation survey; and (c) explanatory boards for the Mietsu Naval Dock as a whole and for each set of remains.</li> </ul> </li> <li>➤ Inside exhibit facilities           <ul style="list-style-type: none"> <li>▪ The Mietsu Time Cruise (digital content using a large cylindrical monitor and 3D images) and the Mietsu Naval Dock information corner temporarily set up within the Tsunetami Sano Memorial Museum disseminate to visitors visually the Outstanding Universal Value of the World Heritage property and the positioning, etc., of the Mietsu Naval Dock therein.</li> <li>➤ Guide program.           <ul style="list-style-type: none"> <li>▪ Tsunetami Sano Memorial Museum staff and guides provide information and explanation on the museum and the component part</li> </ul> </li> <li>➤ Wide-area advertising           <ul style="list-style-type: none"> <li>▪ Signboards with the Sites of Japan's Meiji Industrial Revolution logo have been placed at the expressway interchange and along major roads as wide-area advertising.</li> </ul> </li> </ul> </li> </ul> <p>Establishing the necessary facilities/equipment/operational system for the <u>component part (A)</u> and <u>surrounding environment (B)</u></p>	<ul style="list-style-type: none"> <li>➤ Outside exhibit facilities           <ul style="list-style-type: none"> <li>▪ Digital technologies will be used for sites that are difficult to present on-site.</li> <li>▪ Exhibits and explanations will be provided that can be understood by anyone at any time.</li> <li>▪ Accurate information will be provided on the dry dock's step-shaped wood and earth wall structure.</li> </ul> </li> <li>➤ Inside exhibit facilities           <ul style="list-style-type: none"> <li>▪ Bearing in mind that because the component part is located within a river area, there are various constraints on on-site work for conservation, restoration, presentation and public utilization, inside exhibit facilities of an appropriate scale and environment will be installed so that inside and outside areas function as one synergistic exhibit facility.</li> <li>▪ Visitor paths will be shaped to enable multiple visitors to understand the value of the Mietsu Naval Dock and envisage the work flow during the dock's operational phase. They will also be shaped in such a way that anyone—visitors, park users, fishing port users, the elderly, the disabled, etc.—can use the area safely and comfort.</li> <li>▪ Accurate and specific explanations that can be understood by a range of visitors will be provided.</li> </ul> </li> <li>➤ Guide program           <ul style="list-style-type: none"> <li>▪ Guide training sessions will be held regularly, boosting the quality of guides and involving new staff with the aim of conveying accurate and easily-understood information to visitors.</li> <li>▪ An environment conducive to guiding activities will be created.</li> </ul> </li> <li>➤ Wide-area advertising           <ul style="list-style-type: none"> <li>▪ Exhibits are not big enough, visitor flow lines are confused, and there is not enough exhibits and explanations that takes into consideration the wide range of the process of historical changes and developments. Some of the exhibits are not accurate, and could cause visitor misunderstanding.</li> <li>▪ It will be important to clarify what needs to be disseminated to visitors, then install presentation facilities of an appropriate scale and in an appropriate location, and use both inside and outside exhibits to deepen visitor understanding.</li> <li>▪ Active utilization needs to be made of various modes and methods so that visitors, town residents, and local residents can accurately understand the value of the remains and deepen their understanding.</li> </ul> </li> <li>➤ Guide program           <ul style="list-style-type: none"> <li>▪ Guides have different levels of knowledge and customer skills, so more training opportunities need to be provided to boost guide quality and numbers.</li> <li>▪ A space needs to be set up to which visitors and site operators can evacuate in times of emergency.</li> </ul> </li> </ul>
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A state will be created providing visitors (c) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at the Kosuge Slip Dock (Area 6 Nagasaki/Component part 6-1)

### Preconditions:

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the component part (A)	<ul style="list-style-type: none"> <li>➢ The exterior of the slip dock and the hauling hut are currently open to the public.</li> <li>➢ Companies operate on the banks to the left and right of the slip dock within the component part, while the flat land at the top level of the left bank is used for the Kosuge Community Center and a monthly rental carpark, so from a land management perspective, these areas are basically not open to the public.</li> </ul>	<ul style="list-style-type: none"> <li>➢ While the scope of the area open to the public and the viewing route are not necessarily clear, visitors do not often go into the areas on the left and right banks where companies are operating.</li> <li>➢ Because the site is unmanned at night, measures need to be taken to prevent crime and fire.</li> </ul>	<ul style="list-style-type: none"> <li>➢ A viewing course will be created, including a basic viewing route and signage explaining what visitors should look for.</li> </ul>
Establishing the necessary facilities/equipment/operational system for the component part (A) and surrounding environment (B)	<ul style="list-style-type: none"> <li>Access route to the component part           <ul style="list-style-type: none"> <li>➢ The Kosuge Slip Dock is located alongside National Road 499, which is also a public bus route, and visitors can access the component part immediately from the Kosuge-cho bus stop. There is no carpark in the vicinity, which makes it difficult to visit by car, so the Tourism Administration Divisions of Nagasaki City also recommend that people visit by bus.</li> <li>➢ Signage to the Kosuge Slip Dock is installed at three places along National Road 499. Signage of the World Heritage property of "Sites of Japan's Meiji Industrial Revolution" has also been installed close to the sign for the Kosuge-cho bus stop.</li> <li>➢ Signage has also been installed next to the road at the viewing point in the buffer zone.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Access route to the component part           <ul style="list-style-type: none"> <li>➢ Most visitors come to the component part from the center of Nagasaki City in the northeast direction, so little thought has been given to approaches from the southwest direction.</li> <li>➢ The guiding signs for the visitors to component part and for private companies are installed at the same place, making it a little difficult for visitors to understand.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Access route to the component part           <ul style="list-style-type: none"> <li>➢ (1) An information corner will be set up in the Mitsubishi Heavy Industries Nagasaki Shipyard &amp; Machinery Works Museum as a related information facility to explain the Kosuge Slip Dock as part of World Heritage; (2) information on Kosuge Slip Dock will be supplemented with an explanation panel in the Former Mitsubishi No.2 Dock House within the Glover Garden; and (3) clear explanations of the Kosuge Slip Dock will be created and distributed to also serve as a guide around the site. These three measures will be pursued organically.</li> </ul> </li> </ul>

A state will be created providing visitors (c) safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Takashima Coal Mine (Area 6 Nagasaki/Component part 6-6)

**Preconditions:** Estimated visitor numbers: 355(in FY 2014); 1,957(in FY 2015); 2,933(in FY 2016)

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <b>component part (A)</b>	<ul style="list-style-type: none"> <li>➢ Takashima Coal Mine is open to the public free of charge, and explanatory boards providing an outline of the remains, a diorama model, and sign post indicating designation of National Historic Site have been installed.</li> <li>➢ Underground archaeological remains revealed through excavation surveys have all been buried and preserved underground. To appropriately convey to visitors the existence of the underground archaeological remains, actual-size photos of the remains have been baked into a ceramic plate installed on the ground immediately above them.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Underground archaeological remains have all been buried with an earth layer of appropriate thickness, so visitors walking around the site have no negative impact on them.</li> </ul>	<ul style="list-style-type: none"> <li>➢ Visitor impact on the remains can be controlled by improving the Takashima Island loop bus service and restricting visitor tour routes at the site.</li> <li>➢ Visitor routes will be established at the each stage of conservation, restoration presentation, and public utilization work to enable visitors to understand the appearance of the Takashima Coal Mine and the surrounding facilities when they were in operation, as well as the role that each played, while visitor access to places other than the place explanations of remains are given through exhibits, etc., will be restricted.</li> </ul>
Establishing the necessary facilities/equipment/operational system for the <b>component part (A)</b> and <b>surrounding environment (B)</b>	<p><u>Access</u></p> <ul style="list-style-type: none"> <li>➢ Visitors go by cruise liner (nine sailings/day) from Nagasaki Port to Takashima Port in around 30 minutes, then travel around 10 minutes to the site on the Takashima Island loop bus (17 runs/weekday, 18 runs/weekends and public holidays). Means of transport on the island comprise walking, the loop bus, rental cars, and rental cycles.</li> </ul> <p><u>Guidance</u></p> <ul style="list-style-type: none"> <li>➢ Because none of the original facilities can be seen above ground other than the mining pit, steps need to be taken to effectively explain the deployment of the original facilities and the mining system.</li> <li>➢ Because information on the value of Takashima Coal Mine provided at the museum is currently inadequate, exhibits need to be improved.</li> <li>➢ Visitors' flow line</li> <li>➢ Because the community wastewater treatment facility with no relation to mining has been built between Takashima Coal Mine and the former coal loading port to the north, it is impossible to convey visually to visitors the transport system as far as the port.</li> </ul> <p><u>Viewing route</u></p> <ul style="list-style-type: none"> <li>➢ Because the Takashima Coal Mine was in operation until 1986, there are many other mining remains, including mine shafts, around the island outside the Takashima Coal Mine. To disseminate the history of coal-mining on Takashima Island to later generations, materials will be exhibited in the museum and information and explanatory boards have been set up at the sites of the each remain around the island.</li> </ul>	<p><u>Access</u></p> <ul style="list-style-type: none"> <li>➢ Museum visitors need to be actively directed to the Takashima Coal Mine, which is also on the island.</li> </ul> <p><u>Guidance</u></p> <ul style="list-style-type: none"> <li>➢ Because none of the original facilities can be seen above ground other than the mining pit, steps need to be taken to effectively explain the deployment of the original facilities and the mining system.</li> <li>➢ Because information on the value of Takashima Coal Mine provided at the museum is currently inadequate, exhibits need to be improved.</li> <li>➢ Visitors' flow line</li> <li>➢ Because the community wastewater treatment facility with no relation to mining has been built between Takashima Coal Mine and the former coal loading port to the north, it is impossible to convey visually to visitors the transport system as far as the port.</li> </ul> <p><u>Viewing route</u></p> <ul style="list-style-type: none"> <li>➢ Because the Takashima Coal Mine was in operation until 1986, there are many other mining remains, including mine shafts, around the island outside the Takashima Coal Mine. To disseminate the history of coal-mining on Takashima Island to later generations, materials will be exhibited in the museum and information and explanatory boards have been set up at the sites of the each remain around the island.</li> </ul>	<p><u>Guidance facility</u></p> <ul style="list-style-type: none"> <li>➢ Nagasaki City Takashima Coal Museum will be positioned as a key information facility for the Takashima Coal Mine and exhibits and explanations on not only this mine but also other mines around Japan and the Sites of Japan's Meiji Industrial Revolution will be enhanced.</li> <li>➢ Explanatory boards will be installed for underground archaeological remains discovered through excavation surveys, as well as explanatory boards indicating the locations of related remains as envisaged from old photographs, etc., and signage directing visitors to surrounding facilities. Explanatory boards will comprise simple explanations using old photographs; they will share the same design and scale, chosen to fit with the landscape; and they will use methods that also meet the needs of physically disabled people and for foreigners.</li> <li>➢ Explanatory boards on the remains of coal mining on Takashima Island and guide signage directing visitors to surrounding facilities will be installed, and a Takashima Coal Mine Guide Course will be created that links the museum to the related remains in historical order.</li> <li>➢ Once the community wastewater treatment facility is no longer in use, the building will be re-purposed as a learning, viewing, and rest facility to help visitors understand the Takashima Coal Mine and the coal mining system there. A viewing route will also be established to draw visitors to the former coal loading port to the north.</li> <li>➢ Signage will be painted on the surface of roads along with the viewing routes to guide visitors.</li> <li>➢ A visitor carpark, bicycle parking, a rest facility, toilets, and benches will be installed on the land next to the Remains of Glover's Second Residence, which lies around 250 meters to the north of the component part.</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at Hashima Coal Mine (Area 6 Nagasaki/Component part 6-7)

(Preconditions) Number of visitors landing: 191,000 (in FY2014), 286,000 (in FY 2015), 265,000 (in FY 2016); Tourist boats docking at island (five companies, max. 10 boats/day)

Item	<u>(a) Current state (already implemented measures involving visitor guidance, etc.)</u>	<u>(b) Issues</u>	<u>(c) Directionality</u>
Visitor management	<ul style="list-style-type: none"> <li>➢ Visitors can use cruise boats run by five private companies to land on the island. Each boat takes 20-222 passengers, and each company runs two trips per day, while on each trip visitors spend up to one hour on the island.</li> <li>➢ The Ordinance on Restriction of Access to Hashima Island prohibits access to any areas outside viewing facilities, so visitors landing on the island can only access the three viewing places set up by Nagasaki City (three viewing spaces and the viewing routes linking them).</li> <li>➢ The local fishing cooperative has been asked to handle routine inspections of the Hashima Coal Mine remains and report any natural damage or deterioration immediately to Nagasaki City.</li> </ul>	<p><u>Visitor management</u></p> <ul style="list-style-type: none"> <li>➢ Ways must be found to provide information to visitors that do not require landing on the island, including times when rough weather prevents landings.</li> <li>➢ Conservation and management system</li> <li>➢ Hashima Coal Mine is basically an unattended facility.</li> </ul>	<p><u>Visitor management</u></p> <ul style="list-style-type: none"> <li>➢ Cruise boat traffic to the island as a whole will be controlled through appropriate operation of the Restriction Ordinance so as to ensure an appropriate number of visitor landings and restrict visitor impact on the remains.</li> <li>➢ When visitors land on the island, they will be directed only to those production facility zones enabling them to understand the appearance of the Hashima Coal Mine when it was in operation and the role that the mine played. Visitor impact will be limited by prohibiting access to anywhere outside the tour route.</li> </ul>
Physical impact on the <u>component part (A)</u>		<p><u>Guidance facilities</u></p> <ul style="list-style-type: none"> <li>➢ To effectively disseminate to visitors the Outstanding Universal Value of Sites of Japan's Meiji Industrial Revolution, positioning of the component part therein, and other related remains within the island, in conjunction with visits to the coal mining facilities, a mechanism is needed to provide learning opportunities at the Nagasaki City Takashima Coal Museum, the Nagasaki City Gunkanjima Museum, and the Former Mitsubishi No. 2 Dock House as a guidance facilities, as well as at the Nakajoshima Coal Mine and Ikesima Coal Mine as other coal mine remains in Nagasaki City.</li> <li>➢ Establishment of explanatory boards and guiding signage, etc.</li> <li>➢ Explanatory boards and guiding signage have been set up in the viewing spaces on the island.</li> </ul> <p><u>Access routes and utility facilities</u></p> <ul style="list-style-type: none"> <li>➢ It must be made possible to enter areas other than the viewing facilities for a limited number of purposes, including studies and research, regular inspections, and facility restoration, etc.</li> </ul>	<p><u>Guidance facilities</u></p> <ul style="list-style-type: none"> <li>➢ At the Former Mitsubishi No.2 Dock House within the Glover Garden, information is provided as an information facility located in the center of Nagasaki City, which introduce Sites of Japan's Meiji Industrial Revolution. At Nagasaki City Gunkanjima Museum, which is located Nonozaki, southern part of Nagasaki City, information on the history of the coal mining industry and the Outstanding Universal Value of the Sites of Japan's Meiji Industrial Revolution will be provided.</li> <li>➢ Establishment of explanatory boards and guiding signage, etc.</li> <li>➢ New explanatory boards are not installed in keeping with Hashima Island's devastated landscape. Information and explanation about the facilities on the island will be provided by guides. A stone sign post indicating a designation of National Historic Site and a World Heritage Plaque will be installed in viewing spaces. 3D and virtual reality technologies will be used in all viewing spaces to enable visitors to experience visually from mobile devices the appearance of the island when the coal mine was in operation.</li> </ul> <p><u>Access routes and utility facilities</u></p> <ul style="list-style-type: none"> <li>➢ The necessary access routes will be installed for surveys, academic research, restoration, etc., within the accommodation facility zone.</li> <li>➢ New viewing access routes will be built in the production facility zone.</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

**Current state, issues and directionality in relation to visitor management at Glover House and Office (Area 6 Nagasaki/ Component part 6-8)**

Preconditions: Glover Garden visitors: 1.035 million (in FY 2014), 1.221million (in FY 2015), 0.987million (in FY 2016)

Item	(a) Current state (already implemented measures involving visitors guidance, etc.)	(b) Issues	(c) Directionality
	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ The main living spaces in the main building and annexes are permanently open to the public.</li> <li>➤ Visitors have access to the hall, bedroom, store room for small tools, etc., study room for storing important documents, child's room, corridors, and corridor connecting with the annex, and also parts of the drawing room, dining hall, dining room, guest room, and kitchen, wearing their shoes on. They do not have access to the liquor storage room, workshop, or servants' rooms, etc., which are used as storehouses for management purposes.</li> <li>➤ The designated administrator contracted by Nagasaki City to handle Glover Garden management engages in maintenance and inspection and flower bed and tree management, as well as organizing training sessions for employees.</li> </ul> <p><u>Conservation and management system</u></p>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ As visitors have free access of the building, the building is showing signs of wear and deterioration. This presentation method therefore needs to be revisited.</li> <li>➤ As doors and windows are left open all the time, wind and rain come in, causing wallpaper and ceiling paper to peel off. This needs to be addressed by restricting access points and reviewing viewing routes, etc.</li> <li>➤ As Glover House and Office is open all year round, there is no time for building maintenance and restoration. Consideration therefore needs to be given to cleaning management and maintenance methods.</li> <li>➤ To use Glover House and Office as a learning and research resource and provide information on an ongoing basis in conjunction with other component parts in the Area, personnel need to be trained to handle surveys, research, and information dissemination, as well as personnel with a high level of knowledge of conservation, restoration, presentation and public utilization of buildings.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ Given that visitor numbers will increase over the coming years, Nagasaki City has set the following visitor management rules for Glover House and Office.           <ul style="list-style-type: none"> <li>(1) Access will be limited to one entrance and one exit.</li> <li>(2) A tour route will be established and signage for this set up indoors.</li> <li>(3) Appropriate air conditioning equipment will be installed.</li> <li>(4) Rooms will be closed at regular intervals for repair and cleaning.</li> </ul> </li> <li>The aim of these rules is to (1) avoid physical damage to materials, etc. of Glover House and Office, (2) increase visitor understanding of the Outstanding Universal Value of World Heritage property and the positioning of Glover House and Office therein, (3) increase visitor comfort and safety, and (4) preserve and maintain Glover House and Office while opening the interior to visitors.</li> <li>➤ Qualification acquisition systems such as the Nagasaki Association of Architects &amp; Building Engineers' heritage manager qualification will be used to train engineers who will actively communicate restoration information and who can take the necessary steps and surveys for the preservation and utilization of the cultural property.</li> </ul>

Physical impact on the component part (A)

Appendix c)-2-15. Current state, issues and directionality in relation to visitor management at Glover House and Office (Area 6 Nagasaki/Component part 6-8)

	<p><u>Guidance facilities</u></p> <ul style="list-style-type: none"> <li>Explanation is provided on the Former Mitsubishi No.2 Dock House within Glover Garden in the form of video equipment and a panel exhibit on the Sites of Japan's Meiji Industrial Revolution.</li> <li>Furnishings and other items are displayed in the rooms open to the public in the main building and the annexes, and some rooms also have panel and material exhibits on Glover House and Office and Glover himself.</li> <li>Audio guides are available for rent so that visitors can listen to an explanation on the facilities in multiple languages while walking around the grounds.</li> <li>A designated administrator contracted by Nagasaki City engages in facility management, education, studies and research within the Glover Garden, where Glover House and Office included.</li> </ul> <p><u>Signage plan</u></p> <ul style="list-style-type: none"> <li>There are three types of signs within the Glover Garden: direction signs, explanatory signs, and management and operation signs. Direction signs have been installed as necessary, and the design differs according to when they were installed. Multiple signs indicating different routes are also installed in the same place, which is unnecessarily complicated.</li> </ul> <p><u>Utility facilities</u></p> <ul style="list-style-type: none"> <li>Illumination facilities were installed in Glover Garden in 2010. Currently, buildings within the grounds are lit up at night, and in 2014, illumination facilities comprising around 300,000 lights were also installed.</li> <li>Glover House and Office and most of the buffer zone have been selected as part of the Nagasaki City Minami-Yamate Preservation District for Groups of Historic Buildings. As part of the preservation plan for this, trees are designated as environmental elements, and the policy is to maintain them as they are for the purposes of maintaining the visual setting.</li> </ul>	<p><u>Guidance facilities</u></p> <ul style="list-style-type: none"> <li>Panels will be installed inside Glover House and Office and in the front yard, including old maps and photographs of the settlement and replicas of the cannons seen in those photos.</li> <li>Information and explanation</li> </ul> <ul style="list-style-type: none"> <li>The positioning of Glover House and Office as a component part in the Outstanding Universal Value of the World Heritage property and as a foreign settlement and the significance of Glover in the modern history of Nagasaki are not adequately delivered to the visitors.</li> <li>Information and explanation</li> </ul> <ul style="list-style-type: none"> <li>The latest survey and research results are not reflected or updated in exhibits. Surveys and research need to be pursued and the results made public.</li> <li>Glover House and Office is exhibited and utilized as an amusement, and its value as an Important Cultural Property and as a component part of the World Heritage property is not adequately conveyed to visitors. Exhibit content needs to be reviewed.</li> <li>Personnel need to be trained to handle surveys, research, and information dissemination, as well as personnel with a high level of knowledge of conservation, restoration presentation and public utilization work of buildings.</li> </ul> <p><u>Signage plan</u></p> <ul style="list-style-type: none"> <li>Signs have different forms and designs, so they do not create a coherent visual impression. Duplicate signage detracts from the landscape.</li> </ul> <p><u>Utility facilities</u></p> <ul style="list-style-type: none"> <li>Light from the illumination facilities overpowers the lighting for Glover House and Office, etc., and for the Giant Cantilever Crane, etc., on the opposite shore, so lighting color, height, and brightness need to be adjusted.</li> <li>Illumination cables detract from the landscape during daylight opening hours, so the color of these needs to be reviewed, as well as the way in which they are laid.</li> <li>Trees have grown large, changing the view from the Glover House and Office garden toward the harbor from what it was in 1864. Trees obstructing the view need to be pruned or felled.</li> </ul>	<p><u>Guidance facilities</u></p> <ul style="list-style-type: none"> <li>Panels will be installed inside Glover House and Office and in the front yard, including old maps and photographs of the settlement and replicas of the cannons seen in those photos.</li> <li>Information and explanation</li> </ul> <ul style="list-style-type: none"> <li>Furniture, furnishings, and equipment will be matched to the original look. Exhibits will be set up in the stable, barn and storehouse to recreate the way they were originally used based on studies and research.</li> <li>Exhibits will be installed that show Glover's activities and way of life, using explanatory panels and digital video equipment, etc.</li> <li>Panels showing old maps and photos will be set up inside Glover House and Office and in the front yard to convey appropriately to visitors the locational relationship between Glover House and Office and Mitsubishi Heavy Industries Nagasaki Shipyard, as well as the authenticity of Glover House and Office's location.</li> <li>Expert staff and volunteers who have received training will be developed into guides.</li> </ul> <p><u>Signage plan</u></p> <ul style="list-style-type: none"> <li>Direction signs will be consolidated and made consistent with universal design and useful to foreign visitors. A design will be chosen for explanation and direction signage that does not detract from the landscape.</li> </ul> <p><u>Utility facilities</u></p> <ul style="list-style-type: none"> <li>Illumination installation rules will be determined to suit the site.</li> <li>To maintain the value of the component part and restore trees to the original state during Glover's time, trees that meet the following criteria will be felled, transplanted, or pruned.             <ol style="list-style-type: none"> <li>Trees impacting negatively on building management and maintenance</li> <li>Trees that are in a markedly different state from Glover's time</li> <li>Trees that obstruct the view of Glover House and Office</li> <li>Trees that obstruct the view of Nagasaki Port from the front yard of Glover House and Office</li> </ol> </li> </ul>
<p>Establishing the necessary facilities/equipment operational system necessary for the <b>component part (A)</b> and <b>surrounding environment (B)</b></p>			

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues, and directionality in relation to visitor management at Miike Coal Mine and Miike Port (Area 7 Miike/ Component part 7-1)

Preconditions :  
In FY 2015, the year of inscription, visitor numbers rose approximately 25 times on the previous year to 72,849. This slipped by approximately half the next year to 33,723, but nevertheless remained 11 times higher than the year before inscription.

Item	(already implemented measures involving visitor guidance, etc.)	(a) Current state	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ While the number of visitors has soared since World Heritage inscription, no negative physical impact has been found to constituent elements.</li> <li>➤ Based on the conservation and management system noted in the CMP, Omuta City and Arao City, which comprise the management group for the National Historic Site Miike Coal Mine and the Miike Port managers, are undertaking conservation and management in partnership with local residents, etc., checked and directed by the Miike Conservation Council (non-working) and other related institutions.</li> <li>➤ Routine conservation and management is being undertaken by divisions in charge of each project based on overall management and coordination by the Omuta City World Heritage and Cultural Property Office and the Arao City World Heritage Promotion Office.</li> <li>➤ Omuta City and Arao City conduct on-site conservation and management, while on-site guides engage in guiding activities and also patrol within the component part and its surrounds, immediately contacting the two cities if an issue is discovered.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ Private sector pipelines still lie through the site of Miike Coal Railway. A capacity building plan for human resource must be created to build the capacities necessary for conservation and management of the component part among these private stakeholders and other parties with responsibility for routine management, as well as to ensure a consistent approach to routine conservation, management and promotion of visitor understanding. This plan must then be systematically implemented.</li> <li>➤ Both cities need to ensure close partnership among the divisions in charge of the various projects and secure the necessary personnel.</li> <li>➤ The two cities will continue to work to confirm and coordinate among the relevant institutions and proceed with conservation management in partnership with the designated facility administrators. Collaboration with local residents must be promoted to ensure steady and effective conservation and management.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ Restoration and facility installation measures will be taken with a view to opening part of Miike Coal Railway to the public.</li> <li>➤ Conservation and management will be approached based on the general principles and a strategic framework across all the Sites of Japan's Meiji Industrial Revolution.</li> <li>➤ Cross-cutting liaison system will be maintained and strengthened between the two cities' relevant departments.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ A survey will be conducted on (1) the extent of visitor impact on the component part, (2) the adequacy of the number of car parks and utility facilities given the number of visitors, and (3) the degree of understanding of the component part and the ease of access to other modern industrial heritage sites within the town which is related to the Miike Coal Mine, providing exhibits and explanations about the mutual links. (4) more multilingual signage will be provided, and (5) the public transport network will be improved.</li> <li>➤ Establishment of explanation and information boards, etc.</li> <li>➤ Routes will be established at the various constituent elements that enable visitors to understand the flow of the Meiji era coal industry system, and exhibits and explanation will be provided so that visitors can learn about topics such as the development of power and machinery and the actual conditions of coal mine.</li> <li>➤ Visitor center</li> <li>➤ Exhibits and explanations on the Sites of Japan's Meiji Industrial Revolution will be enhanced at the Onuma Coal Industry and Science Museum as the visitor center.</li> <li>➤ Information on the Sites of Japan's Meiji Industrial Revolution will be provided at the Onuma Coal Industry and Science Museum as the gateway to the Miike Area, guiding visitors out to the various component parts (Miyanohara Pit, Manda Pit, Miike Coal Railway, Miike Port) from there.</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

### Current state, issues and directionality in relation to visitor management at Miike Port (Area 7 Miike/Component part 7-1)

**Preconditions:** As Miike Port is a working industrial port, most of it is not open to the general public.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <b>component part (A)</b>	<ul style="list-style-type: none"> <li>➤ As the component part is an operational port, most of it is not open to the general public. There is extremely little visitor impact.</li> </ul>	<ul style="list-style-type: none"> <li>➤ None in particular</li> </ul>	<ul style="list-style-type: none"> <li>➤ Industrial activities will be continued and port functions maintained.</li> <li>➤ Access will continue to be restricted in areas where visitors could interrupt port activities, with these areas basically not opened to the public.</li> </ul>

## Current state, issues and directionality in relation to visitor management at Misumi West Port (Area 7 Miike/Component part 7-2)

### Preconditions:

Visitor numbers were approximately 300,000 per annum. In 2015, the year of inscription, the figure topped 500,000, but the impact of the Kumamoto quakes saw this drop to 310,000 in 2016.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ At present, visitor numbers have not been found to be impacting on the component part. If numbers hold at the current level, there should also be no impact in the years ahead.</li> <li>➤ The footpath lining National Road 57 is narrow in places, and despite the fact that the area is now a quiet residential neighborhood, there are many cars burning up. To ensure safe transit and a quiet living environment for local residents, the area next to the National Road 57, road bridges, and town areas are excluded from the guided tour course, which focuses instead on the port area.</li> <li>➤ In addition to tourism, many visitors to Misumi West Port come to fish.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ Greater visitor numbers have made it vital to raise visitor awareness and control traffic volume. Footpaths need to be improved to ensure visitor safety, including flow planning.</li> <li>➤ Complaints have been received from visitors about trash lying around and poor manners.</li> </ul>	<p>Visitor management</p> <ul style="list-style-type: none"> <li>➤ A rule will be made that visitors can only enter the local residential area under the direction of a guide, and that non-residents' cars are basically not permitted in the area. However, as the view of the sea from the drainage channel is valuable in terms of explaining the original water supply system, which remains in place today, this will be included as part of the guided tour on an exceptional basis.</li> <li>➤ To keep the drainage channel looking attractive, notices at the guidance center and pamphlets are being used to appeal to local residents to improve their manners in this regard.</li> <li>➤ Efforts will be made to improve guide quality and deploy sufficient numbers of guides.</li> <li>➤ Rules on taking rubbish away and showing courtesy will be promoted for the purpose of visitor/local resident coexistence.</li> </ul>
Establishing the necessary facilities/equipment/operational system necessary for the <u>component part (A)</u> and <u>surrounding environment (B)</u>	<p>Guidance facility</p> <ul style="list-style-type: none"> <li>➤ To promote understanding of World Heritage property, a guidance facility has been opened inside the Ryujikan building. This shows the locations, names, and photos of the 23 component parts and provides a video introduction. However, the explanations are only brief, and there is not sufficient explanation on the positioning of Misumi West Port in terms of the Sites of Japan's Meiji Industrial Revolution overall.</li> </ul> <p>Guided tours</p> <ul style="list-style-type: none"> <li>➤ The Uki Tourist Association serves as the window for tourists, holding guided tours for visitors particularly around the port area.</li> <li>➤ There are five carparks within the Misumi West Port area, with enough space for 54 cars. A temporary carpark has also been set up on adjacent land, and this can take a maximum of 27 cars.</li> <li>➤ In terms of public transport, the "Sharetono" shuttle bus runs between the port and JR Misumi Station, but most visitors use their own cars.</li> </ul> <p>Utility facilities</p> <ul style="list-style-type: none"> <li>➤ Many visitors who come to fish use the carparks at Misumi West Port, but usually there is no shortage of parking spaces.</li> <li>➤ While there are usually enough parking spaces, there are sometimes temporary shortages during events, etc.</li> </ul>	<p>Guidance facility</p> <ul style="list-style-type: none"> <li>➤ More detailed explanations are needed of the connection between the Mitsui Miike Coal Mine and Miike Port, and of coal transport and storage in the Misumi area. The roles and themes of each facility must be clarified and visitors attracted there accordingly.</li> </ul> <p>Guided tours</p> <ul style="list-style-type: none"> <li>➤ The guided explanation only deals with the pier and some of the buildings designated as cultural properties, with the current explanation system failing to properly convey the positioning of the Misumi West Port in terms of World Heritage property as a whole or the structure of the industrial system.</li> </ul> <p>Utility facilities</p> <ul style="list-style-type: none"> <li>➤ When a parking shortage is expected because of an event, etc., visitors need to be encouraged to use public transport options such as the "Sharetono" bus and taxis from JR Misumi Station. If this does not resolve the problem, consideration will also be given to setting up a new carpark on nearby land.</li> <li>➤ Consideration will be given to reviving the original sea transport so that visitors can approach Misumi West Port from the sea.</li> </ul>	<p>Utility facilities</p> <ul style="list-style-type: none"> <li>➤ When a parking shortage is expected because of an event, etc., visitors need to be encouraged to use public transport options such as the "Sharetono" bus and taxis from JR Misumi Station. If this does not resolve the problem, consideration will also be given to setting up a new carpark on nearby land.</li> <li>➤ Consideration will be given to reviving the original sea transport so that visitors can approach Misumi West Port from the sea.</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visit again.

## Current state, issues and directionality in relation to visitor management at the Imperial Steel Works, Japan (Area 8 Yawata/Component part 8-1)

**Preconditions:** The Imperial Steel Works, Japan (First Head Office, Former Forge Shop, and Repair Shop) is located within the working Yawata Works belonging to the Nippon Steel & Sumitomo Metal Corporation, so unfettered public access is restricted.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➤ As the component part is located within an operational steelworks, unfettered public access is restricted, which means that the physical impact of visitors is extremely limited.</li> </ul>	<ul style="list-style-type: none"> <li>➤ None in particular</li> </ul>	<ul style="list-style-type: none"> <li>➤ None in particular</li> </ul>

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visiting again.



## Current state, issues and directionality in relation to visitor management at the Onga River Pumping Station (Area 8 Yawata/ Component part 8-2)

**Preconditions:** The Onga River Pumping Station is located within the operational Yawata Works belonging to the Nippon Steel & Sumitomo Metal Corporation Group same as the Imperial Steel Works, Japan, so public access is restricted.

Item	(a) Current state (already implemented measures involving visitor guidance, etc.)	(b) Issues	(c) Directionality
Physical impact on the <u>component part (A)</u>	<ul style="list-style-type: none"> <li>➤ As the component part is located within a working steelworks, public access is restricted, which means that the physical impact of visitors is extremely limited.</li> </ul>	<ul style="list-style-type: none"> <li>➤ None in particular.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Providing the viewing space will be the primary measurement for visitors.</li> </ul>

Appendix c)-2-19. Current state, issues and directionality in relation to visitor management at Onga River Pumping Station (Area 8 Yawata/Component part 8-2)

A state will be created providing visitors (C) with safety, comfort, security and a sense of satisfaction, as well as the motivation to visiting again.