

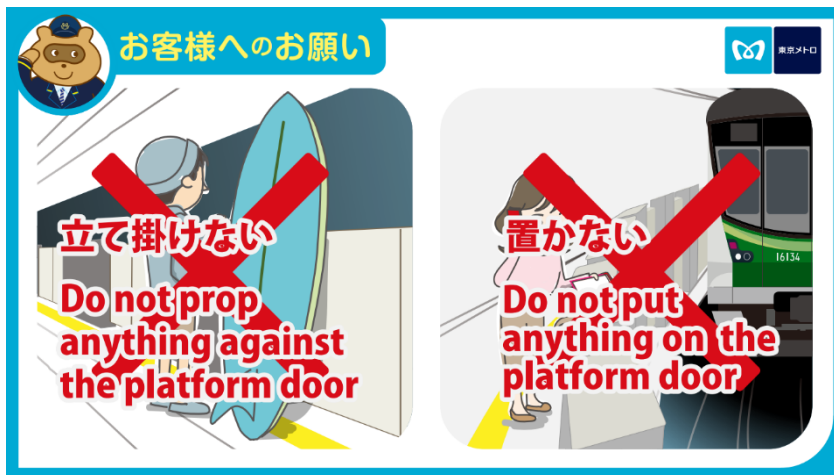
## Requests for Safe and Stable Transportation

Thank you for using Tokyo Metro.

We appreciate your understanding and cooperation for safe and stable transportation.

### 1 Safe use of platform doors

Touching the platform door with your hand or leaning belongings against it will result in the stationary train not being able to depart and the running train coming to an emergency stop for safety checks. For your safety, please refrain from touching the platform doors.





## 2 Smooth boarding and alighting

If passengers are standing near the door when people are getting on and off the train, it will take longer to get on and off the train, leading to train delays.

Passengers boarding the train are requested to leave a wide opening in front of the door, and passengers who are on the train near the door are requested to get off the train briefly for those who are getting off, to ensure smooth boarding and alighting.





### 3 Boarding and alighting with plenty of time to spare

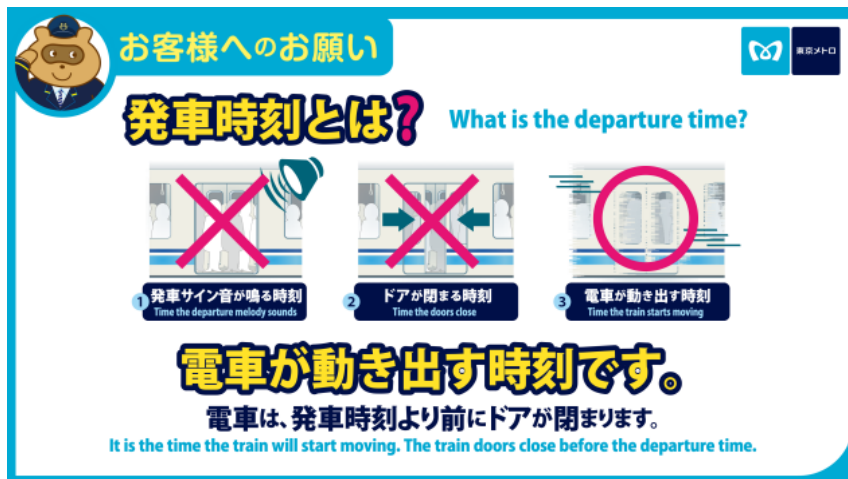
Boarding or alighting the train just before the doors close may result in unexpected injury. Also, it increases the time the train stays at the station, leading to train delays.

For the safety of passengers and to ensure stable transportation, we ask for your cooperation in boarding and alighting with plenty of time to spare. Please be especially careful when using baby strollers, carry bags, etc.

The departure time is the time when the train starts moving. Please be aware that the doors of the train will close before the departure time.







#### 4 Boarding and alighting with caution

There are steps and gaps between the platform and the trains, so please watch your step when getting on and off the train.

If you feel uneasy getting on and off the train, station staff will assist you. Please feel free to ask station staff for assistance.

We also ask for the cooperation of passengers to offer assistance if someone nearby needs help getting on or off the train.



## 5 If you do not feel well on the train

If you do not feel well on the train, please get off at the next station and contact station staff nearby. Please use the intercom if there is no station staff nearby.



## 6 Handling of personal belongings

If an unattended item, such a plastic bag, is found in the station or on a train containing unidentified liquid or powder, the train will be stopped until safety is confirmed.

If you have forgotten or lost something in a station or on a train, please be sure to report it to the station staff, a crew member, or a security guard.

Tokyo Metro receives more than 1,400 lost and found items from customers every day. While we take great care of these items so that they can be returned to you, we ask that you take care of your own valuable personal belongings as well.

## 7 Adjustment of operation intervals

When one train is delayed, congestion gets concentrated on that train, which can cause further delays and congestion. Therefore, the train in front waits for the train behind and adjusts the interval between trains to prevent further delays and congestion.

We ask for your understanding and cooperation in this adjustment.

[東京メトロの公式 YouTube チャンネルでは、「なんで後ろの列車を待つのか?」というお客様の疑問に対して、アニメーションを用いた動画で解説しています。](#)



## 8 Distribution of congestion information by car

If passengers are concentrated in crowded cars, it will take longer to get on and off the train, leading to train delays.

We ask for your cooperation in avoiding crowded cars, if possible.

Tokyo Metro my! App, the official Tokyo Metro app, provides congestion information by car! Please note that it is only available in Japanese.



[東京メトロmy! アプリで「リアルタイム混雑状況」を配信しています](#)