

Measures Taken by Tokyo Metro to Improve Passenger Convenience

Toshikazu SAITO
Senior Managing Director
Tokyo Metro Co., Ltd.

Capital	58.1 billion JPY (726 million US\$)
Stockholders	Government (53.4%), Tokyo Metropolitan Government (46.6%)
Business contents	<ol style="list-style-type: none">1. Operation and management of subway business in and around the heart of Tokyo2. Managing other affiliated businesses (Real estate leasing business, commercial tenant business, advertising business and others)
Net sales	Unconsolidated 332.0 billion JPY (4.2billion US\$) Consolidated 366.8 billion JPY (4.6 billion US\$)
Income from fares	289.2 billion JPY (3.6 billion US\$)
Number of employees	8,519 employees (As of 31 March 2012)
Group companies	Commissioned railway services Real estate business Commercial tenant business with a total of 12 companies

(FY2011)

Railway business outline



Operating lines

9 Lines

G	Ginza	14.3km
M	Marunouchi	27.4km
H	Hibiya	20.3km
T	Tozai	30.8km
C	Chiyoda	24.0km
Y	Yurakucho	28.3km
Z	Hanzomon	16.8km
N	Namboku	21.3km
F	Fukutoshin	11.9km



Route length

Total 195.1 km

No. of stations

179 stations

No. of cars

2,773 cars (As of March 31, 2012)

No. of passengers






Average number of passengers per day 6.22million (FY2011)

* Toei Subway operates four other subway lines.

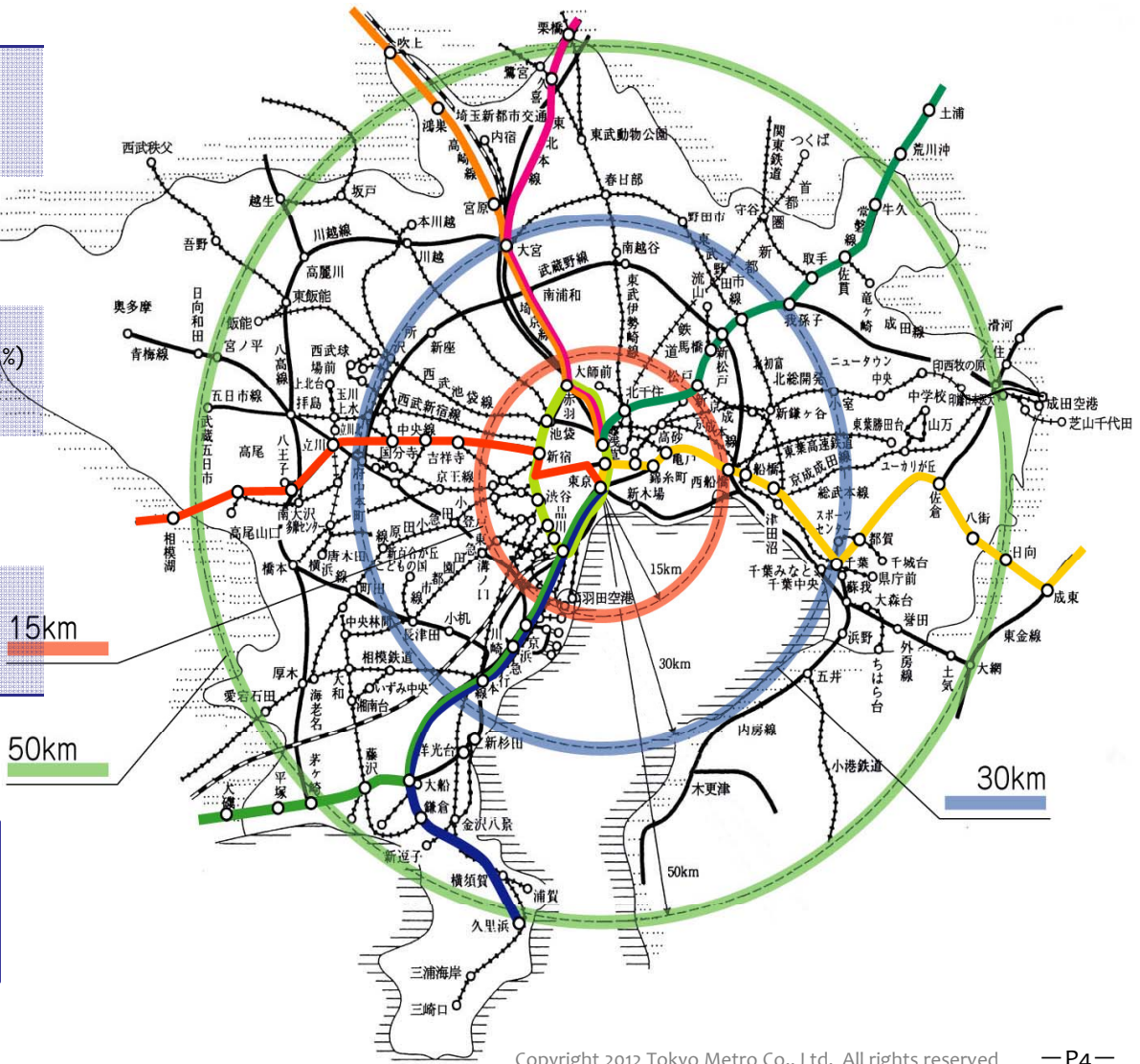
Railway network in Tokyo urban transportation area



As of March 2009

Mode	Km	Notes
 JR East	887.2	Formerly national rail, now privatized
 Private Rail	1,157.9	<ul style="list-style-type: none"> · 28 private companies · Commuter lines
 Subway	357.5	<ul style="list-style-type: none"> · Municipal governments (45%) · Tokyo Metro (55%)
 Tram	17.2	Main mode in the city core until the system was phased out in 1960s
 Bus	17,670.3	<ul style="list-style-type: none"> · Municipal governments · Private operators · Mainly feeder to railways

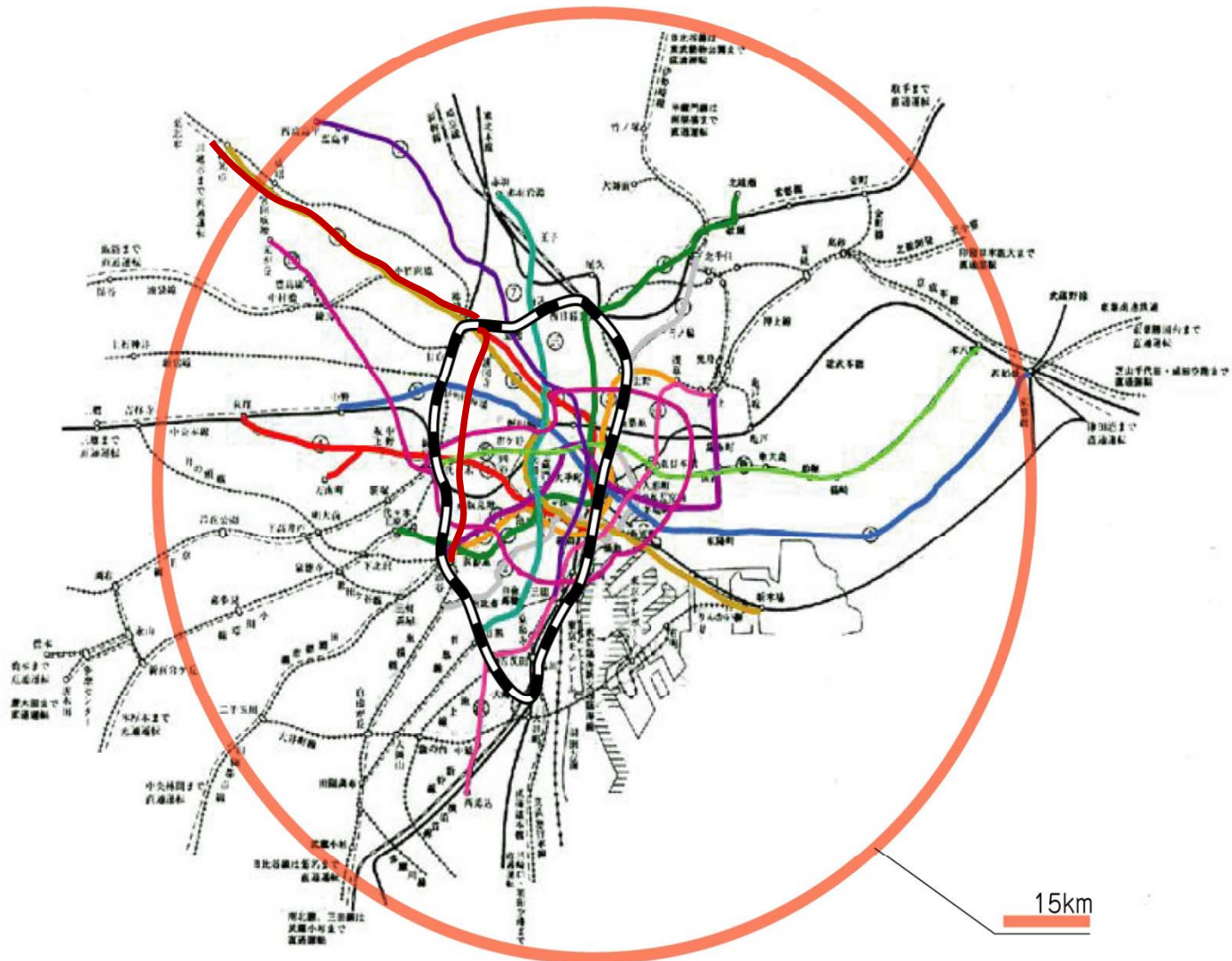
**Total length of the railway modes
2419.8 km**



Subway network



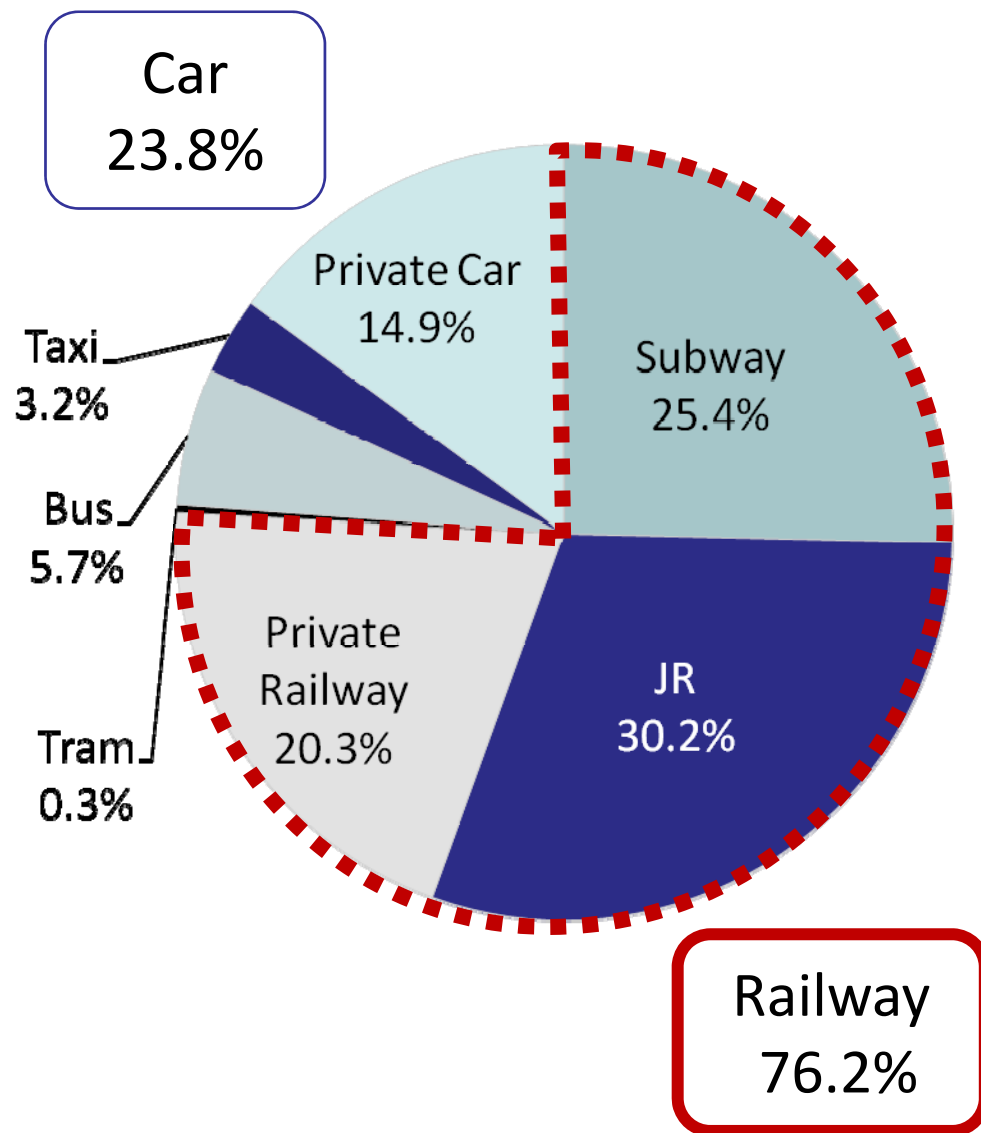
Line	Km
Tokyo Metro	
Ginza	14.3
Marunouchi	27.4
Hibiya	20.3
Tozai	30.8
Chiyoda	24.0
Yurakucho	28.3
Fukutoshin	11.9
Hanzomon	16.8
Namboku	21.3
Tokyo Metro Total	195.1
Toei Subway	
Asakusa	18.3
Mita	26.5
Shinjuku	23.5
Oedo	40.7
Toei Subway Total	109.0
Total	301.8



As of March 2012

*Subways in Tokyo only. Some sections are used by more than one line.

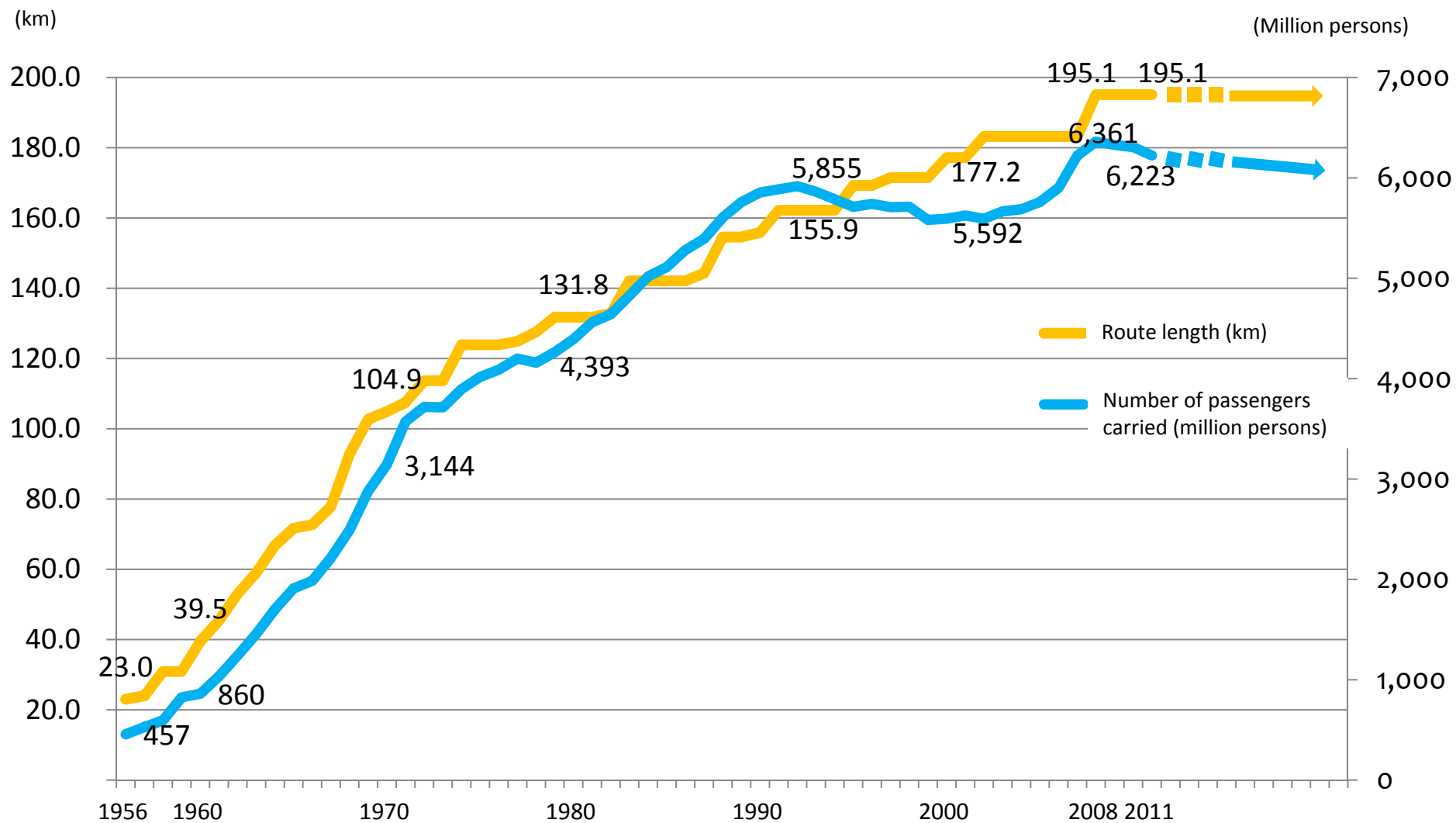
Transport volume by different modes in Tokyo's 23 wards



Mode	No. of passengers		Ratio (%)
	Per year (thousand)	Per day (thousand)	
Subway	3,137,594	8,596	25.4%
JR East	3,732,030	10,225	30.2%
Private Railways	2,512,460	6,883	20.3%
Tram	39,690	109	0.3%
Bus	709,709	1,944	5.7%
Taxi	397,194	1,088	3.2%
Private Car	1,846,062	5,058	14.9%
Total	12,374,739		

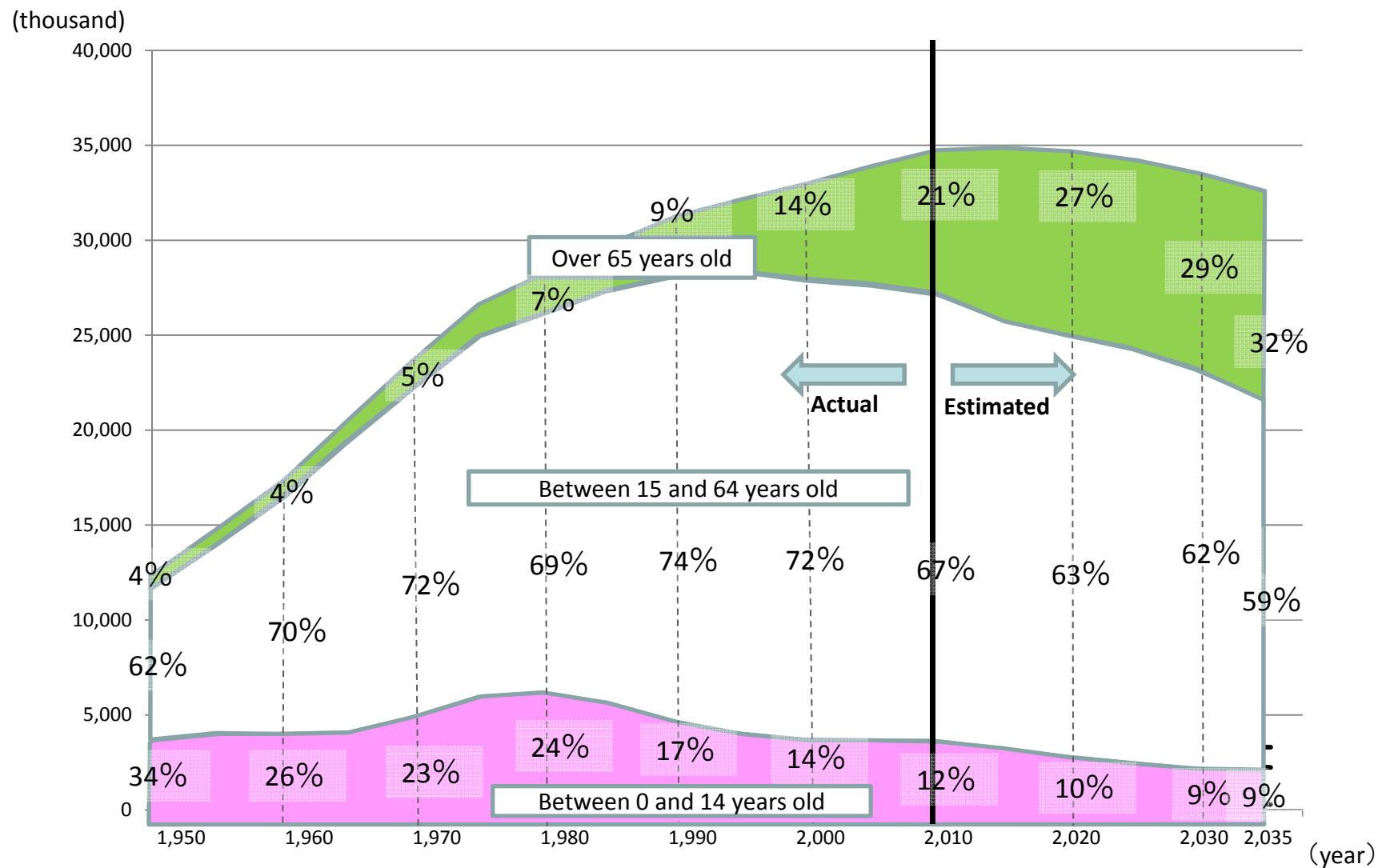
As of FY2008

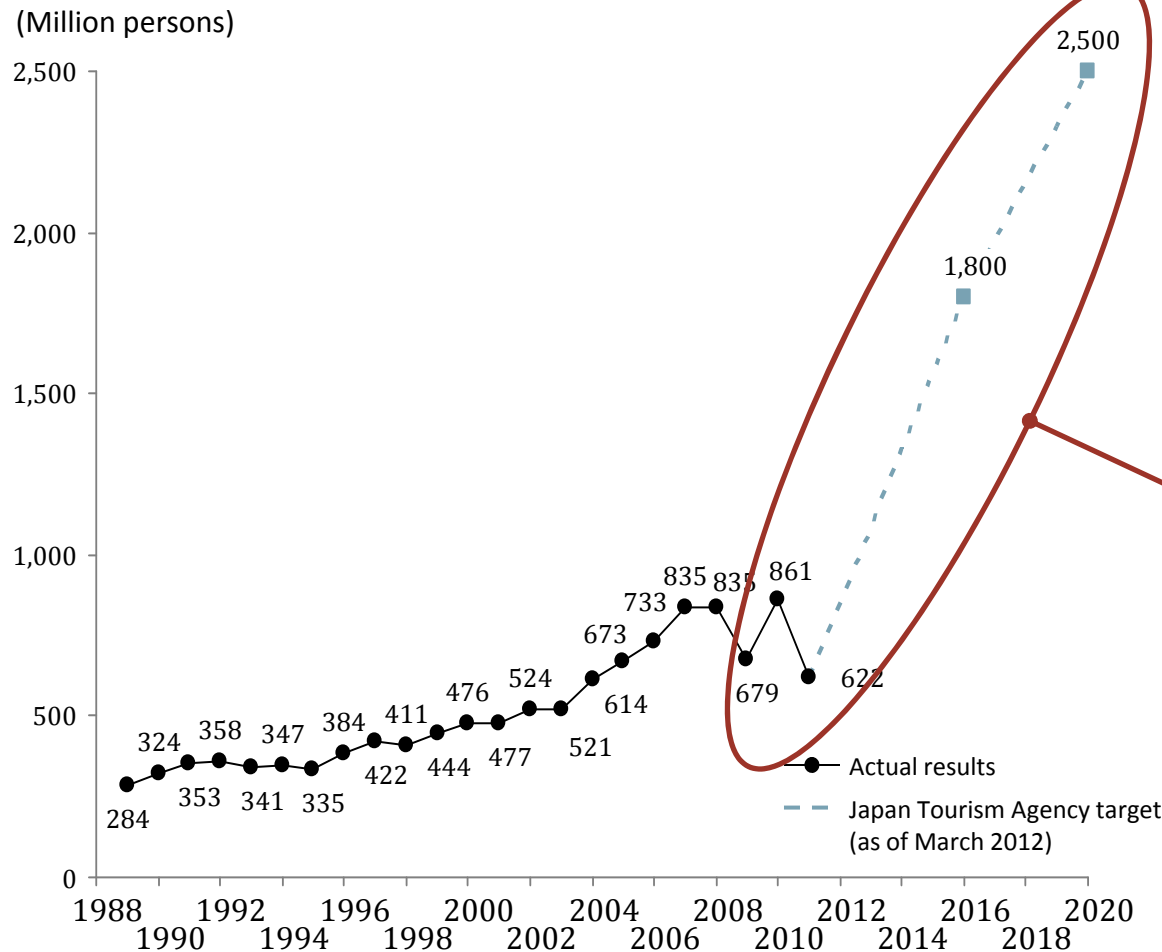
Change in network route length and number of passengers carried



(Fiscal year)

Population of Tokyo and 3 surrounding prefectures by age-group





Promoting tourists from abroad to visit Japan (Visit Japan Campaign)

30 million visitors from abroad project
 Aiming to increase the number of visitors from abroad to 18 million by 2016 and 25 million by 2020 as an interim goal, in order to realize the target of 30 million foreign tourists from abroad (annual)

- Create attractive tourist regions which will be preferred both domestically and internationally
- Nationwide promotion of “Visit Japan Campaign”
- Strengthen international cooperation through international conferences etc.
- Further reformation of vacations

The number of tourists from abroad has continued to rise, and the government is promoting attraction of tourists from abroad.

Demands of each demographic group



	Commuters	Senior citizens	Visitors from abroad
Before boarding	<ul style="list-style-type: none">• Need equipment for vertical mobility (escalators and elevators)	<ul style="list-style-type: none">• Need equipment for vertical mobility (escalators and elevators)• Need clearer guidance in stations	<ul style="list-style-type: none">• Need clearer assistance for purchasing ticket
Board (on the platform/ on the train)	<ul style="list-style-type: none">• Need wider platforms and to alleviate congestion• Installation of platform doors• Find solution to reduce rate of train delay	<ul style="list-style-type: none">• Need wider platforms and to alleviate congestion• Install rest areas	<ul style="list-style-type: none">• Need clearer guidance on the train
After alighting	<ul style="list-style-type: none">• Need equipment for vertical mobility• Need clearer exit guidance	<ul style="list-style-type: none">• Need equipment for vertical mobility• Need clearer exit guidance	<ul style="list-style-type: none">• Need clearer guidance in the station and above ground



- An ever more comfortable subway
- A subway that anyone can ride
- An easy-to-understand subway

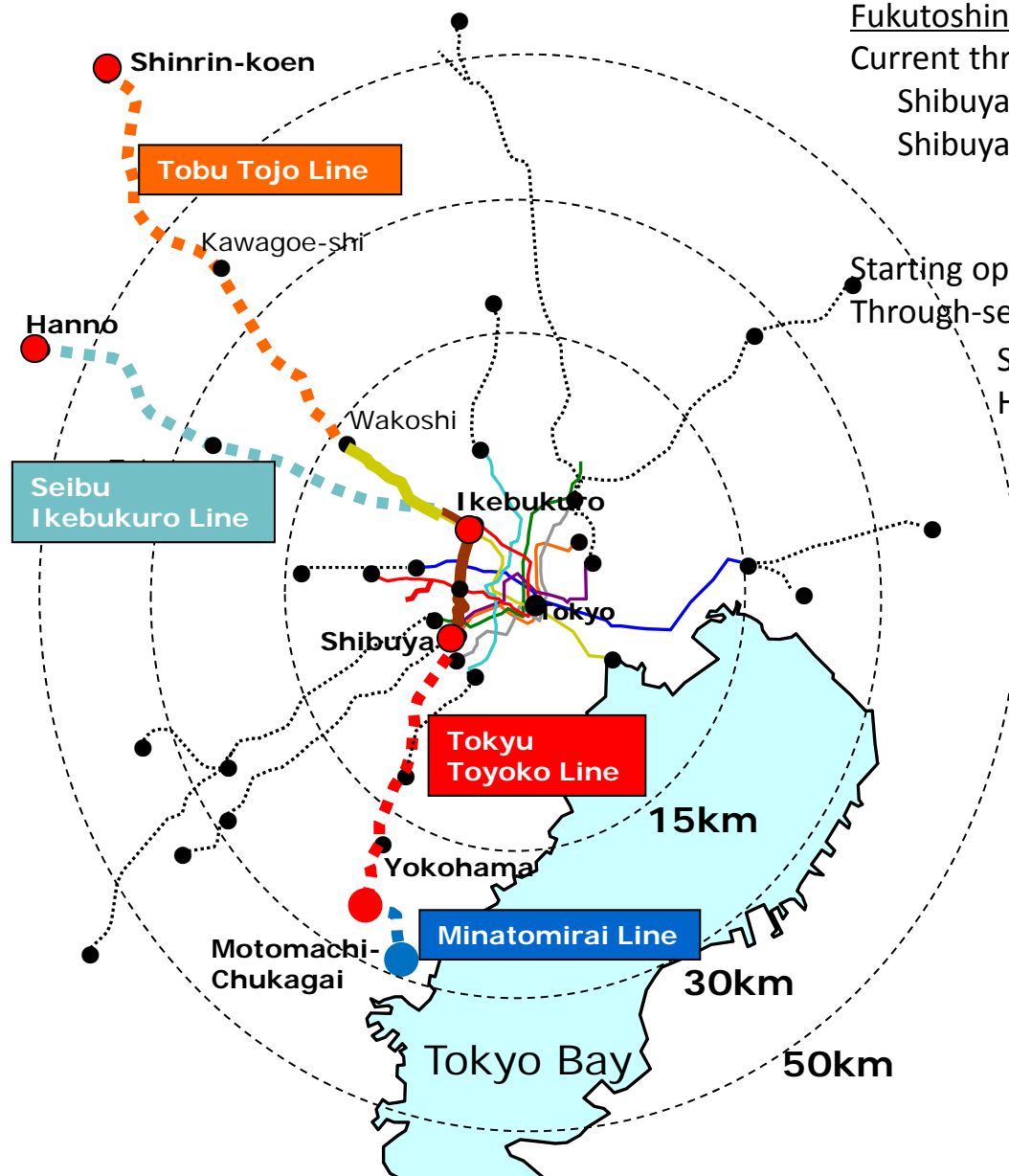
Major countermeasures

- Strengthening through-service network
- Refurbishment of aging lines (Ginza line)
- Alleviate congestion
- Barrier-free facilities
- Installation of platform doors

Other countermeasures

- Service information display
- Service information text message
- Communication facilities in tunnels
- IC card interoperability
- Special tickets
- Passenger guide system
- Service Managers
- Foreign language website

Strengthening through-service network



Fukutoshin line

Current through-service operation

- Shibuya – Shinrin-koen (Tojo line)
- Shibuya – Hanno (Ikebukuro)

60.3km
52.2km

Starting operation in March 2013

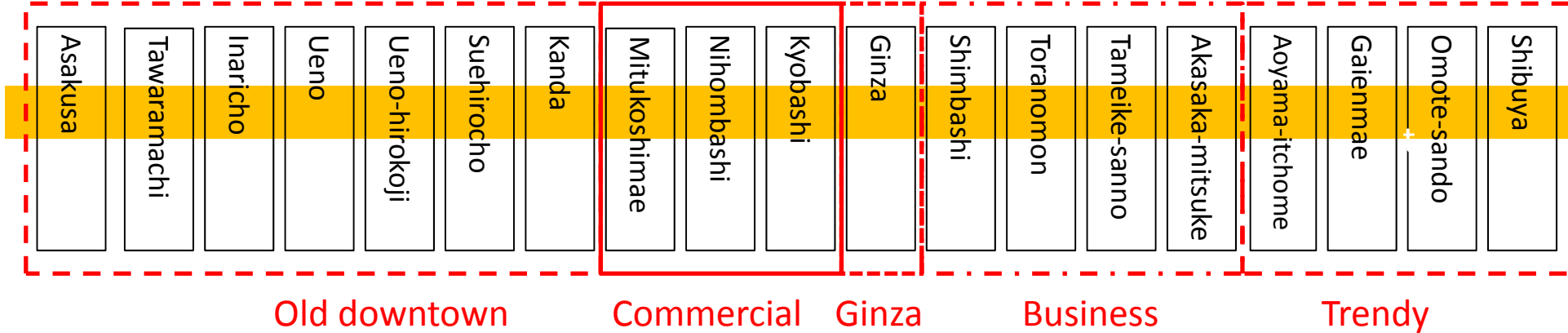
- Through-service to begin with Tokyu Toyoko line from Shibuya
- Shinrin-koen – Motomachi-Chukagai 88.6km
- Hanno – Motomachi-Chukagai 80.5km

Example

- Ginza line
- Marunouchi line
- Hibiya line
- Tozai line
- Chiyoda line
- Yurakucho line
- Hanzomon line
- Namboku line
- Fukutoshin line
- Tojo line
- Ikebukuro line
- Toyoko line
- Minatomirai line
- Through-service

Refurbishment of aging lines (Ginza line)

Line concept “Assimilation of traditional and leading edge”



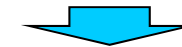
Alleviate congestion

Minami-sunamachi station on the Tozai line



Problems

- The platform is too narrow and there is danger of passengers falling or coming into contact with the train
- Boarding passengers and alighting passengers get tangled causing the dwell time to be extended



Countermeasure

Upgrade from one platform and two tracks to two platforms and three tracks



Barrier-free facilities



多機能トイレ

Multipurpose restroom

点字運賃表

Braille fare chart

エレベーター

Elevator

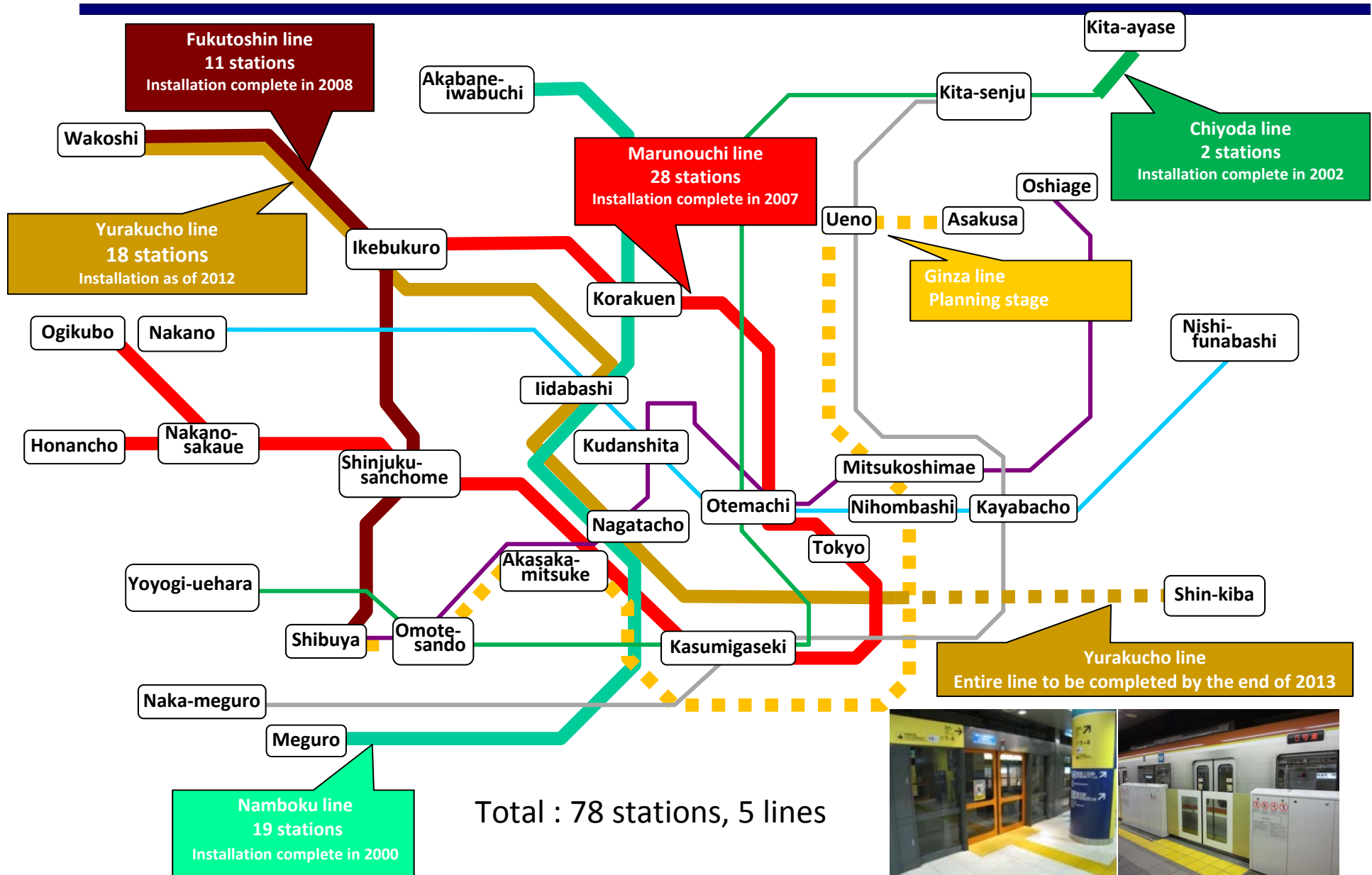
誘導ブロック

Guide block for visually impaired

車いすスペース

Wheelchair space

Installation of platform doors



Service information display



Installed near fare gates at 171 stations
(total of 353 locations)

Train accident information and the status of lines


千代田線


折返し運転

原因 車両トラブル

運転中区间 綾瀬 ~ 北千住

運転中区间 湯島 ~ 代々木上原

運転再開 16:40 頃

Chiyoda Line

status Shuttle operation

cause Accident

in service between C-19 and C-18 Ask for details.

in service between C-13 and C-01 Ask for details.

recovery about 16:40

振替輸送	東武 伊勢崎線 丸戸線	京成 本線・金町線 押上線	小田急 小田原線	京王 井の頭線	つくばエクスプレス線
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Indicates section of line where service is **suspended**.
(section flashes red)

Indicates section of line where service is **delayed**.
(section flashes orange)

Information on substitute lines

Service information text message

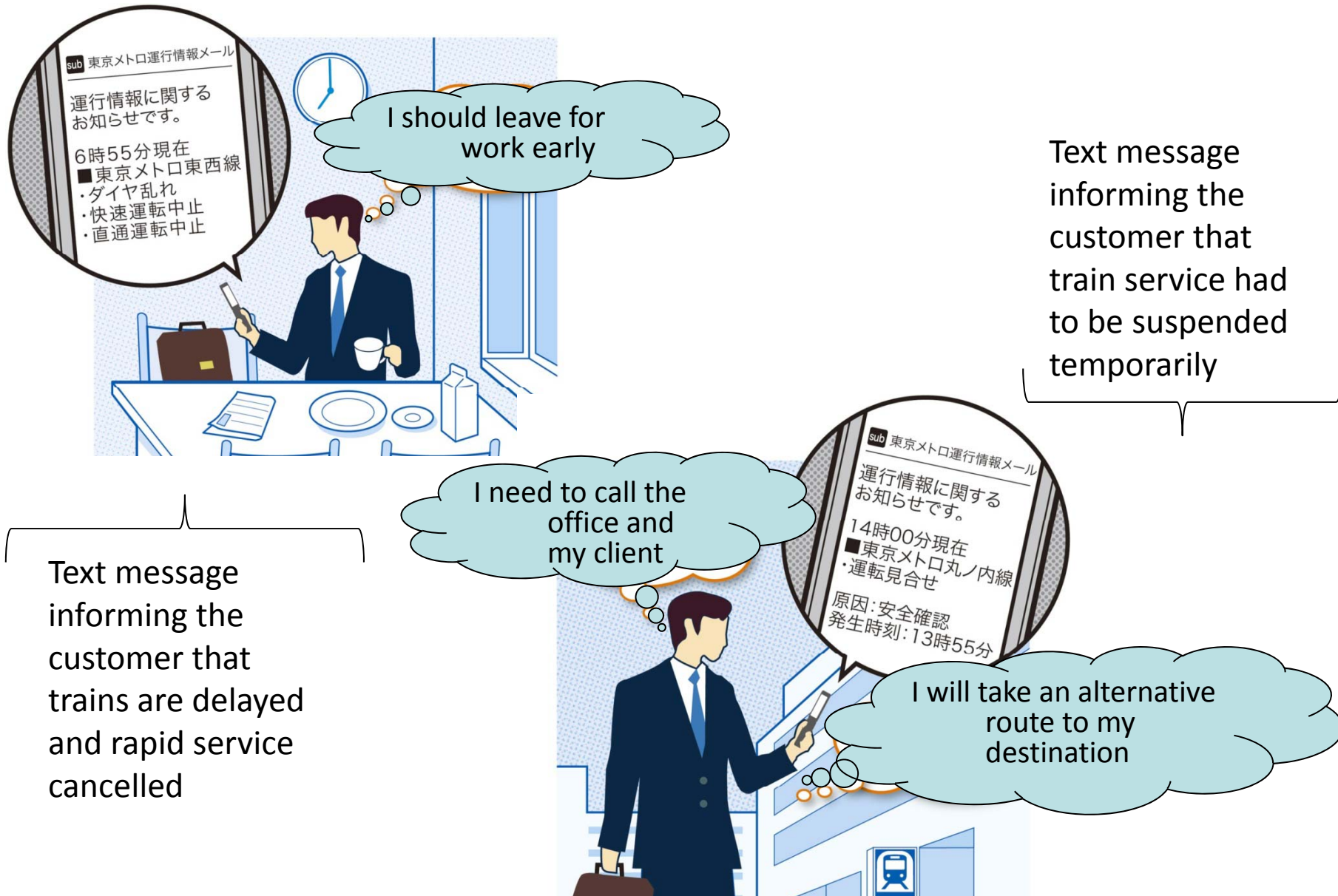
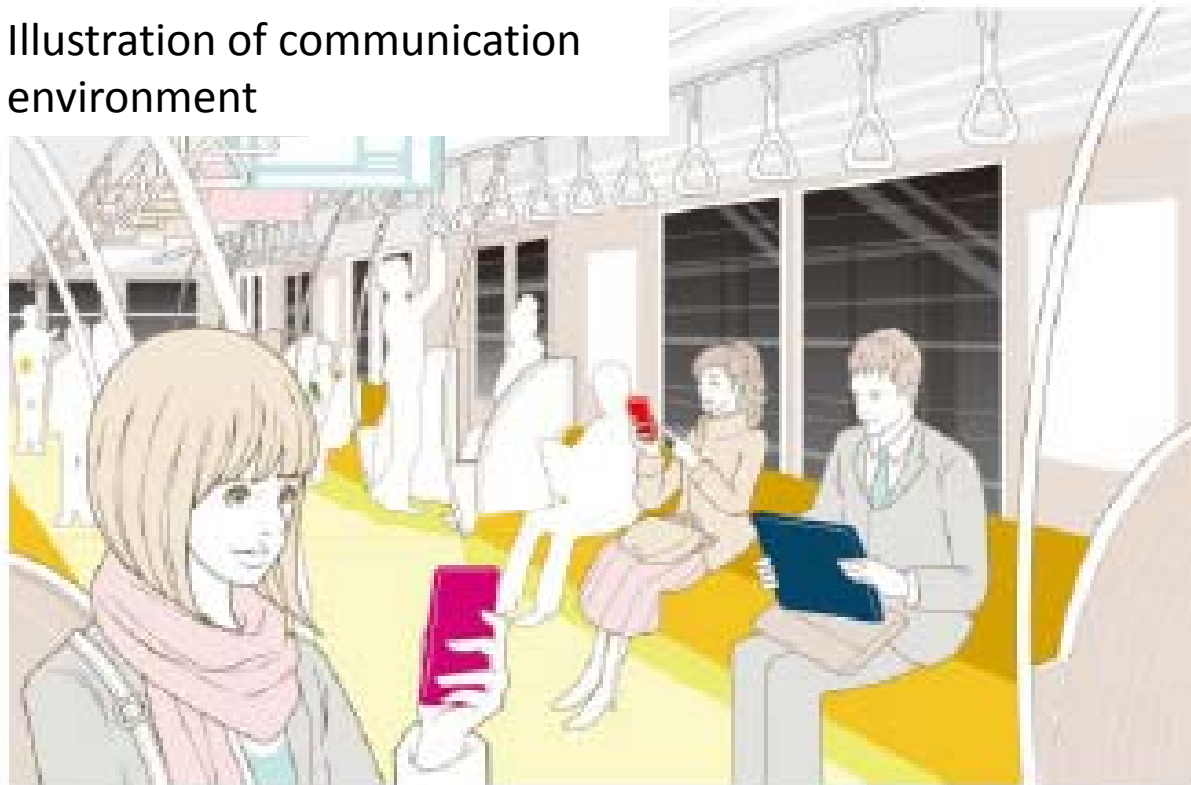


Illustration of communication environment



Sections where mobile phone usage is possible in tunnels
(as of Jan. 2013)

Number of sections within all tunnels: 161 sections

Number of sections where usage is possible: 86 sections

IC card interoperability



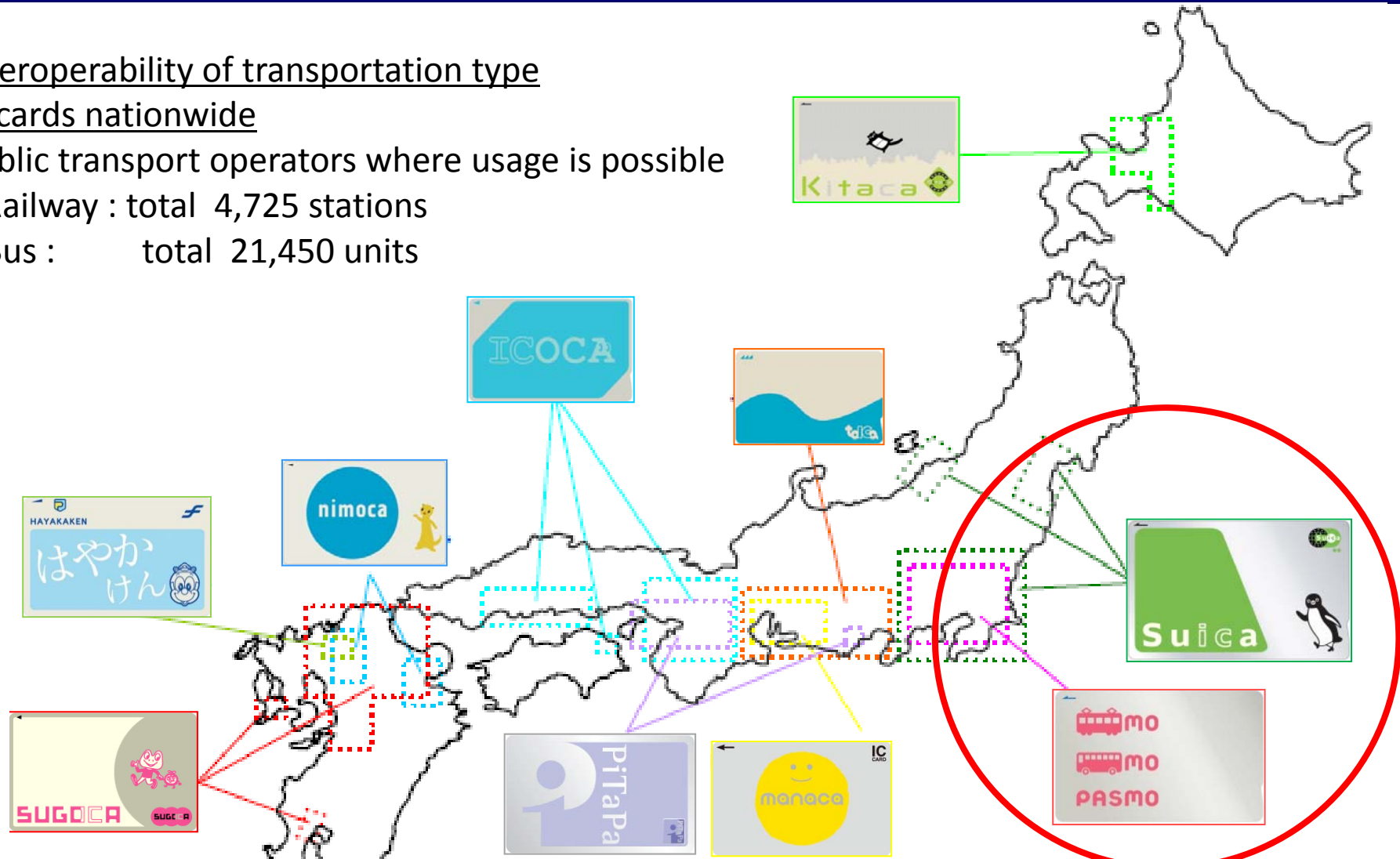
Interoperability of transportation type

IC cards nationwide

Public transport operators where usage is possible

Railway : total 4,725 stations

Bus : total 21,450 units



- * "Kitaca" is a registered trademark of Hokkaido Railway Company.
- * "PASMO" is a registered trademark of PASMO Co., Ltd.
- * "Suica" is a registered trademark of East Japan Railway Company.
- * "manaca" is a registered trademark of Nagoya Transportation Development Organization and MIC Co., Ltd.
- * "TOICA" is a registered trademark of Central Japan Railway Company.

- * "PiTaPa" is a registered trademark of Surutto Kansai Association.
- * "ICOCA" is a registered trademark of West Japan Railway Company.
- * "Hayakaken" is a registered trademark of Fukuoka City Transportation Bureau.
- * "nimoca" is a registered trademark of Nishi-Nippon Railroad Co., Ltd.
- * "SUGOCA" is a registered trademark of Kyushu Railway Company.

For those in the Tokyo metropolitan area (personal use)

- One-day Open Tickets for Tokyo Metro lines (Unlimited rides on all Tokyo Metro lines)
- Common One-day Open Ticket for Tokyo Metro and Toei Subway lines (Unlimited rides on all Tokyo Metro and Toei Subway lines)
- Combination ticket for Tokyo Metro, Toei Subway and JR East lines (Unlimited rides on all Tokyo Metro, Toei Subway lines and JR East lines in central Tokyo)
- “Metro & Grutto Pass” (Includes two Tokyo Metro Special Combination 1-Day Open Tickets as well as entrance tickets or special discount services for 75 places around the city, such as museums or the zoo)
- Special collaboration with privately-owned railway operators (Ticket for privately-owned operator and Tokyo Metro lines)

For Japanese tourists and for educational trips

- Special 1-Day (and 2-Day) Open Tickets for visitors (Sold by travel agencies in Japan)
- Keikyu Haneda/Subway Pass (One-way ticket on the Keikyu line from Haneda Airport and a Common One-day Open Ticket for Tokyo Metro and Toei Subway)
- One-day Open Ticket for students (Sold to students only by travel agencies in Japan)

For tourists from abroad

- Special 1-Day (and 2-Day) Open Tickets (Sold at Narita Airport, Haneda Airport etc.)
- Limousine Bus and Metro Pass (One trip on the Limousine bus from Narita or Haneda and Tokyo Metro Special Combination 1-Day Open Ticket)
- Keisei Skyliner and Metro Pass (One trip on the Keisei line and Tokyo Metro Special Combination 1-Day Open Ticket or 2-Day Open Ticket)



Special Combination 2-Day Open Ticket

Passenger guide system



Subway entrance



Passageway



Boarding platform



Guidance sign on platform

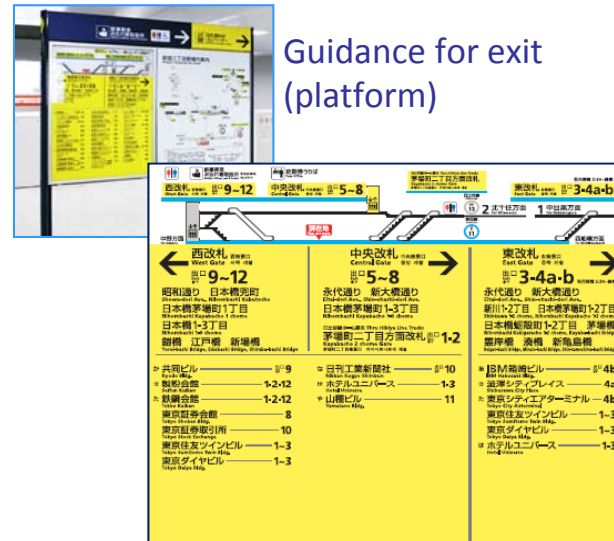
Guidance for fare gates (underground passageway)

Onboard the train



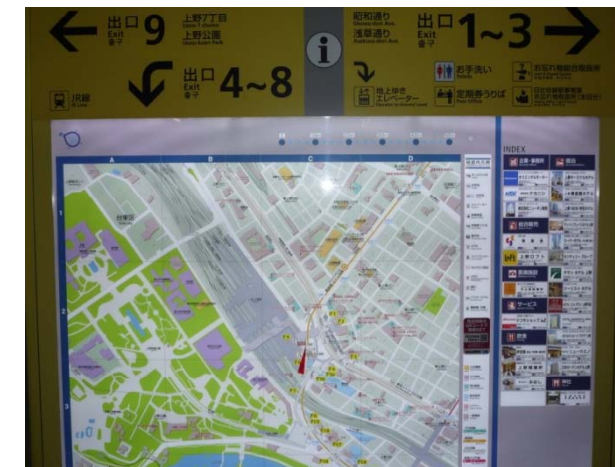
Onboard display

Alighting platform



Guidance for exit (platform)

Exit



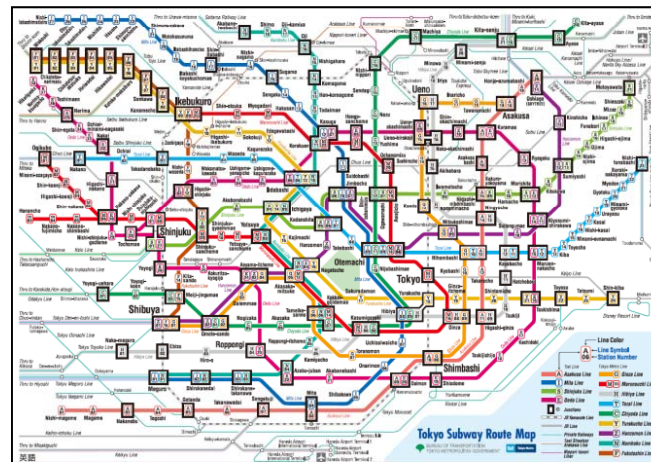
Map of neighboring area

Service Managers

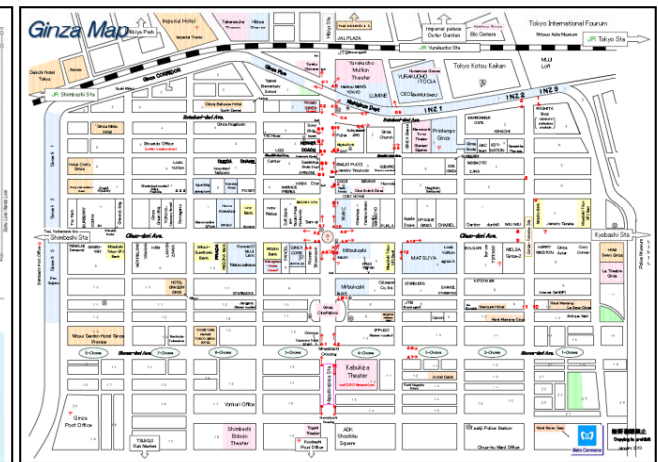


29 Service Managers work at 14 stations

Types of guidance provided
Types of tickets available and how to purchase them, using a map to explain how to make transfers, information on neighborhood near the station, barrier-free facilities



Station numbering route map



Map of neighborhood near the station

Foreign language website



Tokyo Metro

日本語
한국어
中文(简体)
中文(繁體)

Customer Information
Site Map

Change Text Size
A
A
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Tokyo City

Welcome to Tokyo Metro

Connecting to all areas of Tokyo. Travel to the wonders of this vast city, with the Tokyo Metro Subway.

Home

How to Ride

Subway Map

Fares/
Tickets/Passes

Popular
Attractions

Corporate
Information

How to Ride

Basic information on using the subway.

- ▶ Getting on the Subway
- ▶ Subway Manners
- ▶ Access from the Airport
- ▶ Tokyo Metro Guide

Subway Map

A Tokyo Metro subway map is available for download in 8 languages. Includes how to read the subway signs on maps.

- ▶ Subway Map

Fares/ Tickets / Passes

- ▶ Tokyo Metro Transfer Planner & Fare Calculation
- ▶ All Tickets
- ▶ Discount Tickets
- ▶ Fares According to Age
- ▶ Special Fares

Customer Information

Questions or Help you need with our service.

- ▶ Customer Information
- ▶ FAQ
- ▶ Lost Items

Popular Attractions

▶ More sightseeing spots

Tokyo Metro Transfer Planner

이용방법

지하철을 이용하실 때의 기본적인 정보를 소개합니다.

- ▶ 지하철 이용 방법
- ▶ 지하철 에티켓
- ▶ 공항으로부터의 액세스
- ▶ 도쿄메트로 가이드

Korean

东京Metro 运行路线图

可下载8国语言的运行路线图的PDF。

- ▶ 运行路线图

Simplified Chinese

車票資訊

- ▶ 東京Metro地鐵換乘指南
- ▶ 各種車票
- ▶ 旅遊特價車票
- ▶ 各年齡層優惠車票
- ▶ 特定路線車票

Traditional Chinese

English

Keeping Tokyo on the Move

At Tokyo Metro Group, with the railway business at the core of our business development, we support the capital city Tokyo's urban functions and make Tokyo even more attractive and vibrant. Through outstanding technology and creativity we provide safe, reliable and comfortable transportation daily, contributing to the active lives of all people who gather in Tokyo.