

Enhancing Safety and Accessibility in Public Transport: Tokyo Metro Initiatives

Tokyo Metro Co., Ltd.
26th March 2026



Who we are

Vital link in Tokyo's railway network



Tokyo Metro Network **195 km**



6.84 million (FY2024)
Average daily passengers



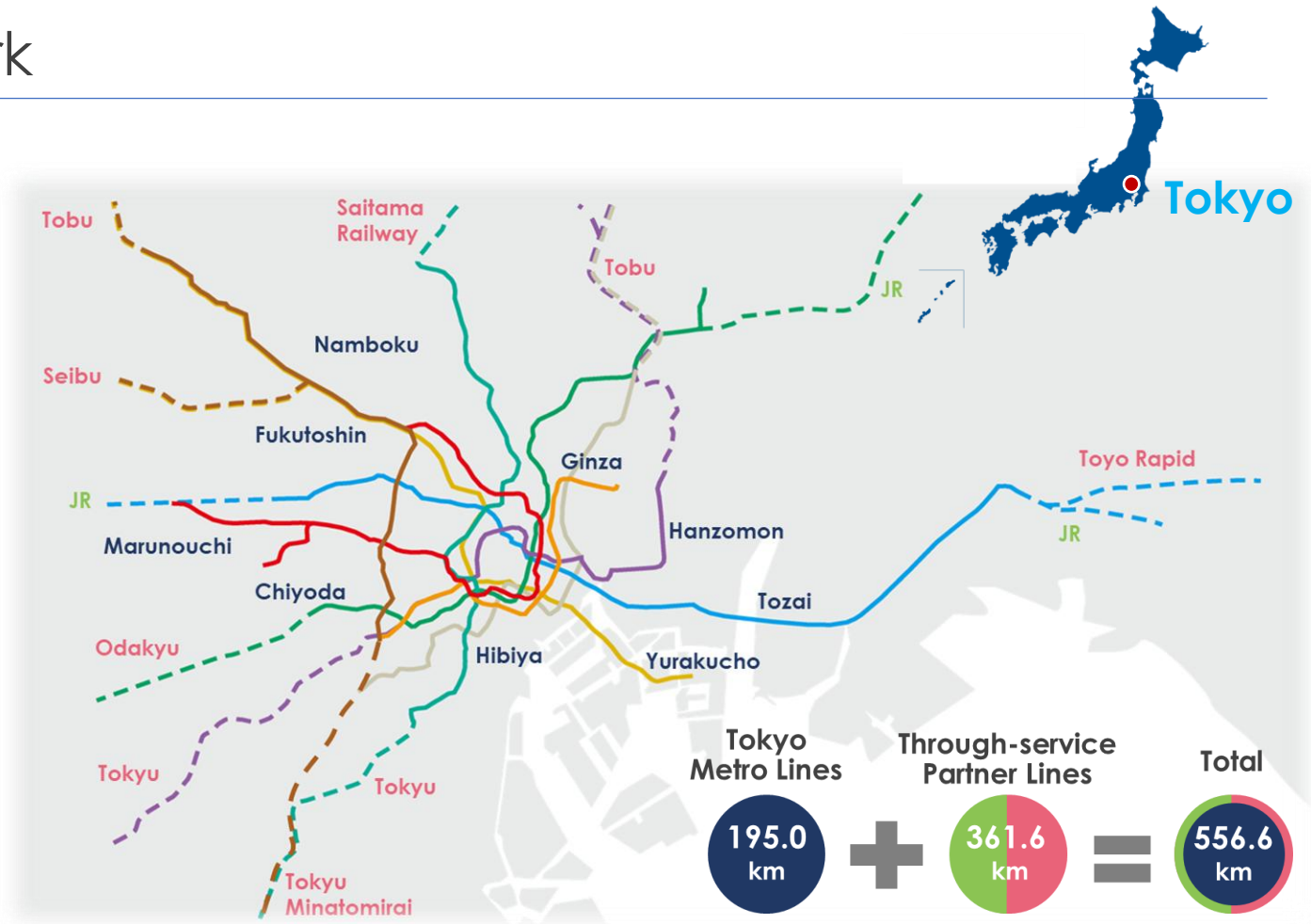
Platform doors

100%



Elevator-accessible route

100%





Olympic and Paralympic Games Tokyo 2020

Olympic Games
July 23, 2021 – Aug. 8, 2021 (17 days) Expected spectators: 7.8 mil

Paralympic Games
Aug. 24, 2021 – Sep. 5, 2021 (13 days) Expected spectators: 2.3 mil

Postponed by one year; held in 2021 with no spectators.

Tokyo Metro's Preparation Timeline

- Sep. 2013 Tokyo selected as host city for the 2020 Olympics & Paralympics
- Oct. 2013 Promotion Headquarters established
- Apr. 2014 Safety & Service Review
- Sep. 2014 "Share the Charm" project launched
- Apr. 2018 Promotion Office established

Basic Policy and Comprehensive Review

Three perspectives

- 1 Provide **world-class** subway **safety**
- 2 Make subway **user-friendly & comfortable**
- 3 **Enjoy Tokyo** by subway



“Comprehensive Review” conducted from April 2014 to June 2014 based on the standards developed through:

Customer feedback

Expert insights

Comparisons with **domestic and overseas railway operators**

On-site investigations



Provide World-class Subway Safety



Platform doors

- Accelerate installation on all lines to improve platform safety



Earthquake & flood Preparedness

- Enhance passenger safety in stations and maintain Tokyo's urban functions



Barrier-free facilities

- Create an environment that ensures seamless, stress-free mobility

Make Subway User-friendly & Comfortable



Timely & appropriate information

- Necessary information available whenever needed while traveling



Multilingual information

- Easier access to information before and during travel

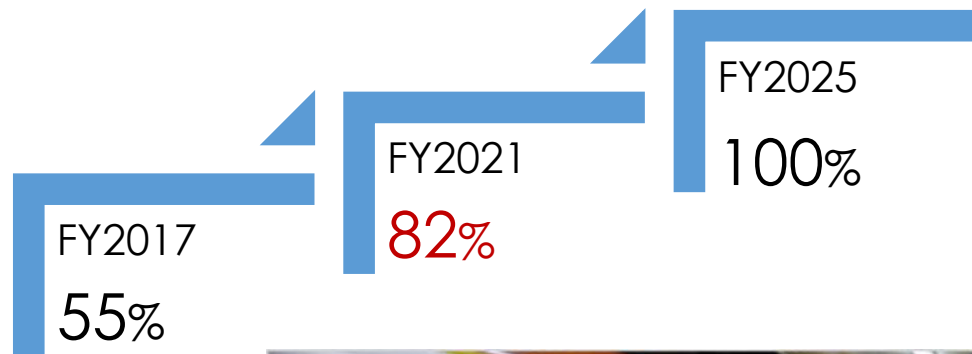


Comfortable riding experience

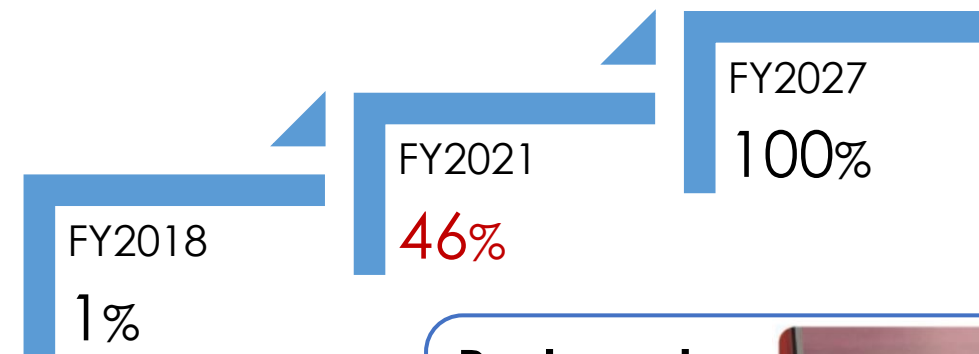
- Enjoyable and pleasant onboard travel

Platform Safety (Case 1)

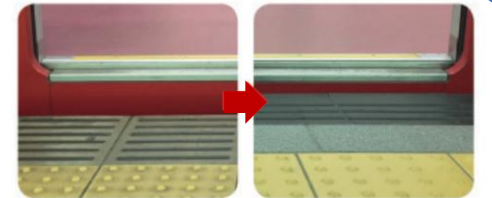
Stations with platform doors



Stations with step and gap elimination



Reduced step height

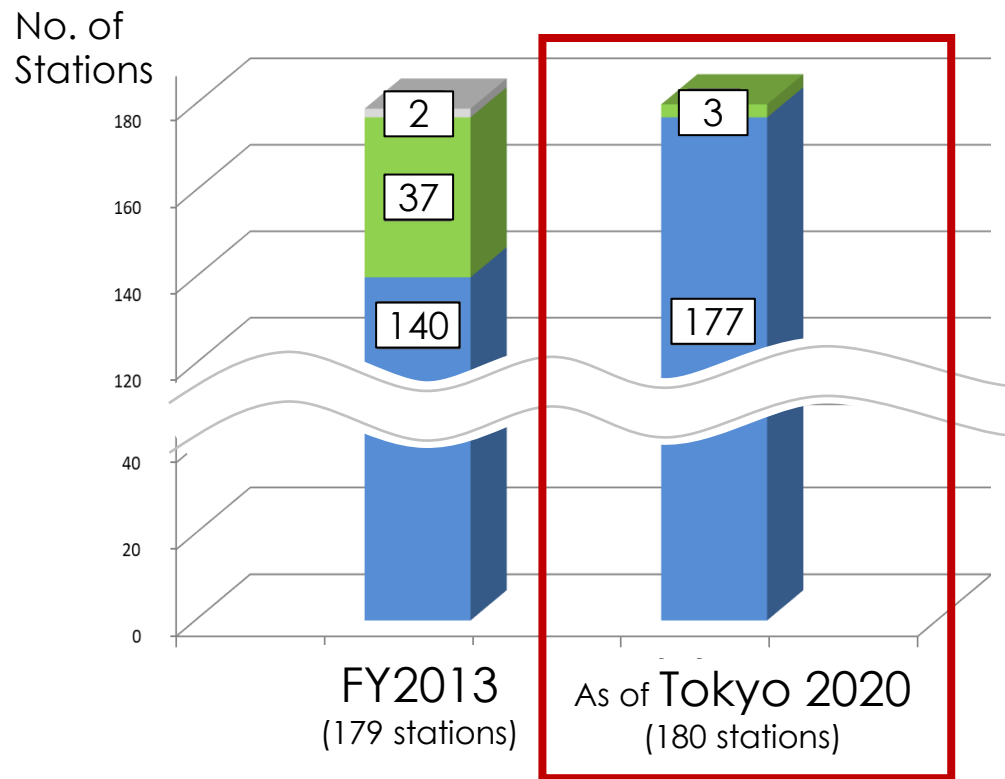


Narrowed gap



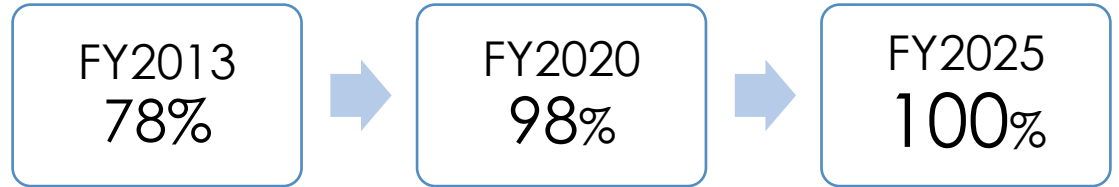
Barrier-free Environment (Case 2)

Enhanced Station Accessibility



■ With **no elevator** route
 ■ With **step-free** route
 ■ With **elevator** route

Station with at least one elevator-accessible route



Multilingual Guidance (Case 3)

New platform Information displays

2016 Installation began
2020 Completed at all stations



- Japanese
- English
- Chinese (Simplified)
- Korean

Communication using smart devices



2010 **Information counter staff** equipped with iPads
2015 **iPads** deployed at **all stations**
2019 **All station staff** equipped with **smartphones**

Ticket vending machines for tourists

- Japanese
- English
- Chinese (simplified)
- Chinese (traditional)
- Korean
- French
- Spanish
- Thai



Tokyo 2020 Games Led Us to Shaping our System Today

Prepared measures

Travel Demand Management:

- ✓ Crowd prediction before the Games
- ✓ Visualization of congestion information
- ✓ Encouragement of off-peak commuting

Train Service Management:

- ✓ Additional train services and nighttime operations
- ✓ Passenger flow management

➔ Utilized in Today's Operations



Building disaster resilience



Multiple language guidance



Additional platform doors

A safe, secure, comfortable environment for everyone



Additional elevators



Enhanced support