

# Tokyo Metro's strategy and actions to recover from COVID pandemic and build resilience

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## Number of Employees

Tokyo Metro only: 9,881 employees

Tokyo Metro Group (14 companies in total) : 11,818 employees

## Stockholders

Japanese Government (53.4%),

Tokyo Metropolitan Government (46.6%)

## Net sales

(FY2019)

Tokyo Metro only: 397.4 billion JPY (≒3.6 billion USD\*)

Tokyo Metro Group (14 companies in total) : 433.1 billion JPY  
(≒ 3.9 billion USD\*)

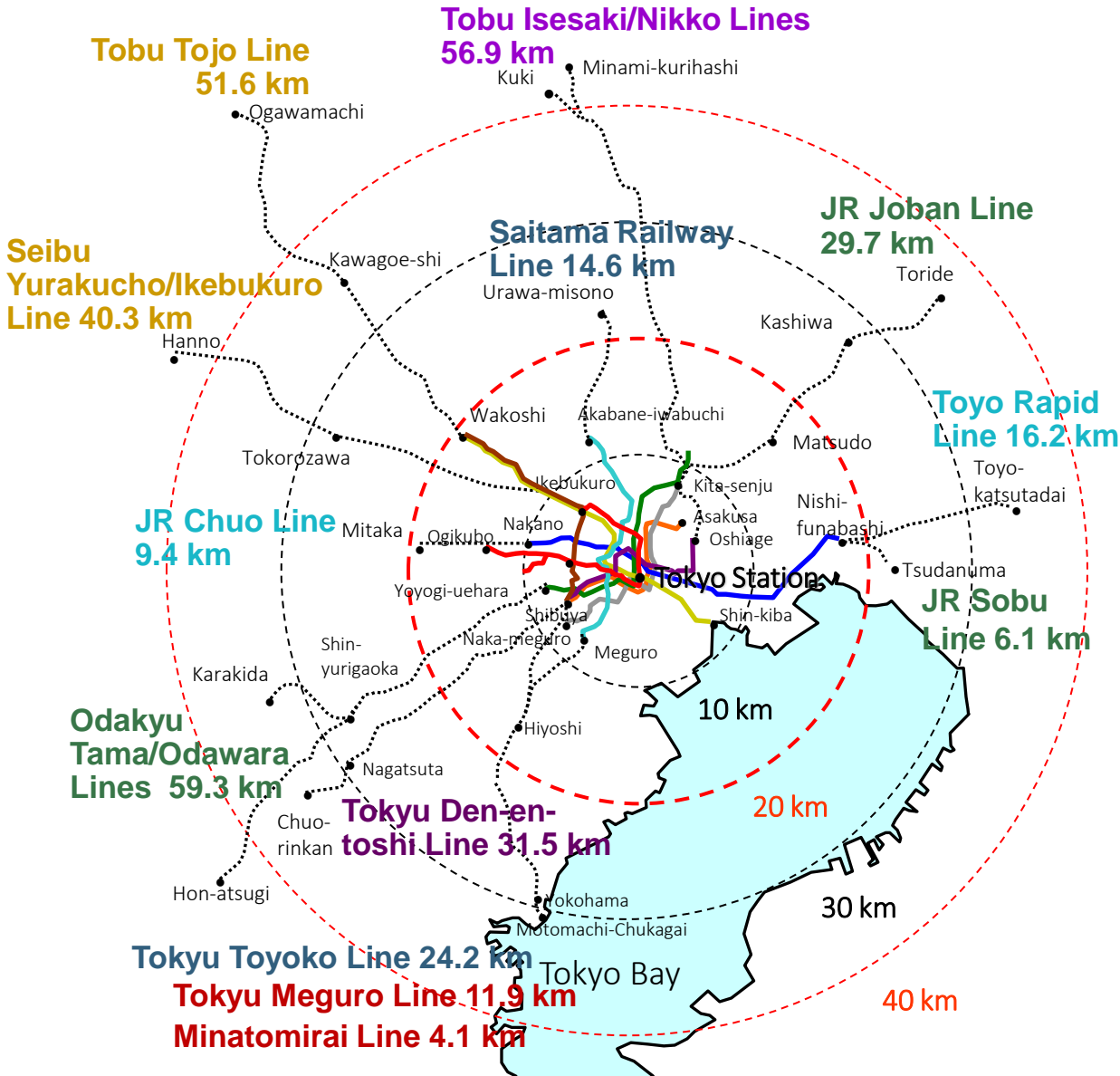
(FY2020)

Tokyo Metro only: 269.6 billion JPY (≒2.4 billion USD\*)

Tokyo Metro Group (14 companies in total) : 295.7 billion JPY  
(≒ 2.6 billion USD\*)

\*1 USD = 110 JPY

# Through-service



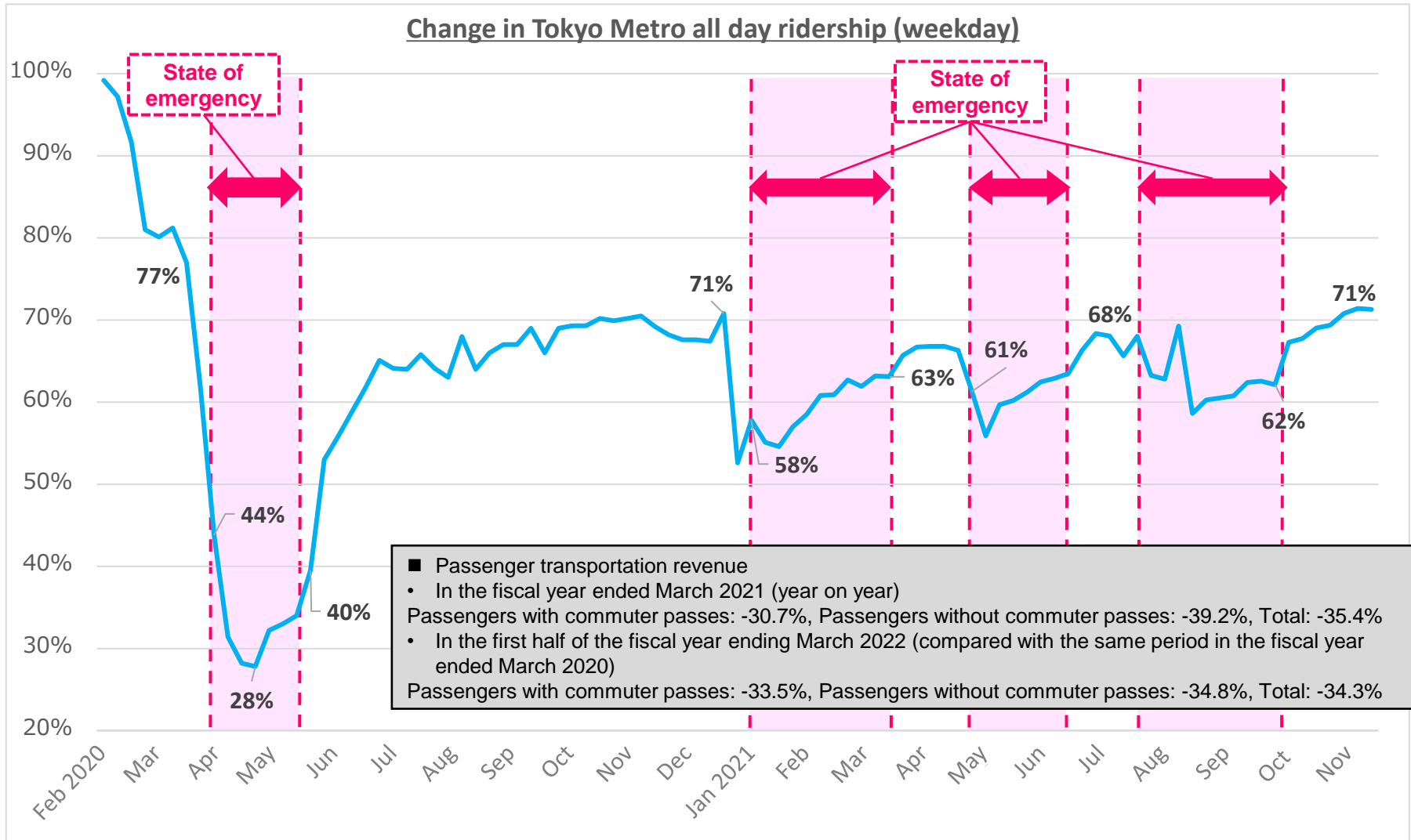
<b>Number of lines</b>		<b>Nine</b>
<b>Through-service</b>		<b>Seven lines with eight railway operators</b>
<b>Route length</b>	<b>Tokyo Metro</b>	<b>195.0km</b>
	<b>Through-service</b>	<b>355.8km</b>
	<b>Total</b>	<b>550.8km</b>
<b>No. of stations</b>		<b>180</b>
<b>No. of cars</b>		<b>2,750</b>
<b>No. of passengers (daily average)</b>		<b>FY2019: 7.55million FY2020: 4.98million</b>
<b>Minimum headway</b>		<b>1 min 50 sec (Marunouchi Line)</b>

**Legend**

	Ginza line	14.2 km
	Marunouchi line	27.4 km
	Hibiya line	20.3 km
	Tozai line	30.8 km
	Chiyoda line	24.0 km
	Yurakucho line	28.3 km
	Hanzomon line	16.8 km
	Namboku line	21.3 km
	Fukutoshin line	11.9 km
	Through-service	

# Change in ridership

Ridership plunged to 28% of FY2019 level due to the first state of emergency declared in April 2020 but recovered up to 71% afterward. Decreases due to the second and succeeding states of emergency tend to be moderate.



\* The number of exits from automatic fare gates at all Tokyo Metro stations. Comparison to pre-COVID levels of 2019.

Looking ahead to social and behavioral changes in the post-COVID world, we have set up three key words: “Spaces for peace of mind”, “Personalized”, and “Digitalized”, with an aim of becoming a “company of choice”. Based on these key words, we will continue to move forward with ongoing efforts steadily, as well as take on new challenges actively.

 : Three key words

 : Initiatives taken in FY2021

## Spaces for peace of mind

- Measures against natural disasters
- Clean environment
- Off-peak commuting
- Shared workspace business

## Personalized

- Metropolis MaaS “my! Tokyo MaaS”
- New function of “Tokyo Metro my! APP”

## Digitalized

- Train crowd measurement system
- Train information monitoring and analyzing system (TIMA)

As part of COVID-19 prevention measures, Tokyo Metro has conducted anti-viral and disinfectant treatment in trains, while providing regular cleaning using disinfectant. We will continue to take prevention measures to ensure the environment where passengers can use the subway with peace of mind.

### Cleaning using alcohol disinfectant (ticket vending machines in stations)



### Antivirus/antibacterial treatment being applied in trains



Mobile PASMO (mobile devices with functions of PASMO, an IC card that can be used as transportation tickets) enables passengers to ride trains and make top-up with only one device. Also, by registering in Metro Point Club (METPO), passengers can receive incentive points when riding Tokyo Metro lines during less crowded hours on less crowded days to avoid crowding as part of new lifestyles. In addition, new unlimited-ride service will be carried out on a trial basis in March 2022.



## ➤ Incentive point service

For passengers using PASMO which has been registered in METPO, incentive points are provided according to the time and day of the ride, and the number of rides.  
 <Example> In case a passenger rides on a total of 10 days (20 trips) in a month (16 trips on eight weekdays and four trips on two holidays), points equivalent to about 2% of the paid amount are returned (given that the passenger paid the base fare for each trip).



Daytime point	Holiday point	Bonus point
Weekdays 10:30-16:30 5 Points/day	Holidays All day 7 Points/day	10 rides in a month 10 Points/month * 10-19 rides/month: 10 points 20-29 rides/month: 20 points

1 point ≙ 1 JPY ≙ 1 cent (USD)

## ➤ Holiday unlimited rides

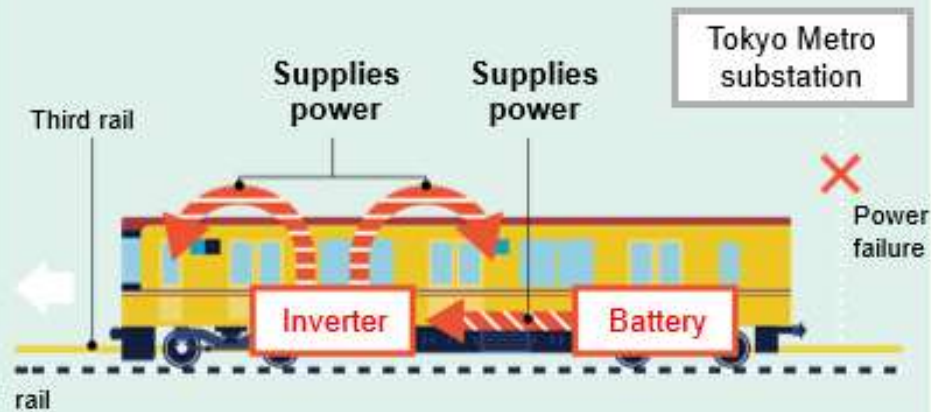
For a registration fee of 2,000 JPY, unlimited rides are virtually available on Saturdays, Sundays and holidays. This program is scheduled to be carried out in March 2022 on a trial basis.



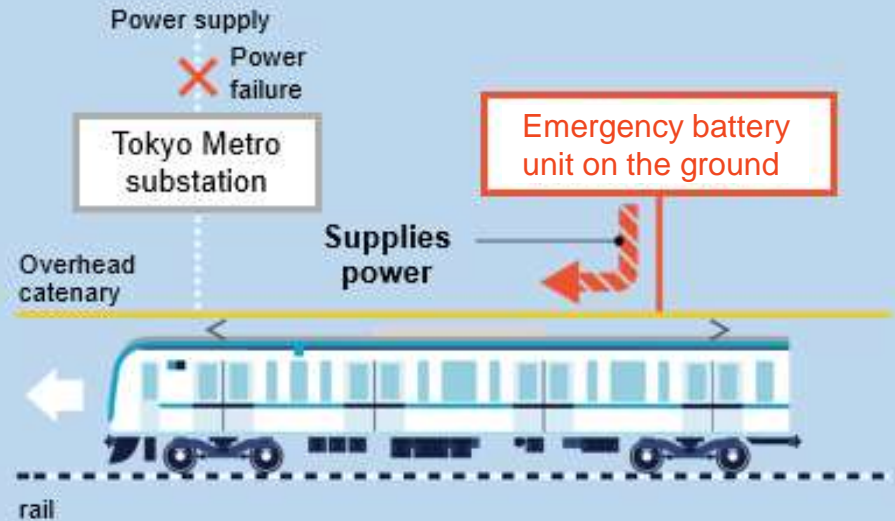
Unlimited rides available for 2,000 JPY virtually!

As a measure against large-scale power outages, installation of large batteries on trains and along long bridges is ongoing so that trains can run to the nearest station in case the train stops between stations due to a power outage.

## Onboard emergency battery system



## Emergency battery system on the ground, such as along long bridges





Learning lessons from past flooding events, Tokyo Metro has improved flood prevention measures. In preparedness for typhoons and heavy rains, station exits are built at higher position than the sidewalk where there is a risk of flooding. Also, some exits have flood stop boards or flood prevention doors to prevent inundation. Moreover, ventilation ducts installed under roads are equipped with flood prevention devices with a sensor.

## Case of flooding in the past: Typhoon No.11 (August 27, 1993)



Akasaka-mitsuke Station

Rainwater flooded in Akasaka-mitsuke Station on the Ginza and Marunouchi Lines.

## Floodproof station exit

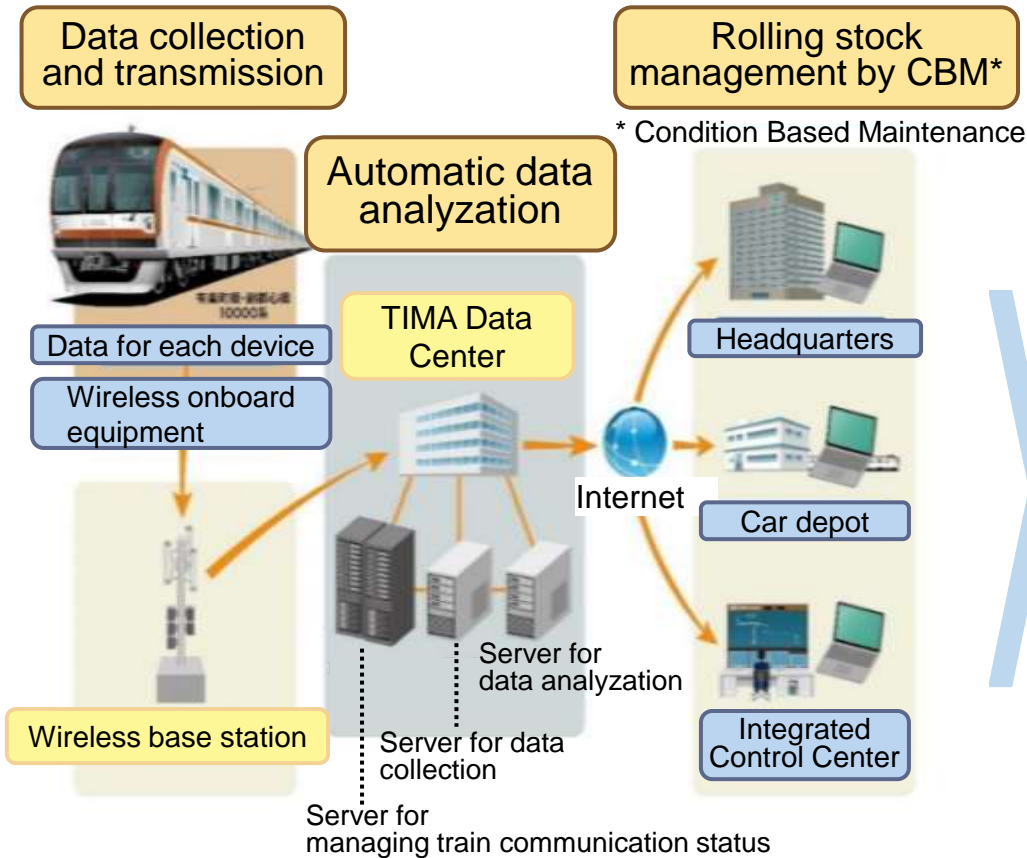


## Flood gate



# Train information monitoring and analyzing system (TIMA)

Tokyo Metro has been installing “Train information monitoring and analyzing system” since FY2018. This system allows for transmitting data on onboard devices from running trains to the Integrated Control Center and train depots, enabling staff to check the data remotely. As a result, further swifter response to troubles and detection of failure signs by accumulating and analyzing data have become possible. The system is also contributing to improving the quality and efficiency in making a diagnosis on expected lifetime of devices and in conducting inspection.



## Failure sign detection system

can detect failures on:

- braking devices
- electric air compressors

