



都営交通
TOEI TRANSPORTATION

Toei Transportation
Official X



The account provides real-time information on the operation of the Toei Transportation, including the outlook for restoration and resumption of operations in the event of a disaster.



Toei Transportation Customer Center

TEL. 03-3816-5700

Business hours: 9:00 AM - 8:00 PM
(Open year-round)

Tokyo Metropolitan Bureau of Transportation Website

<https://www.kotsu.metro.tokyo.jp/>

Tokyo Metropolitan Government Disaster Prevention Website

<https://www.bousai.metro.tokyo.jp/>



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Toei Subway

Disaster Prevention And Safety Handbook



Read the Disaster
Prevention and
Safety Handbook
to prepare for
emergencies

Will stations
be safe in
torrential rain?



What
should I do
in the event
of a fire?



What should
I do in the
event of an
earthquake?

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Introduction

"What should I do if an earthquake occurs while I'm on the subway?"
"What should I do if a fire breaks out in the train or station?"
"What can I do in an emergency?"

This Toei Subway Disaster Prevention and Safety Handbook was created to answer such customer questions so you can ride the Toei Subway with peace of mind.

While Toei Transportation implements both tangible and intangible disaster prevention measures, such as seismic reinforcement of facilities and training for major earthquakes, fires, torrential rain, and gales, passenger cooperation is essential for ensuring safety in the event of an emergency.

That is why we have compiled this handbook full of useful information for disasters, including how Toei Transportation will respond in the event that a disaster occurs while using Toei Subway and how passengers should behave.

We hope you will find this handbook useful.

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Comprehensive Emergency Training



Platform Column Reinforcement



Natural Disaster Response Training



Waterproof Gates (In Tunnels)

In the Event of an Earthquake

On platforms

⚠ Watch for falling objects



On trains

⚠ Watch for falling objects

⚠ Hold onto straps and handrails



Emergency Train Lights and Station Emergency Lighting

In the event of a power outage, battery-powered emergency lights will light up for approximately 30 minutes. Emergency lighting will light the inside of the station.



Emergency Train Lights



Emergency Station Lighting

Earthquake Early Warning System

When the Japan Meteorological Agency (JMA) issues an Earthquake Early Warning, an alert is sent to the crew via the train radio system, so crewmembers can stop trains before major shaking begins. This system is vital in ensuring rapid response and minimizing secondary damage when earthquakes strike.



Q "What happens to moving trains?"

A "We use the Earthquake Early Warning System to safely stop trains. When a train stops between stations, it will be driven to the nearest station whenever possible after safety has been confirmed. For earthquakes of magnitude 4 or greater, facilities will be inspected based on seismic intensity."

After an Earthquake

On platforms

⚠ Follow station staff instructions to evacuate

⚠ Stay calm



On trains



⚠ Do not exit the train recklessly

⚠ Listen to in-train announcements

Q & A

Q "What should I do until trains start moving again?"

A "If recovery takes time, you can use station facilities as a temporary waiting area (until ground safety is confirmed and temporary shelters are opened). Water and portable toilets are also stocked at each station and are provided as needed."

Seismic Measures for Facilities

Toei Subway stations, tunnels, and facilities are built to withstand earthquakes on par with the Great Hanshin-Awaji Earthquake. Each line has seismometers installed, and when an earthquake strikes, speed restrictions or suspension of operations are implemented based on the magnitude, with service resuming after safety has been confirmed.

During a Fire

On platforms

! Move away from source of the fire

! Use fire alarms to report fires



! Follow station staff instructions to evacuate to a safe location

On trains

! Report fires from a safe car using the installed emergency intercom

! Evacuate to a safe car



Fire Safety Measures in Trains

Subway trains are made with materials* suited to safety. discover a fire, evacuate to a safe car and notify the train intercom installed on the train. Cars are separated by doors. installed in each car.

In the event that you staff using the emergency Fire extinguishers are



Fire Extinguisher



Emergency Intercom

Q & A

Q "Can passengers evacuate the train?"

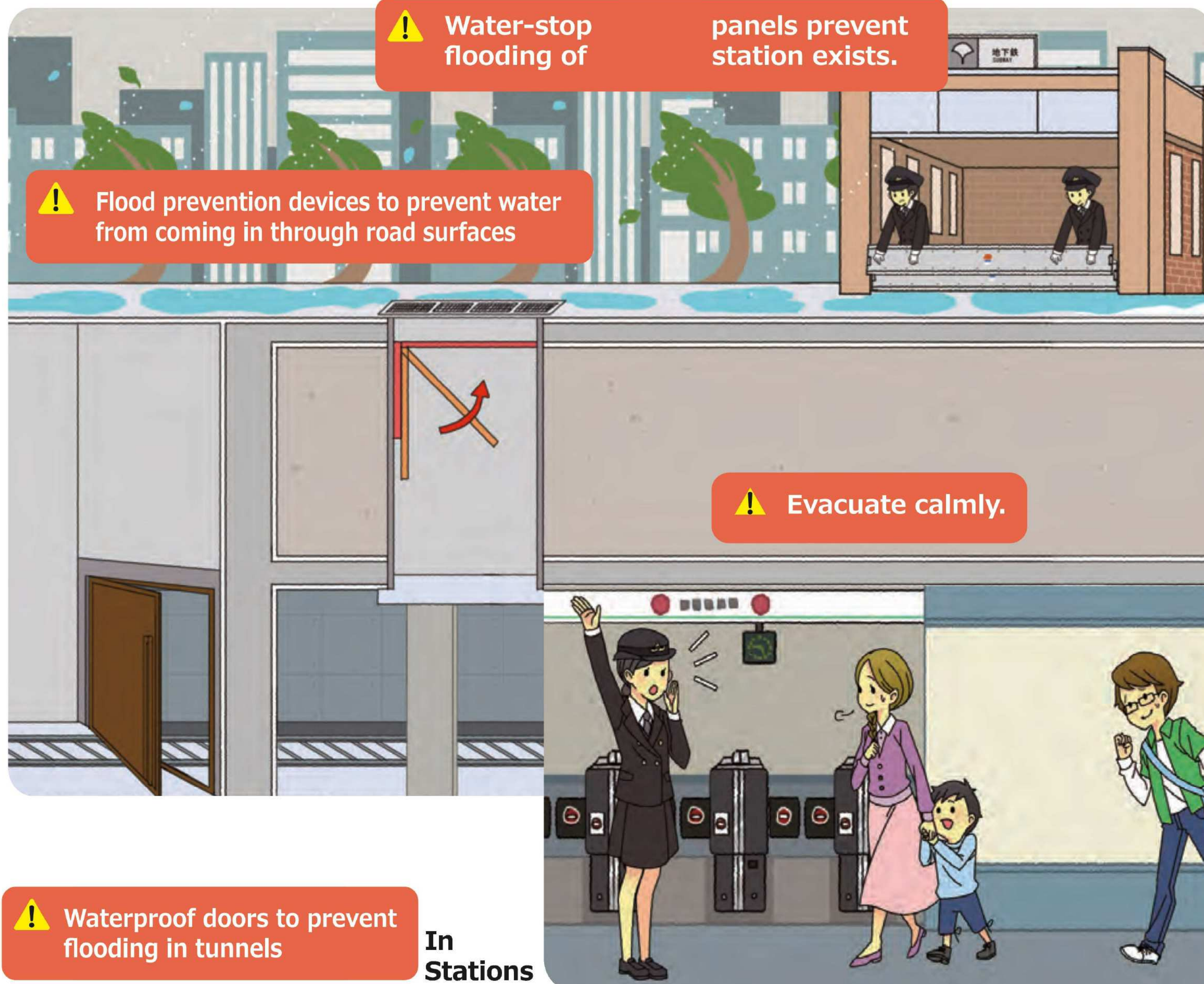
A "When a fire occurs during operation, we will attempt to reach the nearest station before evacuating passengers. The front and rear cars have doors that allow evacuation outside the train under staff guidance in an emergency."

Fire Safety Measures in Stations

Station facilities are made with materials* suited to safety. Stations are equipped with automatic fire alarms, sprinklers, and emergency exit signs in case of fire.

*Materials are non-flammable or flame-retardant in accordance with national standards.

Flood Prevention Measures



Q & A

- Q** What happens to stations during torrential rain?
- A** Water-stop panels and waterproof doors are installed at station entrances to prevent flooding. We also install waterproof doors in tunnels to minimize damage in the event that flooding occurs.

Station Flood Prevention Measures

Toei Subway has established evacuation plans for all stations and maintains systems for smooth, rapid passenger evacuation.

Evacuation Measures

Train Emergency Exits and Partition Doors

Passengers can evacuate through emergency exits at the front of trains, even in tunnels. The partition doors between cars prevent damage from spreading to adjacent cars.



Station Alarm Systems

Station offices have disaster monitoring panels to enable immediate passenger evacuation.



Evacuation Routes

Multiple evacuation routes from platforms to the ground level are secured at all stations. Emergency exit signs are installed along evacuation routes. When smoke obscures high-mounted exit signs, glowing evacuation markers on the floors and walls indicate the evacuation route.



Safety Measures

Train Operation Information Display System

During non-emergencies, this displays information on delays on different railways, while during a major disaster or other emergency, it broadcasts NHK emergency disaster information.



Support for Stranded Passengers

All stations are equipped with supplies for temporarily sheltering passengers (drinking water, thermal blankets, simple mats, portable toilets, and simple lights).



Emergency Supply Cabinets

Emergency supply cabinets containing emergency supplies are installed in elevators in preparation for an earthquake. Should passengers become trapped during use, they can access the emergency supplies stored in these cabinets until rescue arrives.



Gale Protection Measures

Wind gauges are installed to prevent accidents caused by gales during above-ground operations. Trains may be delayed when speed restrictions or service suspensions are implemented during gales.

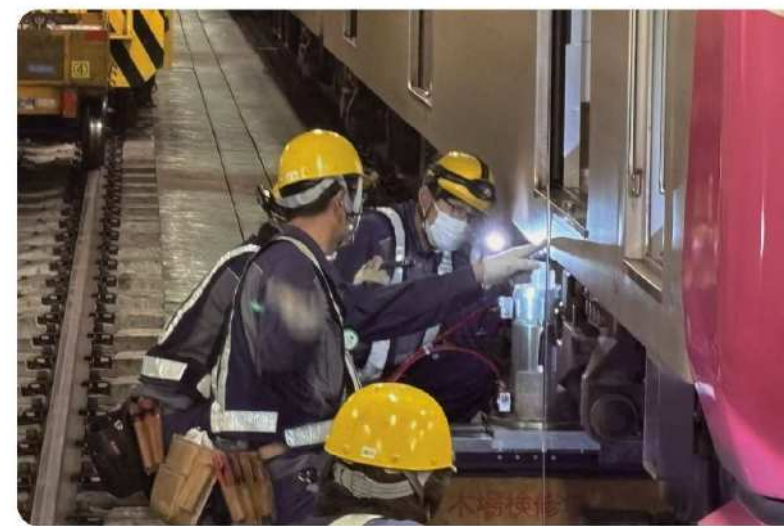


Training Programs

Regular individual training is conducted at each of our work+ rapidly in the event of a disaster or other emergency. Compre+ conducted in preparation for major disaster or emergency.

Comprehensive Emergency Training

We conduct large-scale practical training that includes protecting communications, recovery from derailment, and facility restoration



places to maintain and improve our ability to respond
hensive joint training involving multiple workplaces is also

trains, passenger evacuation, rescue assistance, emergency
drills in anticipation of an emergency.

Natural Disaster Response Training

We conduct training to verify information sharing between departments and practice installing water-stop panels and sandbags in anticipation of flooding from station entrances during torrential rain.



NBC Response Training

We conduct training with the police and fire department on evacuation in the event of dispersal of chemical agents as well as on detecting, collecting, and removing suspicious objects.



If emergency occurs

In case of an emergency at stations

◆ Intercom to call station staff

All subway platforms are equipped with intercoms to call station staff in case of emergency or when you need help.

Press the button to contact a station staff.



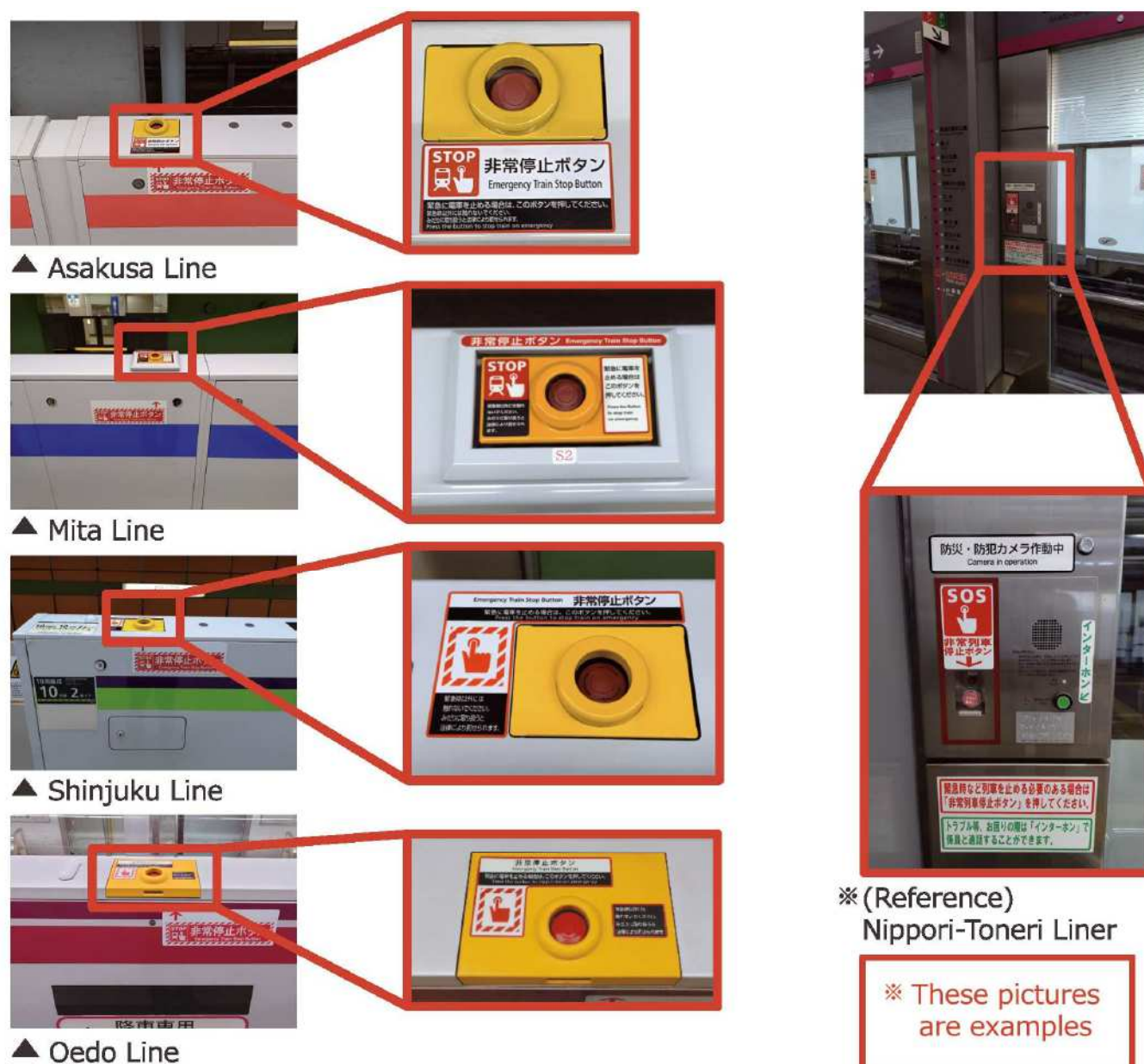
▲ Intercom to call station staff

▲ Intercom to call station staff (enlarged view)

◆ Emergency stop button

All stations are equipped with emergency stop buttons that stop nearby trains in case a passenger falls onto the tracks.

Press the emergency stop button in the event of an emergency.



※ (Reference)
Nippori-Toneri Liner

※ These pictures are examples

In case of an emergency on the train

◆ Emergency intercom

All trains are equipped with emergency intercoms so passengers can report problems to train workers.

Press the button and inform train workers what has happened in the event of an emergency.

Press the button and inform train workers what has happened in the event of an emergency.



Example of Toei trains



▲ Shinjuku Line



▲ Oedo Line (wheelchair space)



※ (Reference)
Nippori-Toneri Liner

※ These pictures are examples

For your safety and security

Effective April 1st, 2025

Information on hazardous items prohibited on trains

Carrying hazardous items into stations and onto trains is prohibited under Japanese law.
Passengers carrying hazardous items are prohibited from boarding.

✕ Examples of Items you cannot carry

Gasoline, kerosene, light oil etc.
Flammable Liquids



Chloroform, nitric acid,
hydrochloric acid etc.
Poisons



Propane gas, liquid nitrogen etc.
High-pressure Gas



Copper compounds,
mercury compounds, etc.
Pesticides



Ammunition, dynamite, etc.
Explosives



Knives, kitchen knives, scissors,
saws, hatchets, sickles, etc.
Improperly packaged blades



※ The cutlery to be covered and packing method will be in accordance with the "Guideline for packing sharp objects to be brought on board trains" (December, 2018, Railway Bureau, Ministry of Land, Infrastructure, Transport and Tourism).

Items that could harm other passengers or damage vehicles are prohibited onboard.

○ Exceptions that are allowed onboard

Daily use items available at retail stores

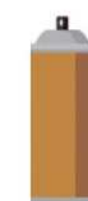


Daily use items including flammable liquids or high-pressure gas



Allowed onboard only if 2 kilograms/liters or less and well protected from leakage. liquids or high-pressure gas

Gas Canisters for
Portable Stoves



Lighter



Newly added prohibited items

For
example

Nitric acid



Bleaching
powder



If you find any suspicious items in the station or on the train, do not touch or approach it; first, ensure your safety, then notify a station worker or train worker