For Your Safety and Peace of Mind

Handy Safety Guide





About this Handy Safety Guide

Tokyo Metro considers transport safety to be its highest priority and utilizes various means to ensure safety.

This Handy Safety Guide is an easy-to-understand, illustrated guide to safety on Tokyo Metro. For your convenience, it also includes details for certain emergency information sources.

Train operating information is available to the public

Tokyo Metro provides information on when trains are delayed or expected to be delayed by 15 minutes or more via X (formerly Twitter), the Tokyo Metro My app, and the official website by line; please take advantage of these services.

- Ginza Line@G line info
- Yurakucho Line@Y_line_info Hanzomon Line@Z_line_info
- Marunouchi Line @M_line_info Hibiya Line@H_line_info
 - Namboku Line@N line info
- Chiyoda Line@C_line_info
- Fukutoshin Line@F line info

Table of Contents

| During a major earthquake 3 |
|--|
| During typhoons and major storms |
| If fire breaks out on a train |
| What we ask of you on the station platform |
| In case of such situations 17 |

Three main characters in the Q&A in this text







-Station Staff and Crew Answers simple questions.

Provides you one-point information one step ahead.





During a major earthquake





Won't the stations and tunnels collapse?



The underground pillars are sufficiently reinforced so that they will not collapse even in the event of a major earthquake. However, there is a possibility that ceiling lights, information signs, etc. may come loose and fall, so please be careful over your head and under your feet, etc., during and even after the shaking subsides.



Are trains safe during an earthquake?



If a strong shaking is predicted or detected by seismographs installed along the route or by earthquake early warning data, the train is stopped immediately to prevent the shaking from continuing or increasing. If the emergency stop is announced in a car, please hold on to the handrail or strap for your safety.

One point



Further improving earthquake resistance

In order to achieve early resumption of operations in the event of an earthquake directly beneath the Tokyo metropolitan area and other areas, and in light of the rail damage caused by the Great East Japan Earthquake in 2011, we have implemented seismic reinforcement of piers and masonry walls of steel bridges that were previously deemed unnecessary, with seismic reinforcement of steel bridge piers completed in fiscal 2020.

In addition, further seismic reinforcement is underway in response to the 2016 Kumamoto earthquake.

Pillars of steel bridges over roads were completed in fiscal 2022, bridges over railroad tracks in fiscal 2023, and reinforcement of pillars in tunnels is underway.



After a Major Earthquake



Can't I get trapped on a train?



Even in the event of an emergency stop between stations, trains will continue as far as possible to the nearest station platform after confirming that it is safe to do so. Even in the event of a power outage, trains stopped between stations are equipped with an emergency running battery to ensure that they can continue to the next station or a safe location.

(Ginza and Marunouchi Lines) On the bridge section of the Tozai and Chiyoda Lines, emergency running batteries are installed at substations.

If the train cannot be moved by any means, the crew will take safety measures before evacuating passengers, so please do not get off the train unnecessarily and follow the crew's instructions.







What if the train stops and I cannot get home?



In the event of a major earthquake, do not move unnecessarily and stay in a safe place such as your workplace, school, or outside the home. You should stay in a safe place without unnecessary movement for 72 hours after a disaster occurs, as it may interfere with disaster and life-saving activities and you may experience secondary damage such as aftershocks while walking home. In addition, after temporary accommodation facilities are opened by local governments, etc., please move there in order.

 Emergency lights will come on.
Stay calm and evacuate
to safety.

Emergency Running Battery

Emergency running battery is installed so that trains stopped between stations can be driven to the station even in the event of a power outage.



emergency generator



If the power goes out, will it be pitch black?



In stations and tunnels, emergency generators provide power for emergency lighting and other disaster prevention equipment, so it will not be pitch black. In addition, some lighting, broadcasting and communications equipment on trains can be powered by batteries. In the event of an extended power outage, please evacuate to a safe location as directed by station staff and crew.



Why should I not go to the station immediately after a major earthquake?



In the event of a major earthquake, Tokyo Metro will suspend operations to conduct safety inspections of its facilities and equipment, and even if you arrive at the station, you will not be able to board a train immediately. In addition, if many passengers rush to the station, the area around the station will be crowded, and even the streets on the ground will be filled with people, which may obstruct the passage of emergency vehicles. Do not attempt to alight the train until it stops at a station.

One point



Further enhancing disaster prevention system

Tokyo Metro is preparing drinking water, aluminum blankets, simple mats, and portable toilets for about 100,000 people at stations based on lessons learned from the 2011 Great East Japan Earthquake, which made it difficult for many people to return home.

The Tokyo Metropolitan Government and other authorities have assumed that a tsunami generated in Tokyo Bay by an earthquake directly beneath the Tokyo metropolitan area would not inundate any areas except for some riverbeds, etc. However, Tokyo Metro has a system in place to continuously collect information and quickly evacuate passengers in the event of an emergency.

We ask for your cooperation to ensure a smooth evacuation, and for your consideration for those around you, such as talking to other passengers.



During typhoons and major storms



It is a subway, but is it affected by strong winds?



Although the Tokyo Metro is a subway system, seven of its nine lines have above-ground sections, and other lines that have reciprocal service with the Tokyo Metro also run above ground, which is affected by strong winds. In the event of strong winds, trains may be slowed or suspended and the timetable may be disrupted.



What should I do to prepare for a planned service suspension?



Action 1: Evacuate to a safe place before the service suspension (if your home is not safe) \rightarrow Evacuate as soon as possible to a safe evacuation place such as a "shelter in place" designated by the local government, a "friend"s house", or a "hotel/restaurant" that is not affected by flood damage. Action 2: Evacuate to your home (if your home is safe) \rightarrow Check the flood risk of your home with a hazard map, and if it is safe, stay at home.





How do subway stations prevent flooding?



During heavy rains, water stops and watertight doors are used to block station entrances and exits, and flood prevention machines are used to block ventilation openings to prevent water from entering the building and flooding the basement. Normal rain and ground water accumulates underground, but is automatically pumped up by sump pumps and discharged into approved rivers and sewers.



Why do you have a planned service suspension during typhoons?



When a typhoon is approaching, we will implement a planned service suspension to avoid any impact on operations due to strong winds. In addition, if there is a threat of major flooding, we will take measures to prevent station facilities, tunnels, etc. from being flooded. In addition, to prevent damage to trains, we will evacuate trains to a safe place where they will not be damaged.

🦞 One point



Appropriate response based on weather conditions

The control center, which manages operations, constantly collects weather information and monitors anemometers installed on the ground. If the weather conditions deteriorate, it immediately imposes operating restrictions (limits on speed and operating sections) and decides to activate flood prevention devices in the ventilation openings. If a typhoon is approaching or passing through the area, we may suspend operations for an extended period of time or implement a planned service suspension. We appreciate your understanding.

Planned service suspensions will be announced 48 hours in advance and confirmed 24 hours in advance.

*In addition, we are participating in the "Timeline Expert Group for Arakawa River Downstream Area," which is drawing up an advance disaster prevention action plan in preparation for flooding of the Arakawa River.

Arakawa timeline

Search



If fire breaks out on a train





What happens to trains in a fire?



Trains are made of materials that do not burn or melt easily, so a fire will not spread quickly. Closing the doors between cars also prevents smoke from spreading. Even if a fire starts on a train while it is moving, the train will move to the nearest station if possible. Upon arrival at the station, follow the instructions of the train crew and station staff and evacuate immediately.

One point



Do not leave the train unnecessarily, even in the event of a fire.

It is dim in the tunnel and the tracks are very dangerous due to unstable footholds and high voltage power lines. In addition, there is the possibility that a train is running on the adjacent track. Even if the train has stopped temporarily, leaving the train unnecessarily is not only dangerous, but may prevent other passengers from evacuating quickly. Please follow the instructions of the train crew and remain calm.



In the event of a fire in the station





What happens in the station in the event of a fire?



Passengers should follow the instructions of station staff and evacuate the station immediately.

The automatic fire alarm system will detect high levels of heat and smoke and automatically activate the double drop shutters and smoke evacuators to prevent smoke from spreading and filling the building. In addition, there are bi-directional evacuation routes for safe evacuation and guide lights for easy visibility in the dark and smoke.

One point



Station staff who notice a fire

Station staff will split up to check the scene of the fire, extinguish the fire in its initial stages, notify the fire department and the Tokyo Metro control center, and instruct passengers to evacuate. Station staff will then centrally manage activities such as dealing with the fire, responding to passengers, and coordinating with the arriving firefighting team.

Upon receiving a report, the control center will request assistance from relevant personnel and inform train crews and passengers on the same line of the fire, preventing damage from spreading to other areas.



What we ask of you on the station platform





What we ask of you on the station platform



Bringing dangerous items into the station and onto trains is prohibited by laws and regulations, etc.

Items that could harm other passengers or damage the interior of the train are prohibited on board.

Please cooperate with us as this will lead to accidents at stations and on trains, train delays, etc.

If you see a suspicious object in a station or on a train, do not touch or approach it, and report it to the station staff or train crew after making sure you are safe.

Example : Typical examples of hazardous items that are prohibited on the train include





Knives, kitchen knives, scissors, saws, machetes, sickles, etc.



Propane gas, Liquid nitrogen, etc.

Gasoline, kerosene, etc.

Other hazardous materials Examples

- -Explosives: ammunition, dynamite, etc.
- -Poisons chloroform, formalin, etc.
- -Items that may spontaneously combust or catch fire.

In addition to the above, items that may cause harm or confusion to other passengers are prohibited.

*Some items may be allowed depending on their quantity, weight and packing condition.

Exceptions to what can be brought in Items for everyday use that can be purchased at a retail store

Example: Products containing flammable liquids or highpressure gases (only if not more than 2 kg or 2 L and well protected to prevent leakage of contents) Lighters, cartridge gas for cassette cylinders, etc.



New items that may not be brought in Highly hazardous products such as flammable liquids, nitric acid, and bleach powder are prohibited onboard, even if they can be purchased in retail stores.



One point



Please check your belongings

In the past, Tokyo Metro had an accident in which an aluminum can containing detergent that was being carried on the Marunouchi Line exploded, injuring passengers. In addition to hazardous materials, please follow the precautions for everyday items and carry them with you. Tokyo Metro is strengthening its vigilance against the carrying of hazardous materials, terrorism and crime by installing additional security cameras.

If you are suspected of carrying dangerous items, we may ask you to check your personal belongings, so please cooperate with us.



In case of such situations



In case of emergency



If you see a person on the tracks, press the emergency stop button on the station platform. An alarm will sound and the train will make an emergency stop.



Please assist with first aid efforts. Automated External Defibrillators (AED) are installed at all stations. The devices are easy to operate with audio instruction (Japanese only).



If you experience physical discomfort in the restroom, please use the emergency button. A station staff member will come to you.

Notify the nearest station staff or security guard, and if necessary, call 119 or other emergency numbers.



If you drop something on the tracks or see a suspicious object or person on the platform, please use the intercom located on the platform to contact station staff.



If an abnormal situation occurs on the train, please use the emergency call device. You will be able to contact the train crew.



If an abnormal situation occurs inside the train and the train door and platform door are not aligned when the train arrives at the station, it will be difficult to evacuate, so please operate the emergency door cock and platform door emergency open button and evacuate to the station platform.

If the train is stopped in a tunnel or while running, it may come into contact with a train running on the adjacent track or there may be high voltage power lines, which is dangerous, so please follow the instructions of the train crew and evacuate calmly.



To comment, request or inquire about the Safety Pocket Guide, please contact

Tokyo Metro website (Contact)

URL : https://www.tokyometro.jp/support/index.html



For more information on Tokyo Metro's safety initiatives, see the Safety Report on the Tokyo Metro website. (http://www.tokyometro.jp/)