

These survey results are based on the data announced at the 19th Commission meeting on June 9, 2012

## Survey of the evacuees from the Fukushima nuclear power plant accident

**The survey drew 10,633 responses, a reply rate of approximately 50 percent. Of these, 8,073 respondents provided comments in the free comment space. Furthermore, 431 respondents wrote on both the front and back of the survey sheet and/or provided further comments on separate papers, expressing their strong will to be heard.**

- 1. Delay by the government in communicating information about the accident led to confusion thereafter.**
- 2. Because instructions for evacuation were made on an ad hoc basis, many people were evacuated multiple times, evacuated to areas with high radiation, and evacuated with only the barest necessities.**
- 3. Messages of agony borne by the evacuees were delivered to us. The issues are not yet resolved. Proper measures should be considered as soon as possible.**

### *Communication of information on the accident*

- Awareness of the accident was extremely low among residents, despite releases of information according to Article 10 at 15:42 on March 11, a report according to Article 15 at 16:45, and declaration of state of emergency at 19:03.
- There were significant differences in the speed of transmission of accident information to the evacuation areas, depending on the distance from the plant.
- Municipalities and the police served as the sources of accident information for 40% of residents of Futaba and Naraha, but only for 10% of residents of Minamisoma, Iitate, and Kawamata.

### *Evacuation order*

- Residents were informed of the accident a few hours after it occurred, but they did not receive any information about the situation or the accident, or information that would be useful for their evacuation. As a result, many residents were only able to leave with the bare necessities.

### *Voluntary evacuations*

- Inside the 30km radius area, the shelter-in-place order was issued at 11:00 on March 15, and the call for voluntary evacuations was issued on March 25. However, as the government was slow in issuing instructions, many residents evacuated on a voluntary basis.
- Although it was clear that there were high radiation levels in Iitate and Kawamata, the planned evacuations were late. The government may have been late in deciding the designation of the evacuation zones of areas with high radiation levels.

### *Evacuations to areas with high radiation levels*

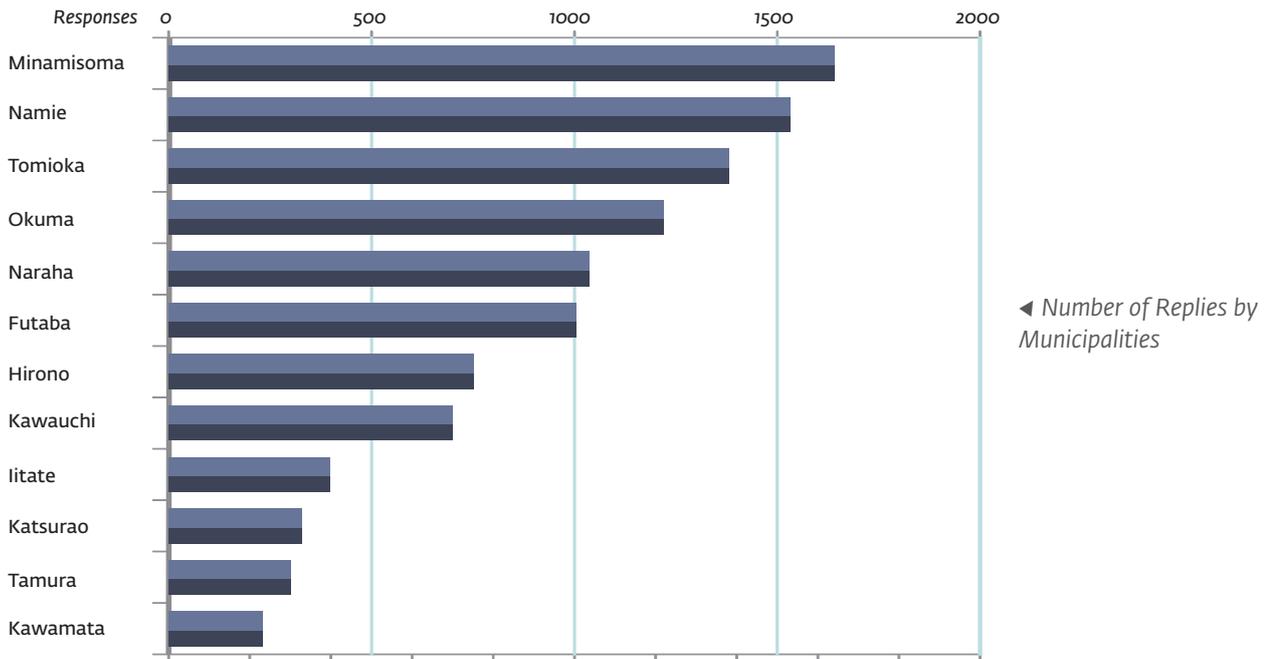
- Approximately 50 percent of the residents of Namie temporarily evacuated to areas with high concentrations of radiation.
- The government was slow in disclosing monitoring information.

### *Expansion of evacuation zones and the phased evacuation*

- Through more than four evacuations, over 70 percent of residents from the areas near the Fukushima Daiichi and Fukushima Dai-ni plants (Futaba, Okuma, Tomioka, Naraha, Namie) evacuated.
- There were numerous complaints about evacuation orders that required the residents living nearest the nuclear plants to evacuate so many times.

### *Accident precautions*

- Even at the plant itself, there was little explanation of the possibility of a nuclear accident. Less than 15 percent of residents reported receiving evacuation training for a nuclear disaster and less than 10 percent of residents reported receiving explanations about the possibility of a nuclear accident.



### Survey results

- This survey was sent to citizens who were forced to evacuate as a result of this accident.
- *Objective:* To grasp the reality of how the evacuation was ordered and how the risks of nuclear power were explained
- *Method:* Postal survey
- *Duration:* March 15 to April 11, 2012
- *Targeted respondents:* 21,000 randomly selected households in 12 cities, towns and villages (55,000 households) in the evacuation zones
- *Surveyed cities and villages:* Futaba, Okuma, Tomioka, Naraha, Namie, Hirono, Tamura, Minamisoma, Kawauchi, Katsurao, Kawamata, Iitate.
- *Total Respondents:* 10,633
- The Commission would like to express its gratitude to the many people who cooperated with this survey. The response rate was extremely high—50 percent.
- Of the 10,633 respondents, 8,073 (76%) provided comments in the free comment space. Furthermore, 431 respondents (4%) wrote on both the front and back of the survey sheet and provided further comments on separate papers, expressing their strong will to be heard.

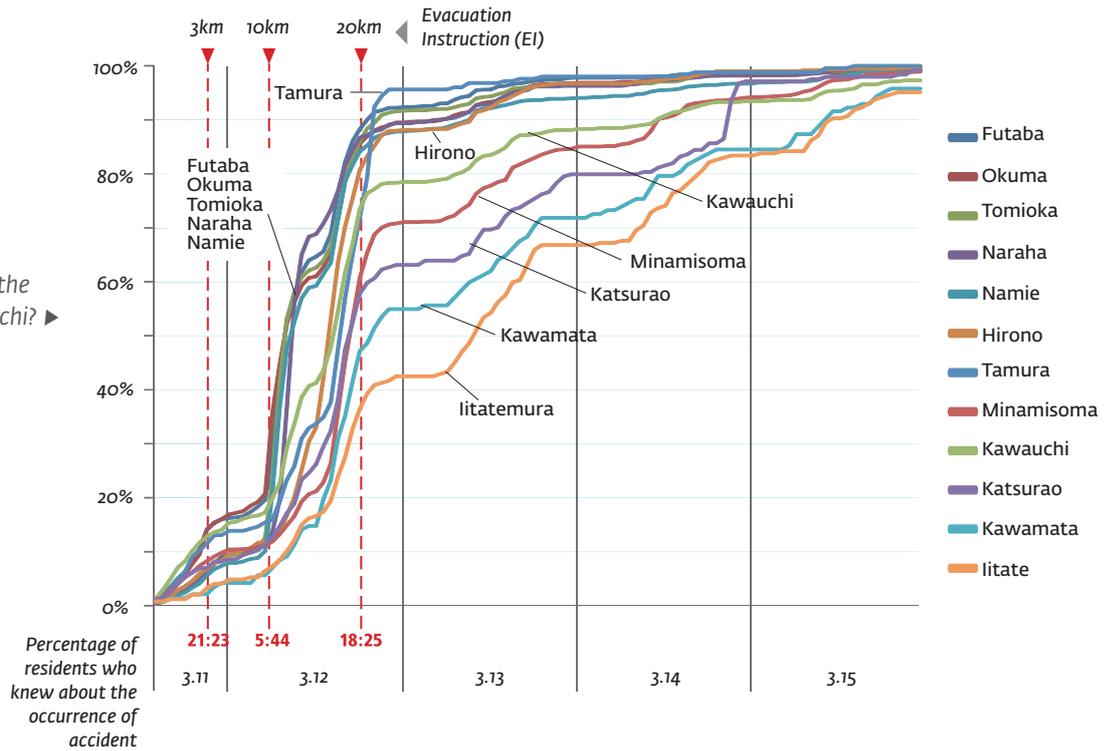
### Delay in information communication

- Awareness of the accident was extremely low among evacuated residents. Despite releases of information according to Article 10 at 15:42 on March 11, a report according to Article 15 at 16:45, and declaration of state of emergency at 19:03.
- There were significant differences in the speed of transmission of accident information to the evacuation areas.
- Municipalities, the emergency radio system, or the police served as the sources of accident information for 40% of residents of Futabamachi and Narahamachi, but only for 10% of residents of Minamisoma, Iitate, and Kawamata.

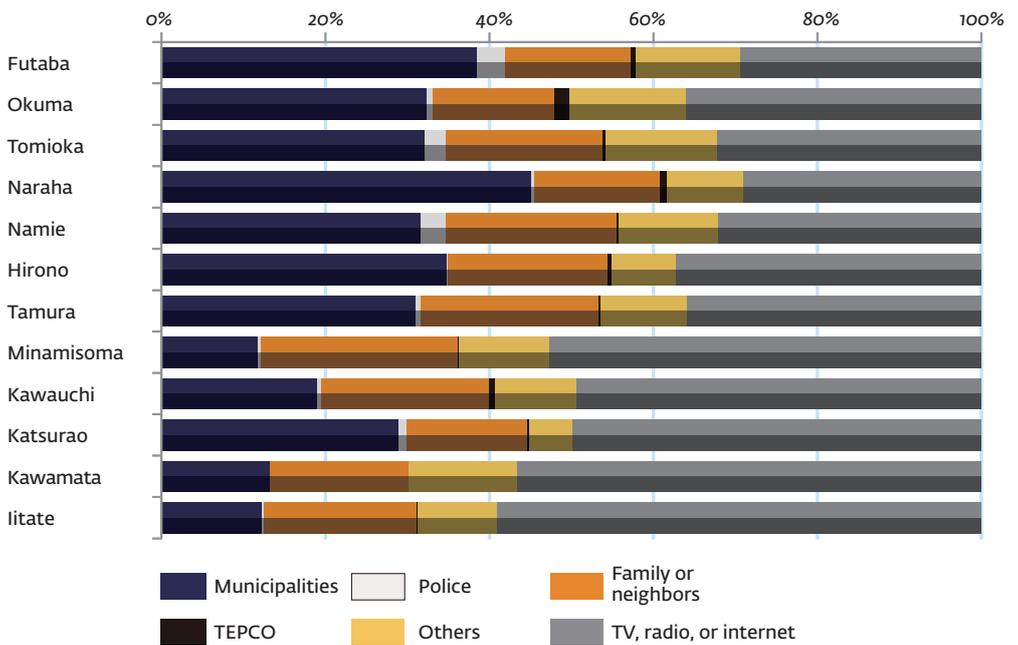
### Time of the evacuation order and source of information

- Within a few hours after the evacuation order was issued, the municipalities communicated the evacuation order to residents, showing that there was a high level of communication between the municipal governments and residents.  
However, as there were areas in which the municipalities did not receive evacuation orders from the government, there were major problems in the transmission process of the evacuation order from the government to the municipalities.
- Residents were given the evacuation order, but they did not receive information about

When did you know about the accident at Fukushima Daiichi? ▶



Source of Information About the Accident ▶

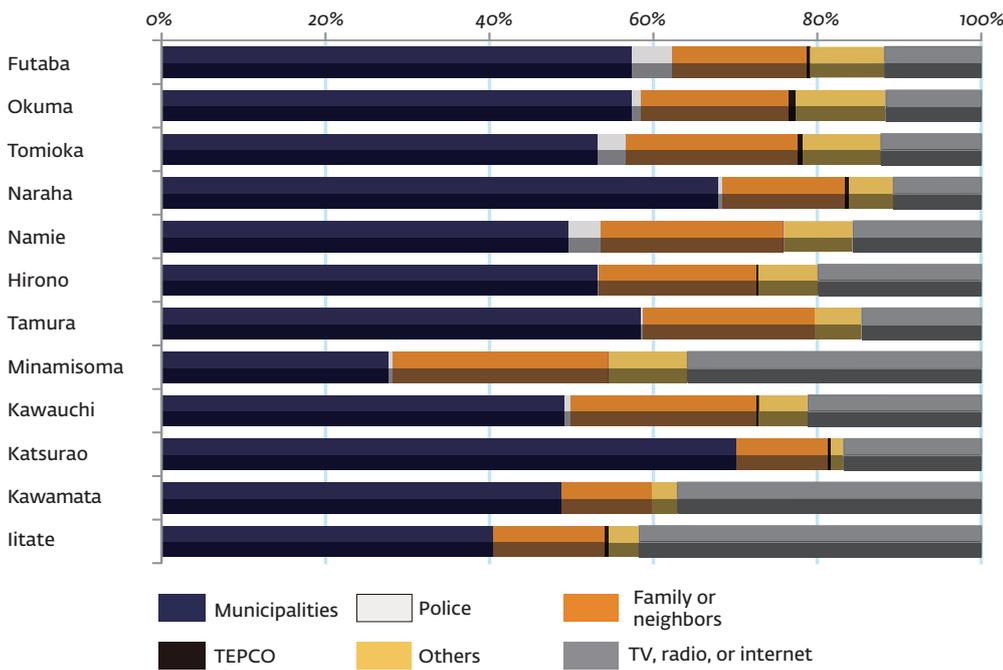
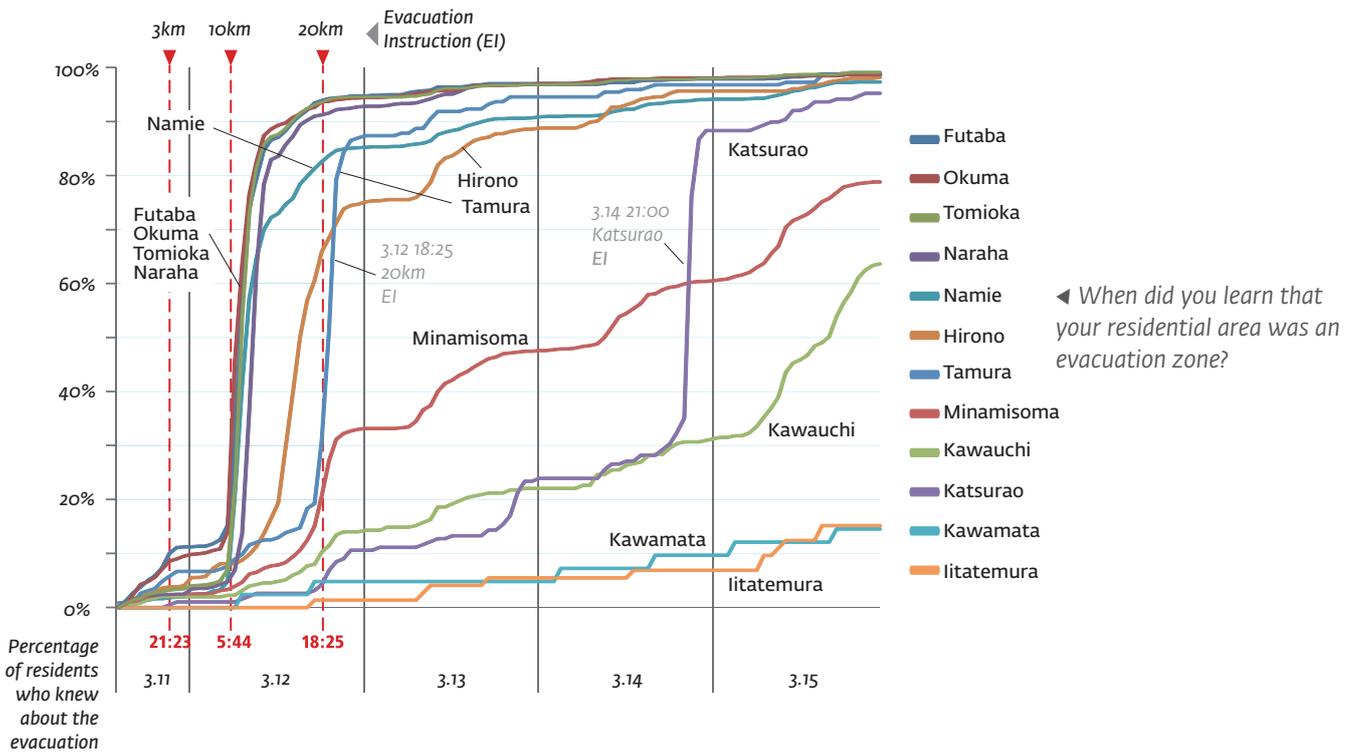


the situation or the accident that would be useful for their evacuation. As a result, many residents left with only the bare necessities.

- Many residents received information from the municipalities.
- A high percentage of residents of Minamisoma, Kawamata and Iitate received information from TV, radio or the internet.

(i) Comment by a resident of Futaba:

“I left my house with only the bare necessities. I learned where to go through the emergency radio system while I was on the road. I arrived at the first evacuation site where I was instructed to go, taking 6 hours by car instead of only 1 hour in an ordinary situation. On my way there, my son who lives away called and told me that I should not expect to return soon. Only then did I start to recognize little by little what was



actually happening. That is what I recall. Can you think what life is like when you are displaced and separated from your friends and people you know?”

(ii) Comment by a resident of Okuma:

“If there had been even a word about a nuclear power plant when the evacuation was ordered, we could have reacted reasonably, taken our valuables with us or locked up the house before we had left. We had to run with nothing but the clothes we were wearing. It is such a disappointment every time we are briefly allowed to return home only to find out that we have been robbed again.”

(iii) Comment by a resident of Tomioka:

“We wanted to hear clearly that we would not be able to return for awhile. I couldn't bring

my valuables with me. In particular, because records of medical treatment were left at home, my parents' conditions worsened during evacuation. It is hard especially for elderly people to flee unprepared. I have no attachment to Tomioka because we were only renting the house, but if we cannot live in the temporary housing forever, we will lose a place to live permanently. There are other problems, too. So I want to be on welfare support again. It was not staff from the prefectural government or the town hall who were there to guide us during the evacuation, it was the medical service workers who were usually seeing my father. It took half a day to figure out where he was taken. It took too long to create a roster of evacuees."

*(iv) Comment by a resident of Namie:*

"I managed to spend a night in an elementary school in Tsushima district after hearing an announcement in the town gymnasium in the morning of March 12 that a tsunami had approached Namie-Higashi Junior High School, instead of being told of the accident at the nuclear power plant. If I had been told specifically about the accident, I would have evacuated to somewhere further than Tsushima. It is disappointing that information was not given."

*(v) Comment by a resident of Minamisoma's Odaka ward:*

"We didn't know there was a hydrogen explosion at the plant, so we couldn't guess why we had to evacuate. The director (of TEPCO) at the time of the accident recalled on TV that he thought he might die at the time, but that sort of information should have been announced to the nearby residents instantly. In any event, information was released too slowly. The residents have not been treated properly."

### **Time of evacuation**

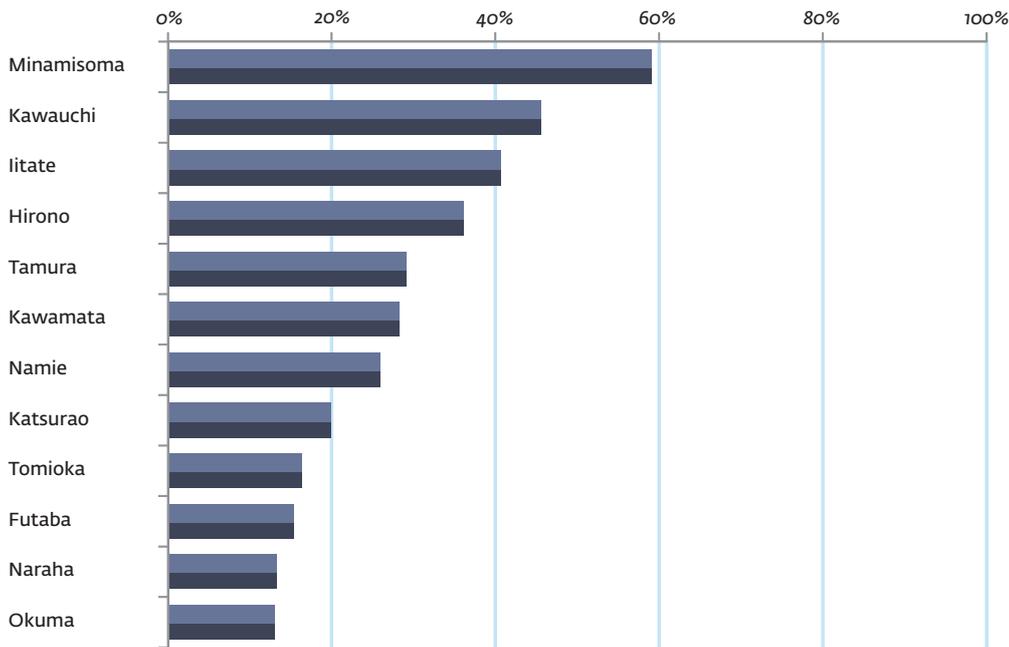
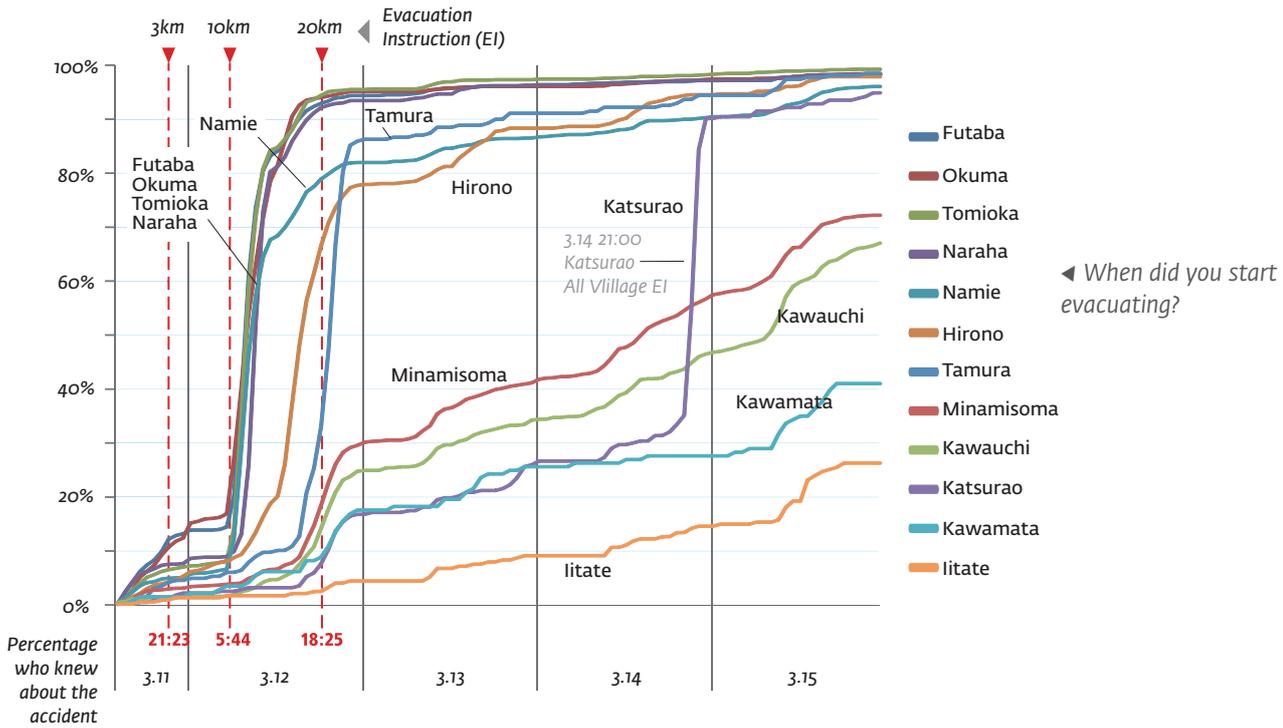
- A few hours after the evacuation order was issued, most of the residents (80-90%) in the evacuation zones started to evacuate.
- In the 30km area surrounding the nuclear power plant residents had no choice but to evacuate voluntarily. Even though a high level of radiation was observed in Kawamata and Iitate, designation of the planned evacuation area was delayed.
- Inside the 30km radius area, the shelter-in-place order was issued at 11:00 on March 15, and the call for voluntary evacuations was issued on March 25. However, as the government was slow in issuing instructions, many residents evacuated on a voluntary basis.
- Although it was clear that there were high radiation levels in Iitate and Kawamata, the planned evacuations were late. The government may have been late in deciding the designation of the evacuation zones of areas with high radiation levels.
- In the space for comments, some residents from these areas expressed criticism that the government was slow in issuing the evacuation order or even that the government did not issue the order for their area.

*(i) Comment by a resident of Minamisoma*

"In Haramachi in Minamisoma, we were told to 'stay at home,' and were never once told to evacuate. On TV, all they said was 'there are no immediate health effects,' making us even more afraid. Nothing has changed since the accident occurred. When there is very little progress in decontamination, it is too strange that the evacuation order has been lifted already. The government should think more about the local people."

*(ii) Comment by a resident in Kawauchi (20km-30 km area)*

"On March 11, immediately after hearing first news of the accident, many people in the village evacuated to this area. Young people were emailing 'evacuate' to each other, almost like chain mail. However, we did not receive any official information on the evacuation. We were only told to stay indoors through the emergency radio system. After hearing a neighbor who has a policeman in his family say, 'I'm going to evacuate because it seems dangerous,' I decided to evacuate. I heard that the police had left Kawauchi by March 14. The volunteers who were giving out food had used up the remaining gasoline for their transportation. I wanted them to help us evacuate as early as possible. I can only think that they abandoned us."



(iii) Comment by a resident of litate

“This area did not receive any information on the early stages of the nuclear accident. We heard about the radiation level only after the IAEA research team came in. Chief Cabinet Secretary Edano repeatedly said on TV that the radiation level ‘will not have immediate health effects.’ The reality is that residents in litate were exposed to radiation until April 22 (when the planned evacuation was ordered). It has been a year since then but we have received no damage compensation and the government is trying to cover it up by lifting the evacuation orders.”

(iv) Comment by a resident of Hirono

“Because they might panic... Because people in areas with more danger would not be able to evacuate... How the evacuation area was expanded to 10km diameter in the next phase from 5km diameter in the initial phase... While we only had TV as a source

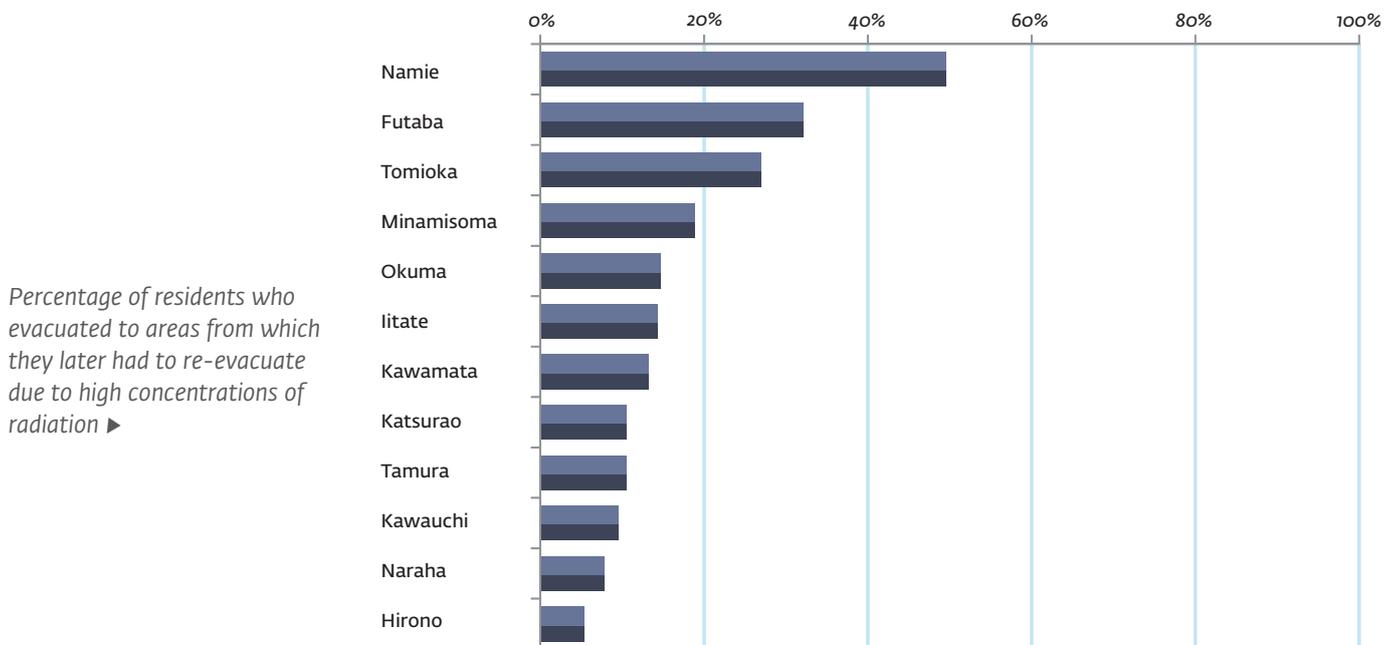
of information without accurate information or an idea of how the accident would develop, the minister in charge kept stating ‘it will not affect health immediately...’ TEPCO kept talking about the safety and reliability of the reactors... I am disgusted at the low quality of people in charge of this country.”

*(v) Comment by a resident of Kawamata*

“They went on to say that there is no immediate effect, but the evacuation was explained on April 16. If they explained earlier, I could have found a specific place to evacuate. Although it was a large disaster, the response was too slow. The most important initial response based on the facts of the actual situation was not present and no orders based on ‘measures in conformity’ were given. I demand preparedness for emergency situations. All I saw was the politicians play party politics even though the nation is confronted with an unprecedented disaster. I question the humanity of those people. It is unfortunate that it was the nation who chose those people to be in charge.”

**Residents who evacuated to areas which later became evacuation zones**

- Approximately 50 percent of the residents of Namie temporarily evacuated to areas with high concentrations of radiation..



**Dissatisfaction about disclosing information from SPEEDI or monitoring data**

- Many comments by the residents of Namie, Minamisoma, and Iitate showed dissatisfaction over disclosure of information from SPEEDI or monitoring data.

*(i) Comment by a resident of Namie:*

“The fact that I evacuated to an area with the highest radiation dose in the absence of SPEEDI information remains a source of fear for my health for the rest of my life. Why didn’t they disclose the SPEEDI information? What do they think about people’s lives? Our house is not in a livable condition due to difficulties in rebuilding infrastructure, decontamination and fear of having an interim storage facility nearby. Nuclear power should be stopped. It will cause a second Fukushima and there will be nowhere to live in Japan.”

*(ii) Comment by a resident of Minamisoma:*

“I wish the information had been disclosed much earlier. I understand that the decision by the government not to disclose was intended to prevent a possible panic. But residents were evacuated to areas with high concentrations of radiation because of the lack of information. From now on, causes of the accident should be investigated and a

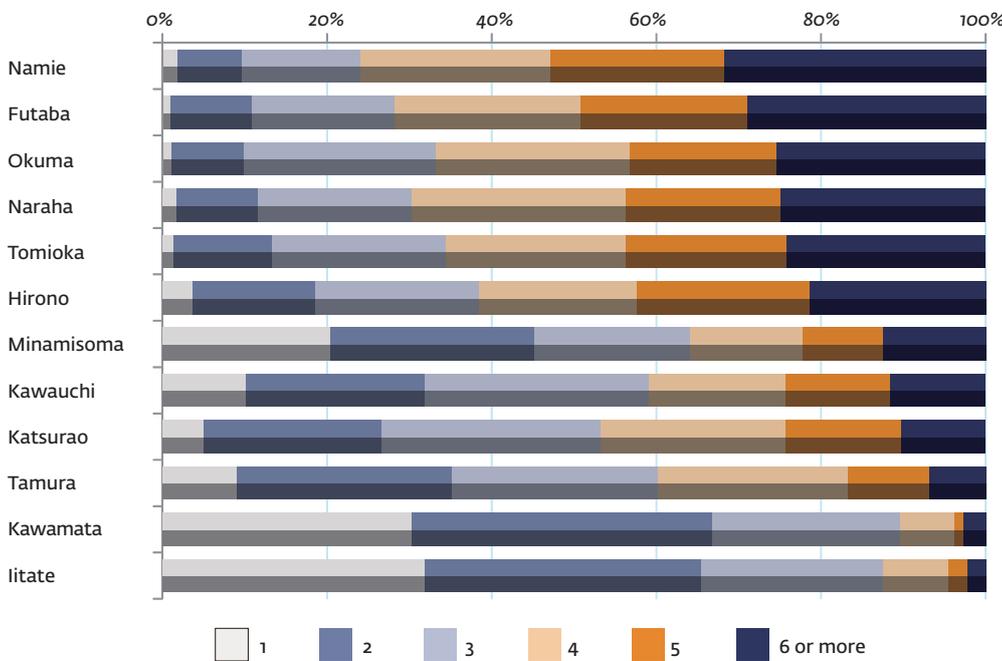
manual for response measures should be established, because we do not know when the next accident will occur. I request methods to minimize damages from the accident to be considered, given that it is hard to prevent it.”

*(iii) Comment by a resident of Iitate:*

“I believe many people were exposed to radiation because of the inadequate accident response by the government and municipality. Data was deleted and deceptive instructions were given even though they were aware of the real situation. Do they really value our lives? Our family plowed snow outside of our house and got wet because we did not know about the radiation. We demand compensation for damages and health issues over the next few decades. What do members of NAIIC think of the lies that are being revealed even after more than a year has passed since the accident?”

**Number of evacuations**

- In the year after the accidents, the residents nearest the plant had to evacuate a number of times. Approximately 70 percent of the residents of Futaba, Okuma, Tomioka, Naraha and Namie had to evacuate four times or more.
- The government was slow in disclosing monitoring information.



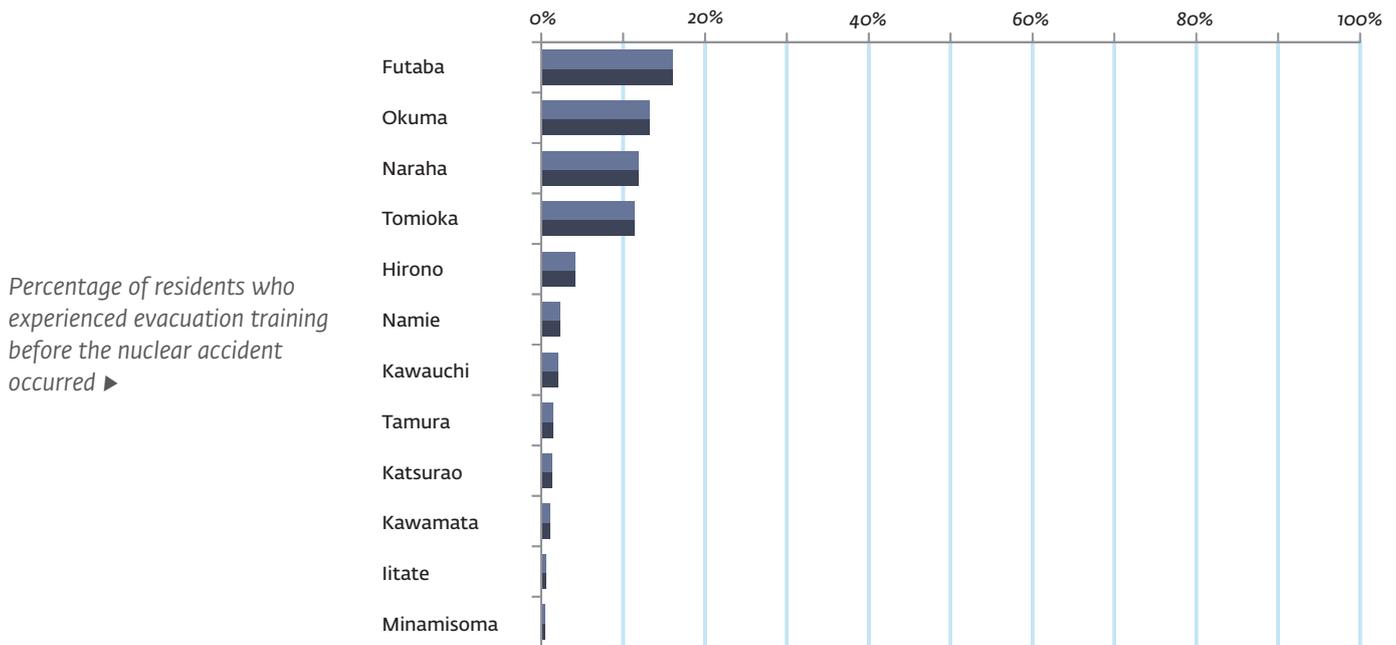
◀ Number of evacuations prior to end of March 2012

*(i) Residents of Namie*

“Even if we return to Namie the tiles on our roof have fallen off and radiation contaminated rain comes in. These are not conditions in which we can live. Every time I return, I feel angry. Our younger son also says that it is impossible for us to live here anymore. On the afternoon of March 11, when we were just about to patch the roof we were told to evacuate to the gym of the nearby Tsushima school. We stayed in the school for 3 or 4 days. It was a place with high radiation levels. We moved six places inside and outside of the prefecture and finally stopped after coming here.” (Nihonmatsu)

*(ii) Comment by a resident of Futaba*

“On March 12, our hotel did not have electricity or water. We were allowed to stay in an old hotel and they shared gasoline with us. Our son is in Saitama Prefecture and he let us stay there for four months. Currently, we are living together as a family of four. When we visited our house briefly on March 6, my husband suffered from shock when he realized that he could not return to the house he was born in and is currently in hospital. We are frustrated with the irresponsibility and dishonesty of the politics of this country and TEPCO.”



*(iii) Comment by a resident of Tomioka*

“We had no clue what was going on but we were told to evacuate to Kawauchi. When we got there, we had to move from place to place and finally arrived at Miharu but we were told that it was full. We were told to go to the evacuation center in Motomiya. We later moved several times after that and are currently staying in a rental in Iwaki. Since then one year has passed but we have no idea of what we are going to do.”

***Residents who were told about the possibility of an accident or received evacuation training prior to the accident***

- Even in locations near the plant, only 10-15 percent of residents reported receiving evacuation training, and less than 10 percent were told of the possibility of a nuclear accident.
- Some reported receiving an explanation that nuclear power plants were safe and secure, and so thought an accident would never occur.

*(i) Comment by a resident of Futaba*

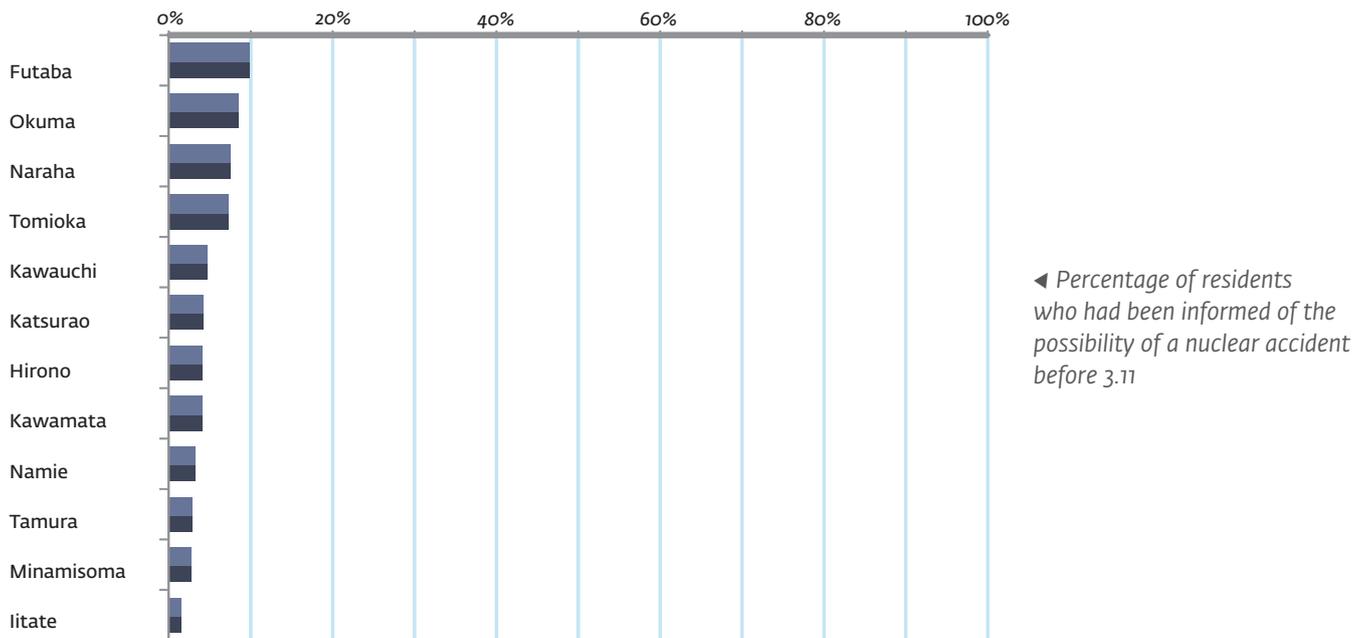
“I attended a lecture by TEPCO once. Raising the example of 9/11 in the U.S., they said that the nuclear power plants are safe no matter what happens. When I asked a question to reconfirm the absolute safety, the attendees at the lecture, many of who are family members of TEPCO employees, looked at me as if I did not understand any of what TEPCO told us. The attitudes and responses of TEPCO and the government, who seem to think so little of us, make me angry rather than sad. I demand a quicker and more sincere response.”

*(ii) Comment by a resident of Okuma*

“I used to work at a nuclear power plant and never thought of such an accident. When I was working as a contract worker for TEPCO on the first floor, I asked a team leader ‘what if a tsunami similar to the one in Sumatra hits Japan?’ The reply was, ‘Impossible! There is no need to think of an impossible situation.’ After all, TEPCO, the government, and the municipality did not think seriously enough. Nor did I . . .”

*(iii) Comment by a resident of Naraha*

“When I attended a lecture for local residents by TEPCO soon after the company hid an accident from the public, TEPCO said they not only had the first 3 layers of protection, but also the 4th and 5th layers of measures for safety, with an attitude that the attending residents would not understand what it means to have so many layers for safety. Now I realize all of what TEPCO explained was lies, and that I was deceived.”



*(iv) Comment by a resident of Tamura*

“They kept saying that the nuclear power plants are absolutely safe, then the accident occurred. If everyone involved thinks of the accident as merely an ‘unforeseeable accident’ then this country must be very careless. The causes must be found and clarified. This accident must never be repeated. I want to give candid advice to the members of the Diet. They are supposed to consider the nation’s daily life and rehabilitation, but they are preoccupied by political battles. While the accident investigation needs to be thorough, thorough discussion at the Diet must take place for the nation.”

*(v) Comment by a resident of Katsurao*

“We used to watch TV advertisements every day claiming that nuclear power costs less and is safe and clean energy. With vivid memories of such a message, we could not believe the accident happened, nor could we imagine a tsunami bringing on the tragedy. We still live in cramped temporary housing after more than a year. We have no idea when we can go back to our home. We absolutely oppose the re-commissioning of reactors. No new reactors should be allowed, and we must shift to renewable energy. Laws and regulations for such plans need to be established quickly. The government should accelerate the progress of compensation for accident damage. It is not like compensation for a traffic accident.... I am tired of my current living conditions. I demand that the government step forward to take responsibility and make every effort to compensate the victims. I am counting on the government.”

Messages extracted from the  
free comments ►

Messages	No.	%
<i>Causes of the accident should be probed ASAP, and outcome of the study fully disclosed. Demand for a thorough investigation in order to never let a similar accident happen again.</i>	1,120	14%
<i>Information issued by and behavior of government are unreliable and not trustworthy.</i>	909	11%
<i>Dissatisfaction or demand for compensation.</i>	876	11%
• <i>Dissatisfaction or demand regarding timing of compensation (urgent needs, etc.)</i>	204	3%
• <i>Dissatisfaction or demand regarding conditions for receiving compensation (discrepancies depending on region, age, employment status, etc.)</i>	203	3%
• <i>Dissatisfaction or demand regarding terms of compensation (demand to extend compensation period, grant lifetime compensation, compensation until return, etc.)</i>	182	2%
• <i>Dissatisfaction or demand regarding compensation amount.</i>	93	1%
• <i>Dissatisfaction or demand regarding compensation coverage (household goods, agricultural crops, costs for evacuation, loss of future profit, etc.)</i>	46	1%
<i>Demand for decontamination to take place quickly to allow return to our homes and neighborhoods.</i>	858	11%
<i>Need for clarification as to when things will become safe again and when people can return home safely. (Need for indication ASAP whether return will ever be allowed. Otherwise, there is no way to plan for the future.)</i>	836	10%
<i>Follow-up of actions taken at emergency is slow. No progress has been made even one year after the accident. Need direction soon.</i>	820	10%
<i>Information issued by and behavior of TEPCO are unreliable and not trustworthy.</i>	628	8%
<i>Demand that the state assumes liability. Strong resentment toward government.</i>	610	8%
<i>Demand that TEPCO assumes liability. Strong resentment toward TEPCO.</i>	558	7%
<i>The government does not understand the reality and situation of the evacuees. It must learn more about us.</i>	544	7%
<i>No home, no town to return to. Demand for a town elsewhere to be quickly designated as a place to be able to reside in. (No intention to abandon hometown, but there is no longer an option to return there.)</i>	541	6%
<i>Residents were told that nuclear power plants are safe and secure. It was their belief that such an accident would never happen.</i>	482	7%
<i>I can't help but feel anxious about children and the future. I have no idea how one is supposed to live like this.</i>	445	6%
<i>Evacuation orders were slow, there was no evacuation order, or actual order was inconsistent with what was said by media.</i>	375	5%
<i>Evacuation orders were not specific. We had to run with little more than the clothes on our back and never had thought a nuclear accident was happening.</i>	364	5%
<i>Demand for early and ample compensation for land and house (provision of new house, repair or buyout of existing house).</i>	344	4%
<i>Constantly under stress due to unfamiliar environment, prolonged refugee life, feeling anxious about future, etc. Suffering poor health because of stress.</i>	334	4%
<i>Families are separated. We don't see each other much and miss each other.</i>	290	4%
<i>Wish for quick recovery of the lives we had. Wish for "restoring" ordinary life.</i>	278	3%
<i>Demand for a gradual reduction in number of nuclear plants. Wish for eventual elimination of all nuclear plants, and for a shift towards utilizing natural energy. Demand for elimination of nuclear power plants to ensure safe and secure lives.</i>	276	3%
<i>Evacuated to zones where radiation dosage was high. SPEEDI information should have been disclosed immediately.</i>	201	2%
<i>Decontamination will require immense budget and time. It must be performed based on well-planned decisions.</i>	177	2%
<i>Request for clarification of who is responsible.</i>	172	2%
<i>Feeling of fear that (adult) health might be negatively affected by radiation, and health may deteriorate once medication or outpatient treatment is stopped.</i>	165	2%
<i>TEPCO does not understand reality and situations of evacuees. It must learn more about us.</i>	162	2%
<i>Need for clarification on what we should do. Demand for a release from the current living situation and to settle down.</i>	161	2%

<i>Fear that health of children and unborn children might be affected by radiation exposure. (Also concerned about the decline in physical strength and the growth of children.)</i>	154	2%
<i>Relatives, friends and neighbors are separated. Losing contact with them and missing each other.</i>	137	2%
<i>Unemployed due to loss of workplace. No income and struggling to make a living. (Farming was former livelihood, but now impossible.)</i>	132	2%
<i>Running out of cash for living. Can't live properly. Urgently in need of compensation to meet living costs.</i>	121	1%
<i>Evacuation drills had been performed regularly, but were never based on a comparable accident (nuclear accident added onto natural disaster).</i>	119	1%
<i>Plant design might not have taken a tsunami into account. It had been said repeatedly that multiple layers of safety measures were applied, and that was reassuring</i>	116	1%
<i>Very sad to see the familiar homeland contaminated by radiation. Feeling of being bogged down day-to-day, no joy, no hope.</i>	111	1%
<i>So disappointed not to be able to enjoy a comfortable retirement life after the accident. Frustrating to question why one has to lead such a life.</i>	97	1%
<i>Poor and uncomfortable facilities (obsolete, small, inconvenient, etc.) at the refugee housing (which are rented or temporarily provided). Want a new environment to be put in place quickly.</i>	92	1%
<i>Demand for community infrastructure (lifeline, transportation system, facilities and services) to be recovered immediately so people can live there.</i>	80	1%
<i>Demand for thorough compensation when disease develops as a result of radiation exposure. Also compensation should cover non-economic losses.</i>	69	1%
<i>Forced to relocate to several refugee sites, and repeatedly forced to evacuate.</i>	61	1%
<i>Moving to evacuation site took long time due to traffic congestion and road conditions.</i>	56	1%
<i>Preventative measures were not effectively executed because the events were beyond what was anticipated, and as a result emergency responses, decisions and actions lagged behind what was necessary.</i>	55	1%
<i>Lack of relief supplies and information was extremely limited after evacuation.</i>	55	1%
<i>Demand for academia, media and others to take responsibility.</i>	49	1%
<i>Private car was used to evacuate but scarcity of gasoline made evacuation difficult. Some could not evacuate effectively.</i>	44	1%
<i>Evacuation was difficult or not possible because of age, sickness, etc.</i>	41	1%
<i>Demand for prompt search for and provision of a place (land and house) to live safely and securely.</i>	41	0.5%
<i>Request to know for how long rented or temporary refugee housing is provided. Want to know whether there is another place available if we need to move out.</i>	36	0.4%
<i>There was no evacuation route. The only path was congested, which hindered smooth evacuation.</i>	27	0.3%
<i>There should have been effective emergency response measures, risk communication, routine preparedness, attitude, etc. Accurate information and evacuation measures could have prevented panic and confusion.</i>	24	0.3%
<i>It is difficult to get along with people in the new environment and can't build relationships. Feel isolated and alone at the refugee site.</i>	24	0.3%
<i>Wish for a "ray of hope" among evacuees. Wish to be engaged in making something for the future.</i>	24	0.3%
<i>Demand for increased frequency of brief visits home. Want to visit more often (eg, once a month)</i>	22	0.2%
<i>Lost a family member or a friend because of sickness stemming from fatigue following evacuation or because of the stress of evacuation life.</i>	18	0.2%
<i>Evacuated via bus because private cars were banned for evacuation purposes, but the reason behind this was never explained.</i>	17	0.2%
<i>It is sad and hard to be discriminated against, experience prejudice and misunderstanding just on the grounds of being an evacuee (or being someone from Fukushima). Feel ashamed at the refugee site.</i>	17	0.2%
<i>Demand for compensation to seek future employment or assistance to find a job. (Because of displacement, finding a job is difficult.)</i>	13	0.2%
<i>There was no instruction to wear a mask or protective gear.</i>	12	0.1%
<i>Hospitals experienced hardship in evacuating.</i>	10	0.1%
<i>Request for secure employment/re-employment at hometown once return there is permitted after prolonged evacuation.</i>	10	0.1%

After we read all the survey responses, we extracted topics and tallied each topic as shown. As some responses contained multiple topics, an aggregate total of counts of all the topics exceeds the number of responses. Also there were responses not included in the data because they could not be categorized.