Toei Transportation
Customer Center

Please contact the Toei Transportation Customer Center with any questions about Toei Transportation, including inquiries about fares, timetables, or lost items.

TEL.: 03-3816-5700

Hours: 9:00 a.m.–3:00 p.m. (365 days a year)

Once the Japanese automated interface starts, press 1 to connect to an operator who can understand English.

Bureau of Transportation website
http://www.kotsu.metro.tokyo.jp

(English) (繁體中文) (簡體中文) (한글)
トウイエイ交通ガイド

What is Toei Transportation?

Toei Transportation is managed by Tokyo Metropolitan Government. Toei Transportation provides Toei Subway (4 lines), Toei Bus (129 routes), and Nippori-Toneri Line services, which form an extensive network that ensures convenient mobility throughout Tokyo.

關於都電交通

都電交通は東京都交通局の管理。都電交通は都電交通（14線）、都電バス（129路線）、以及日比野線の3線構成。総延長約70km、約270の駅が利用でき、東京23区の主要エリアを結ぶ。

도예이 교통

도예이 교통은 도쿄도를 관리합니다. 도예이 교통은 도예이 지하철 (4선), 도예이 버스 (129선), 그리고 니포리 토너리 선 서비스를 제공하며, 이들 간의 효율적인 연결을 제공합니다.

IC cards: PASMO

IC cards are convenient, rechargeable IC cards that you can use to pay fares for Toei Transportation services and most trains and buses within Japan.

PASMOは非常便利なチャージバック型ICカードで、東急電鉄の線路、地下鉄、バス、電車、鉄道で利用可能です。

PASMO is a convenient, rechargeable IC card that you can use to pay fares for Toei Transportation services and most trains and buses within Japan.

How to use PASMO

Using your PASMO card

[Train] Simply touch your card on the reader of the ticket gate when you get on and off the train.

【電車】乗車時は改札内各所の利用可能

[Taxi/Bus/Toei Streetcar] Simply touch your card against the reader when you get on the bus/streetcar.

【タクシー/バス/都電】乗車時改札内のチケットゲートにタッチ

Where to buy and recharge

Ticket machines at stations, commuter’s ticket offices and Toei Bus offices/branches, etc.

【東京メトロ】駅改札内、乗客提携専用の窓口、都電各営業所、などに発売、チャージ可能です。

Starting balance

1,000 to 20,000 yen (available in 1,000 yen increments)

【東京メトロ】駅改札内、乗客提携専用の窓口、都電各営業所、などに発売、チャージ可能です。

Cancellation of your PASMO card

You can cancel your PASMO card at stations or Toei Bus offices/branches.

【東京メトロ】駅改札内、乗客提携専用の窓口、都電各営業所、などに発売、チャージ可能です。

Electronic money

電子貨幣

You can use the balance on your card to buy items at station shops and vending machines.

【東京メトロ】駅改札内、乗客提携専用の窓口、都電各営業所、などに発売、チャージ可能です。

This is the mark 皮肤機械に表示する。
Getting on the subway

1. Entering the station
   - Check the fare for your destination station and buy a ticket from a ticket machine.

2. Buying a ticket
   - Check the fare for your destination station and buy a ticket from a ticket machine.

3. Going through the ticket gate
   - Put your ticket into the ticket gate and pass through.
   - * Remember to take your ticket as you pass through! If you are using a PASMO card, just touch your card to the reader.

Getting off the subway

1. On the platform
   - Find the exit closest to your destination on the information display.

2. Exiting through the gate
   - Put your ticket into the ticket gate and pass through.
   - * If you are transferring to another line or traveling with a One-Day Pass, etc., take your ticket.
   - * If you are using a PASMO card, just touch your card to the reader.

3. Heading to your exit
   - Follow the information on the yellow signs to find your exit.

4. Exit to the platform
   - Follow the information on the yellow signs to find your exit.

* How to get on and off Nippori-Toneri Liner is the same as the Subway.
Bus (within Tokyo’s 23 wards)

Getting on the bus
1. Wait at the bus stop
   Check to see where the bus is headed and when the bus is scheduled to arrive.
   Wait in line for the bus to arrive.

2. Check the bus destination
3. Get on the bus through the front door

Getting off the bus
1. Press the disembark button
   When your stop is announced, press the nearest disembark button.

2. Get off the bus through the rear door

Various Kinds of Bus Stops

Toei Streetcar

How to use the Toei Arakawa Line

Pay your fare
Fares
Adult: ¥170 (IC: ¥165)
Child: ¥90 (IC: ¥82)

Getting on the streetcar through the front door

Getting off the streetcar through the rear door

Tobus.jp
Toei Bus Real-Time Information Service

Timetables and routes of Toei Bus and Toei Streetcar are also available on the "tobus.jp" English website.

http://tobus.jp/en/kyoto/kasanen
# 東京主要景點交通一覧表

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>ASAKUSA 淺草 アサクラサ</th>
<th>UENO 上野 ウエノ</th>
<th>AKIHABARA 秋葉原 アキハバラ</th>
<th>GINZA 銀座 キンザ</th>
<th>ROPPPONGI 六本木 ロッフォンギ</th>
<th>SHIBUYA 瀬谷 シブヤ</th>
<th>SHINJUKU 新宿 シンジュク</th>
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ECONOMICAL TICKETS

**Toei One-day Pass (Toei Marugoto Kippu)**
Available routes: Toei Subway, Toei Bus, Toei Streetcar (Toden), and Nippori-Toneri Liner services for one day.
Where to buy: Ticket machines at all Toei Subway stations and on Toei buses/streetcars, etc.

Fares 金額

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<th>Adult</th>
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**Common One-day Ticket for Toei Subway and Tokyo Metro**
Available routes: Toei Subway and Tokyo Metro lines.
Where to buy: Ticket machines at all Toei Subway and/or Tokyo Metro stations.

Fares 金額

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**Toei Bus One-day Pass**
Available routes: Toei buses.
Where to buy: Toei Bus commuter’s ticket offices and on Toei Buses.

Fares 金額

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**Tokyo Subway Ticket**
(for tourists only)
Available routes: Toei Subway and Tokyo Metro lines for 24 to 72 hours during your trip.
Where to buy: Haneda Airport (International Terminal Tourist Information Center) and Narita Airport
* * *

Fares 金額

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<tr>
<th>Adult</th>
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<td>24-hour</td>
<td>800</td>
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<td>48-hour</td>
<td>1,200</td>
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<tr>
<td>72-hour</td>
<td>1,500</td>
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**Tokyo Combination Ticket**
Available routes: Toei Subway, Toei Bus, Toei Streetcar [Toden], and the Nippori-Toneri Liner, Tokyo Metro lines, and JR East trains (within Tokyo’s 23 wards).
Where to buy: Ticket machines at the above stations, etc.

Fares 金額

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<tr>
<th>Adult</th>
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**CHIKATOKU**

Present the tickets eligible for CHIKATOKU at participating facilities on the day of use, and receive discounts and gifts. See the guidebook available at all Toei Subway stations and bus offices for a list of participating facilities.

http://chikatoku.enjoytokyo.jp/en/
**Convenient services**

**Free Wi-Fi**

**Subway**
Free Wi-Fi is available at 143 Toei subway & Tokyo Metro stations, including Tochomae, Roppongi, Asakusa, and other stations frequently used by foreign visitors.

**Toei Bus**
Free Wi-Fi service is available on Toei buses.

To connect to the free Wi-Fi, just follow the three simple steps below.

**Step 1**
Select the "Toei_Subway_Free_Wi-Fi" or "Metro_Free_Wi-Fi" or "Toei_Bus_Free_Wi-Fi" SSID.

**Step 2**
Launch your web browser.

**Step 3**
Follow the instructions on the screen (you will be required to register your email address), and you will be connected to the Internet.

You will then be able to use the Internet for up to 3 hours per login.

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**Station Concierge Service**
Concierge services are available at major Toei Subway stations that serve large numbers of foreign visitors. See the concierge for help with how to buy tickets, how to take the subway, how to get to your destination, etc.

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**Signs and symbols at stations**

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**Etiquette**

- **Priority seats**
Please give priority seats to elderly passengers, passengers with disabilities, and other passengers who need to sit.

- **Mobile phone etiquette**
Set your phone to silent mode and refrain from talking during your ride.

- **Do not lean against platform gates.**

- **Wait in line for your train at a platform gate.**
When your train arrives, wait for passengers to get off the train before you get on.

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**Station Master's Office**

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** 역내 전산어치 서비스**
외국인 방문객들의 이용이 많은 도에이 지하철의 대부분 역에는 전산어치를 배치하고 있습니다.

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**역사 내 표지판**

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**Parking Lot**

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**Shopping Center**

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**Restaurant**

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**Convenience Store**

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What to do in an emergency
緊急危険時應對方式
비상시 대응
非常時の行動

**Subway**

1. **In the case of an earthquake**
   [On the platform]

   Be careful not to fall onto the tracks. 請注意不要跌落到軌道上。
   Watch out for falling objects. 請小心掉落物，
   Save the space to move. 應有足夠空間以行動。

   When the shaking stops, stay calm and follow the instructions of station staffs.
   停止搖晃後，請遵循站務人員指示行動。

   [On the train]

   Hold on to a strap or handrail. 抓緊系紮帶或扶手，
   Do not stand or sit alone. 不要一人站立或坐著。

   Refrain from fleeing the train, stay calm, and follow the instructions on the crew.
   請勿隨便逃開列車，保持淡定，照著車上人員指示行動。

   In cases involving significant shaking, the operator will bring the train to a safe stop. If the train stops between stations, the operator will make sure that everything is safe and then drive the train to the nearest accessible station. The operator will also take appropriate action in accordance with the intensity of the earthquake, such as bringing the train to a minimal speed or temporarily suspending operations, and resume normal operations upon determining that everything is safe.
   在強烈晃動情況下，駕駛者會立即將列車駛到安全停車點。如果列車在站間停車，駕駛者會確保列車安全，然後駕駛列車到最近可進入停車站。駕駛者也會根據地震的強度採取適當行動，例如降低列車速度或暫時停止營運，並在確認一切安全後重新恢復營運。

**Bus**

In the case of an emergency, follow the driver’s instructions. If you notice an emergency situation requiring attention, alert a driver immediately.

**Train**

1. **In the case of a fire**
   [On the platform]

   Stay away from the fire. 請遠離火源。
   Follow the instructions of station staffs and evacuate to a safe location.
   請遵循站務人員指示前往安全避難。

   [On the train]

   Use the emergency intercom to notify a crew.
   請利用緊急對講機通知司機。
   Evacuate to a safe car.
   請移至安全的車廂內避難。

**Emergency stop button**
緊急停止按鈕

Emergency stop button
緊急停止按鈕

**Fire extinguisher**
滅火器

Fire extinguisher
滅火器

**First-aid kit**
急救箱

First-aid kit
急救箱

**Emergency blanket**
緊急毯

Emergency blanket
緊急毯

**Emergency food**
緊急食品

Emergency food
緊急食品

**Emergency water**
緊急用水

Emergency water
緊急用水

**Emergency shelter**
緊急避難所

Emergency shelter
緊急避難所

**Evacuation route**
疏散路線

Evacuation route
疏散路線

**Evacuation plan**
疏散計畫

Evacuation plan
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**Evacuation procedure**
疏散程序

Evacuation procedure
疏散程序

**Evacuation equipment**
疏散設備

Evacuation equipment
疏散設備

**Evacuation instructions**
疏散指示

Evacuation instructions
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**Evacuation drill**
疏散演習

Evacuation drill
疏散演習

**Evacuation area**
疏散範圍

Evacuation area
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**Evacuation zone**
疏散區

Evacuation zone
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**Evacuation plan**
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