

November 24, 2016

Introducing a new way to assist passengers

“Pepper” to be placed at Ueno Station on a trial basis!**Starting December 1, 2016, see Pepper dressed up as a panda exclusively at Ueno Station!**

For the purpose of enhancing its means of assisting passengers, between Thursday, December 1, 2016 and Friday, March 31, 2017, Tokyo Metro (Head Office in: Taito Ward, Tokyo; President: Yoshimitsu Oku) will place a “Pepper” robot capable of providing assistance in multiple languages at Ueno Station on a trial basis.

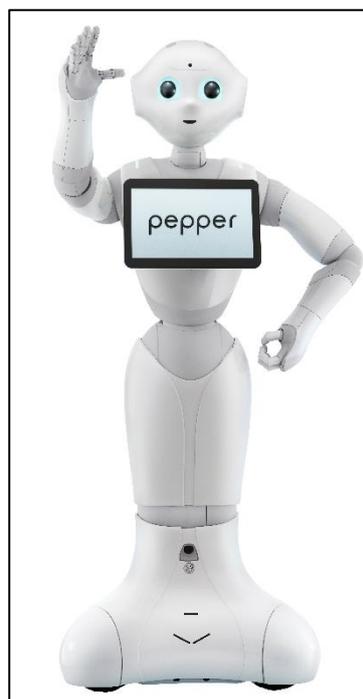
The “Pepper” robot to be placed at Ueno Station will assist passengers by providing them with the following: (1) Information on how to reach Asakusa, Narita Airport and other destinations; (2) Information on facilities around Ueno Station, such as Ueno Onshi Park and Ueno Zoo; and (3) Information on customer services such as special passenger tickets and free Wi-Fi. Additionally, because Ueno Station is used by a large number of foreign passengers visiting Japan as well as Japanese passengers, in addition to Japanese, “Pepper” at Ueno Station will provide information in English, Chinese (simplified/traditional), Korean, Spanish and French. Moreover, to encourage friendly interaction by passengers, this “Pepper” robot will greet passengers dressed up as a panda, one of the sights that Ueno Zoo is known for.

Going forward, Tokyo Metro will continue its proactive endeavors to enable it to assist passengers in a convenient and easy-to-understand manner as their “guide to Tokyo.”

Please see the attachment to this release for an overview of this endeavor.

*This endeavor will be independently conducted by Tokyo Metro with the use of “Pepper” by SoftBank Robotics Corp.

* “Pepper” will be dressed at a panda at the time of his actual placement at Ueno Station.



Trial Placement of “Pepper” at Ueno Station: Overview

1. Period of Placement

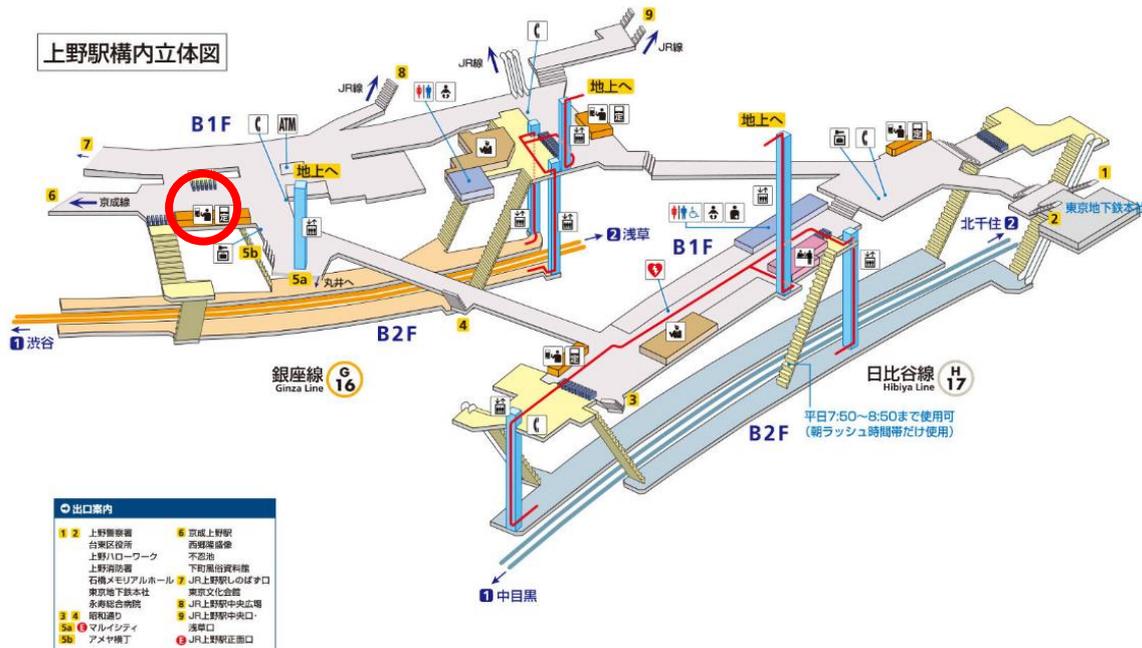
From Thursday, December 1, 2016 to Friday, March 1, 2017

2. Time of Placement

Between 10:00 AM and 5:00 PM

3. Location of Placement

Nearby the Keisei-side ticket gate at Ueno Station on the Ginza Line



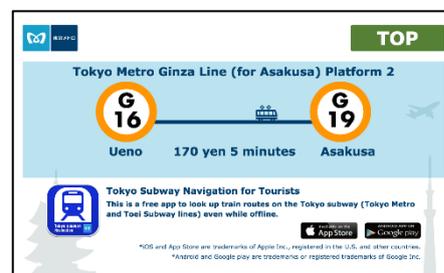
4. Information to Be Provided

- (1) Information on how to reach destinations (Asakusa Station/Tokyo Sky Tree/Narita Airport)
- (2) Information on facilities around Ueno Station (Ueno Onshi Park/Ueno Zoo/The National Museum of Western Art/Ameya-Yokocho)
- (3) Information on customer services (special passenger tickets/free Wi-Fi/official Tokyo Metro mobile application)

*Other functions of the “Pepper” robot at Ueno Station will include taking a commemorative photo.



Language selection page



Information on how to reach Asakusa Station (shown in English)

5. Languages Available

Japanese, English, Chinese (simplified/traditional), Korean, Spanish and French

6. Other

- (1) The period and time of placement are subject to change depending on the situation.
- (2) Tokyo Metro will examine its application of “Pepper” following this trial placement after it has verified customer response and usage results.