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March 28, 2019

Tokyo Metro train operators (on one-man-operated routes) will begin providing information with the use of iPads.

A “multilingual emergency information application” developed by Tokyo Metro subway crew will also enter use.

iPad and application use to commence successively starting Saturday, March 16, 2019

Starting Saturday, March 16, 2019, train operators (on one-man-operated routes) at Tokyo Metro Co., Ltd. (Head Office in: Taito Ward, Tokyo; President: Akiyoshi Yamamura; “Tokyo Metro” below) will begin providing information with the use of iPads primarily for the purpose of enhancing the provision of information to passengers onboard subway trains.

In order to facilitate improved services for providing information to passengers, the greater handling of passengers from overseas and the speedier sharing of information among employees, iPads have been utilized at Tokyo Metro by service managers since 2010, station attendants since 2015 and conductors since 2018.

Tokyo Metro will seek to further elevate the quality of its passenger services by also distributing iPads to its train operators on one-man-operated routes to use for conducting onboard announcements, etc. starting Saturday, March 16, 2019.

Additionally, a “multilingual emergency information application” developed by Tokyo Metro subway crew will be installed on iPads used by that crew. Through the use of that application, Tokyo Metro will work towards reinforcing the provision of information to foreign passengers going forward.

Tokyo Metro will keep utilizing information and communication technology in various situations that link to passenger services as it continues to push forward with endeavors for making use of the subway comfortable and easy to understand.

