

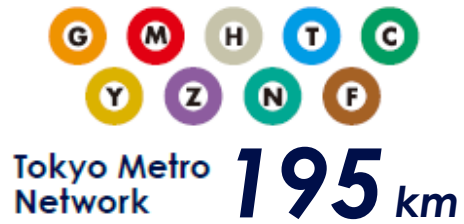
Enhancing Safety and Accessibility in Public Transport: Tokyo Metro Initiatives

Tokyo Metro Co., Ltd.
26th March 2026



Who we are

Vital link in Tokyo's railway network



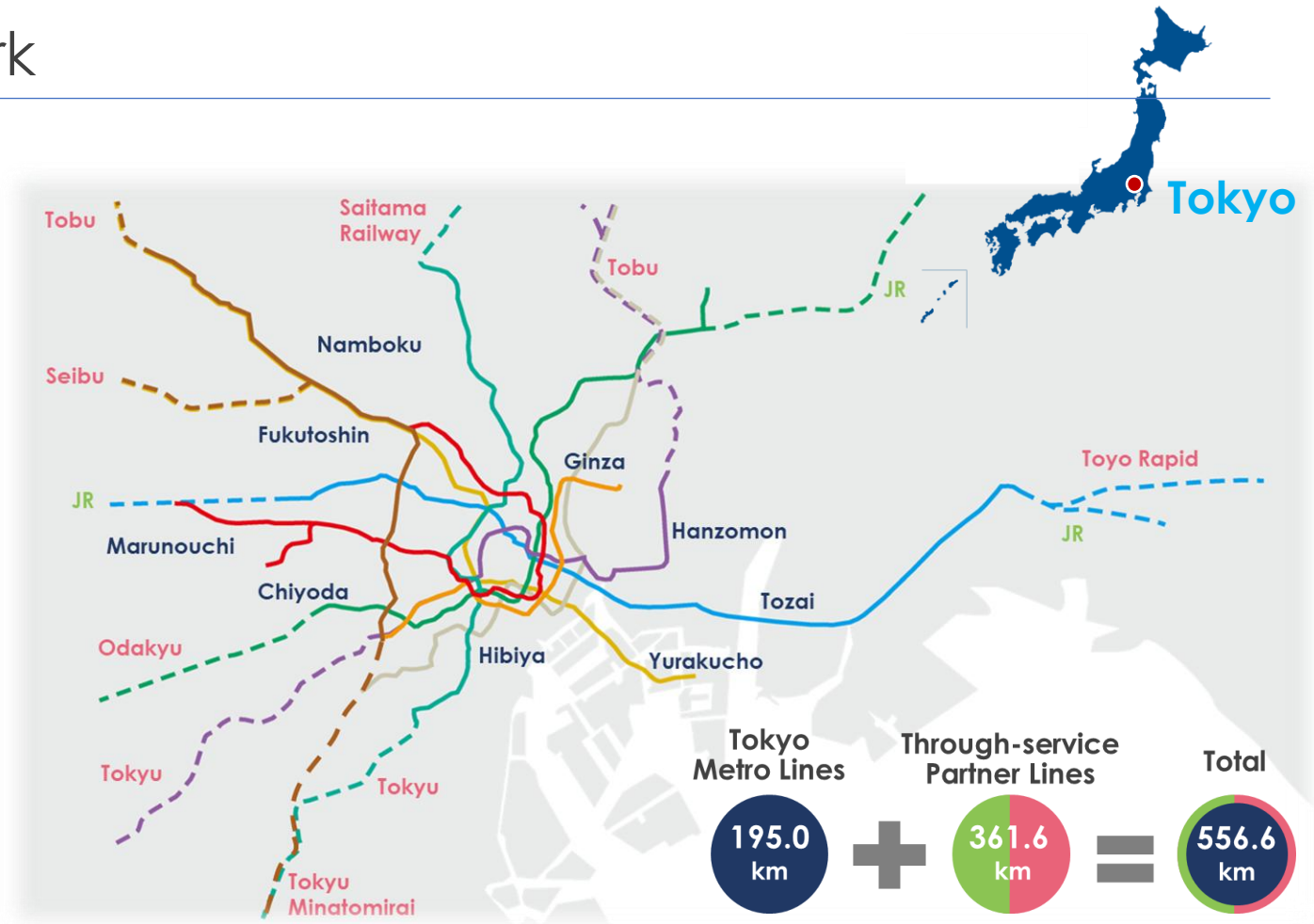
Platform doors

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



“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

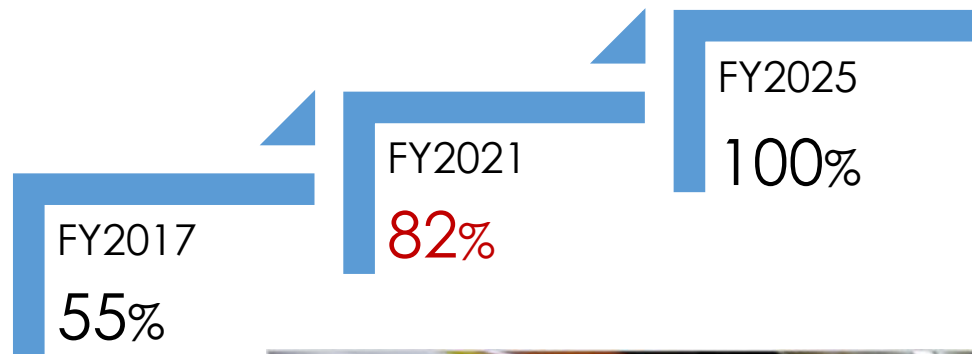


Comfortable riding experience

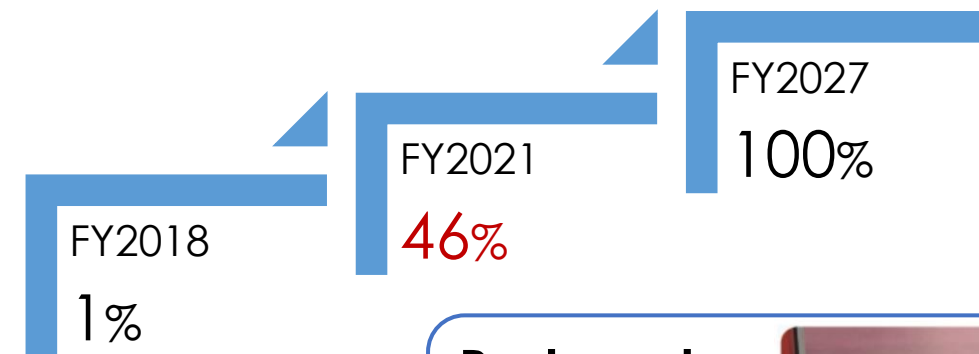
- Enjoyable and pleasant onboard travel

Platform Safety (Case 1)

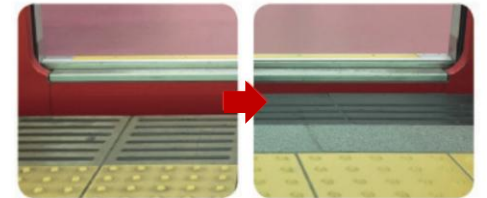
Stations with platform doors



Stations with step and gap elimination



**Reduced
step height**

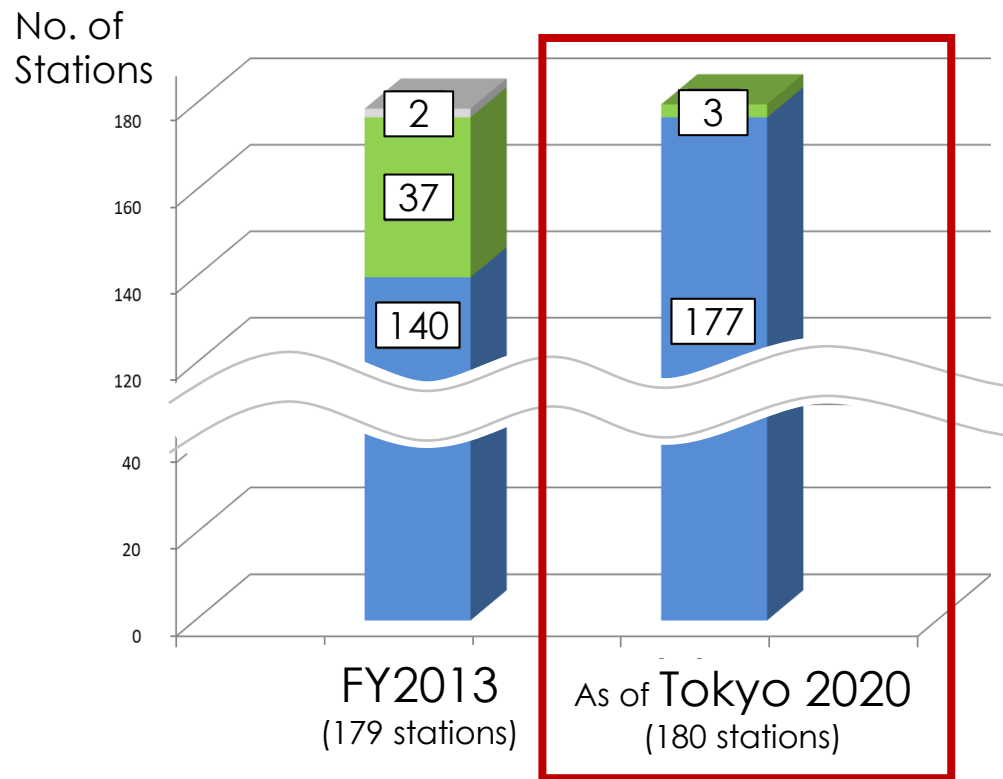


**Narrowed
gap**



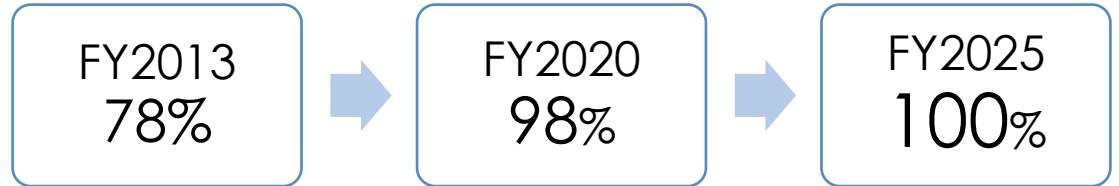
Barrier-free Environment (Case 2)

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

