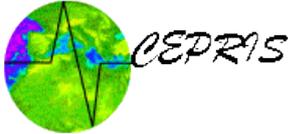


**ACCORD EUROPÉEN ET MÉDITERRANÉEN SUR LES RISQUES MAJEURS
 (EUR-OPA)**

PROJECT – Baywatch (CERU + CEPRIS)

**INVOLVING SALES AND TOURISM AGENTS ON EARTHQUAKE AND
 TSUNAMI MITIGATION MEASURES**

	
<p>Centro Europeu de Riscos Urbanos Lisboa - Portugal</p>	<p>Centre Euro-Méditerranéen pour l'Evaluation et la Prévention du Risque Sismique Rabat - Maroc</p>

WP2 : Tsunami friendly hotel: Questionnaire devoted to hotel managers to assess their sensitivity and support for tsunami risk awareness actions

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Introduction

One of the objective of Baywatch project was to increase awareness on earthquake and tsunami risks among hotel managers, beach concessionaires and other sales and tourism agents. To test their knowledge about earthquake and tsunami risks, CERU developed a questionnaire mainly devoted to hotel managers.

CEPRIS developed and implemented also a questionnaire devoted to hotel managers. Their questionnaire was simple and they sent the questionnaire to different hotels asking to be filled and returned to them. The goal was to achieve to a common (or very similar) questionnaire to be implemented in both countries (Portugal and Morocco).

However we decided, as we are still testing the questionnaire, to develop and implement a more extensive one in order to be able to analyse in more detail the awareness and knowledge of the respondents.

The implementation of the questionnaire, composed by two parts (see next section) was performed in three stages: (1) we sent the first part of the questionnaire to volunteers hotels (an one beach concessionaire) and they fill it alone; (2) to fill the second part of the questionnaire, we set up a meeting and interviewed them; (3) we sent the first part of the questionnaire to a large set of hotels, by email, asking to be filled and returned to us; we asked also who will be available for a meeting to fill the second part of the questionnaire.

However, despite our effort, we collect only 9 respondents.

Next we will present the questionnaire analysis and some conclusions. The questionnaire is presented as annex, at the end of this report.

Questionnaire analysis

The questionnaire is composed by two parts concerning:

- Part I: Understanding the tsunami hazard; Awareness of warning system, information, communication
- Part II: Understanding the tsunami risk; Preparedness; Tsunami evacuation (4 answers)

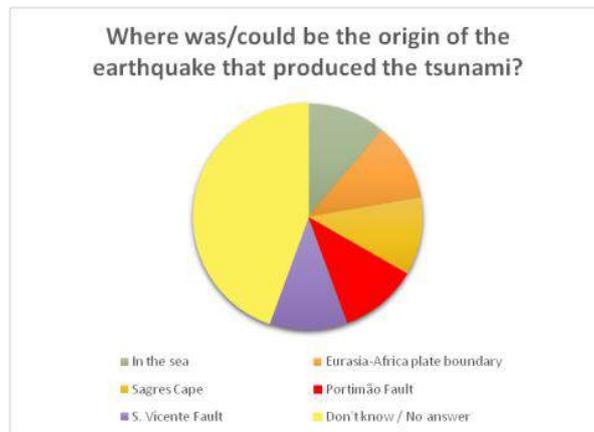
Part I had 9 respondents, but for part II we had only 4 respondents because during the third stages of the questionnaire implementation no hotels agreed to do an interview.

Analysing the answers, and despite the small number of completed questionnaires, we attempted to evaluate the awareness and knowledge of some fundamental subjects:

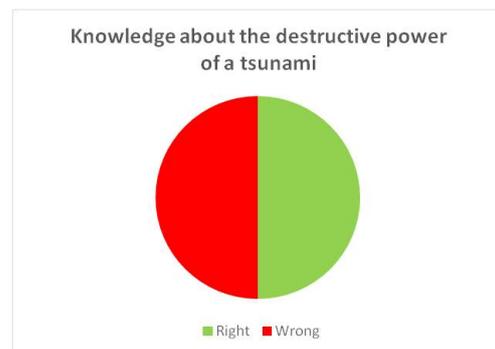
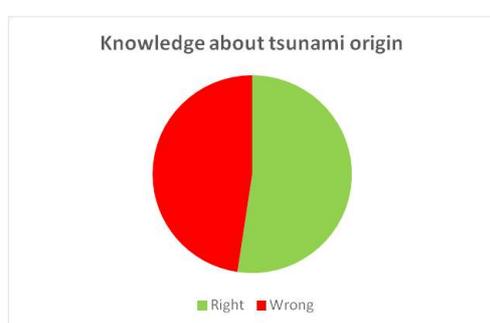
➤ Knowledge of tsunami hazard ≈ YES (reasonable)



Most people know about the existence of a tsunami hazard, but they do not know what is exactly the phenomena. For instance, they do not know where is the possible origin of the 1755 earthquake that generated a large tsunami.



Asked about several hypotheses on tsunami origin and about the destructive power a tsunami, only half of the responders selected the right answers.

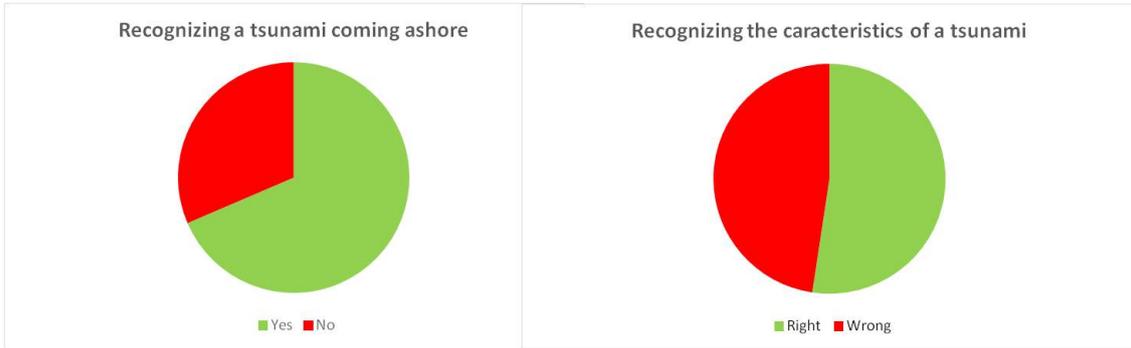


Answers to questions 2.15 and 2.16, respectively (see questionnaire in annex)

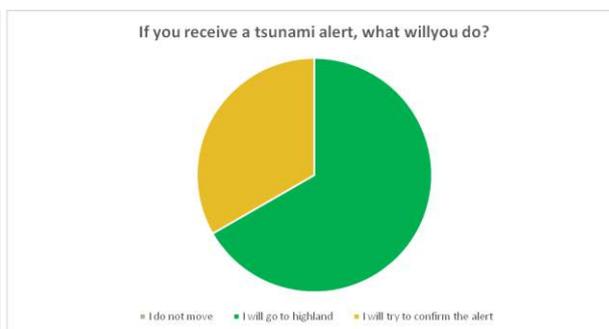
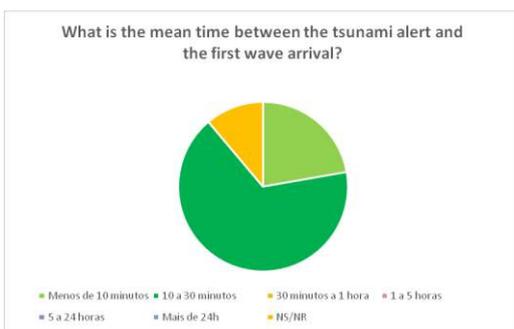
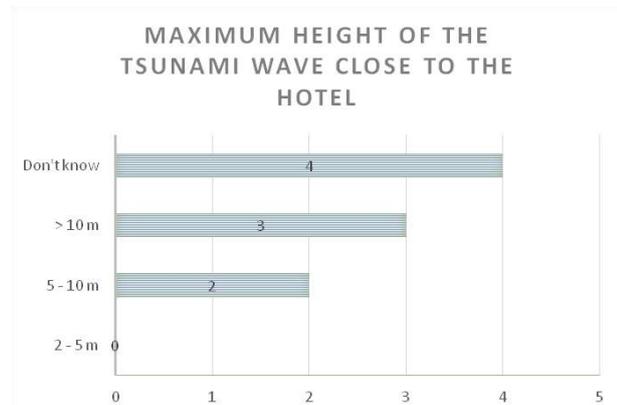
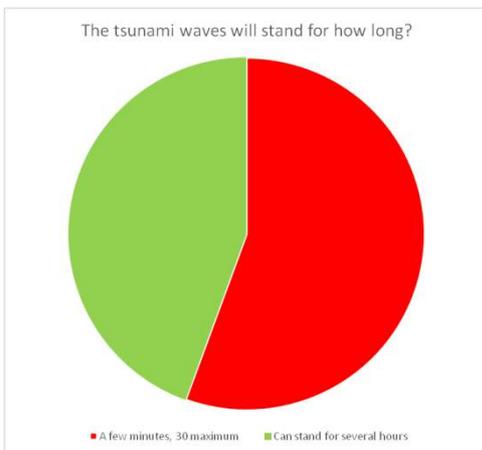
➤ Understanding the tsunami risk = LOW

All people know that, if they are on the beach, they must move away, to a high site. But only some people know how a tsunami look like, and most people do not know

that the waves can stand for several hours, or what is the maximum tsunami wave height, for instance.

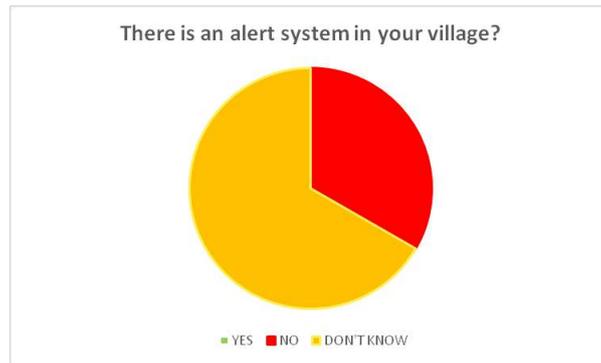


Answers to questions 2.11 and 2.13, respectively (see questionnaire in annex)



➤ Awareness of warning system, information, communication = NO

In general, people know which are the main entities dealing with tsunami hazard and the bodies that are responsible for giving the alert, but they do not know what are the communication channels and if there is any alert system in their villages.



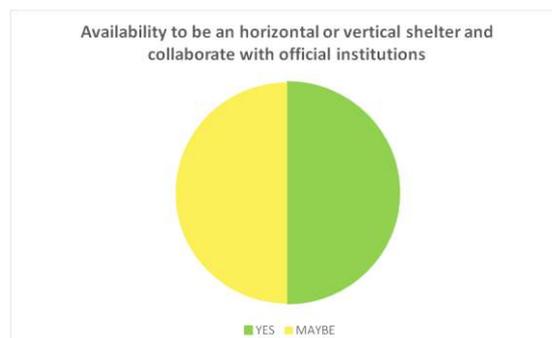
- Preparedness = NO

No establishment has an earthquake hazard map or a tsunami hazard map comprising the establishment.

Also, no establishment has standard operation procedures in case of earthquake or tsunami.

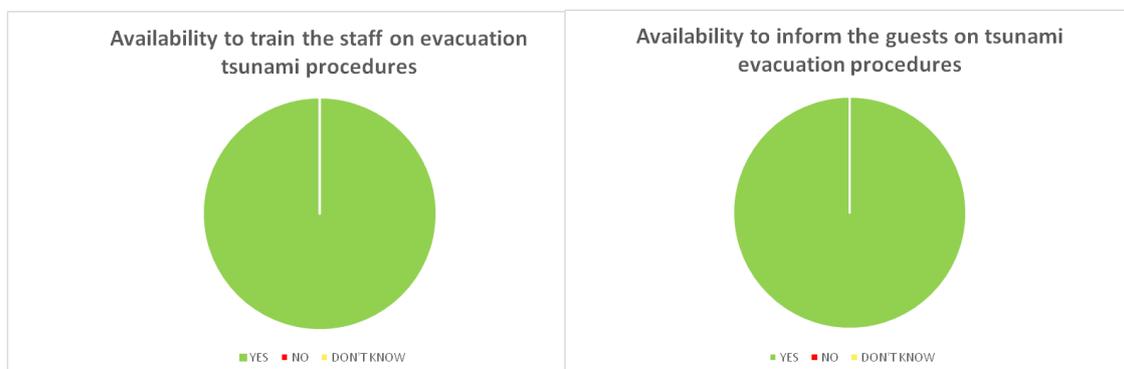
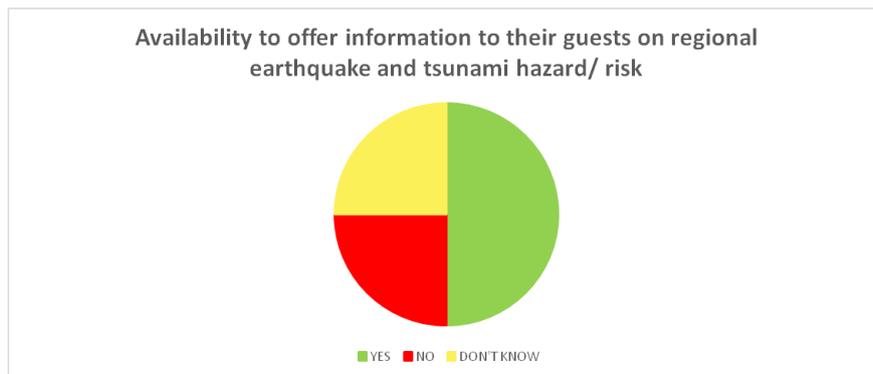
- Availability to be a horizontal or vertical shelter and to install evacuation signs ≈ YES

In general, most responders are available to collaborate with the responsible institutions in order to make their resort a vertical or horizontal shelter. Also, they were willing to install tsunami evacuation signs. All the answers were not “Yes” because some of the responders did not have the power to make such decisions.



- Availability to inform guest on tsunami evacuation procedures ≈ YES

Most of the hotels are willing to offer information to their guests on the tsunami and earthquake hazard affecting the area as well as to train the staff on the evacuation procedures in case of a tsunami.



Conclusions

In spite of the small amount of responders we tried to make some conclusions:

- ✓ The questionnaire is difficult to implement. One alternative is to make a awareness session and begin with a short questionnaire to test their knowledge on local earthquake and tsunami hazard and risk. And after the awareness session ask to fill a longer questionnaire to test the knowledge and awareness increase
 - As suggested in the Lagos workshop it is more efficient if we will do these awareness sessions in the aim of a professional workshop promoted by them.
- ✓ It will be also easy if the questionnaire will be written in Portuguese. Although almost of them speak English, often their knowledge of this language is not enough to understand or answer to some of the questions.
- ✓ It will be necessary to adapt this questionnaire (or to prepare a new one) to beach concessionaires. Some of the questions must be removed or modified.

Finally, and taking into consideration some remarks made by some responders, we intend to improve the questionnaire and we will try to implement it on future awareness sessions devoted to these tourism business sectors (hotels, beach concessionaires, tourist offices, etc.).