



Bureau of Transportation
Tokyo Metropolitan Government



Outline of Toei Transportation 2018



Management Principles

As a public transportation system trusted and supported by the people of Tokyo, we, at Toei Transportation (Bureau of Transportation, Tokyo Metropolitan Government), will work to sustain Tokyo's urban activities and the daily lives of citizens, putting safety and security above all else.

Management Policies

- To retain the trust of the public, Toei Transportation will place top priority on safety and security, and all employees will work together to realize a transportation service that is highly disaster-resistant and accident-free.
- Toei Transportation will provide the high quality service customers expect and ensure comfort and convenience.
- Toei Transportation will boldly tackle various challenges faced by Tokyo and become a transportation service that contributes to the city's development.
- Along with promptly and accurately responding to changes in the business environment, Toei Transportation will strengthen its business foundation to facilitate business operations under conditions that have stabilized for the medium-to long-term.

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Business Outline

Toei Transportation (Bureau of Transportation) is a local public enterprise operated by the Tokyo Metropolitan Government. We operate on a self-supporting basis with expenses covered through fares collected from our customers.

Our history can be traced back to August 1, 1911, when the then City of Tokyo established the Tokyo City Electric Power Bureau and began operating streetcars and supplying power (thermal power generation). Public bus service was added in 1924 as an emergency measure to supplement streetcar service that had been badly damaged by the 1923 Great Kanto Earthquake. Following WWII, efforts were taken to expand the subway network with the Asakusa Subway Line beginning operations in 1960, followed by the Mita, Shinjuku, and Oedo lines.

With the addition of the Nippori-Toneri Liner, a new transport system, which commenced service on March 30, 2008, we now operate six businesses, including the monorail at Ueno Zoo and hydropower generation on the Tama River.

Toei Subway, Bus, Streetcar, Nippori-Toneri Liner, and Monorail were used by approximately 3.52 million people daily in FY2017, playing a vital role as a public transportation system indispensable to Tokyo's urban life and activities.

In addition to strengthening safety and disaster preparedness measures and increasing capacity, we have advanced a range of

initiatives, including the modification of facilities and trains to make them barrier free and implementation of pioneering environmental measures.

As development of areas such as central Tokyo and the waterfront progresses, the shape of Tokyo is expected to undergo a major transformation ahead of the Olympic and Paralympic Games Tokyo 2020. Challenges faced by Tokyo, including its rapidly aging population, also continue to accumulate. In this environment, it is expected that the responsibility and role to be fulfilled by Toei Transportation, the capital's public transport service, will only grow.

Therefore, in February 2016, the Tokyo Metropolitan Government Bureau of Transportation formulated a management plan with an eye to the future beyond the Tokyo 2020 Games. The plan covers six years starting in FY2016. In line with this plan, we will provide high quality services, always putting safety and peace of mind first. We will also boldly take on challenges, including urban planning, tourism promotion, and reducing environmental impact. In addition, we will further strengthen our business foundation by constantly tackling business reform and other means.

Through these efforts, Toei Transportation will fulfill its responsibility and role as the public transport service of Tokyo, help realize a successful Games in 2020, and contribute to the creation of the "New Tokyo."

Scale of Operations (FY2017)

Passengers in FY2017 (all Toei services) totaled approximately 1,286.18 million people, for a daily average of 3.52 million passengers.

The percentage of passengers by business was: Subway 78.1 percent, Public bus 18.0 percent, New transportation systems 2.4 percent, Streetcar 1.4 percent, and Other 0.1 percent.

Business		Data	Length (km)	No. of Lines (Line)	No. of Cars	Dist. Traveled (in 1,000 km)	Fare Revenue		Passengers	
							Annual (yen in millions)	Daily (yen in thousands)	Annual (in thousands)	Daily
TOEI SUBWAY			109.0	4	1,142	121,486	(140,277) 150,958	(384,321) 413,583	1,004,534	2,752,148
	Asakusa Line	18.3	1	216	22,566	(31,520) 33,946	(86,358) 93,004	271,123	742,803	
	Mita Line	26.5	1	222	21,200	(29,556) 31,798	(80,975) 87,118	239,973	657,460	
	Shinjuku Line	23.5	1	264	32,351	(36,533) 39,334	(100,091) 107,763	281,932	772,415	
	Oedo Line	40.7	1	440	45,369	(42,668) 45,880	(116,897) 125,698	348,955	956,041	
TOEI BUS			—	—	1,481	46,562	(36,398) 38,474	(99,721) 105,408	231,731	634,880
	Public	737.8	129	1,476	46,239	(36,076) 38,126	(98,838) 104,454	231,212	633,458	
	Charter	—	—	5	323	(322) 348	(883) 954	519	1,422	
TOEI STREETCAR (TODEN)			12.2	1	36	1,491	(2,139) 2,269	(5,861) 6,217	17,437	47,774
NIPPORI-TONERI LINER			9.7	1	90	7,756	(5,502) 5,900	(15,073) 16,165	31,392	86,006
MONORAIL			0.3	1	2	11	(128) 138	308 days of operation (414) 447	1,087	308 days of operation 3,530
								Yearly avg. (350) (365 days) 378		Yearly avg. (365 days) 2,978
TRANSPORTATION BUSINESS			—	—	1,609	—	(44,167) 46,781	* (121,004) 128,168	281,647	* 771,637
TOTAL			—	—	2,751	—	(184,444) 197,739	* (505,325) 541,751	1,286,181	* 3,523,785
POWER GENERATION			Hydroelectric Plants (3)	Tamagawa No. 1 (maximum authorized output: 19,000 kw) Tamagawa No. 3 (maximum authorized output: 16,400 kw) Shiromaru (maximum authorized output: 1,100 kw)				Total Electric Power Sales 92,578 MWh (1,446 million yen) Power Sales Revenue 1,562 million yen		

Notes

- Revenue figures for fares and power sales in parentheses () indicate net after consumption tax.
- Distance traveled figures for the Monorail are in train-kilometers.
- The Monorail does not operate on days the zoo is closed. In addition, it did not operate November 27 to December 11, 2017.
- Daily totals for fare revenue and passengers are based on a 365-day year. Daily figures may not add up to the total for each business.
- Total subway passenger figures count transfer passengers from the Toei Asakusa, Mita, Shinjuku, and Oedo lines only once, and are not a simple total for the four subway lines.

Toei Transportation Fares

As of April 1, 2018

SUBWAY	BUS	STREETCAR (TODEN)	NIPPORI-TONERI LINER	MONORAIL
180-430 yen (IC: 174 - 422 yen) *170 yen for Mita Line Meguro - Shiokane-takanawa (IC: 165 yen)	210 yen (flat fare) (IC: 206 yen) (*except Tama area and special routes)	170 yen (flat fare) (IC: 165 yen)	170-330 yen (IC: 165 - 329 yen)	150 yen (flat fare)

TOEI SUBWAY

The Toei Subway network consists of four lines, the Asakusa, Mita, Shinjuku, and Oedo Lines. In FY2017, Toei Subway served an average of approximately 2.75 million customers daily.

The Asakusa Line between Asakusabashi and Oshiage was first to open in December 1960. It was followed by the Mita Line in December

1968, the Shinjuku Line a decade later, and finally the Oedo Line in December 1991. All lines continued their expansion over the years, with the Oedo Line reaching its full length in December 2000. A new station, Shiodome, was added to the Oedo Line in November 2002. The four lines together total 109.0km of track serving 106 stations.

Outline of Operations

As of April 1, 2018

		Asakusa Line	Mita Line	Shinjuku Line	Oedo Line	
ZONE	Operating Area	Nishi-magome - Oshiage	Meguro - Nishi-takashimadaira ⁽³⁾	Shinjuku - Motoyawata	Tochomae - Hikarigaoka	
	Track Length (above-ground)	18.3km	26.5km (5.1km)	23.5km (2.5km)	40.7km	
	Stations (above-ground)	20	27 (6)	21 (2)	38	
TRAIN, CAR SPECIFICATIONS, AND OPERATIONS	Model	5300	6300	10-300	12-000	12-600
	No. of Cars (Stock)	216	222	264	376	64
	No. of Cars × Trains	8×27	6×37	8×8, 10×20	8×47	8×8
	Car Length	18m	20m	20m	16.5m	
	Capacity (front car) (other)	119 134	136 147	136 149	90 100	
	Operations and Safety Features ⁽¹⁾	Type 1 C-ATS	ATC/ATO	D-ATC	ATC/ATO	
	Gauge	1,435mm	1,067mm	1,372mm	1,435mm	
	Electrification	1,500V DC	1,500V DC	1,500V DC	1,500V DC	
	Shortest Interval (min:sec)	2:30	2:30	2:30	3:00	
OPERATIONS	Scheduled Speed (express/rapid)	North: 30.9km/h South: 31.1km/h (North: 35.4km/h South: 35.4km/h)	30.5km/h	West 35.3km/h East 35.3km/h (West 48.2km/h East 47.9km/h)	Inner track ⁽⁴⁾ (from Hikarigaoka) 29.0km/h Outer track (from Tochomae) 29.2km/h	
	Max. Speed	70.0km/h	75.0km/h	75.0km/h	70.0km/h	
	Trip Time (min:sec) (express/rapid)	North 35:35 South 35:20 (⁽²⁾ 19:20)	52:10	West 40:00 East 40:00 (West 29:15 East 29:25)	Inner track ⁽⁴⁾ 84:15 Outer track 83:30	
	Mutual Direct Services	Keikyu, Keisei, Hokuso, and Shibayama Railway Lines	Tokyu Line	Keio Line	—	

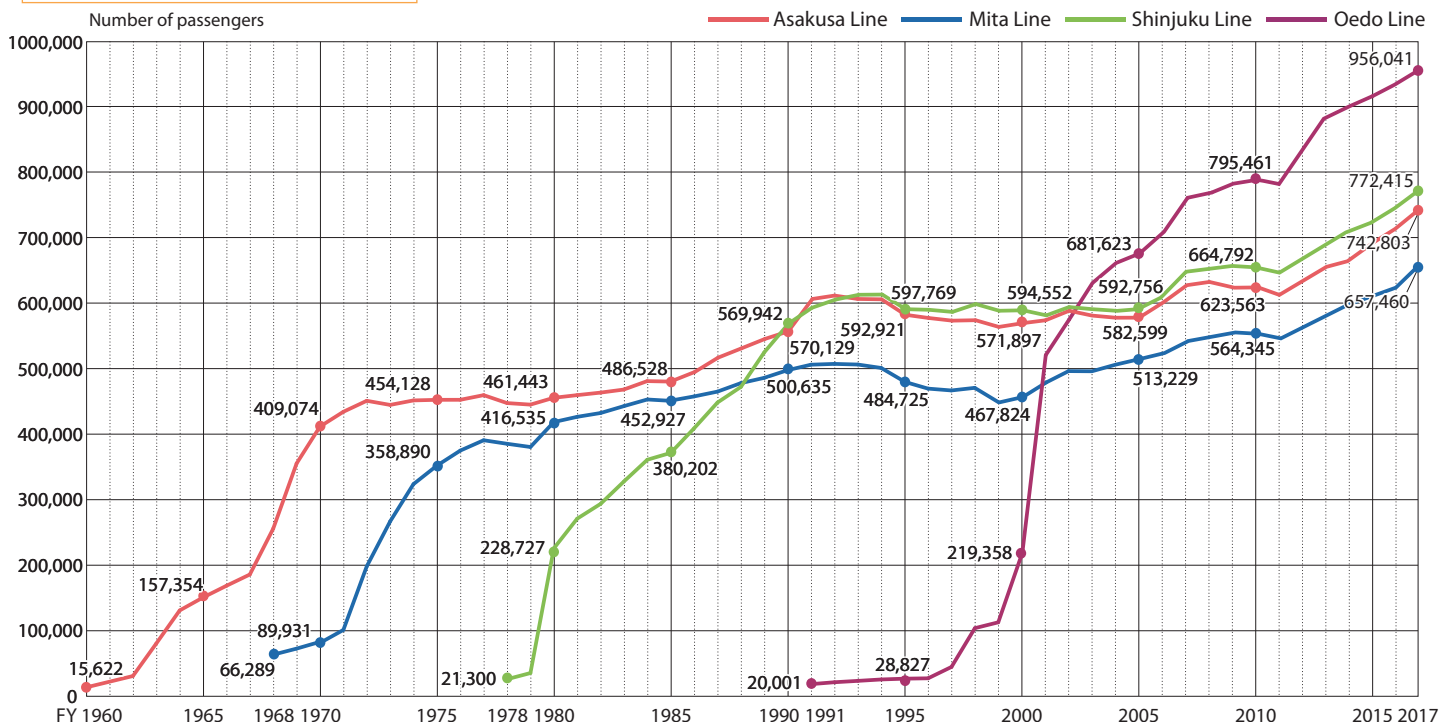
(1) ATS: Automatic Train Stop. ATC: Automatic Train Control. ATO: Automatic Train Operation.

(2) Airport Express between Sengakuji and Oshiage.

(3) The Meguro - Shirokane-takanawa section is operated jointly with the Tokyo Metro Namboku Line under a Type 2 Railway Operating License.

(4) The inner track begins at Hikarigaoka and passes Tochomae, Daimon, and Ryogoku before returning to Tochomae. The outer track starts from Tochomae and goes through Ryogoku, Daimon, and Tochomae again before returning to Hikarigaoka.

Number of Passengers (Daily Average)





▲ 5500-series cars introduced June 30, 2018

Asakusa Line

Section	Length (km)	Opened
Asakusabashi to Oshiage	3.1	December 4, 1960
Higashi-niombashi to Asakusabashi	0.7	May 31, 1962
Ningyocho to Higashi-niombashi	0.7	September 30, 1962
Higashi-ginza to Ningyocho	2.4	February 28, 1963
Shimbashi to Higashi-ginza	0.9	December 12, 1963
Daimon to Shimbashi	1.0	October 1, 1964
Sengakuji to Daimon	2.6	June 21, 1968
Nishi-magome to Sengakuji	6.9	November 15, 1968
Total Length	18.3	



Shinjuku Line

Section	Length (km)	Opened
Iwamotocho to Higashi-ojima	6.8	December 21, 1978
Shinjuku to Iwamotocho	7.3	March 16, 1980
Higashi-ojima to Funabori	1.7	December 23, 1983
Funabori to Shinjizaki	4.9	September 14, 1986
Shinjizaki to Motoyawata	2.8	March 19, 1989
Total Length	23.5	



Mita Line

Section	Length (km)	Opened
Sugamo to Takashimadaira	10.4	December 27, 1968
Hibiya to Sugamo	7.3	June 30, 1972
Mita to Hibiya	3.3	November 27, 1973
Takashimadaira to Nishi-takashimadaira	1.5	May 6, 1976
Meguro to Mita	4.0	September 26, 2000
Total Length	26.5	



Oedo Line

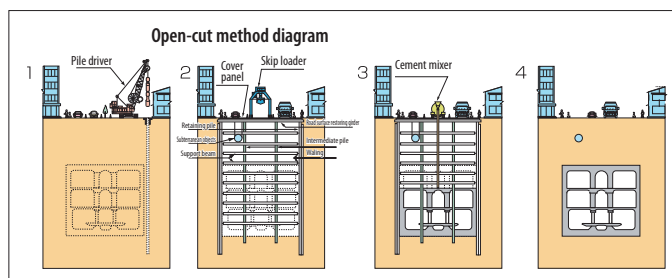
Section	Length (km)	Opened
Nerima to Hikarigaoka	3.8	December 10, 1991
Shinjuku to Nerima	9.1	December 19, 1997
Kokuritsu-kyogijo to Shinjuku	2.1	April 20, 2000
Tochomae to Kokuritsu-kyogijo	25.7	December 12, 2000
Total Length	40.7	

Subway Construction

Subway construction must take into consideration tunnel depths, the nearby topography and soil quality, the condition of underground structures and streets, and buildings and structures existing along each route. Construction is carried out with the most appropriate construction method for each situation, the first priority being to minimize effects to the surrounding environment and people living along the routes.

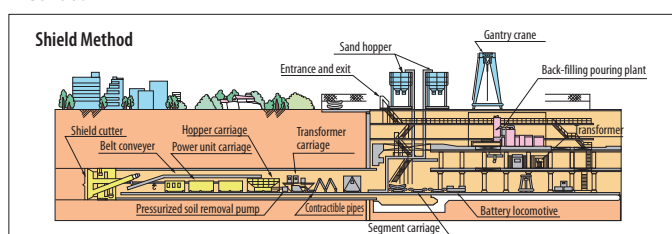
Open-Cut Method

Also known as the "cut and cover" method, this is a construction method where underground structures are built after support pilings have been driven into the ground and the site excavated to the planned depth. It is used for station sites, etc.



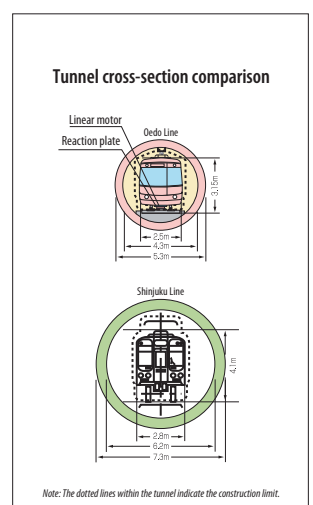
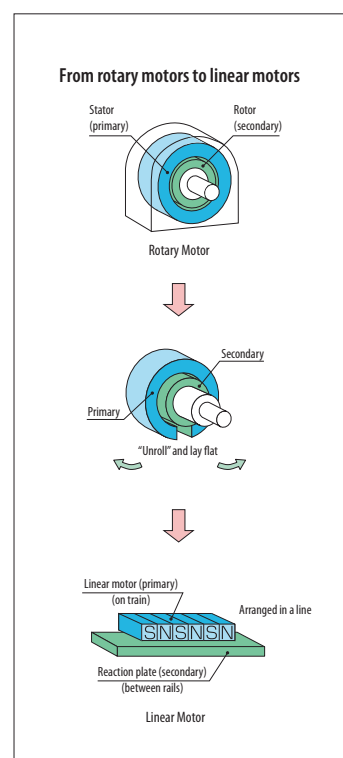
Shield Method

The shield is a sharp-edged cylinder that cuts through the earth, squeezing it in at the shield's face. Excavated earth is removed as the digging progresses, and the cylinder supports the soil while a lining of steel or reinforced concrete forms the tunnel. This method is quite safe and affects the surface minimally. Today, subways are being built deeper and deeper underground, and almost all tunnels between stations are built using this method.



Linear Motors

The Oedo Line uses a linear motor propulsion system. Linear motors are used to propel both magnetic levitation (maglev) trains and trains that use the conventional rail system. The Oedo Line uses the conventional system, achieving propulsion by using the magnetic force created between linear motors attached to the car bottom and reaction plates installed between the rails. Linear motors allow for smaller cars and smoother operation at sharp curves and steep gradients.



Safety Measures

Traffic Control System

Toei Subway has introduced programmed traffic control (PTC), an operations management system with a centralized traffic control (CTC) system at its core. This system allows the general control office to centrally control switch stands and signals, while monitoring train movements, facilitating efficient management of train operations.

Traffic operations monitors installed at the Integrated Control Center enable staff to efficiently verify the location and movement of trains. Additionally, the Integrated Control Center collects and analyzes data from seismometers and anemometers installed throughout the subway system and can restrict operations when necessary to ensure safety.



▲ Integrated Control Center

C-ATS (C-Automatic Train Stop System)

In addition to the features of conventional ATS, which automatically applies the brakes to decelerate or stop a train when it exceeds the speed limit displayed on signals installed along the tracks, C-ATS combines control according to speed limits on curves and driving conditions with precise speed control function similar to ATC. C-ATS is adopted on the Asakusa Line.



▲ C-ATS signal display

ATC (Automatic Train Control System)

When a train exceeds the speed limit, which is determined by factors such as the distance between trains, track conditions, and speed limits on curves and then displayed on signal units installed on trains, the ATC system automatically applies the brakes to slow or stop the train. This speed control system is installed on Mita, Shinjuku, and Oedo line trains.



▲ Shinjuku Line driver's controls

Safety Devices

Train Radio System

Installed on every train, these radios enable train staff and the Integrated Control Center to communicate and share information at any time.



▲ Shinjuku Line train radio

Accident Warning Communicator

When an emergency occurs and the need to stop the flow of power to overhead lines arises, the train staff activates the accident warning communicator, which is installed on every train, to alert the Integrated Control Center of the problem. The system automatically stops the transmission of electricity, ensuring the safety of passengers.



▲ Mita Line accident warning communicator

Emergency Intercom

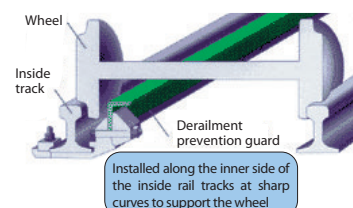
An emergency intercom is installed in every car of every subway train. In an emergency, passengers can communicate directly with train staff or the Integrated Control Center.



Emergency Intercom ▶

Derailment Prevention Guard

Guard rails are installed at sharp curves to prevent the wheels from derailing. As shown in the diagram, an angle steel rail is installed along the inner side of the inside track in order to securely hold the car's wheels in place.



▲ Derailment prevention guard

Critical Obstacle Detector

Obstacle detectors are safety devices that serve to prevent post derailment collisions. Detectors are installed between the inbound and outbound tracks at 50-meter intervals on the double-track, shield tunnel sections of the Mita and Oedo lines, which are operated without conductors, and the elevated track sections of the Mita and Shinjuku lines. If this device is activated, all trains running on the line will stop.



▲ Critical obstacle detector

Regular Inspections and Maintenance

Inspections and maintenance of rail cars, tracks, power lines, signals, communication cables, tunnels, elevated tracks, bridges, and other structures are conducted on a regular basis to ensure passenger safety.



◀ Train inspections ▶



Extending the Service Life of Subway Structures

With the aim of equalizing the cost of repairs and measures to extend the service life of subway structures, preventative maintenance is being carried out on the Asakusa and Mita lines.



Service life extension project ▶

Safety Measures on Station Platforms

Emergency Stop Button

When a dangerous situation develops such as when a passenger falls from the platform, this button can be used to stop nearby trains.

Emergency stop buttons are installed on walls or pillars at station platforms on the Asakusa, Mita, and Shinjuku lines. They are also installed at regular intervals on platform gates on the Oedo Line.

Posters indicating the location of emergency stop buttons are displayed at station platforms.



▲ Poster



▲ Example of installation on the Asakusa, Mita, and Shinjuku lines



▲ Example of installation on Oedo Line platform gates

Station Attendant Call Button

This button enables customers to promptly speak with a station attendant when an emergency situation develops or a customer needs assistance on the platform.



Station attendant call button ▶

ITV Monitors

When a train is at a station or preparing to depart, these screens increase passenger safety by allowing train and station staff to monitor passengers getting on and off trains along the entire length of the platform.



▲ ITV monitor

Tactile Paving for the Visually Impaired

Installed at every station, tactile paving ensures that visually impaired passengers can move around stations safely and assuredly.

* Inside line – A textured line of yellow tiles alongside the tactile blocks indicates the side of the platform away from the edge.



▲ Tactile Paving

Fall-Prevention Fence

These fences are placed at both ends of all station platforms on the Asakusa and Shinjuku lines to ensure the safety of customers and prevent them from falling off platforms.



▲ Fall-prevention fence

Automatic Platform Gates

Half-height automatic platform gates have been installed at all stations on the Mita and Oedo lines to ensure that passengers can safely get on and off trains. (Shirokanedai and Shirokane-takanawa stations are equipped with full-height models.) Installation is also advancing at stations on the Asakusa and Shinjuku lines.



▲ Automatic platform gates (Half-height)

Between-car Protective Barriers

At stations where platform doors have yet to be installed, these barriers minimize the gap between train cars to prevent passengers from falling between them.



Between-car protective barriers

Natural Disaster Preparedness

Earthquake Preparedness

After the Great Hanshin-Awaji Earthquake, Toei Transportation reinforced the supports of elevated railways, pillars within stations, and other facilities. Furthermore, we are now moving forward with the seismic reinforcement of bridge supports and underground pillars, with the aim of raising the level of safety of facilities and the capability to promptly resume service following a disaster.



▲ Reinforced station pillars

Elevators equipped with a restart function

To reduce the risk of someone becoming trapped inside an elevator when an earthquake occurs, we are advancing the installation of elevators equipped with a restart function. When an elevator detects shaking caused by an earthquake and stops between floors, this function enables it to restart, move to the nearest floor, and open the doors once the situation has been determined to be safe.

Flood Preparedness

To prevent flood waters from entering through station entrances and other openings, water stops and watertight doors have been installed.



▲ Water stop



▲ Watertight door

Measures Against High Winds

To prevent accidents due to the effects of high winds when traveling over bridges or sections of elevated track, Toei Subway has installed anemometers (wind-speed indicators) in two locations, including the Arakawa Kyoryo bridge on the Shinjuku Line.



▲ Anemometer

Zone Seismometers

Zone seismometers are installed at 16 locations throughout the Toei Subway system. The equipment provides accurate measurements of seismic activity for each area in an effort to speed up the inspection process that follows an earthquake, allowing train service to resume quickly once subway facilities are deemed safe.



▲ Zone seismometer display

Disaster Management at Station Facilities

Fire Prevention and Management Plan

Station facilities, train cars, and electric equipment inside the tunnels use nonflammable or incombustible materials meeting the strictest standards. For the unlikely event of a station or tunnel fire, stations are equipped with automatic fire alarms, emergency broadcasting equipment, and guidance lights, among others. In addition, batteries and emergency power generators have also been installed in preparation for power failure.

Following standards set by the national government and the Tokyo Fire Department, Toei Subway is systematically advancing fire prevention measures, including the installation of smoke extraction systems and the enhancement of the safety of evacuation routes, at stations. In addition, photoluminescent emergency exit signage has been installed in all stations in accordance with Tokyo's fire prevention ordinance.



▲ Photoluminescent emergency exit signage

Measures for Stranded Commuters

In the event a major earthquake strikes the capital, we must prevent a state of chaos and make a thorough effort to discourage passengers from attempting to return home en masse. To this end, Toei Subway stores the necessary emergency supplies (drinking water, thermal blankets, mats, portable toilets, and lighting) for a total of 50,000 people in order to temporarily accommodate passengers.



▲ Emergency supplies for stranded passengers

Disaster Monitoring Board

The station master's office has a disaster monitoring board with closed-circuit TV monitors and broadcast equipment allowing staff to take immediate action in directing passengers to safety in the event of an emergency.



▲ Disaster monitoring board

Training and Preparedness

Comprehensive Emergency Training and Natural Disaster Preparedness Drill

Toei Subway conducts practical training exercises in areas such as leading evacuations and restoring facilities based on scenarios including train derailment and flooding caused by a localized torrential downpour.



▲ Comprehensive emergency training



▲ Natural disaster preparedness drill

Toei Subway and Tokyo Metro Joint Drill

With the aim to achieve better cooperation, Toei Subway and Tokyo Metro employees conduct drills to confirm communication and emergency response procedures. For the FY2017 joint drill, an earthquake response drill was held. Teams of station attendants from both companies moved around the station to practice rendering aid to injured customers and distributing emergency supplies to stranded customers waiting on the concourse level of the station. Employees also practiced directing those stranded by the quake to nearby temporary accommodation facilities.



▲ Toei Subway and Tokyo Metro Joint Drill

NBC Drill

This training, conducted with the police and fire departments, prepares Toei Subway staff to lead evacuations in the event of nuclear, biological, and chemical (NBC) attacks or accidents, as well as to deal with explosives targeting subway facilities.

(*)NBC Nuclear
Biological
Chemical



▲ NBC drill

Use of the Subway Operation Simulator

The subway operation simulator is used for initial and follow-up training for conductors, operators, and instructors to help them to master basic operations and improve their skills. It is also used to improve their ability to deal with emergencies and a variety of other scenarios.



▲ Subway operation simulator

Transportation Service Improvements

PASMO

PASMO (issued by Pasmo Co., Ltd.) is a convenient, rechargeable, contactless smart card ticketing system for buses and trains in Tokyo and the surrounding areas. The card can also be used as electronic cash at participating retailers. In addition to being completely interchangeable with JR East's Suica card, a service making the cards of ten transport companies (PASMO and Suica included) interchangeable nationwide was launched in March 2013.



◀ PASMO

ToKoPo Point Service

In August 2011, the ToKoPo point service, which utilizes the PASMO system, commenced. Customers who join ToKoPo and use the stored value (*) of their registered PASMO card on Toei transportation will earn points. Accumulated points can then be deposited back into their PASMO account to be applied toward payment for future services.

(*) The amount of money stored on PASMO card



▲ ToKoPo card



◀ Point charge machine

Credit Card Purchase of Commuter Passes

Commuter passes can be purchased with a credit card at ticket counters and automatic commuter pass vending machines.

Cards accepted: JCB, MUFG, DC, UFJ, NICOS, UC, VISA, MASTERCARD, AMERICAN EXPRESS, DINERS CLUB



Automatic commuter pass vending machine ▶

Services for Foreign Tourists and Passengers

Station Numbering

In cooperation with Tokyo Metro, Toei Subway has introduced a convenient station numbering system to make navigating Tokyo's subway network easier to understand for everyone from locals to foreign tourists. Each station has been given a code consisting of one letter of the alphabet representing the subway line and a number which corresponds with the station.



▲ Station numbering ▶



Train Information Display

Information on the status of train operations, delays, and more for Toei Subway and other railway companies is provided in Japanese, Chinese, English, and Korean. These display screens are installed near the ticket gates of every Toei Subway station.



▲ Train information display screen

Provision of Free Wi-Fi

Toei Subway launched free Wi-Fi service at 35 stations used by a high number of foreign tourists in December 2014. A separate free Wi-Fi service for foreign tourists provided by a communication carrier can also be used at all 101 stations operated by Toei.

In February 2016, Toei launched free Wi-Fi service on board trains with the aim to equip all trains with the service by March 2020.

JNTO Certified Tourist Information Center for Foreign Visitors

On December 25, 2014, the Toei Information Center located in Toei Subway Oedo Line Tochomae Station was certified by the Japan National Tourism Organization as a Category 2* tourist information center for foreign visitors.

(*) To be certified as a Category 2 center, at the minimum, the center must have English-speaking staff on duty at all times and provide information on surrounding prefectures.

Station Concierge Service

Concierges are stationed at 29 Toei Subway stations to assist those who may be unfamiliar with using the railway system, including foreign tourists and the elderly.



▲ Station concierge service

Tourist Information Center (TIC)

On March 10, 2018, Toei established the Tourist Information Center within Ueno-okachimachi Station on the Oedo Line. Employees capable of speaking English and Chinese are on staff to assist non-Japanese speakers. The center provides information on facilities near the station and how to use the subway system and other transportation services. Tourist information and various brochures are also available.



TIC at Ueno-okachimachi Station ▶

Tokyo Subway Ticket

The Tokyo Subway Ticket is a convenient pass that offers tourists in Tokyo unlimited transit on Toei Subway and Tokyo Metro. As of March 26, 2016, customers can now purchase passes good for 24, 48, or 72 hours from the time the pass is first used. (Tickets are available for purchase at locations such as airport counters and travel agencies. The ticket is also sold by Toei Transportation at the Tourist Information Center at Ueno-okachimachi Station.)

Tokyo Subway Ticket ▶



Tourist-Friendly Ticket Vending Machines

Toei Subway began introducing next-generation eight-language ticket vending machines in February 2017 at 31 stations used by a high number of foreign tourists. The machines allow customers to purchase tickets by selecting a sightseeing spot or a destination from a route map.

Tourist-friendly ticket vending machine ▶



Other Services

Information Signs

Toei has installed information signage at stations that everyone can understand. This is achieved through methods such as the use of pictograms and the display of information in multiple languages. The design of all platform and other signage has been made uniform with that of Tokyo Metro's.



▲ Information Sign

Women-Only Car

These cars, which run during the morning rush hour on the Shinjuku Line, were introduced in May 2005 to provide peace of mind to female passengers. Children up to and including elementary school age and passengers with disabilities, as well as their caregivers, may also ride cars marked Women-Only regardless of gender.



▲ Women-Only Car

Waiting Rooms at Aboveground Stations

Toei Subway began offering the use of waiting rooms on train platforms at Hasune Station in November 2015 and at Takashimadaira Station in March 2016. As of April 2018, waiting rooms have been established at Shimura-sanchome, Hasune, Nishidai, Takashimadaira, and Shin-takashimadaira stations on the Mita Line, as well as at Higashi-ojima and Funabori stations on the Shinjuku Line. Equipped with air-cooled, packaged air conditioning/heating systems and benches, the rooms offer a comfortable space to wait for trains on the hottest and coldest of days.



▲ Waiting room at Higashi-ojima Station

Introduction of Tablets

To facilitate the prompt provision of detailed information to customers, from April 1, 2016, tablets were distributed to station attendants and crews. Distribution to all Toei Subway stations (101 stations operated by the Bureau of Transportation), two Nippori-Toneri Liner stations (locations such as ticket gates), and Asakusa and Shinjuku Line crewmembers (train conductors) is complete.

A People-Friendly Subway

Barrier-Free Stations

In accordance with government guidelines set forth promoting the conversion to a barrier-free environment at train stations and other public transportation facilities, we are moving forward with station renovations.

In FY2013, one direct route from ground to platform levels was secured at all stations through the installation of elevators or other facilities. To further advance barrier-free modifications, we are working to install elevators and enhance convenience at facilities such as stations where passengers transfer to other lines.

Additionally, we are continuing with the installation of multi-purpose restrooms, which are accessible to all, including the disabled and those with small children, automated ticket machines placed at a lower height for easy access from a wheelchair, and tactile terminals with Braille and voice guidance systems for the visually impaired.

We will continue with the systematic improvement of station facilities on all lines to make them barrier-free and easily accessible for all customers.

Barrier-Free Status of Toei Subway's 106 Stations

As of April 1, 2018

Stations with elevators	106 (100%)
Stations with a direct route to the platforms	106 (100%)
Stations with elevators	104 (98%)
Stations with multi-purpose restrooms	106 (100%)

* All stations are equipped with Braille fare tables, touch-operated Braille ticket vending machines, and tactile paving to guide visually-impaired persons.



▲ Direct ground level-to-ticketing level elevator



▲ Escalator



▲ Low ticket-vending machine



▲ Slope



▲ Wide-laned ticket gate



▲ Tactile guidance terminal



▲ Multi-purpose restroom (Daremo Toilet)



▲ Toilet stall with baby seat

Barrier-Free Trains

Wheelchair space

Wheelchair space is available on every train.

Priority Seating

Four priority seating areas have been established on all train cars. (Excludes the first car, where two priority seating areas are provided.)

Braille Door Stickers

Every door on every Toei train is fitted with a Braille sticker indicating its position on the train.

Low-Hanging Straps

Low-hanging straps are installed on all Toei trains.

Other Initiatives

On new train cars being introduced to the Shinjuku and Oedo lines, we aim to enhance convenience for passengers by installing easy-to-grip, gently curving handrails between seats and lower overhead racks for baggage.

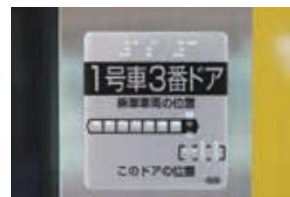
Furthermore, in addition to installing lights above train doors that flash to signal doors are opening or closing, we are also pursuing other initiatives such as expanding the informative content featured on *Chikatto-vision*, the two LCD monitors installed in train cars.



▲ Wheelchair space



▲ Priority seats, low-hanging straps, low overhead racks, and easy-to-grip handrails



▲ Braille door sticker on the Asakusa Line 5500 model train



Information display and above-door indicator light▶

AED Installation

AED (automated external defibrillators) have been installed at all station ticket gates.

Additionally, all station personnel undergo emergency first-aid training.

AED at Motoyawata Station▶



Care-fitter Certification

"Care-fitter" is a certification awarded to individuals who have acquired the necessary "care giving skills" and "sense of hospitality" needed to create an environment that enables the elderly and the disabled to participate in society with peace of mind.

We are promoting an initiative to have all subway station staff and crew to obtain care-fitter certification to ensure that customers feel comfortable and reassured when using Toei Subway.

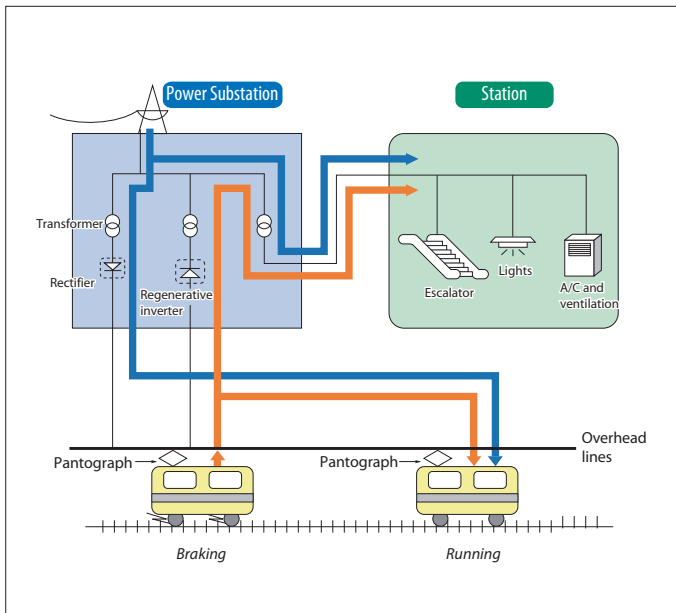


▲ Badge

An Environmentally-Friendly Subway

Electric Power Regeneration System

A regenerative brake system used to generate electricity is installed on all Toei Subway trains. Regenerative braking captures part of the kinetic energy that would otherwise be lost to heat and converts it to electric power that can be reused. This electricity is either transferred to the overhead lines via the train's pantographs (see below) and used to power other trains, or sent to a power substation and used to power lights and escalators in the subway stations.



Energy-efficient Train Carriages

Toei has adopted VVVF control (*), and is introducing energy-efficient train carriages that help to reduce impact on the environment.

*VVVF: Variable Voltage and Variable Frequency control. This system uses an inverter to convert direct current (DC) to alternating current (AC) to drive the motor, making it possible to efficiently use electricity.

Converting to LED Lighting

Through the introduction of LED lighting at stations and on train carriages, we will advance energy efficiency, reduction of environmental impact, and extension of the service life of station lighting.



▲LED lighting on the Asakusa Line 5500 model train

Making Stations Environmentally Friendly (Eki Eco)

A compact wind and solar hybrid power generator was installed at the above-ground Higashi-ojima Station on the Shinjuku Line. The electricity generated is used to power a plant watering system that utilizes rain water, which is a self-contained greening project at the station. A display corner has also been set up inside the station to introduce these environmental measures.



▲Wind and solar hybrid power generation



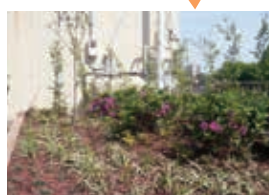
▲PR Corner



▲Mole mascot character



▲Rainwater tank



▲Greening project

Rooftop and Wall Greening

Rooftop and wall greening at Toei Subway facilities help to reduce its environmental footprint.



▲Rooftop greening at Toei Transportation's Takashimadaira Office



▲Wall greening project at Ojima Inspection Station

Toei Subway's Stations

As of April 1, 2018 (Daily avg. passenger figures for FY2017)

TOTAL	Avg. Daily Passengers		Platform Types	Depth (m)	Escalators	Elevators	Direct Route	Multi-purpose restrooms	A/C
	Boardings	Deboardings							
106 Stations	2,752,148	2,752,148	Island: 74 stations Separate: 30 stations Bi-level: 2 stations	—	781 (104 stations)	229 (106 stations)	106 stations	106 stations	98 stations

ASAKUSA LINE	Avg. Daily Passengers		Platform Types	Depth (m)	Escalators	Elevators	Direct Route	Multi-purpose restrooms	A/C
	Boardings	Deboardings							
Nishi-magome	24,027	23,430	Separate	9.0	6	3	○	○	○
Magome	14,176	13,544	Island	12.7	1	2	○	○	○
Nakanobu	15,605	15,539	"	11.0	1	2	○	○	○
Togoshi	11,050	10,736	"	11.0	1	2	○	○	○
Gotanda	34,823	35,553	"	12.1	4	2	○	○	○
Takanawadai	7,233	7,589	"	18.2	4	1	○	○	○
Sengakuji	108,960	109,923	2 Islands	11.4	2	1	○	○	○
Mita	54,527	54,669	Island	12.5	6	1	○	○	○
Daimon	54,630	54,913	Separate	7.9	10	3	○	○	○
Shimbashi	49,130	49,187	"	13.8	6	2	○	○	○
Higashi-ginza	41,684	41,923	"	9.4	2	2	○	○	○
Takaracho	14,919	15,257	"	13.6	5	2	○	○	○
Nihombashi	48,232	48,707	"	12.9	4	1	○	○	○
Ningyocho	26,373	25,799	Island	15.6	1	2	○	○	○
Higashi-nihombashi	41,695	41,595	Separate	8.6	2	1	○	○	○
Asakusabashi	30,341	30,113	Island	11.6	5	2	○	○	○
Kuramae	18,127	18,027	Separate	7.5	2	2	○	○	○
Asakusa	26,011	28,545	"	16.6	1	3	○	○	○
Honjo-azumabashi	9,677	9,434	"	9.6		2	○	○	○
Oshiage	111,583	108,321	2 Islands	7.0	3	3	○	○	○
Total	742,803	742,803	Islands: 10 stations Separate: 10 stations	Avg. 11.6	66 (19 stations)	39 (20 stations)	20 stations	20 stations	20 stations

MITA LINE	Avg. Daily Passengers		Platform Types	Depth (m)	Escalators	Elevators	Direct Route	Multi-purpose restrooms	A/C
	Boardings	Deboardings							
Meguro	49,675	47,561	Island	18.7	11	1	○	○	○
Shirokanedai	5,011	5,808	Separate	27.2	22	3	○	○	○
Shirokane-takanawa	13,319	13,742	2 Islands	28.7	14	3	○	○	○
Mita	53,586	53,402	Bi-level	#3 17.6 #4 23.8	19	2	○	○	○
Shibakoen	15,551	15,817	Separate	20.6	5	3	○	○	○
Onarimon	23,022	23,607	Island	19.1	8	2	○	○	○
Uchisaiwaicho	22,351	22,966	"	21.3	10	2	○	○	○
Hibiya	42,903	43,282	"	13.3	4	1	○	○	○
Otemachi	51,931	52,524	"	12.9	5	2	○	○	○
Jimbocho	72,210	72,386	"	16.0	6	1	○	○	○
Suidobashi	23,723	24,361	"	15.7	3	2	○	○	○
Kasuga	34,523	34,300	Separate	13.4	8	2	○	○	○
Hakusan	25,744	25,519	"	17.9	5	3	○	○	○
Sengoku	16,159	15,777	Island	13.3	1	2	○	○	○
Sugamo	47,553	48,572	"	13.4	9	2	○	○	○
Nishi-sugamo	15,198	14,839	"	13.9	3	2	○	○	○
Shin-itabashi	15,304	15,407	"	11.5	2	2	○	○	○
Itabashi-kuyakushomae	17,380	17,267	Separate	10.8	1	3	○	○	○
Itabashihoncho	17,737	17,109	"	10.4	3	2	○	○	○
Motohasunuma	12,631	12,329	"	10.6		2	○	○	○
Shimura-sakaue	15,586	15,625	"	11.5	4	3	○	○	○
★ Shimura-sanchome	16,398	16,029	"	7.4	1	2	○	○	▲
★ Hasune	9,877	9,689	Island	7.8	1	1	○	○	▲
★ Nishidai	13,059	13,047	Separate	8.7	1	2	○	○	▲
★ Takashimadaira	15,380	15,202	2 Islands	10.1	1	2	○	○	▲
★ Shin-takashimadaira	5,070	4,955	Separate	8.5	2	2	○	○	▲
★ Nishi-takashimadaira	6,577	6,337	"	7.7	2	2	○	○	▲
Total	657,460	657,460	Islands: 14 stations Separate: 12 stations Bi-level: 1 station	Avg.16.5	151 (26 stations)	56 (27 stations)	27 stations	27 stations	21 stations

—Italicized, red station names in red indicate above-ground (elevated) stations.
 —Depth refers to the distance between ground level and the platforms at the center of the stations, or, conversely, the height of elevated stations. Line averages do not include elevated stations.
 —Average Daily Passengers figures are rounded to the nearest integer, resulting in a slight discrepancy between the sum total of each station's average and the actual total average.
 —Total subway passenger figures count passengers transferring between the lines, and are not a simple total for the four subway lines.

—Mobile phones can be used in all stations.
 —Escalators and elevators include those not owned by the Tokyo Metropolitan Government.
 —"Direct Route" means that there is at least one route directly connecting the ground level, ticketing area, and platform by elevator.
 —All subway stations are equipped with air conditioners.
 —Red triangles indicate stations equipped with waiting rooms.

As of April 1, 2018 (Daily avg. passenger figures from FY2017)

SHINJUKU LINE	Avg. Daily Passengers		Platform Types	Depth (m)	Escalators	Elevators	Direct Route	Multi-purpose restrooms	A/C
	Boardings	Deboardings							
Shinjuku	152,275	149,849	Island	26.5	14	1	○	○	○
Shinjuku-sanchome	35,916	37,232	"	19.1	12	2	○	○	○
Akebonobashi	19,245	18,794	Separate	17.4	8	3	○	○	○
Ichigaya	48,420	50,506	"	17.5	9	3	○	○	○
Kudanshita	56,182	55,228	"	19.2	18	2	○	○	○
Jimbocho	67,162	67,728	"	9.2	9	3	○	○	○
Ogawamachi	35,966	36,147	Island	22.1	8	2	○	○	○
Iwamotocho	26,844	26,897	2 Islands	24.4	12	3	○	○	○
Bakuro-yokoyama	57,653	57,864	Separate	17.3	17	3	○	○	○
Hamacho	11,060	11,275	Island	19.9	4	2	○	○	○
Morishita	38,280	38,877	"	17.7	4	(2)*	○	○	○
Kikukawa	12,765	12,855	"	17.4	5	2	○	○	○
Sumiyoshi	22,153	22,115	Separate	14.9	5	2	○	○	○
Nishi-ojima	14,287	14,424	Island	18.3	6	2	○	○	○
Ojima	16,685	16,428	2 Islands	14.0	7	3	○	○	○
★ Higashi-ojima	16,334	16,312	Separate	10.1	4	5	○	○	
★ Funabori	31,709	31,503	"	6.9	2	2	○	○	
Ichinoe	21,941	21,607	Island	18.7	6	2	○	○	○
Mizue	28,314	28,232	"	12.3	4	1	○	○	○
Shinozaki	20,018	19,840	"	13.2	3	2	○	○	○
Motoyawata	39,206	38,701	"	21.0	12	1	○	○	○
Total	772,415	772,415	Islands: 13 stations	Avg.17.9	169	46	21 stations	21 stations	19 stations
			Separate: 8 stations		(21 stations)	(21 stations)			

*A single elevator serves both Morishita Station on the Shinjuku Line and Morishita Station on the Oedo Line.

OEDO LINE	Avg. Daily Passengers		Platform Types	Depth (m)	Escalators	Elevators	Direct Route	Multi-purpose restrooms	A/C
	Boardings	Deboardings							
Shinjuku-nishiguchi	31,136	28,573	Island	21.9	18	4	○	○	○
Higashi-shinjuku	21,082	20,478	"	18.3	6	2	○	○	○
Wakamatsu-kawada	15,798	15,998	"	19.4	6	2	○	○	○
Ushigome-yanagicho	10,378	10,218	"	21.2	5	3	○	○	○
Ushigome-kagurazaka	7,192	7,649	"	20.7	8	3	○	○	○
Iidabashi	16,709	16,564	"	32.1	14	2	○	○	○
Kasuga	29,681	29,223	"	22.3	14	2	○	○	○
Hongo-sanchome	10,620	10,934	"	23.2	10	3	○	○	○
Ueno-okachimachi	29,296	29,007	"	15.5	10	2	○	○	○
Shin-okachimachi	26,584	25,697	"	15.5	13	3	○	○	○
Kuramae	16,679	16,824	"	17.9	8	2	○	○	○
Ryogoku	16,949	16,890	"	15.2	10	2	○	○	○
Morishita	35,259	34,645	"	22.5	9	2	○	○	○
Kiyosumi-shirakawa	20,724	21,168	2 Islands	14.7	6	3	○	○	○
Monzen-nakacho	43,878	44,079	Island	18.5	8	2	○	○	○
Tsukishima	36,895	36,797	"	15.0	5	2	○	○	○
Kachidoki	51,197	51,118	"	15.3	13	2	○	○	○
Tsukijishijo	16,134	16,595	"	15.7	7	2	○	○	○
Shiodome	27,052	27,224	"	17.8	5	3	○	○	○
Daimon	66,103	65,481	"	22.8	19	2	○	○	○
Akabanebashi	20,392	20,037	"	21.0	8	2	○	○	○
Azabu-juban	19,283	18,978	"	32.5	15	3	○	○	○
Roppongi	50,180	50,407	Bi-level	Outer track 32.8 Inner track 42.3	24	3	○	○	○
Aoyama-itchome	39,175	38,824	Island	27.0	13	3	○	○	○
Kokuritsu-kyogijo	5,187	5,179	"	28.4	21	2	○	○	○
Yoyogi	18,758	18,920	"	20.6	10	2	○	○	○
Shinjuku	69,110	73,186	"	36.6	16	2	○	○	○
Tochomae	24,239	25,769	2 Islands	18.5	19	3	○	○	○
Nishi-shinjuku-gochome	17,039	16,309	Island	23.3	7	2	○	○	○
Nakano-sakaue	20,235	20,553	"	33.4	12	2	○	○	○
Higashi-nakano	13,666	14,267	"	38.8	10	2	○	○	○
Nakai	12,957	12,525	"	35.1	8	2	○	○	○
Ochiai-minami-nagasaki	13,705	13,442	"	17.0	5	2	○	○	○
Shin-egota	14,120	13,915	"	12.5	5	2	○	○	○
Nerima	40,128	40,174	"	15.5	6	2	○	○	○
Toshimaen	5,890	5,826	"	19.5	8	2	○	○	○
Nerima-kasugacho	11,161	11,099	"	18.7	10	2	○	○	○
Hikarigaoka	31,468	31,469	"	11.9	4	2	○	○	○
Total	956,041	956,041	Islands: 37 stations	Avg.22.2	395	88	38 stations	38 stations	38 stations
			Bi-level: 1 station		(38 stations)	(38 stations)			

Toei Bus operates primarily in the eastern portion of Tokyo's 23 ward area and some areas of the Tama region in west Tokyo. In FY2017, the daily number of passengers averaged approx. 635,000. However, due to factors such as the emergence of a rapidly aging society and the resulting decline in working-age population, we cannot expect a major increase in the number of passengers over the long term, making the situation ahead difficult for us.

To respond to these challenges, we are striving to increase convenience for customers through the installation of bus approach indicators at bus stops and the introduction of a bus information service on the Internet. In order to fulfill our social responsibility, we are also introducing new buses, including people-friendly models, such as non-step buses, environmentally-friendly, low-emission models, such as fuel cell buses, and operating routes requested by local municipal governments.

To increase the efficiency of operations, Toei Bus is also implementing management outsourcing at some depots.*



Toei Bus mascot Minkuru



Toei Bus Data (Public Buses)

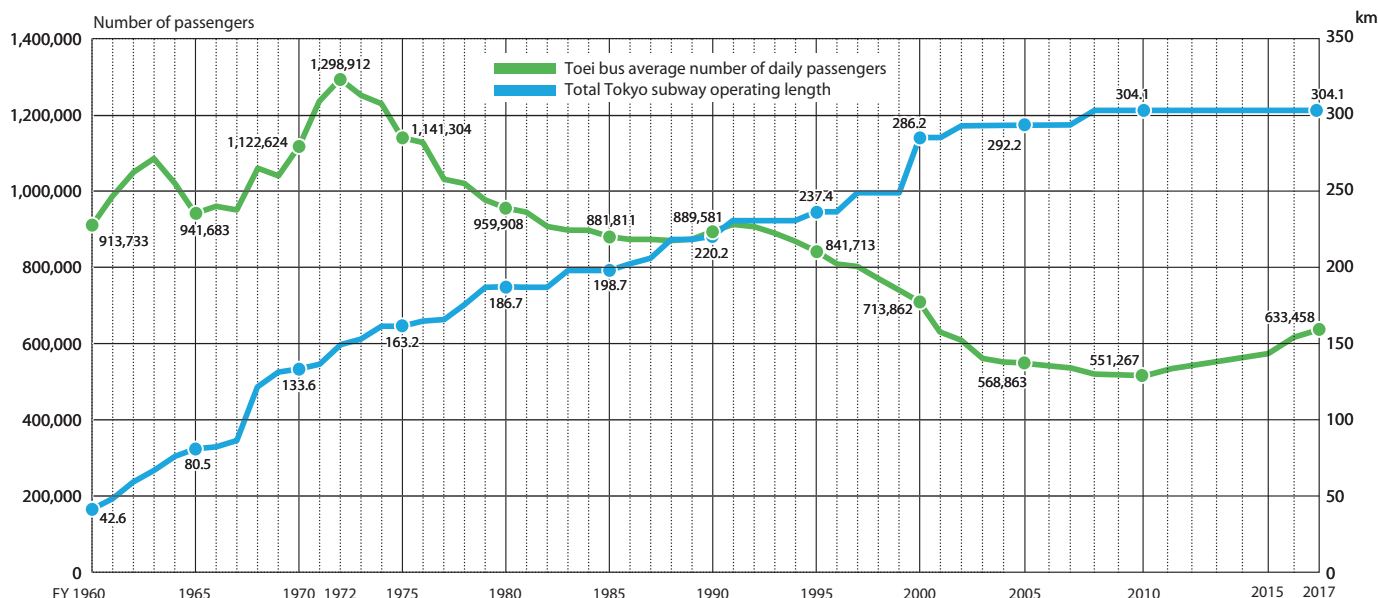
As of April 1, 2018

Operating Length	739.2km
Routes	129
Total Route Length	1,075.2 km
Avg. Route Length	8.3km
No. of Stops	1,545 (3,811 poles)
No. of Buses	1,476
Avg. Capacity	73*
Avg. Speed	10.82 km/h**
No. of Depots	11 (plus 7 branch offices)

* FY2017

* Management outsourcing is carried out in compliance with Japan's Road Transportation Act. The Bureau of Transportation leases out buses and facilities to other operators, outsourcing all operations, management, and maintenance to those lessees, while still retaining the right to decide bus routes, schedules, and fares.

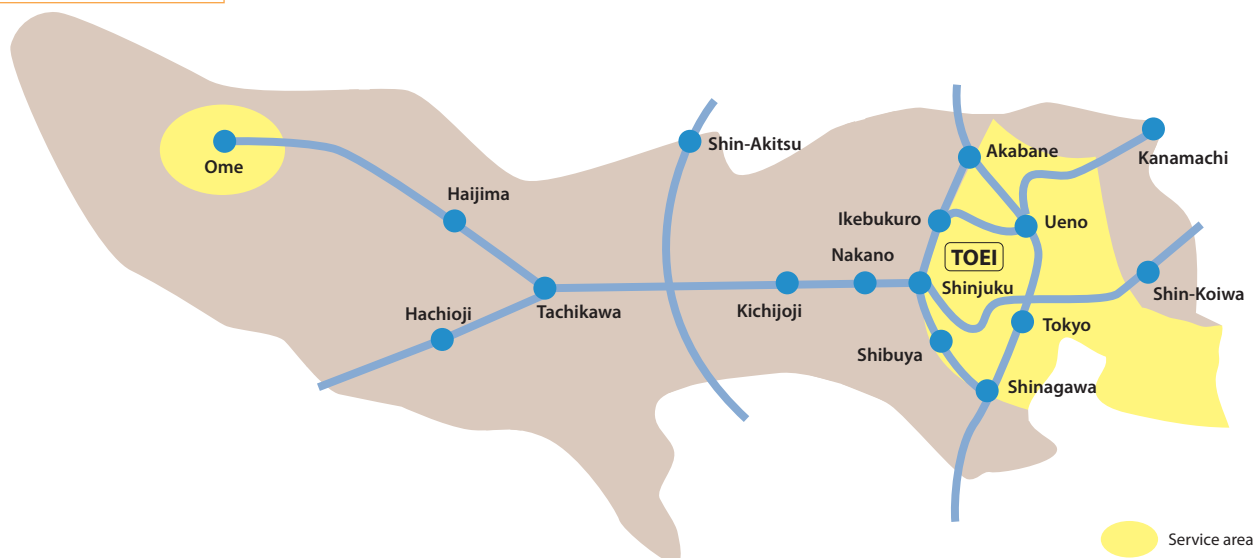
Comparison of Total Tokyo Subway Operating Length* and Toei Bus Average Number of Daily Passengers



(* Total Tokyo Subway Operating Length includes both Toei Subway and Tokyo Metro.)

Primary Areas of Operation

*As part of the deregulation process, bus operator supply-and-demand balancing regulations on operational areas were officially repealed in February 2002.



Service area

Safety Measures

Regular Inspection and Maintenance, and Pre-Departure Inspections

In addition to regular bus inspection and maintenance, we also conduct daily pre-departure bus inspections.



▲Pre-departure inspection▲



▲Regular maintenance at depots and factories▲



Wireless Voice Communications System

All Toei buses and depots are equipped with a digital MCA system to facilitate traffic control and communication in times of emergency.



Onboard digital MCA system▶

Measures to Prevent Terrorism and Crime

In addition to precautions taken at bus terminals and thorough vehicle inspections both before and after operation, Toei Bus has established a system to deal with news of terrorism and emergencies such as bomb threats.

Buses are also outfitted with SOS panels to alert bystanders and passersby of busjackings or other emergencies on the bus.



▲SOS panels

Prevention of Drunk Driving

Breathalyzer tests both before and after shifts, along with a variety of other efforts are implemented to eradicate drunk-driving.



▲Breathalyzer test

Training and Preparedness

In addition to annual communication drills, based on accident or natural disaster scenarios, counter-terrorism drills, fire drills, and other exercises are conducted on a regular basis in cooperation with related organizations.



▲Various types of drills▲

Accident Prevention Workshops

At each Toei Bus depot, all staff members undergo safety training once each quarter. This training involves not only classroom learning, but also utilizes actual buses to provide staff with hands-on training and actual experience.



Safety training (classroom learning)▶

Utilization of Driver Training Buses

Driver training buses have been equipped with devices such as eye-mark recorders for recording the eye movements of drivers, acceleration sensors that measure the amount a vehicle sways, distance meters and cameras for recording conditions in front of and to the left of the bus, and safety sensors for monitoring passenger movements within the bus. Such equipment makes it possible to record actual driving conditions, and to receive immediate feedback from trainers using the objective data that was gathered.



▲Driver training bus



▲Inside the driver training bus

Use of Drive Recorders

All buses are equipped with drive recorders. Using the images and data recorded, Toei Bus will carry out accident cause analysis as well as safety training for staff with the aim of raising the overall level of safety awareness.

Traffic Safety Workshops

In cooperation with local police stations, each Toei Bus depot holds traffic safety workshops for the elderly and elementary school students, as part of efforts to educate the public about preventing accidents such as falls that can occur on the bus and collisions with bicycles.



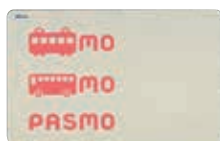
▲Traffic safety workshop

Transportation Service Improvements

PASMO

PASMO (issued by Pasma Co., Ltd.) is a convenient, rechargeable, contact-less smart card ticketing system for buses and trains in the Greater Tokyo Area and other areas of Japan. PASMO can be used on all Toei Bus routes.

Toei Bus commuter passes and the Toei Bus IC One-Day Pass can be purchased for PASMO cards. In addition to participating in the Bustoku passenger rewards service, a system which awards points when stored value is used as fare on participating providers, Toei Bus also offers transfer discounts to passengers who transfer between Toei buses within a set period of time.



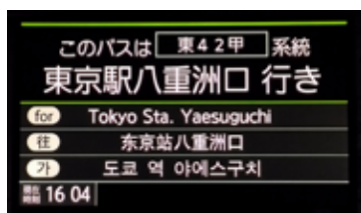
▲PASMO



▲PASMO-enabled fare machine

Renewal of Next-Stop Displays

Displays on buses that inform passengers of the next stop are being replaced with full-color LCD displays with the aim of enhancing information and guidance. By the end of FY2016, replacement of displays was completed on all vehicles.



Next-stop displays▶

Provision of Information Using Onboard Digital Signage

Sightseeing information, railway service status, weather information, news, and a variety of information is being provided using digital signage onboard buses.

By the end of FY2017, the signage has been installed on 300 vehicles. Plans call for a total of 1,000 vehicles to be outfitted by the end of FY2020.



▲Onboard digital signage

Full Color Bus Destination Displays

Toei Bus is working to replace destination displays located on the front of buses with full color displays so that users can easily recognize the bus they want to use by color as well. By the end of FY2017, 106 buses were equipped with the displays, with plans to continue installation on additional buses.



▲Full color bus destination display

Provision of Bus Information Using Digital Signage

Toei Transportation has installed digital signage near ticket gates at Toei Subway stations and at bus terminals to provide information on bus service in multiple languages. In addition to leveraging the capabilities of digital signage to display the latest service status, touch screen functions can be used to enlarge bus routes, making them easier to see, and passengers can use QR codes to display bus stop information on their smartphone. As of April 1, 2018, 12 units have been installed, with plans to continue adding more in the future.



▲Digital signage displaying bus information

Improving Bus Stops

In order to help make waiting for the bus more comfortable, Toei Bus is striving to make bus stops more user-friendly.

Bus Information Display Terminal

Bus information display terminals provide a variety of useful information, including the current position of the bus, the amount of time to arrival, and the time required to travel to major bus stops.

In FY2010, renewal of the devices began, and by the end of FY2017, 189 devices have been installed.



▲Bus information display terminal

Simple Bus Approach Indicator

As of the end of FY2017, 710 of these low-cost bus approach indicators were installed at existing stops, with plans to add more in the future.

During FY2016, some bus approach indicators were replaced with liquid crystal displays, and the display of bus approach information was launched in English.



▲Liquid crystal display bus approach indicator

New Construction and Renovation of Bus Shelters and Benches

In places where there is ample sidewalk width and other facilitating conditions, we are constructing bus shelters and benches and refurbishing existing ones. The new shelters give consideration to the surrounding area, and have reinforced glass for protection against the wind and rain so passengers can comfortably wait for the bus. The revenue gained from advertisements placed in some bus shelters is used to cover shelter and bench installation, as well as maintenance costs.



▲Bus shelter



▲Bus shelter with advertising space

Real-Time Internet Bus Information

Real-time information, including bus locations and schedules, can be accessed using a personal computer, smartphone, or mobile phone.



▲ Top page

▲ Bus route status

Toei Bus information service URL <http://tobus.jp/> (Japanese only)

Bus Routes Tailored to a Variety of Needs

New Metropolitan Bus System

Taking into account factors such as ridership and operating conditions, Toei Bus has been making improvements to bus stops and increasing bus-only lanes along some of its routes. Currently eight routes are being operated with such enhanced levels of quality and convenience.

Late-Night Bus

Nine routes currently meet the demand for late-night bus transportation in Tokyo. (These buses do not run weekends, national holidays, or during the New Year's holiday season.)

Rapid Bus

These express buses stop only at major bus stops, providing faster service to a destination.

The Express 05 Route runs between Kinshicho Station, Shin-Kiba Station, and Miraikan.

The Express 06 Route runs between Morishita Station, Monzen-nakacho, Toyosu Station, and Miraikan. (Operates on weekends and national holidays only.)

Direct Bus

These buses directly link terminal stations with residential areas and other destinations.

The Direct 02 Route runs between Toyomisuisan-futo, Tsukishima-sancho, Kamejimabashi, and Tokyo Station Yaesu-guchi (Operates on weekday mornings only.)

The Direct 03 Route runs between Kinshicho Station, Shin-Kiba Station, and Miraikan (Operates on weekend and national holidays.)

Access Line Bus

Short-distance, 100-yen buses connect stations with the immediate surrounding area. The AL 01 loop route operates between Higashi-ojima Station and Komatsugawa Sakura Hall. (Weekday mornings and evenings only.)

Flexible Bus

These buses are operated to meet increased demand on weekends and holidays.

The FL01 Route runs between Kasai Station, Higashi-ojima Station, and Kinshicho Station.

Tokyo Shitamachi Sightseeing Bus

This bus runs between several major tourist spots in the old part of Tokyo.

The S-1 Route links Tokyo Station, Nihombashi, Akihabara, Ueno, Kappabashi, Asakusa, Tokyo Skytree, and Kinshicho Station. (Service between Tokyo Station and Ueno operates weekend and national holidays.)

Free Wi-Fi Service

Since FY2013, free Wi-Fi service is being offered on all Toei buses. The service can be used for up to 180 minutes per session. The number of sessions per day is unlimited. For the convenience of foreign visitors, English, Chinese, and Korean can be selected on the registration screen, in addition to Japanese.



▲ Sticker indicating free Wi-Fi service ▲

Appealing Bus Routes

Revising Bus Schedules and More

Bus routes and schedules are appropriately revised to better meet the needs of the communities and passengers they serve, enhancing the overall convenience and efficiency of the area's public transportation network.

Improving the Operating Environment

We are working to improve the operating environment for buses and ensure on-time performance by placing requests with the relevant authorities for the establishment of bus-only and bus priority lanes, review of traffic signal cycles, and implementation of other measures.



▲ Bus-only lane

Charter Buses

Five sightseeing buses are available for school trips, company trips, and other needs. Regular passenger buses can also be chartered for events.



▲ Sightseeing buses

People-Friendly Toei Bus

People-Friendly Buses

Toei Bus advanced the changeover to non-step buses that began in FY1999, completing replacement of all buses at the end of FY2012*. Wheelchair space is provided on all of these buses. And, boarding is made easier for wheelchair users with the use of a ramp.



*Non-step buses have floors only 30cm higher than the road, making it easy for anyone to get on or off the bus.

Making the Move to People-Friendly Buses

As of April 1, 2017

	Introduced	Description
Kneeling Bus	Feb 1994	Air suspension-equipped bus capable of lowering to curb level
Non-step Bus	Mar 1997	Easily accessible bus with no steps at the doors



▲Non-step bus



▲Wheelchair ramp

AED Installation

To enable a response to cardiac events such as sudden cardiac arrest, AEDs (automated external defibrillators) have been installed at all Toei bus depots, major bus terminals, and other locations. All bus drivers also undergo first aid training.



▲AED installed at a bus depot



▲AED training course

Passengers Using Wheelchairs / Strollers

Buses are equipped with auxiliary belts and safety straps for securing wheelchairs and strollers in place for enhanced user safety.



▲Poster to raise awareness on securing baby strollers and wheelchairs on public transport



▲Sticker with information for passengers using strollers

Writing Tools

As a means to facilitate communication with hearing-impaired customers, writing tools are available on all buses and at all offices and depots.



▲Writing tools to facilitate communication



▲Communication board at bus depot

Environmentally-Friendly Toei Bus

Environmentally-Friendly Buses

We are working to reduce NOx/PM* emissions by introducing non-step buses that comply with the latest exhaust regulations when buses are replaced.

* NOx: nitrogen oxide; PM: particulate matter.

Making the Move to Environmentally-Friendly Buses

As of April 1, 2018

	Description			
Compressed Natural Gas	Uses compressed natural gas (CNG) for fuel. Dramatically reduces nitrogen oxides and eliminates black exhaust smoke			
	Introduced	Dec 1994	Number of vehicles in inventory	All vehicles retired by end of 2017
	Description			
Engine Start/Stop System	Engine automatically turns off when the bus stops and turns on at start up			
	Introduced	Jan 1994	Number of vehicles in inventory	1,471
	Description			
2004 Regulations-compliant	Compliant with 2004 exhaust emission regulations			
	Introduced	Jan 2005	Number of vehicles in inventory	235
	Description			
2005 Regulations-compliant	Compliant with 2005 exhaust emission regulations			
	Introduced	Nov 2005	Number of vehicles in inventory	348
	Description			
2005 Regulations-compliant Hybrid	Compliant with 2005 exhaust emission regulations			
	Introduced	Oct 2007	Number of vehicles in inventory	100
	Description			
2009 Regulations-compliant	Compliant with 2009 exhaust emission regulations			
	Introduced	Oct 2010	Number of vehicles in inventory	454
	Description			
2009 Regulations-compliant Hybrid	Compliant with 2009 exhaust emission regulations			
	Introduced	Sep 2010	Number of vehicles in inventory	28
	Description			
2016 Regulations-compliant	Compliant with 2016 exhaust emission regulations			
	Introduced	Nov 2017	Number of vehicles in inventory	87

Fuel Cell Buses

Fuel cell buses are eco-friendly vehicles powered by electricity produced by a chemical reaction between hydrogen and oxygen that drives the motor. The buses only emit water when running.

In preparation for putting fuel cell buses into service, Toei Bus conducted road testing in July 2015, introducing two of the buses into the fleet in FY2016. On March 21, 2017, Toei Bus launched the first use of a commercial fuel cell bus on a public transport route. As of the end of FY2017, Toei Bus has five fuel cell buses.



▲ Fuel cell bus

Introduction of Buses Compliant with Current Regulations Issued in 2016

Operation of this bus, compliant with the current regulations (2016 regulations), commenced in November 2017. The regulations for exhaust emissions are met through the following methods.

1. Improved engine combustion through high-pressure fuel injection
2. Emission control through diesel particulate filters (DPF) and aqueous urea solution
3. Comprehensive electronic control technology



▲ 2016 regulations-compliant bus

Introduction of Hybrid Non-Step Buses

Toei Bus launched this new bus type in October 2007.

Not only are these hybrids in compliance with the newest exhaust regulations, but the removal of steps were possible by reducing the weight of the battery and other equipment so that they could be transferred from under the floor to the roof. The auxiliary motor run by the overhead battery assists the engine for improved fuel consumption, leading to a reduction in carbon dioxide emissions.

In September 2010, operation of new hybrid non-step buses compliant with the 2009 regulations commenced.



▲ Latest hybrid non-step bus

Eco-Pass

Family members who live with Toei Bus commuter pass users can receive a discount on weekends and holidays (and other days as announced) when riding together with the pass holder. The discounted fare for family members is 100 yen for adults and 50 yen for children. (Cash only.)

Toei Streetcar (Toden)

The history of the Toei Streetcar (Toden) can be traced back to 1911, when the Tokyo City government (today's Tokyo Metropolitan Government) purchased the streetcar business of Tokyo Railroad Co. Ltd. and began operating it as the Tokyo City Electricity Bureau.

During its golden age, Toden was the most popular form of public transportation in Tokyo, and was even referred to as "the legs of Tokyo citizens." In FY1943, the streetcar's heyday, there were 41 lines servicing the Tokyo area, transporting an average of 1.93 million passengers daily. However, amid an increase in the volume of automobile traffic, encroachment by vehicles on to streetcar tracks resulted in a marked decrease in transportation efficiency. As such, Toei Streetcar was forced to abolish 181km of streetcar lines between 1967 and 1972.

Today, the Arakawa Line between Minowabashi and Waseda is the only Toei streetcar line still in operation. The main reasons for this are that most of the line runs on exclusive tracks, alternate bus services cannot be operated due to lack of suitable roadways, and strong requests for its continuance were voiced by residents and others.

A daily average of some 48,000 people used the 12.2km-long line in FY2017. The Arakawa Line remains an important and valued part of the community.

To promote the appeal of the Arakawa Line in Japan and abroad, attract more users, and contribute to vitalization of areas along the line, Toden collected opinions from the public regarding a "nickname" for the streetcar line that would also be tourist friendly. As a result of these efforts, the name "Tokyo Sakura Tram" was selected in April 2017.



▲ 8900-series streetcar

Overview of the Toden Arakawa Line (Tokyo Sakura Tram)

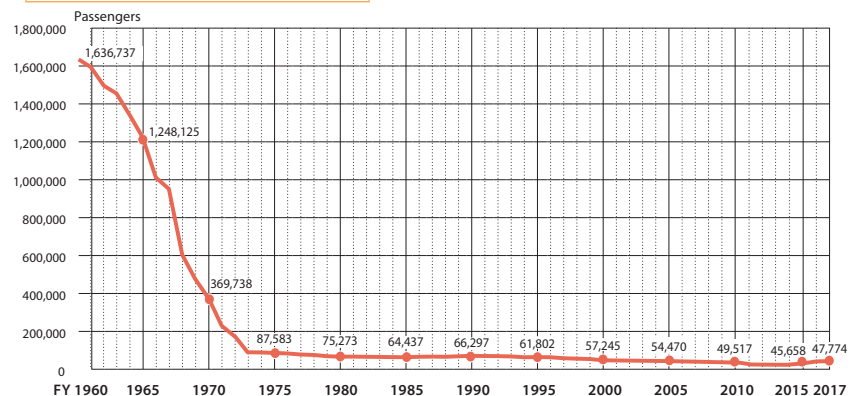
As of April 1, 2018

Zone	Operating Area	Minowabashi - Waseda
	Operating Length	12.2km (10.5km of streetcar-only track and 1.7km of vehicle shared track)
	No. of Stops	30
Cars	No. of Cars (Stock)	33
	(Breakdown)	7700-series: 8 (62-passenger capacity)
		8500-series: 5 (65-passenger capacity)
		8800-series: 10 (61-passenger capacity)
		8900-series: 8 (62-passenger capacity)
Specs	Gauge	1,372mm
	Electrification	600V DC
Operations	Shortest Operating Interval	3 min
	Scheduled Speed	13.1km/h
	Max. Speed	40.0km/h
	Length of service operation in hours and minutes	56 min.



▲ Toaran
Toei Streetcar mascot

Number of Passengers (Daily Average)



Toden Arakawa Line (Tokyo Sakura Tram) Route Map



Safety Measures

Regular Inspections and Maintenance

Inspections and maintenance work is carried out on facilities such as rail cars, tracks, power lines, signals, communication cables on a regular basis to ensure safety.



◀ Inspections in streetcar garage ▶

Brake Lamp Installation

All streetcars are equipped with brake lamps to help avert rear-end collisions.

Brake lamp



Installation of Platform Fences

Starting in FY2012, Toei Streetcar has been installing platform fences at all possible stops to prevent passengers from falling from platforms and provide greater safety.



Onboard Video Recorders and Speed Regulators

Video recorders are installed on all streetcars. The images and data recorded are used in accident analysis, as well as for driver safety training.



▲ Onboard video recorder

Emergency Brake System

Streetcars are equipped with emergency brakes that operate in the event of a driver emergency to halt the streetcar.

Training and Preparedness

Toei cooperates with related agencies to conduct training, including fire and counterterrorism drills, on a regular basis aiming to ensure safety and peace of mind.



▲ Counterterrorism drill

Transportation Service Improvements

PASMO

PASMO (issued by Pasmo Co., Ltd) is a convenient, rechargeable, contactless smart card ticketing system for buses and trains in Tokyo and the surrounding areas. PASMO can be used on all Toei streetcars.

Toden commuter passes and the Toden IC One-Day Pass can be purchased for PASMO cards. Toden also participates in the Bustoku passenger rewards service which awards points when stored value is used as fare on participating providers.



▲ PASMO



▲ PASMO-enabled fare machine

ToKoPo

Toden participates in Toei Transportation's ToKoPo point service which uses the PASMO system. For details on the ToKoPo program, see page 7.

Streetcar Approach Indicator

For passenger convenience, electronic signage indicating the approach of a streetcar has been installed at all stops.



▲ Streetcar Approach Indicators

Revitalizing Communities Along the Line

Introduction of streetcars

Toden introduced the retro-style 9000-series streetcars in May 2007 and January 2009 to help promote local tourism. In 2009, the endearing 8800-series streetcars, designed to harmonize with the surrounding environment, were also introduced. In 2015, the 8900-series streetcars were introduced, incorporating even greater innovation and comfort, as well as universal design principles which make the streetcars easy-to-use by all. The 8800 and 8900-series streetcars are painted in colors that depict the roses that bloom along the line. In March 2016, Toei refurbished the 7000-series trains and the classic yet modern 7700-series streetcars debuted. During FY2016, the transformation of eight streetcars was completed.



▲Rose red 8800-series car

Stations Designed to Match Their Communities

Stations at Minowabashi and Koshinzuka were reformed to display the atmosphere of the Showa 30s era by cooperating with local governments and communities so that the stations would become the new tourist attractions along Toden. This is helping to enhance the charms of the Arakawa streetcar line and revitalize the local communities.

Toden Plaza of Memories

An exhibition space was opened in May 2007, in the Arakawa Streetcar Depot. Two streetcars that were in operation during the post-war golden age of the streetcar (1950 – 64) are on display here.

There is also a space available for community events.

(Open weekends, holidays except New Year's holiday. Admission is free.)



▲Toden Plaza of Memories

Toden Supporters Program

In order to enhance the appeal of Toden and revitalize the adjacent communities, Toei Transportation works actively to strengthen cooperation with the local communities and Toden supporters (residents who support and publicize Toden) and hold community-based events that promote the railway and bring out the charms of the line.

A People-Friendly Streetcar

People-Friendly Stations

All stops feature wheelchair slopes and tactile paving to guide visually-impaired persons. Additionally, Toei is raising the height of station platforms to reduce the floor height difference with the streetcar.



▲Slope

People-Friendly Cars

All streetcars have wheelchair space as well as push buttons exclusively for wheelchair users to let the driver know they will be getting off.



▲Wheelchair space

An Environmentally-Friendly Streetcar

Greening the Line

To improve appearances along the line and reduce environmental impact, we are working with Toden supporters and local communities to green areas along the line. Near the Arakawa shakomae, Otsuka-ekimae, and Machiya-ekimae stops, a trial to test greening measures is also underway. The progress of plant growth will be observed and the effectiveness of such plants as measures against heat islands will be evaluated among other factors.



▲Roses along the railway and the 9000-series

Energy-Efficient Streetcars

Toei has adopted highly energy-efficient VVVF control on all train carriages. And, by using LED lighting inside train carriages, Toei is adopting a technology that is more energy efficient, reduces environmental impact, and has a longer lifespan.

Eco-Pass

Family members who live with Toden commuter pass users can receive a discount on weekends and holidays when riding together with the pass holder. The discounted fare for family members is 100 yen for adults and 50 yen for children. (Cash only.)

Nippori-Toneri Liner

The Nippori-Toneri Liner is a new transportation system that connects Nippori in Arakawa-ku and Toneri in Adachi-ku via 9.7km of track.

Construction of the Nippori-Toneri Liner's infrastructure, including station buildings and track beams, was undertaken by Tokyo's Bureau of Construction along with the work it conducted on the Ogubashi-dori street running under the liner's tracks. The main contractor for rolling stock, electrical systems, and other non-infrastructure was Tokyo Metropolitan Subway Construction Company*. Construction began in December 1997, and pursuant to the operation license granted to Toei Transportation on October 1, 2007, the line began operations on March 30, 2008.

The daily average number of passengers in FY2017 was 86,000.

With the opening of this new line, access to and from the communities along the line has improved dramatically, and it is anticipated that this will contribute to the reduction of traffic congestion and to community revitalization.

* A public-private venture that constructed the loop portion of the Toei Oedo Line.

Nippori-Toneri Liner Data

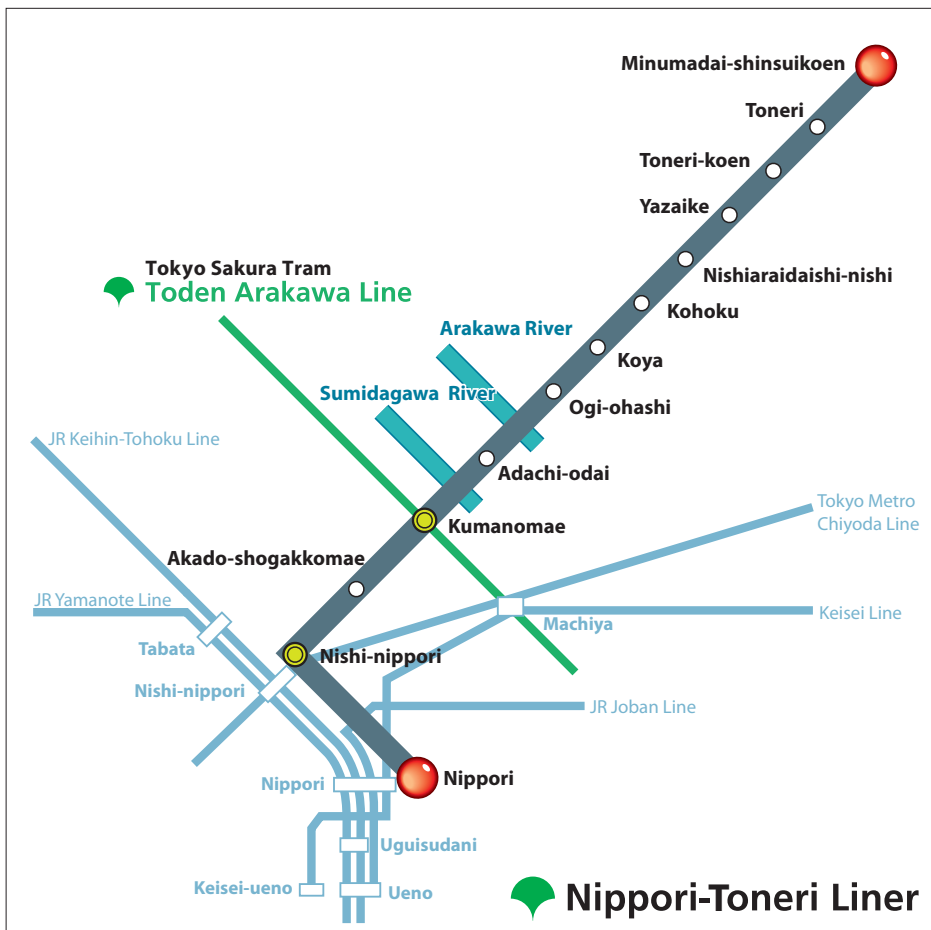
As of April 1, 2018

Zone	Operating Area	Nippori (Arakawa) to Minumadai-shinsuikoen (Adachi)
	Operating Length	9.7 km (all elevated double-track)
	No. of Stations	13
Cars	Transit system	Automated guideway transit (AGT)
	Breakdown	80 300-series cars (16 five-car trains)
		5 320-series cars (1 five-car train)
		5 330-series cars (1 five-car train)
	Capacity	245 passengers/train (300-series) 259 passengers/train (320-series) 262 passengers/train (330-series)
Specs	Electrification	600V three-phase AC
Operations	Shortest Operating Interval	3min. 20sec.
	Scheduled Speed	Inbound 27.7km/h Outbound 27.9km/h
	Max. Speed	60km/h
	Travel Time	Approx. 20 min.



▲ 330-series train

Nippori-Toneri Liner Route Map



Average number of passengers per day in FY2017

Name of Station	Boarding	Deboarding
Nippori	25,745	25,751
Nishi-nippori	14,105	15,045
Akado-shogakkomae	2,589	2,427
Kumanomae	4,868	4,664
Adachi-odai	1,980	1,958
Ogi-ohashi	4,830	4,735
Koya	2,957	2,905
Kohoku	5,118	5,059
Nishiaraidaiishi-nishi	5,878	5,823
Yazaike	5,007	4,885
Toneri-koen	2,269	2,227
Toneri	4,109	4,064
Minumadai-shinsuikoen	6,550	6,463
Total	86,006	86,006

(Note) Figures for the average number of passengers per day by station have not been rounded.

Safety Measures

Train Operation Control and Station Monitoring

The Nippori-Toneri Liner is a fully automated, computer-controlled transport system. Train operations and station conditions are all monitored by Toei staff in the control room.



▲Control room

ATO and ATC

The Automatic Train Operation (ATO) system running the Nippori-Toneri Liner controls safe departure, arrival, and the opening and closing of train doors.

The Liner's Automatic Train Control (ATC) system ensures automatic braking when the train exceeds its speed limit.

Safety Devices

Emergency Communicator

An emergency communicator is installed in every car of the train. In an emergency, passengers can communicate directly with Toei staff.



▲Emergency communicator and emergency stop button

Emergency Stop Button

In an emergency, passengers can halt the train with this button, installed in every car of the Nippori-Toneri Liner.

PA System

All cars are equipped with a public announcement system that is used to provide passengers with information in the event of an emergency. Regular information such as automatic announcements on the next stop and train transfers is also provided through this system.

Safety Measures on Station Platforms

Platform Doors

All stations have platform doors to prevent passengers from being hit by trains or falling onto the tracks, and to protect against strong winds.



▲Platform doors and tactile paving

Tactile Paving for the Visually Impaired

All stations have tactile paving to guide visually-impaired passengers safely and surely to and from the train.

Automatic Fire Alarms and Other Equipment

In preparation for potential outbreaks of fires within stations, automatic fire alarm systems and fire extinguishers have been installed in all stations. In addition, water supply facilities that can be connected to fire trucks have been installed in all stations for firefighting activities by the fire department.



▲Automatic fire alarms, fire extinguishers, water supply facilities

Emergency Exits

In an emergency such as fire, there are two evacuation routes from the platform level available at all stations: one is a stairway, and the other an emergency exit at the edge of the platform.



▲Emergency exit

Training and Preparedness

In cooperation with the police and fire departments, the Nippori-Toneri Liner conducts drills to ensure that they can properly conduct passenger evacuations and recovery efforts in emergencies such as major earthquakes.



▲Passenger evacuation drill



▲Comprehensive emergency training

Transportation Service Improvements

PASMO

PASMO (issued by Pasmo Co., Ltd.) is a convenient, rechargeable, contactless smart IC card ticketing system for buses and trains in Tokyo and the surrounding areas. In addition to being completely interchangeable with JR East's Suica card, a service making the cards of ten transport companies (PASMO and Suica included) interchangeable nationwide was launched on March 23, 2013.



▲PASMO-enabled ticket gate

ToKoPo

The Nippori-Toneri Liner participates in Toei Transportation's ToKoPo point service which uses the PASMO system. For details on the ToKoPo program, see page 7.

Train Operation Information Screens

Display screens installed near all station ticket gates promptly provide information on train delays and other operations.



Display screen at 3rd floor ticket gate of Nippori station ▶

LED Information Panels

Train information, including destination, time, and approaching trains, is displayed.



Information Panel ▶

Transfer Ticket Machines

In the event of train delay or similar trouble, these machines, installed at the ticket gates of all stations, automatically issue transfer tickets for passengers to take alternative routes.



Transfer Ticket Machines ▶

People-Friendly Nippori-Toneri Liner

Barrier-Free Stations

Elevators and Escalators

All stations have elevators from street level to ticketing floor and from ticketing floor to station platform and up-only escalators. Nippori, Nishi-Nippori, and Kumanomae stations also have descending escalators.



▲Elevator and escalator at Nippori station

Multi-purpose Restrooms

Stations are equipped with multi-purpose restrooms for the convenience of people with disabilities and adults with infants and small children. These spacious rooms have safety-rails, diaper-changing tables, and ostomate washing facilities.



▲Multi-purpose restroom

AED Installation

AED (Automated External Defibril-lators) are installed at all stations to deal with cardiac emergencies.

All station personnel undergo emergency first-aid training.



▲AED at Toneri-koen station

People-Friendly Trains

Wheelchair Spaces

All trains have two wheelchair spaces in Car No. 3.



▲Wheelchair space

Braille Stickers

Braille stickers indicating both car and door number are posted on every train door.



▲Braille sticker

Onboard Information Panels

LED panels in every car provide text information to passengers.



▲Onboard LED information panel

Low-Hanging Straps

Some cars have some low-hanging straps installed.



▲Low-hanging straps

Environmentally-Friendly Nippori-Toneri Liner

Energy-Efficient Design

Toei has adopted high energy-saving VVVF (Variable Voltage Variable Frequency) control on all train carriages.

Electric Power Regeneration System

A regenerative brake system to generate electricity is installed on all Nippori-Toneri Liner trains. Regenerative braking captures part of the kinetic energy that would otherwise be lost to heat and converts it to electrical energy that can be returned to the overhead lines and reused to power other trains, or sent to the power substation for use in powering the lighting of stations.



▲Toneri-koen station

Related Businesses

Related businesses help to fortify the management foundations of Toei Transportation's bus, subway, and other main businesses. Toei makes efficient use of its assets, such as land and buildings, to provide high quality services, and also operates an advertising business, to achieve stable, long-term sources of income.

Leasing of land and buildings and the space under elevated tracks, as well as the operation of shops and vending machines in the stations are some examples of our efficient use of assets.

We also take in advertising revenue, mainly through ads posted in stations and on or in subway cars, buses, streetcars, and the cars of the Nippori-Toneri Liner.

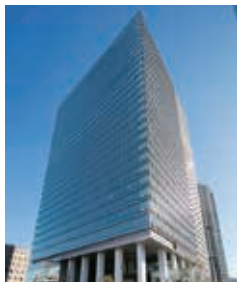
Additionally, installation and usage revenues are obtained by allowing communications operators to use the fiber-optic cable facilities and to also install base stations for mobile phones, PHS, and public wireless LAN in locations such as subway stations, on trains, and in tunnels.

Real Estate

Leasing of Land, Buildings, and Land Under Elevated Tracks

Revenue is earned through the efficient use of real estate, including leasing land and buildings. Land, including that located under elevated tracks, is leased for buildings, stores, and parking space, while buildings are leased to tenants, putting each asset to use.

We also lease land under elevated tracks for shops and other purposes.



Office building (Meguro Central Square)▶



▲Tokyo Kotsu Kaikan



▲ITOCiA, in front of Yurakucho Sta.



▲Hotel next to the Toei Bus Sugamo Depot



▲Car park (Sakae-cho, Kita-ku)



▲Cycle park next to Ojima Sta. elevator



▲Area under Funabori Sta. tracks

Advertising

Advertising revenue is obtained through ads on trains, in stations, and both inside and outside buses and streetcars.

We are working to introduce new media, including wrapped buses, ads at bus stops, advertising approaches that use walls in station stairways and passageways to display a concentration of posters, and advertising that uses monitors onboard trains, as well as develop new methods of selling space.



▲Wrapped bus



▲Bus stops with advertising panel



▲Display of advertisement posters using the walls of stations and alongside escalators (Shinjuku Station)



▲Advertising on LCD monitors in subways (Chikatto-vision)

Station Businesses

Business revenue is obtained from a variety of convenient facilities, including shops, vending machines, temporary shops, ATMs, and delivery pick-up lockers, established in stations. We are also working to improve convenience for customers by increasing the number of retailers where PASMO's electronic money system can be used.

Efforts are underway to increase the number of retailers where PASMO's electronic money system can be used.



▲ Store (Gotanda Sta.)



▲ Convenience store (Ichigaya Sta.)



▲ Café (Bakuroyokoyama Sta.)



▲ Juice stand (Roppongi Sta.)



▲ Temporary shop (Ogawamachi Sta.)



▲ Delivery pick-up lockers (Nippori Sta.)



▲ Auto Merci vending machines (Motoyawata Sta.)



▲ ATMs (Daimon Sta.)

Communication Service

Optical Fiber Cables Leasing, Mobile Phone and Wireless LAN Services

Optical fiber cables have been installed along all Toei Subway tracks (except between Meguro and Mita stations) for leasing to communications operators.

Space in subway stations and trains is provided to communication operators for the installation of base stations for mobile phones and public wireless LAN services. Mobile phone service is currently available on all subway lines, including between stations, and WiMAX services are offered at all stations, excludes stations where management is outsourced.



▲ Installing optical fiber cables



▲ Sticker indicating WiMAX availability

Product Licensing/Photography Licensing

Toei Transportation gains good publicity and revenues as well by licensing the production and sales of Toei-branded or related products, and granting permission for film, television, magazine, and other shoots.



▲ Licensed products



▲ TV location shoot

Approach to Social Contribution

To fulfill our mission as a public transportation service and role in society, we are working to make a variety of social contributions in the area of related businesses as well.

Concerning efficient use of real estate, we invited proposals for the development of a property with the condition that a daycare center and other facilities must also be included in the development. In early fiscal 2017, a serviced senior housing development was opened at the former site of the Yoga employee dormitory.

The Bureau of Transportation is also participating in the "Tokyo Hoiku (daycare) Horenso" initiative, which provides information to municipalities and others interested in establishing a daycare center on metropolitan and bureau-owned land.

With respect to businesses inside stations, from the standpoint of supporting the expansion of employment opportunities for the disabled, working with the local municipality, Toei has established five shops where disabled employees work.



◀Development on the site of the former Yoga employee dormitory (Grapes Yoga) (Development combines serviced senior housing, a daycare center, and other facilities)



◀A shop where disabled people work (Takashimadaira Sta.)

Monorail

This monorail linking the east and west sides of Ueno Zoo was Japan's first, and was originally constructed experimentally to study future urban transportation. It operates not as a zoo attraction but as a means of transportation falling under the jurisdiction of the Railway Business Act.

Toei Transportation had been running the monorail since its start in 1957, but in 2000 the facilities were ceded to the Bureau of Construction, which manages the zoo. However, we continue to manage and operate the monorail by leasing the facilities from the construction bureau.

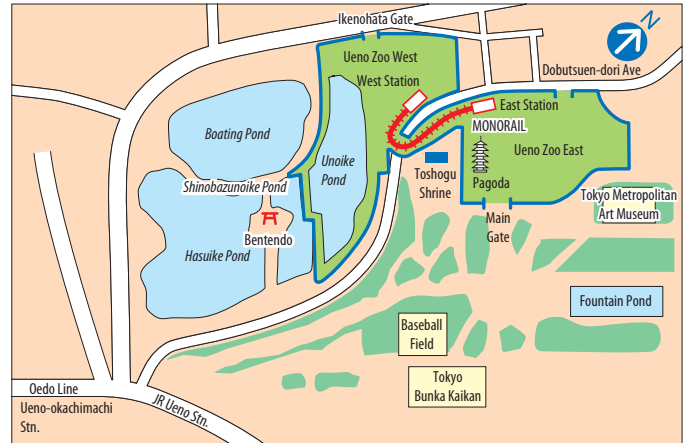


▲40-series car

Monorail Data

As of April 1, 2018

Zone	Operating Area	Ueno Zoo East station (Higashi-en) — Ueno Zoo West station (Nishi-en)
	Operatin Length	0.3km (shortest track in Japan)
	Official Name	Ueno Zoo Suspended Line
Cars	System	Single-beam guideway with rubber-tired bogies
	Control	VVVF (Variable Voltage Variable Frequency) inverter control
	Breakdown	40-series cars (One 2-car train)
Specs	Capacity	62 (31/car)
	Electrification	600V DC
Ops	Travel Time	1 min. 30 sec.
	Opened	December 17, 1957 (Japan's first)



▲Ueno Zoo

Commitment to Safety

The monorail cars and track are inspected weekly on the day the zoo is closed. An additional annual detailed inspection and maintenance ensure passenger safety.



▲Inspection

Electric Power Business

The history of the electric power business can be traced back to the establishment of the Bureau of Electricity (later to become Toei Transportation) in August 1911 to undertake railway operations (streetcars) and power supply through thermal power generation.

Currently, we manage the power business through hydroelectric power generation using the Tama River water system. Three hydroelectric power plants are managed: Tamagawa Power Plant No. 1, Shiromaru Power Plant (Okutama-machi, Nishitama-gun), and Tamagawa Power Plant No. 3 (Ome City). The three power plants have a combined maximum capacity of 36,500 kilowatts. Annual power generated, equivalent to the power consumed by some 35,000 average households, and the electricity generated is being sold to power suppliers selected through tender.

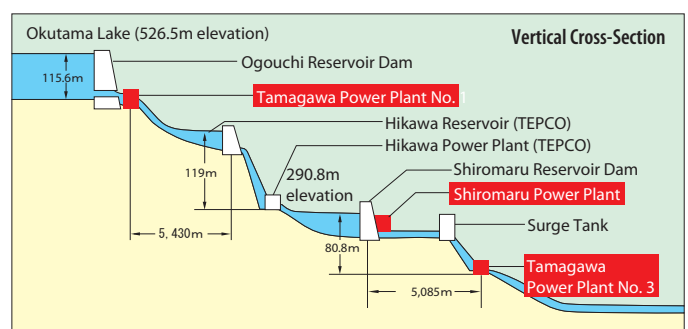
Hydropower generation does not emit any carbon dioxide, and due to the natural circulation of water, hydropower is a reusable, clean energy that can be produced domestically. We will continue to contribute to the stable provision of power through the generation of hydropower, which leverages the rich blessings of nature.



▲Tamagawa Power Plant No.1



▲Tamagawa Power Plant No. 3



Safety Management

Safety Management Regulations

Based on the Law to Revise Portions of the Railway Business Act (and Other Laws) to Improve Transportation Safety which came into force in October 2006, we established separate regulations for safety management in train and streetcar transport and bus transport. These regulations determine matters related to operation policy in order to secure transportation safety, and set down the system of responsibility for safety management, centering on the safety managers, as well as ways this management shall be implemented.

Safety Policy and Priority Safety Measures

Based on the safety management regulations, we established our safety policy in December 2006. This presents our fundamental position on safety. In April 2016, we once again clearly stated our position on safety, revising our policy to raise safety awareness among employees. Four specific initiatives to achieve have been set forth as the Bureau of Transportation's Safety Policy, to support its first Management Policy, "To retain the trust of the public, Toei Transportation will place top priority on safety and security, and all employees will work together to realize a transportation service that is highly disaster resistant and accident free."

More concrete priority safety measures are drawn up each year, and efforts are made to secure safety through steady implementation of these measures.

Safety Policy

Toei Transportation will put passenger safety and peace of mind first, and work together to realize a transportation system that is disaster resilient and free of accidents.

To this end, we shall

- Strictly carry out duties, steadily following the rules determined.
- Share information on a regular basis, work with an awareness of issues, and strive to eliminate the root cause of accidents.
- Strive to provide safe vehicles and facilities.
- Constantly review, improve, and execute our efforts for safety and strive for improvement.

Review of the Safety Management System

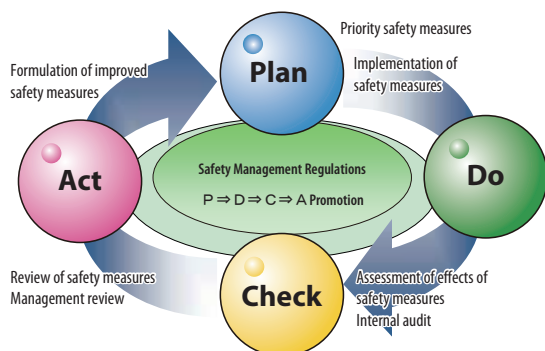
From the top management to the staff of every office and depot, Toei Transportation is working as one to bolster safety management. Formulating plans for priority measures to secure transportation safety, steadily implementing these plans, checking on them through, among others, the results of an internal audit on safety management, and making continuous improvements are conducted to ensure proper operation of the PDCA (Plan-Do-Check-Act) cycle.

Internal audit on safety management

An annual internal audit is conducted to verify if safety management related programs are being implemented as determined in the safety management regulations. In addition, these programs are reviewed and the progress of improvements is checked.

Management review

A management review based on the points indicated by the internal audit, implementation situation of the priority safety measures, opinions of the safety managers, and other considerations, is conducted, and then reflected in the formulation of plans for the following fiscal year.



"Toei Transportation Safety Day"

In an effort to express our stance and commitment to place top priority on securing the safety and peace of mind of our customers, since 2007, June 13 has been designated the Toei Transportation Safety Day. Two tragic accidents happened 12 years apart on this day: in 1994, the death of an elderly woman caught in the subway door in Asakusabashi Station on the Asakusa Line, and in 2006, the collision of two streetcars on the Arakawa Line.

Around this unforgettable day, events are organized such as a safety slogan competition, meetings, and increased rounds and inspections of the offices and depots.

The entire staff of Toei Transportation is united in all-out efforts to secure transportation safety so that such accidents never occur again.



▲Checking up on offices▲



▲Accident prevention seminar



▲Cleaning the "Declaration of Safety" Monument

Exhibition to Learn from Accidents

An exhibition room has been established in Toei Transportation's training center to display material for learning from past accidents in order to raise staff awareness on the importance of safety.

*This facility is not open to the public.



▲Exhibition room leaflet

Promotion of Environmental Measures

Environmental Management System

Since FY2000, Toei Transportation has been operating under an environmental management system (EMS), working to promote environmental measures.

Based on our environmental policy, each fiscal year we set environmental goals (plan), strive to meet the goals (do), assess the results (check), and reflect this in the goals for the next fiscal year (action). This allows us to conduct business in an environmentally-friendly manner.

Under the basic concept of our environmental policy, we work proactively to fulfill our social commitment as a transportation operator by taking actions such as reducing environmental load to all possible extent.

Toei Transportation Environmental Policy

Fundamental Principles

Toei Transportation conducts business operations that are friendly to the environment with the aim to promote the use of eco-friendly public transportation and invigorate this sector.

As an urban infrastructure that supports urban life and the urban activities of Tokyo, Toei Transportation is an important part of Tokyo's public transit system. We are fully aware of this importance, and work actively to conduct business that has the lowest possible load on the environment. Since subways, buses, and streetcars are more eco-friendly than other modes of transportation, we cooperate with other bureaus to promote the transportation demand management (TDM) policy of the Tokyo Metropolitan Government to encourage a shift to public transportation and to improve and expand the transportation network. This aims to boost the use of public transportation and invigorate the system.

Fundamental Policy

1. We will strive to protect the environment by observing environmental laws and regulations and undertaking the proper management of resources and energy.
2. We will establish environmental aims and goals and strive to achieve them. While regularly studying and reviewing the situation of these endeavors, we will also strive to make continuous improvements and prevent pollution.
3. We will engage in cultivating staff members who are able to take the initiative in working to improve the environment.
4. We will continue to advocate the use of eco-friendly public transportation.

Environmentally-Friendly Facilities

As a measure to help curb global warming, when maintenance work is undertaken at bureau facilities, environmentally-friendly equipment is introduced in order to reduce CO₂ emissions by making facilities more energy efficient.



▲Conversion to LED lighting



▲Repairing and updating escalators for energy efficiency

Participation in the Corporate Forest Project

To mark the occasion of Toei Transportation's 100th anniversary, we joined the Corporate Forest* project of the Bureau of Industrial and Labor Affairs. This has been named the Centennial Forest (Ome) project. We will watch over the growth of the forest by covering the expenses for cultivating the trees for 10 years after their planting.



▲Centennial Forest

(*) This is a project to create low-pollen forests under the sponsorship of a company or organization. The land owner, the sponsor, and the Tokyo Development Foundation for Agriculture, Forestry and Fisheries conclude an agreement to maintain the forest for 10 years. During this period, the sponsor can give the forest a name to publicize its CSR activities and is able to use the site as a training location.

Using ToKoPo to Raise Environmental Awareness

The use of environmentally-friendly Toei Transportation is promoted through activities such as giving ToKoPo bonus points to participants of events and by implementing the ToKoPo Eco Bonus campaign in conjunction with the Bureau of Environment during Environment Month.



▲ToKoPo card



▲Eco Bonus Campaign PR poster

Disseminating Information on Environmental Initiatives

Posters, onboard LCD displays, the website, and other media are used to disseminate information to customers on our environmental measures.



◀Station poster



▲Promotional video

Improving Service

Improvement of Services

One of the goals raised in the Long-Term Fundamental Policy for Management, formulated in March 1991, was for Toei Transportation to be “a leading company that strives to create more customer-oriented service.” To realize this ideal, in February 1992, we established a service improvement committee, which examines present services. Headed by the director-general of the Bureau of Transportation, it is striving to enhance customer satisfaction.

Service Improvement Teams

To ensure that service improvements reflect the unique situation of each workplace, service improvement teams have been established at all sites of operation. These teams are working in various ways to provide more convenient and pleasant services.

Service enhancement months are designated, and during these periods each team boosts activities for service improvement and all sections unite to actively engage in the campaign.

Workplace Environment

Based on actual onsite conditions and issues, we are engaged in creating a workplace environment where employees take the initiative to think from the customers’ perspective with service improvement teams playing a key role.

The Toei Transportation Service Symposium and other activities are also held to reconsider what customer-oriented service means and to create a workplace environment where organization-wide attempts are made to resolve problems.



▲Service Symposium

Listening to Customers

Customer comments and opinions are collected by the Toei Transportation Customer Center, established in April 2013, in order to achieve an even higher level of service.

This data is also circulated throughout the bureau and is being put to use to enhance services.

The customers can also voice their needs and opinions via a dedicated form on our website. In FY2017, a total of 18,593 comments were received from customers.

Toei Transportation Monitoring System

Toei Transportation has been using a monitoring system since FY2006 to improve services from the customers’ perspective. Four hundred fifty people selected as monitors rank items such as customer service and the state of stations, trains, streetcars, buses, and bus stops on a scale from one to four.

The Bureau of Transportation also holds facility tours to help monitors gain a deeper understanding of our business. The feedback gained from these efforts is reflected in the bureau’s operations to further improve customer service.



▲Facility tour for monitors (construction site)

Encouraging Passenger Etiquette

To make travel on Toei Transportation services more pleasant, we are creating posters and promotional videos to foster the understanding and cooperation of passengers with regard to public transportation etiquette such as not rushing on to trains and appropriate use of priority seating areas.



▲Poster to promote etiquette: campaign to discourage customers from looking at smartphones while walking

Manner Book

Currently published only in Japanese, this book targets young passengers to instill good public transportation etiquette from an early age. The reader is distributed to and used at all elementary schools in Tokyo.



Manner Book ▶

Promoting Recognition of Special Marks

In addition to distributing the Maternity Mark, Toei Transportation is also working to promote recognition of the mark by displaying stickers on buses and trains. In the same way, Toei is helping to promote recognition of the Help Mark, a mark created for those who may need assistance due to a disability or medical condition that is not outwardly apparent.



◀Maternity Mark



◀Help Mark

Financial Report

In FY2017, five businesses of Toei Transportation—Subway, Bus, Toden, Nippori-Toneri Liner, and Monorail—were used by 1,286.181 million people, or an average of 3.524 million people a day. Additionally, the power generation business supplied 92,578 MWh of electricity for the year.

This made operating revenue for all divisions combined 199.36 billion yen, with operating revenue including other sources 222.568 billion yen. Meanwhile,

ordinary expenses were 187.527 billion yen. As a result, Toei Transportation generated an ordinary profit/loss of 35.041 billion yen.

When looked at separately, Toei Subway, Bus, Toden, Monorail, and the power generation business recorded profits, while Nippori-Toneri Liner recorded losses.

Non-Consolidated Financial Statement for FY 2017 (tax excluded)

Note) Figures below 1 million yen have been rounded off. Totals may not match.



FY 2017 Balance sheet

(March 31, 2018)
(unit: million yen)

	High-speed train business account	Transportation business account	Electric power business account
(Assets)			
1 Fixed assets	1,364,325	180,743	3,848
(1) Tangible fixed assets	1,323,366	72,446	3,841
(2) Intangible fixed assets	1,915	106	6
(3) Investments and other assets	39,044	108,192	1
2 Current assets	187,978	42,261	4,724
(1) Cash and deposits	139,374	30,887	3,971
(2) Accounts receivable	15,096	5,707	202
(3) Securities	22,719	4,729	552
(4) Inventory	2,369	235	
(5) Prepaid expenses	43	13	
(6) Prepayment	8,349	688	
(7) Accrued revenue	12	1	0
(8) Other current assets	16		
Total assets	1,552,304	223,005	8,573
(Liabilities)			
3 Long-term liabilities	779,256	61,926	169
(1) Bonds	295,601	42,812	
(2) Long-term loans payable	245,000		
(3) Lease obligations	389	140	3
(4) Reserves	29,639	18,974	167
(5) Other fixed liabilities	208,627		
4 Current liabilities	68,146	18,518	304
(1) Bonds	31,595	5,380	
(2) Lease obligations	184	66	1
(3) Account payable	24,754	7,773	287
(4) Accrued expenses	410	40	
(5) Advance receipt	7,353	812	
(6) Reserves	2,395	1,771	16
(7) Deposits payable	1,457	2,675	1
5 Deferred income	417,218	1,733	652
(1) Long-term advance receipt	417,218	1,733	652
Total liabilities	1,264,621	82,177	1,126
(Shareholders' Equity)			
6 Capital	448,502	53,513	2,961
(1) Investment from general account	448,502	9,154	
(2) Revaluation reserve		1,261	
(3) Sinking fund reserve		30,900	1,633
(4) Reserve for other surplus funds		12,198	1,328
7 Surplus funds	△ 160,819	86,771	4,486
(1) Capital surplus	99,616	172	0
(2) Earnings surplus (△loss)	△ 260,434	86,598	4,486
8 Valuation adjustments, etc.		544	
(1) Other unrealized gain/loss on available-for-sale securities		544	
Total Shareholders' Equity	287,683	140,828	7,447
Total Liabilities and Shareholders' Equity	1,552,304	223,005	8,573

History of Toei Transportation

OVERALL

1911. 8. 1	Tokyo City Electricity Bureau established; Tokyo Railroad Co., Ltd. purchased and streetcar and power supply operations begin
1923. 9. 1	Great Kanto Earthquake badly damages transportation facilities
1924. 1.18	Public bus operations begin
1943. 5.29	Establishment of Tokyo-shi Denki Kyoku Kyoryokukai (former Tokyo-to Kotsu-kyoku Kyoryokukai)
1943. 7. 1	Electrical Bureau renamed Transportation Bureau of the Tokyo Metropolitan Government (TBTMG) with merger of Tokyo prefecture and city
1945. 3.10	Wartime firebombing of Tokyo severely damages transportation facilities
1948. 8.14	Hato Bus Co., Ltd. established
1952. 5.20	Trolley bus begins operation
1954. 4. 1	Charter bus operations begin
1957.12.17	Monorail operations begin at Ueno Zoo
1957.12.22	Electric power business begins (Tamagawa Power Plant No.1 begins operations)
1960.12. 4	First subway line (Asakusabashi — Oshiage) opens
1963. 6. 3	Tokyo Kotsu Kaikan established
1967. 1. 1	Designated as requiring financial rehabilitation
1967. 8. 1	First Financial Reconstruction Plan for Tokyo Transportation Operations prepared (FY 1966 — 1973)
1968. 9.29	Trolley bus operations discontinued
1969.10.16	Tokyo Transportation Service Co., Ltd. established
1973.10. 1	Special bus operations begin
1976.10.22	Second Financial Reconstruction Plan (FY 1976 — 1980)
1980.11.26	Third Financial Reconstruction Plan (FY 1981 — 1983)
1984. 1.18	Tokyo Transportation Management Reform and Improvement Plan (FY 1984 — 1990)
1987.11.12	Tokyo Traffic Development Co., Ltd. established
1988. 4. 1	TBTMG Lost and Found Center established
1988. 7.28	Tokyo Metropolitan Subway Construction Company established
1990. 6.15	PR brochure "Fureai no Mado" debuts
1990.12. 6	Opening of Tokyo-to Kotsukyoku Sogo Annaisho (later renamed Toei Transportation Information Center)
1991. 3.28	TBTMG Basic Long-Term Operating Policy announced (FY 1991 — 2000)
1991. 4. 1	TBTMG moved from Tokyo Kotsu Kaikan (Yurakucho) to Tokyo Metropolitan Government No. 2 Building (Shinjuku) with transfer of TMG
1991.12.24	TBTMG First-Term Comprehensive Implementation Plan (Toei Transportation Plan '91) announced (FY 1991 — 1993)
1992. 2.27	Service Improvement Committee established

1994. 4.28	TBTMG Second-Term Comprehensive Implementation Plan (Toei Transportation Plan '94) announced (FY 1994 — 1996)
1997. 2.27	TBTMG Third-Term Comprehensive Implementation Plan (Toei Transportation Plan '97) announced (FY 1997 — 2000)
1999. 4. 1	Website opens
2001. 3. 5	TBTMG Operations Plan (Challenge 2001) announced (FY 2001 — 2003)
2004. 3. 9	TBTMG Operations Plan (Challenge 2004) announced (FY 2004 — 2006)
2006. 4. 3	Customer's Eye Toei Transportation Monitoring System established
2006. 8. 1	Website upgraded to current design
2006.12.22	TBTMG Safety Policy formulated
2007. 2. 2	TBTMG Operations Plan (New Challenge 2007) announced (FY 2007 — 2009)
2007. 6.13	"Toei Transportation Safety Day" implemented
2007.11.28	"Exhibition room to learn from accidents" opened
2008. 3.30	Nippori - Toneri Liner begins operations
2010. 2.22	TBTMG Management Plan (Step-up 2010) formulated (FY 2010 — 2012)
2011. 3.11	Great East Japan Earthquake
2011. 8. 1	Toei Transportation's 100th Anniversary
2013. 2.15	TBTMG Management Plan formulated (FY 2013 — FY 2015)
2013. 4. 1	Toei Transportation Information Center and the TBTMG Lost & Found Center are restructured to establish the Toei Transportation Customer Center
2016. 2.12	TBTMG Management Plan formulated (FY 2016 — FY 2021)
2016. 8. 1	PROJECT TOEI launched to celebrate Toei Transportation's 105th Anniversary



Opening of completed Toei Subway Asakusa Line (1968)



Opening of completed Toei Subway Oedo Line (2000)

TOEI SUBWAY

1954. 3.29	Tokyo Metropolitan Assembly passes resolution to build Toei Subway	2000. 8.10	Platform gates begin operations at every station on Mita Line
1958. 3. 1	License and approval for Subway Line 1 (currently Asakusa Line) acquired	2000. 9.18	Wrapped cars (covered entirely by advertisements) begin running on Oedo Line
1960.12. 4	Subway Line 1 opens (Oshiage — Asakusabashi); Mutual through services with Keisei Line begins	2000. 9.26	Mita Line extended (Mita — Meguro); Mutual entry line sharing service with Tokyu Meguro Line begins; Conductorless operation begins
1962. 5.31	Subway Line 1 extended (Asakusabashi — Higashi-nihombashi)	2000.10.14	Passnet common card system introduced
1962. 9.30	Subway Line 1 extended (Higashi-nihombashi — Ningocho)	2000.12.12	Full Oedo Line operation between Kokuritsu-kyogijo, Daimon, and Tochomae stations begins
1963. 2.28	Subway Line 1 extended (Ningocho — Higashi-ginza)	2000.12.28	ISO 14001 certification acquired by Ojima Inspection station
1963.12.12	Subway Line 1 extended (Higashi-ginza — Shimbashi)	2001. 4.14	Oedo Line Service Staff formed (discontinued 3/31/05)
1964.10. 1	Subway Line 1 extended (Shimbashi — Daimon)	2001.10. 1	Good Design Prize awarded to ten stations on Oedo Line loop
1968. 6.21	Subway Line 1 extended (Daimon — Sengakuji); Mutual through services with Keihinkyuko Line begins	2002. 2.28	Acquired general accreditation under the Accredited Railway Enterprise System
1968.11.15	Subway Line 1 extended (Sengakuji — Nishi-magome)	2002. 5.30	Architectural Institute of Japan Prize awarded to Iidabashi station (Oedo Line)
1968.12.27	Subway Line 6 (currently Mita Line) opens (Shimura (currently Takashimadaira) — Sugamo)	2002.10.27	Direct interline service with Shibayama Railway Line and Asakusa Line
1969. 7.26	Subway Line 6 6000-series train wins Laurel Prize for excellence of concept, technology, and design	2002.11. 2	Shiodome station (Oedo Line) opens
1969. 8. 1	Shimura station renamed Takashimadaira	2003. 4. 1	Management of several stations outsourced
1972. 6.30	Subway Line 6 extended (Sugamo — Hibiya)	2004. 4. 1	Joint station numbering scheme introduced
1973.11.27	Subway Line 6 extended (Hibiya — Mita)	2005. 4. 1	Station concierge (information staff) introduced
1974. 7.28	Air conditioning commenced at Subway Line 1 Shimbashi station	2005. 5. 9	Women-only cars introduced experimentally on Shinjuku Line (full-scale operations begin 12/11/2006)
1976. 5. 6	Subway Line 6 extended (Takashimadaira — Nishi-takashimadaira)	2005. 5.14	Introduced new 10-300 model trains on Shinjuku Line
1978. 7. 1	Subway Lines 1, 6, and 10 are renamed the Asakusa, Mita, and Shinjuku Lines respectively	2005. 9. 5	Installation of train information panels (installation in all stations complete 3/28/2007)
1978.12.21	Shinjuku Line extended (Iwamotocho — Higashiojima)	2006. 4. 1	E5000 electric locomotive introduced to pull Oedo Line trains from Shiodome station to Magome Inspection station
1980. 3.16	Shinjuku Line extended (Shinjuku — Iwamotocho); Mutual through services with Keio Line begins	2006. 4. 1	Shiodome service line begins operations
1983.12.23	Shinjuku Line extended (Higashi-ojima — Funabori)	2006. 4. 1	Safety Station for Children program implemented
1986. 9.14	Shinjuku Line extended (Funabori — Shinozaki)	2006. 7. 1	Automated external defibrillators (AED) installed at all stations
1988. 1. 1	Smoking banned within ticket gates at all stations	2006.11. 3	Model 5200 car retired on Asakusa Line
1988. 5.21	Air-conditioned cars introduced on Shinjuku Line	2006.11.16	Updated general accreditation under Accredited Railway Enterprise System
1989. 3.19	Shinjuku Line extended (Shinozaki — Motoyawata)	2007. 3.18	PASMO smart IC card ticketing system begins
1989. 3.19	Asakusa Line Edobashi station renamed Nihombashi	2008. 1.11	Sales of T Card (Passnet) terminated
1991. 3.31	Asakusa Subway Line begins mutual through services with Hokuso-Kodan (currently Hokuso Railway) Line	2008. 3.15	Use of common travel card "Passnet" at automated ticket gates terminated
1991. 3.31	Aluminum cars (5300-series) introduced on Asakusa Line	2009. 4. 3	Ecological measures implemented at Higashi-ojima Station on the Shinjuku Line
1991. 6.27	First female railroad salesperson	2011. 8. 1	ToKoPo service begins
1991. 9. 1	Smoking banned throughout all station complexes	2012. 2.23	New 12-600-series cars introduced on the Oedo Line
1991.12.10	Toei Line 12 (currently Oedo Line) opens (Nerima — Hikarigaoka)	2013. 3.23	The IC cards of ten transport companies become interchangeable nationwide
1993. 6.22	100% stainless steel cars (model 6300) introduced on Mita Line	2013. 3.31	Installation of air conditioning systems at all subway stations completed
1993.11.11	Toei Line 12 begins use of T-Card	2014. 2. 1	General Control Office becomes fully operational
1994. 6.25	Installation of automated ticket gates completed at all Toei Subway stations	2014. 4.22	Release of the "Tokyo Subway Ticket"
1994.11. 1	T-Card usability extended to all lines	2014. 6. 1	Fares revised along with the increase in consumption tax
1995. 7. 2	Model 5000 car retired on Asakusa Line	2014.12. 1	Free Wi-Fi service for foreign tourists launched at 35 major stations
1996. 3.26	Toei and Eidan (Tokyo Metro) subway cards standardized	2015. 3.24	Waiting rooms on platforms opened at Shimura-sanchome, Nishidai, and Shin-takashimadaira stations on the Mita Line and at Funabori Station on the Shinjuku Line
1997.12.19	Toei Line 12 extended (Shinjuku — Nerima)	2016. 2. 5	Free onboard Wi-Fi service for foreign tourists starts (one Asakusa Line train)
1997.12.24	Express operations start on Shinjuku Line	2017. 2.21	Launched use of foreign tourist-friendly next-generation ticket vending machines
1998.10.14	Tochomae station on Toei Line 12 chosen as one of Kanto's 100 best stations	2018. 3.10	Established a Tourist Information Center at Ueno-okachimachi Station
1999. 8.31	First female conductor on a Toei Subway Line	2018. 6.30	New 5500-series cars introduced on the Asakusa Line
1999. 9.30	72 Model 6000 cars from Mita Line donated to Indonesia		
1999.11.28	Model 6000 cars from Mita Line retired		
1999.12. 3	ATC installed on Mita Line		
2000. 4.20	Line 12 renamed Oedo Line		
2000. 4.20	Oedo Line extended operation from Shinjuku to Kokuritsu-kyogijo		
2000. 8. 6	Higashi-ojima station on Shinjuku Subway Line selected as one of Kanto's 100 best stations		

TOEI BUS

1924. 1.18	Public bus operations begin	1999.10. 1	Digital MCA radio bus management system introduced
1942. 2. 1	Eight pre-existing surface transportation companies (ten businesses) integrated	2000. 4.10	"Wrapped buses" (covered entirely by advertisements) begin operations
1947. 6.25	Mutual operations begin with privately-run buses	2000.11.21	Low-sulfur fuel used for first time in Japan (introduced at all depots by 4/1/2001)
1954. 4. 1	Charter bus operations begin	2000.12.12	Bus lines reorganized as a result of Toei Subway Oedo Line opening
1965. 2.16	Conductorless public bus service begins	2000.12.12	Rapid Bus, Direct Bus, and Flexible Bus begin operations
1970. 3. 1	Bus lanes established	2003. 1. 8	Real-time Toei Bus information made available on the internet
1972.11.12	Bus route names changed from numbers to station names	2003. 3.31	Express Bus service discontinued; Installation of Diesel Particulate Filters (DPF) completed
1973.10. 1	Special bus operations begin	2003. 4. 1	Outsourcing of Suginami Branch management begins
1974. 2.25	Mini-bus operations begin	2003. 8.28	Business operations of fuel cell buses begin as part of feasibility experiment (until 12/28/2004)
1979. 8. 1	Introduction of air-conditioned buses begins	2007. 3.18	PASMO smart IC card ticketing system begins
1981. 4. 1	Double-decker buses introduced	2007. 3.26	Bus stop with advertising panel test-installed at Tokyo Metropolitan Government Main Building No. 1
1982. 4. 1	Bus location system introduced at Waseda Bus Depot	2008. 4.26	Tokyo Shitamachi bus (Tokyo — Ryogoku) begins operation
1982. 5.26	Newly-painted buses begin operation (current color)	2009. 4.13	Test drives of IPT hybrid bus begins (until April 27, 2009)
1984. 3.31	都01 Green Shuttle city bus (Shibuya — Shimbashi stations) begins operation	2010. 6.30	Trial operation of buses utilizing next generation synthetic fuel with excellent environmental performance (until 2010.12.23)
1988.12. 5	Four late-night bus lines (Midnight 25) begin operations	2011. 1.31	Test drives of IPT hybrid buses (until 2011.2.14)
1990. 6.18	Late-night medium-distance bus (Ginza station — Mitaka North Exit) begins operation	2011. 3.14	Buses send Tokyo medical aid teams to areas affected by the Great East Japan Earthquake (up to 2011.4.26)
1990.12.10	Midnight Arrow Kasukabe late-night express bus (Ueno station — Kasukabe West Exit) begins operation	2011. 8. 1	ToKoPo service begins
1991. 4. 1	Shuttle buses (Shinjuku station west exit — Tocho loop) begin operations	2013. 3.23	The IC cards of ten transport companies become interchangeable nationwide
1991. 4. 1	Super-low floor buses begin operations	2013. 3.31	Replacement of bus fleet by non-step buses 100% complete
1991.12.18	Diesel-electric hybrid buses begin operations	2013. 5.26	Online distribution of real-time bus information by a GPS-based bus system begins
1992. 3.27	Lift-equipped super low-floor buses begin operations	2013.12.20	Free Wi-Fi service starts on buses
1992. 3.30	Ginza area Ginbura bus begins operations	2014. 4. 1	Fares revised along with the increase in consumption tax
1992. 9. 8	First female driver	2015. 7.27	Tests conducted on fuel cell buses in preparation for introduction to the Toei Bus fleet (Completed 2015.7.30)
1993.11.11	Bus and streetcar T-Card introduced	2017. 3.21	Toei launches first commercial fuel cell bus into service on a public transport route in Japan
1994. 1.18	Diesel-hydraulic hybrid buses begin operations		
1994. 1.18	Kneeling buses begin operations		
1994. 2.25	Buses with idling start/stop system begin operations		
1994.10. 1	Common bus card introduced		
1994.12.21	Compressed natural gas (CNG) buses begin operations		
1995. 3.11	Buses with diesel particulate filters (DPF) begin operations		
1995. 3.17	New low-floor buses begin operations		
1997. 3.19	Non-step buses begin operations		
1998. 3.30	Direct express bus from Tokyo station to Odaiba begins operations		
1998. 5. 1	Bus priority system introduced on 都01 and other routes		
1999. 2.20	Japan's first CNG non-step buses begin operations		
1999. 3.31	AL01 Access Line begins operations (Higashi-ojima — Sakura Hall loop)		
1999. 7. 8	Toei Bus mascot name chosen by public ("Minkuru")		



Entaro bus begins operation Model TT
Ford 11-person conductorless bus (1924)

TODEN

1882. 6.25	Tokyo Horse-Drawn Railway Co., Ltd. (Tokyo Electric Railway Co., Ltd.) begins operations (Shimbashi — Nihombashi)
1903. 8.22	Tokyo Horse-Drawn Railway Co., Ltd. (Tokyo Electric Railway Co., Ltd.) extend streetcar operations (Shinagawa — Shimbashi)
1911. 8. 1	Tokyo City Electrical Bureau Cooperative purchases Tokyo Railways, begins streetcar business
1911. 8.20	Oji Denki Kido Co., Ltd. (precursor to Arakawa Line) begins streetcar operations (Asukayama — Otsuka station)
1930. 3.30	Oji Denki Kido Co., Ltd. begins operations on current Arakawa Line (Omokagebashi — Waseda)
1942. 2. 1	Eight pre-existing surface transportation companies (10 businesses) integrated, including Oji Denki Kido Co., Ltd.
1959.10.20	Automobiles share streetcar tracks
1967. 8. 1	Financial Reconstruction Plan for Tokyo Transportation Operations announced, streetcar discontinued
1967.12.10	First streetcar track removal (nine lines discontinued, two lines shortened)
1972.11.12	Sixth-stage streetcar track removal concluded, leaving only Lines 27 (Minowabashi — Oji station) and 32 (Arakawa-shakomae — Waseda)
1974.10. 1	Lines 27 and 32 integrated, renamed Arakawa Line
1978. 4. 1	All streetcars converted to conductorless operation
1978. 5.18	Arakawa Line 7000-series car wins Laurel Prize for excellence of concept, technology, and design
1984. 3. 1	Introduction of air-conditioned vehicles begins
1986. 4.10	Operation management system introduced
1990. 5. 2	8500-series begins operations
1993.11.11	Bus and streetcar T-Card introduced
1994. 4. 1	Train radio use introduced
1994.10. 1	Common bus card introduced
1996. 2. 5	First female driver
1997.10.14	Minowabashi station chosen as one of Kanto's 100 best stations
2000. 5.31	"Wrapped" streetcars (covered entirely with advertisements) begin operations
2000.11.11	Arakawa—itchumae station (Joyful Minowa-mae) added
2003. 5. 1	All streetcar stations designated non-smoking
2007. 3.18	PASMO smart IC card ticketing system begins
2007. 5.26	Toden Hall of Memories opened in Arakawa Streetcar Depot; Renewal of Minowabashi station
2007. 5.27	New model 9000 (retro design streetcar) begins operation
2008. 6.14	Zoshigaya station renamed Toden-zoshigaya
2009. 4.26	The new 8800-series cars, aiming for advanced performance and comfort, begin operations
2010. 7.31	Use of common bus pass terminated
2011. 4.18	Toden mascot name chosen by public ("Toaran")
2011. 8. 1	ToKoPo service begins
2011.10. 1	Operation of the "Hana Densha" a flower decorated streetcar to commemorate Toei Transportation's 100th anniversary, starts (operated on October 1, 10, 16, 23, and 30)
2013. 3.23	The IC cards of ten transport companies become interchangeable nationwide
2014. 4. 1	Fares revised along with the increase in consumption tax
2015. 6.22	Awarded the TripAdvisor Certificate of Excellence 2015
2015. 9.18	New 8900-series cars introduced
2016. 3. 3	A trial to test greening measures along tracks starts
2016. 5.30	7700-series cars put into service
2017. 3.26	Two stations given descriptive names indicating nearby facilities, Kumanomae (Shutodaigaku Tokyo Arakawa Campus-mae) and Arakawa nichome Station (Yuinomori Arakawa-mae).
2017. 4.28	Toden Arakawa Line given the "nickname" Tokyo Sakura Tram
2017.11.16	Station numbering system implemented

NIPPORI-TONERI LINER

1985. 7.11	Based on transport needs analysis, the Council for Transport Policy recommends introduction of new transportation system (Nippori — Toneri)
1995.12.28	Tokyo Metropolitan Subway Construction Company design patent
1997.12. 1	Construction begins
2006.11.13	Line and station names decided
2007.10. 1	Permission granted for transfer of rail business from Tokyo Metropolitan Subway Construction Company to TBTMG (transferred 03/30/08)
2007.10.31	Fares approved
2008. 3.30	Nippori-Toneri Liner begins operation
2008.10.27	Total number of passengers reaches 10 million
2011. 8. 1	ToKoPo service begins
2011. 9.29	Addition of 1 new car
2011.11. 3	Addition of 1 new car
2013. 3.23	The IC cards of ten transport companies become interchangeable nationwide
2014. 6. 1	Fares revised along with the increase in consumption tax
2015.10.10	New 330-series cars introduced
2017. 5.10	320 series cars introduced
2017.11.16	Station numbering system implemented

OTHER

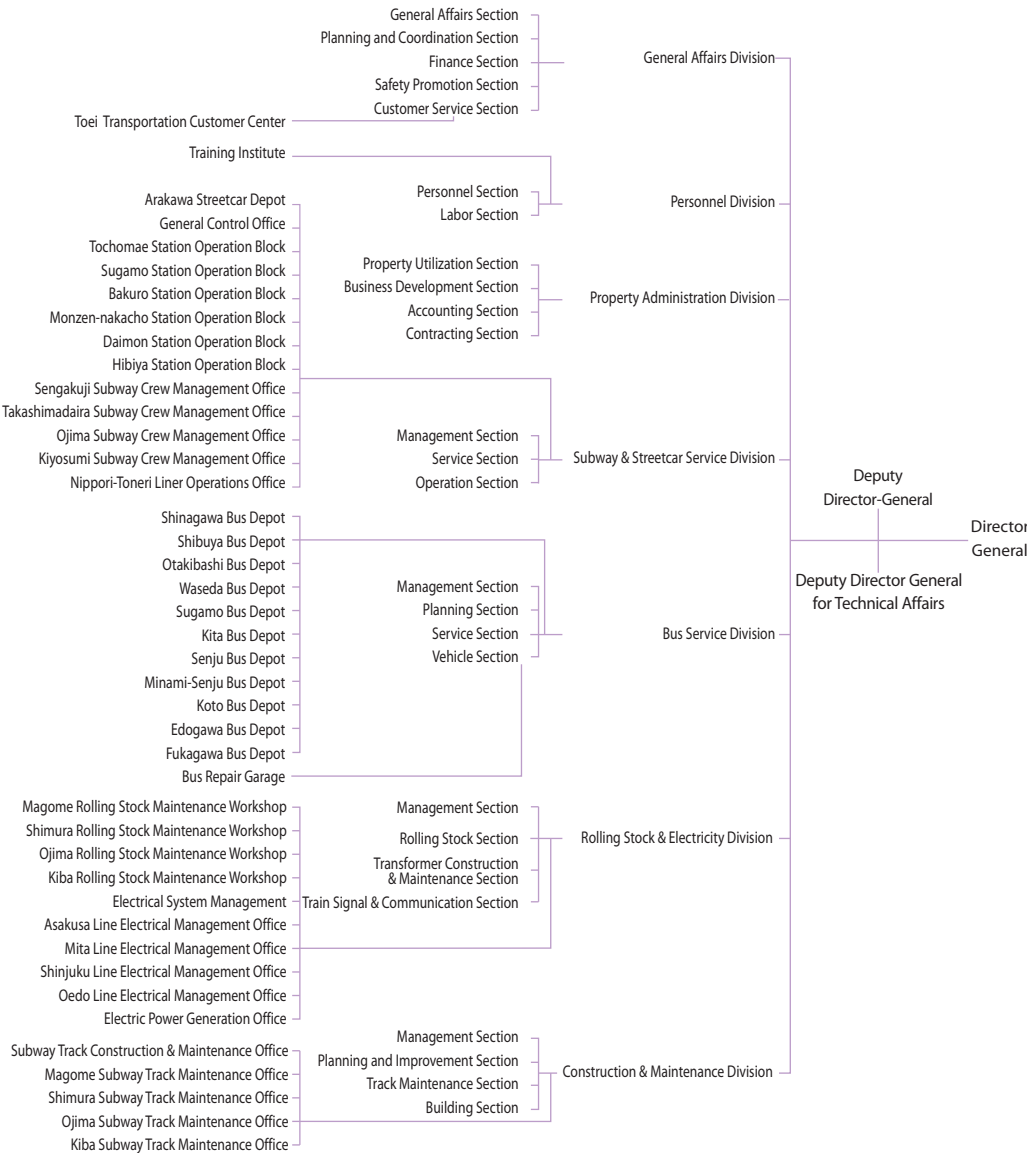
1911. 8. 1	Tokyo City Electrical Bureau Cooperative begins operation of Shibuya, Shinagawa, and Fukagawa power plants
1942. 4. 1	Electric power business transferred to Kanto Haiden (predecessor of TEPCO) by government fiat
1952. 5.20	Trolley bus begins operation
1957.12.17	Monorail operations begin at Ueno Zoo
1957.12.22	Tamagawa No. 1 begins operation
1963. 2.23	Tamagawa No. 3 begins operation
1967. 1. 1	Monorail adds second train (model M)
1968. 9.29	Trolley bus operations discontinued
1985. 2.19	Monorail adds third train (model 30)
2000. 4. 1	Monorail facilities ceded to the Tokyo Metropolitan Government Bureau of Construction (management and operations remain with TBTMG)
2000.11.11	Shiromaru Power Plant begins operation
2001. 5.31	Monorail adds fourth train (model 40)
2012.11. 1	Through a revised ordinance, the supply of power generated has been expanded to new clients
2013. 4. 1	Sale of electricity to new power producers and suppliers (PPS) begins



2007 New retro-style 9000-series cars introduced

Organization Chart

As of April 1, 2018



As of March 31, 2018

PERSONNEL		
Clerical	1,384	
	34	
Technical	740	
	20	
Drivers	Subway	652
		18
	Bus	1,943
		77
	Toden	83
		1
	Nippori-Toneri Liner	18
		1
	Monorail	0
		1
Subway Conductors	253	
	6	
Station Staff	583	
	28	
Vehicle Maintenance	636	
	18	
Other	82	
	2	
Total	6,374	
	206	

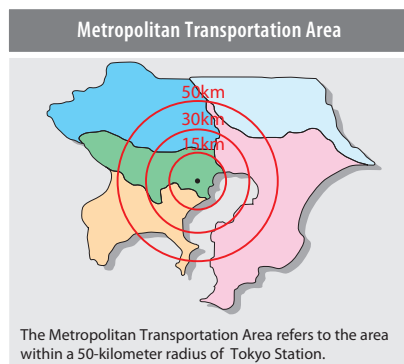
Full-time workers
Reappointed retirees (short-term)

Mass Transit in Tokyo

According to the 2015 census, Tokyo is home to about 13.52 million people. However, the daytime population increases to about 15.96 million as commuters flood in from neighboring prefectures to workplaces and schools in Tokyo.

A daily total of some 30 million people use public transportation in Tokyo's 23 special-ward area. Supporting their movements are the JR and other private railways that link Tokyo with its suburbs; the Toei Metro, primarily servicing the special-ward area of Tokyo; and buses (Toei Bus and privately operated buses) that serve as convenient, local modes of transportation.

Toei Transportation operates subways, buses, streetcars, and the Nippori-Toneri Liner, among others, in accordance with the Local Public Enterprise Act. According to the FY2014 Metropolitan Transportation Annual Report, it accounted for about 10 percent of the total mass transit services in the Tokyo special-ward area.



Transportation in Tokyo in the Metropolitan Transportation Area							Transportation in Tokyo's 23 Special-Ward Area						
Daily avg. (Units=1,000 people, %)							Daily avg. (Units=1,000 people, %)						
TYPE	FY2011			FY2012			FY2011			FY2012			
	Passengers	Share	Index Share ^a	Passengers	Share	Index Share ^a	Passengers	Share	Index Share ^a	Passengers	Share	Index Share ^a	
JR	15,167	33.9	154	15,424	35.0	156	10,043	35.2	66	10,214	35.5	67	
Private Rail	14,757	33.0	168	15,067	34.2	172	7,765	27.2	53	7,923	27.5	54	
Subway	9,101	20.4	250	9,425	21.4	259	8,387	29.3	92	8,691	30.2	95	
Streetcar	103	0.2	21	100	0.2	20	103	0.4	100	100	0.3	97	
Bus	4,004	9.0	57	2,717	6.1	39	1,252	4.4	31	978	3.4	24	
Hired Car Service/Taxi	1,590	3.5	50	1,366	3.1	43	1,004	3.6	63	891	3.1	56	
TOTAL	44,722	100	136	44,099	100	134	28,554	100	64	28,798	100	64	
[Toei's share of (above)]	Toei's Total	2,943	6.6	148	3,061	6.9	154	2,904	10.2	99	3,020	10.5	103
	Private Lines (new transportation)	61	0.1	—	63	0.1	—	61	0.2	—	63	0.2	—
	Subway	2,279	5.1	457	2,374	5.4	476	2,246	7.9	99	2,340	8.1	103
	Streetcar	49	0.1	13	45	0.1	12	49	0.2	100	45	0.2	92
	Bus	554	1.3	49	579	1.3	52	548	1.9	99	573	2.0	103

Reference: Japan Transport and Tourism Research Institute "2014 Metropolitan Transportation Annual Report"
*Index Share: FY1970 figures equal to 100.

INFORMATION

Toei Transportation Website

Toei Transportation operating conditions, time schedules, news releases, event information, and more are available on the Toei Transportation website.

Foreign language versions of the website are also available (English, Traditional and Simplified Chinese, Korean, and Thai).

URL <http://www.kotsu.metro.tokyo.jp>



Toei Transportation Social Media Accounts

Toei Transportation is disseminating information using Twitter, Facebook, Instagram, and YouTube.

Twitter (Japanese language account)

Information on Toei Transportation services, events, etc.

<https://twitter.com/toeikotsu>

Facebook (Japanese language account)

Introduces Bureau of Transportation initiatives, events, and more

<https://www.facebook.com/toeikotsu>

Instagram

Presents attractive photos and videos related to Toei Transportation (English explanation also provided)

https://www.instagram.com/toeitransportation_official/

YouTube

Presents videos introducing Toei Transportation and areas along routes served by Toei

<https://www.youtube.com/user/toeikotsu>

(Foreign language accounts)

Twitter

Provides information on Toei Transportation services and more (English only)

https://twitter.com/toeikotsu_eng

Facebook

Introduces information on using Toei Transportation, sightseeing, and more

English : <https://www.facebook.com/toeitransportation.eng/>

Traditional Chinese : <https://www.facebook.com/toeitransportation.chh/>

Korean : <https://www.facebook.com/toeitransportation.kor/>

Thai : <https://www.facebook.com/toeitransportation.thai/>

Toei Transportation Customer Center

Toei Transportation Customer Center handles inquiries concerning Toei Transportation (inquiries for lost and found, fares, schedules, opinions, and requests).

9:00 a.m. - 8:00 p.m. daily
Telephone: 03-3816-5700
FAX: 03-3812-7640

*Please follow the audio guidance and select from the following three options.

- 1: Inquiries concerning fares, schedules, and routes
- 2: Inquiries concerning lost and found
- 3: Other inquiries, opinions, and requests

Toei Transportation Lost and Found Center

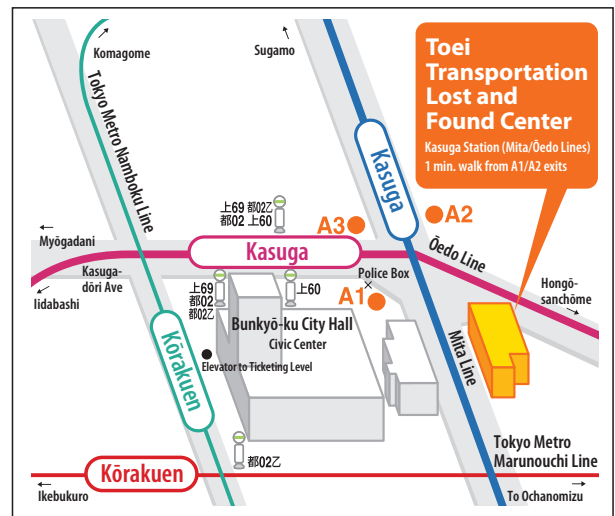
Items lost onboard Toei Transportation or in our stations are temporarily kept here (one to four days) before being sent to the Metropolitan Police Department's Lost and Found Center.

9:00 a.m. - 8:00 p.m. daily

Telephone: 03-3816-5700

FAX: 03-3812-7640

*This number is connected to Toei Transportation Customer Center. Please follow the audio guidance and select option number 2.



Toei Subway and Tokyo Metro provide a convenient ticket gate service that allows customers to pass through either station to reach their preferred exit at Toei Subway Kasuga and Tokyo Metro Korakuen stations.

PR in Print

Pamphlets and other print media introduce areas along the railway lines, as well as the activities of Toei Transportation.

Main publications

Fureai no mado: Introduction of the area related to TOEI TRANSPORTATION (12 issues/year in Japanese)

Toden Line Area Magazine, Sakuratabi

(6 issues/year in Japanese)*

Toei Bus ensen gaido

(Bus route sightseeing guide) (5 issues/year in Japanese)

Toei Bus rosen annai

(Bus route guide) (issued annually in Japanese)

*Note: Titled *Todende* through May 2017



