



Attracting Passengers by Improving Convenience of the Tokyo Railway System

Hisashi UMEZAKI

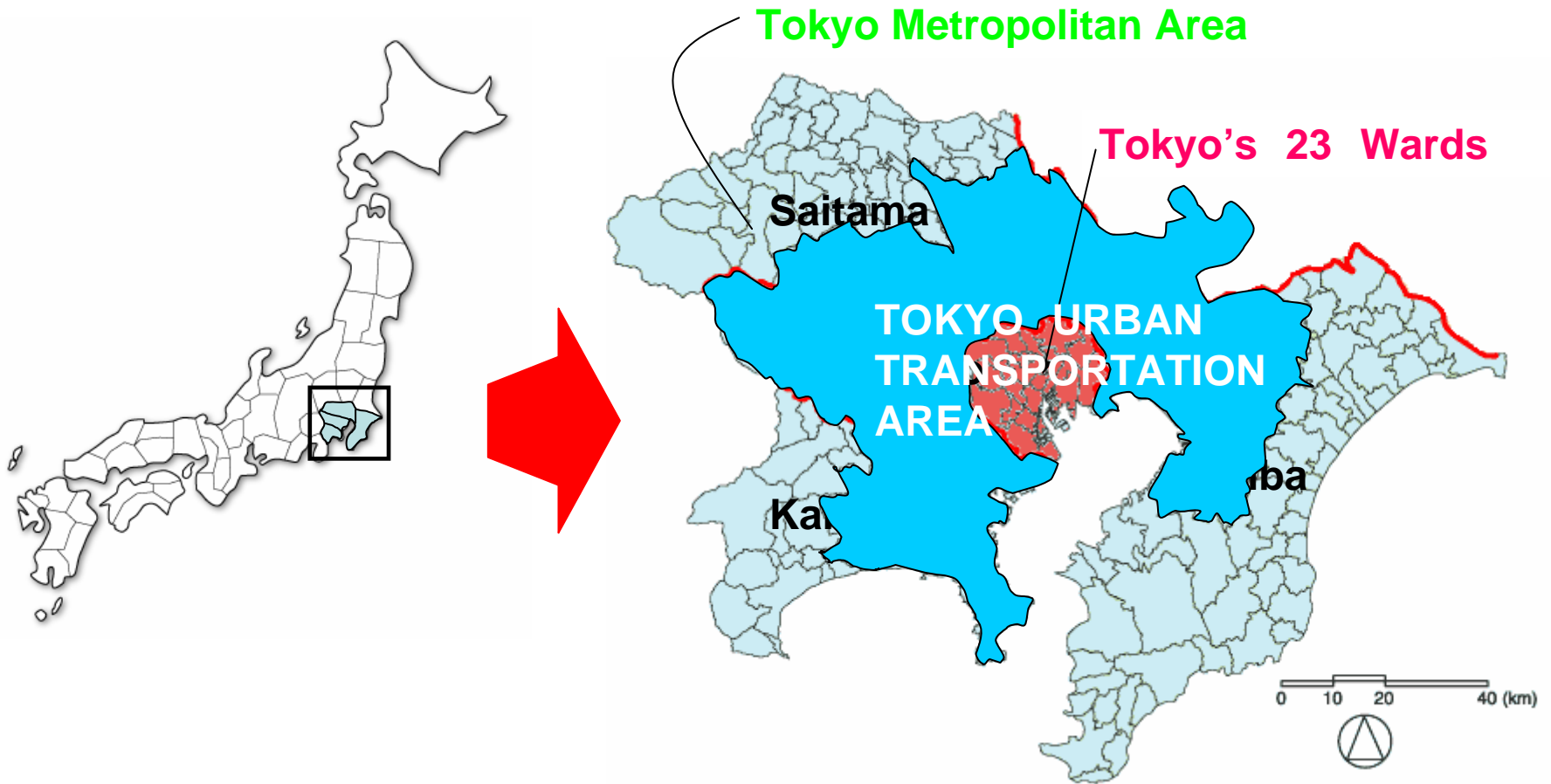




Railway Systems in the Tokyo Metropolitan Area

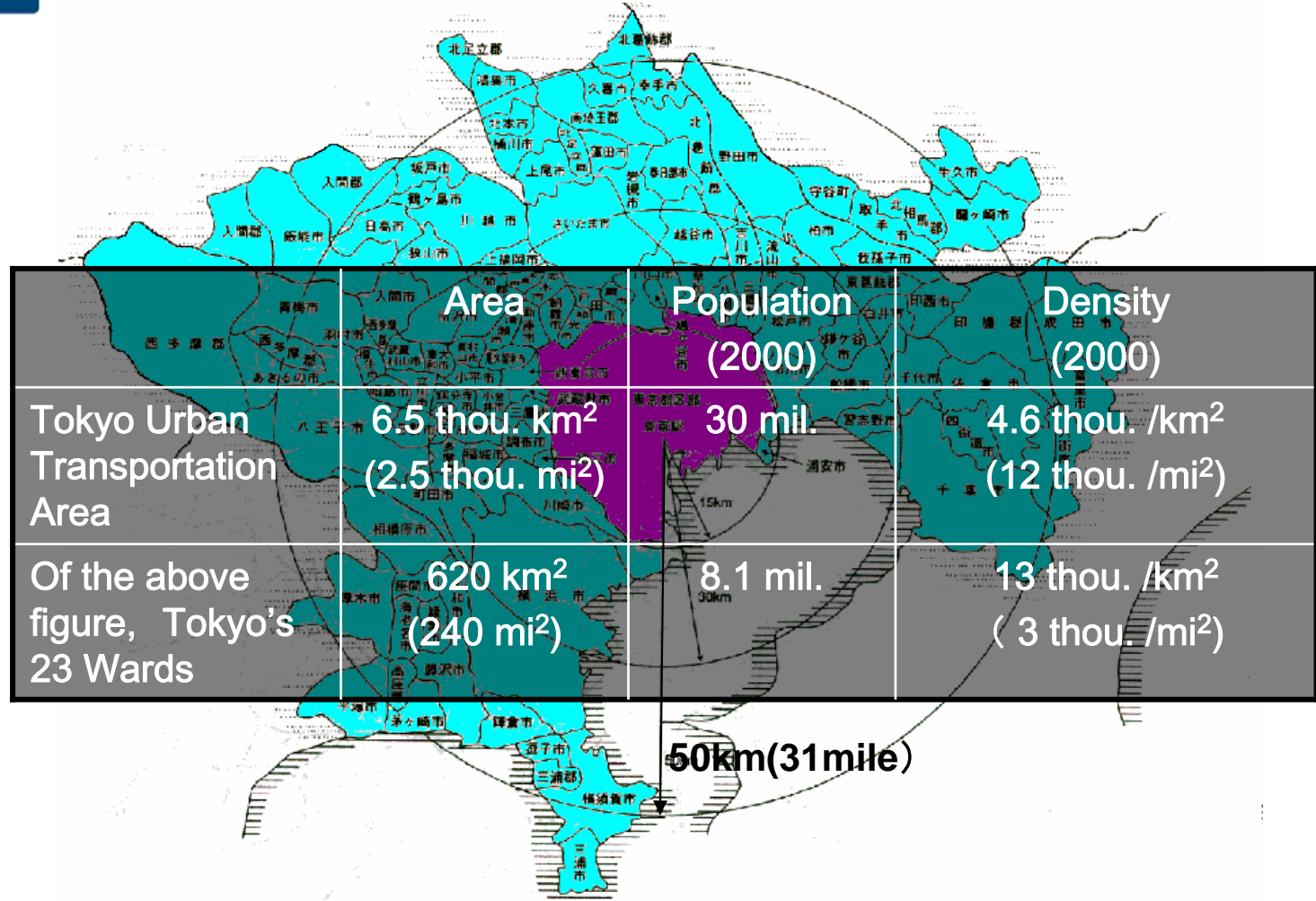


Tokyo Urban Transportation Area (TUTA)



Tokyo urban transportation area is defined in the Annual Report on Urban Transportation (issued by the Institution for Transport Policy Studies).

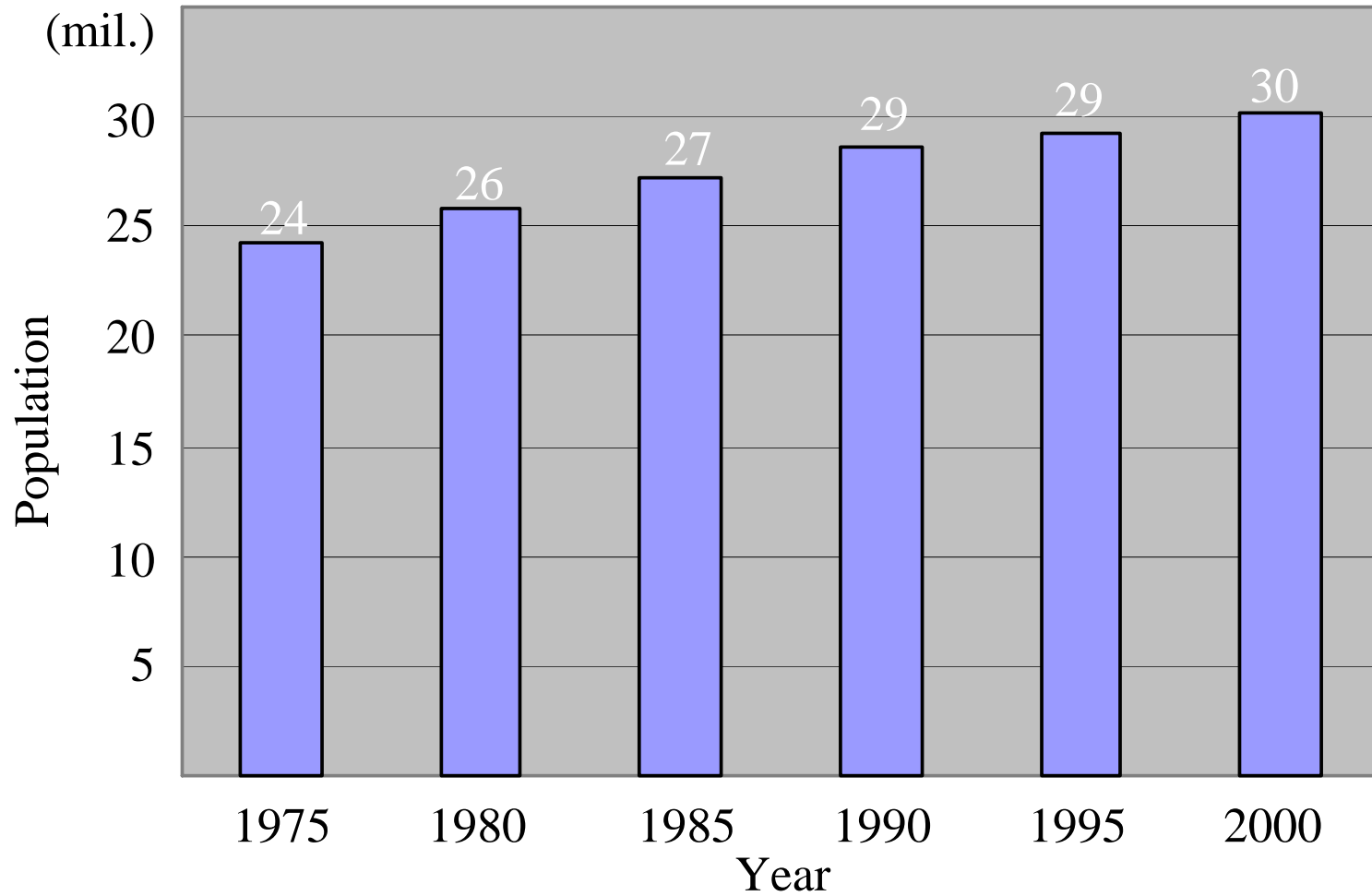
Area & Population of TUTA



Source : Annual Report on Urban Transportation 2005, the Institution for Transport Policy Studies



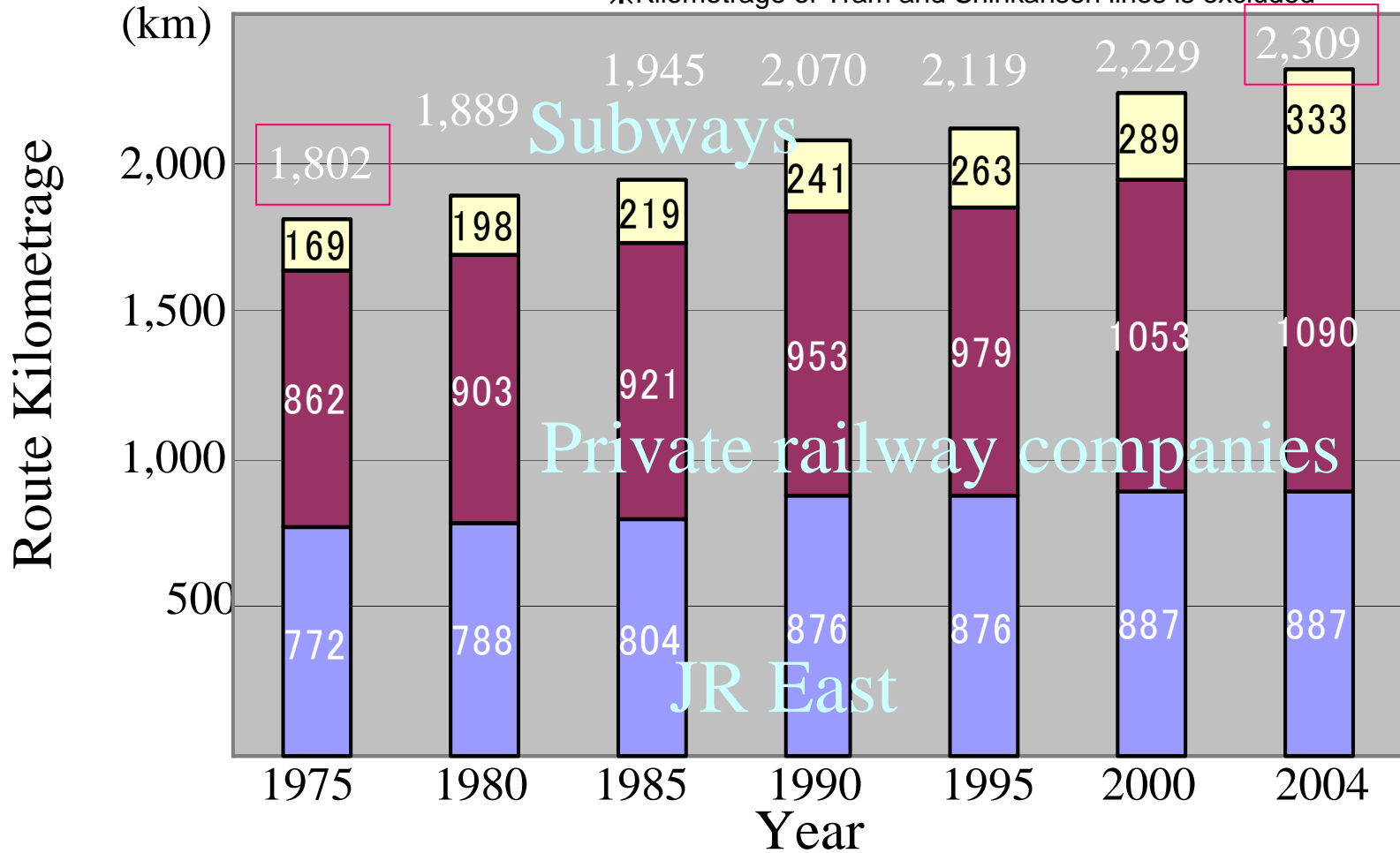
Population in TUTA



Source : Annual Report on Urban Transportation 2005, the Institution for Transport Policy Studies

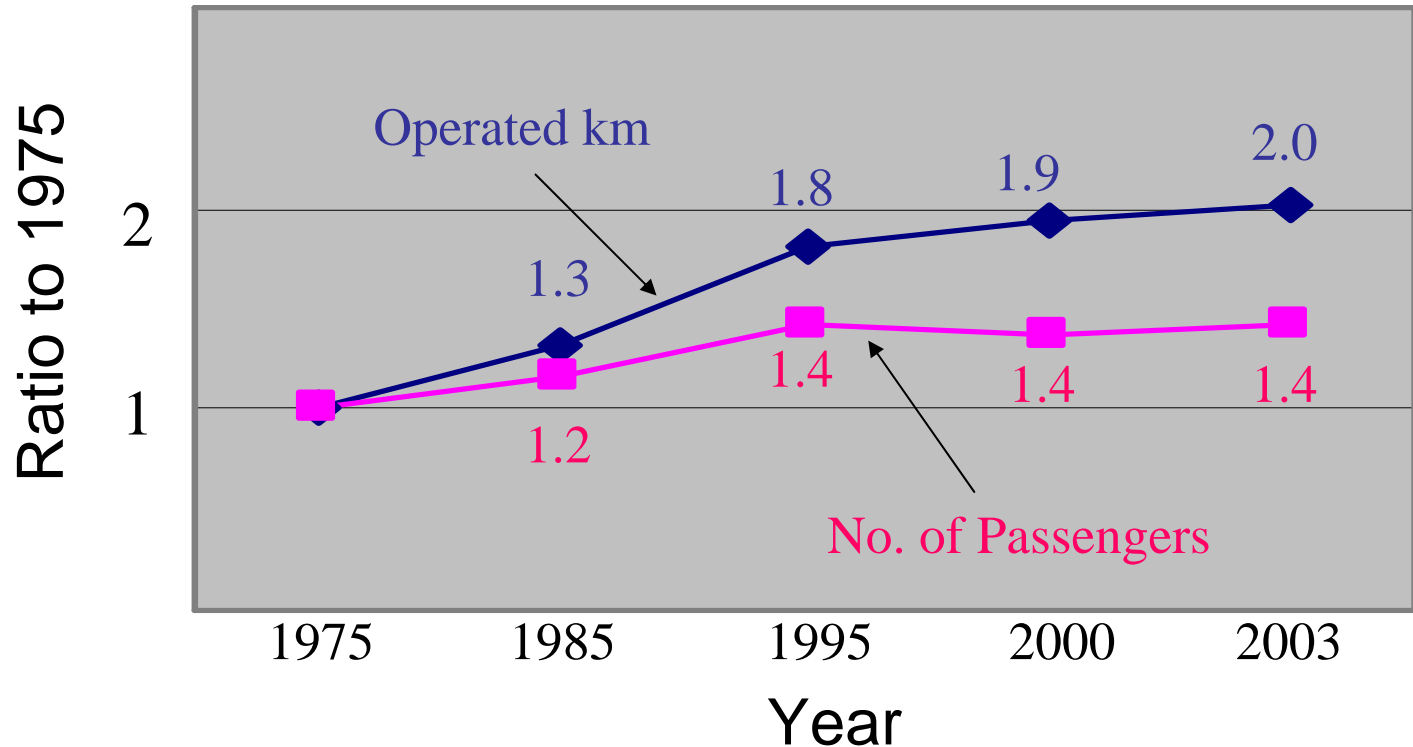
Railway Route Kilometrage in TUTA

※Kilometrage of Tram and Shinkansen lines is excluded



Source : Annual Reports on Urban Transportation 2005, 2001, 1996,1971, the Institution for Transport Policy Studies

Operated Kilometrage and Number of Passengers



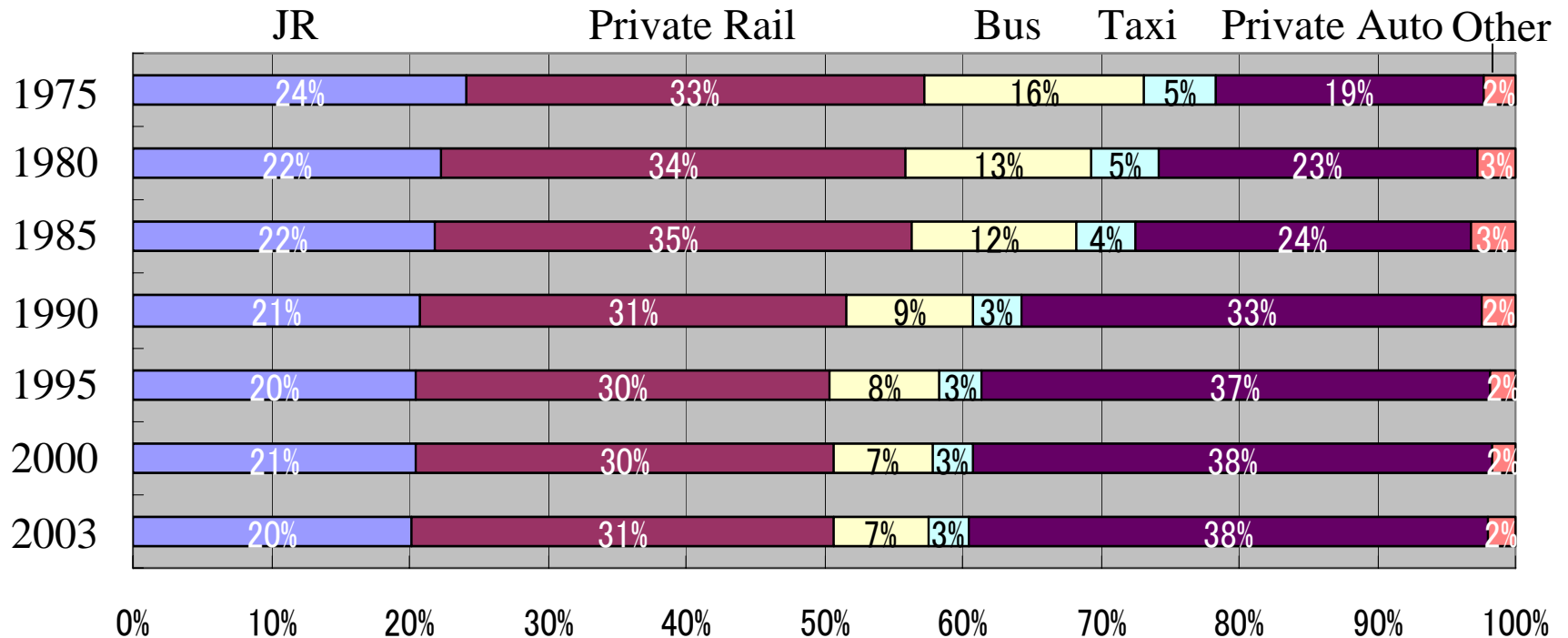
Operated km (bil. car·km /year)	1.6	2.1	2.8	3.0	3.2
No. of Passengers (billion /year)	9.4	10.9	13.3	12.9	13.3

※This shows actual total figures of the transportation carried out by JR East, private railways and subways in the TUTA.

Source : Annual Report on Urban Transportation 2005, the Institution for Transport Policy Studies

Modal Share in the Tokyo Metropolitan Area

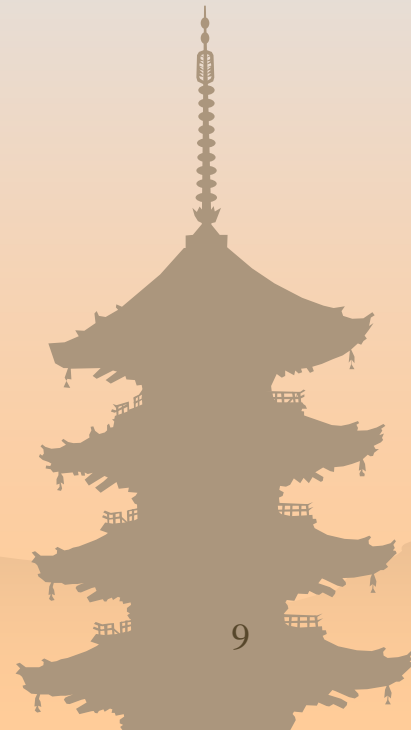
The share of private cars has been increasing



Source : Statistics of Kanto District Transport Bureau, Ministry of Land, Infrastructure and Transport



Subway System in Tokyo





Subway Network in Tokyo

Ginza Line 14.3km

Marunouchi Line 27.4km

Hibiya Line 20.3km

Tozai Line 30.8km

Chiyoda Line 24.0km

Yurakucho Line 28.3km

Hanzomon Line 16.8km

Namboku Line 21.3km

Tokyo Metro 183.2km

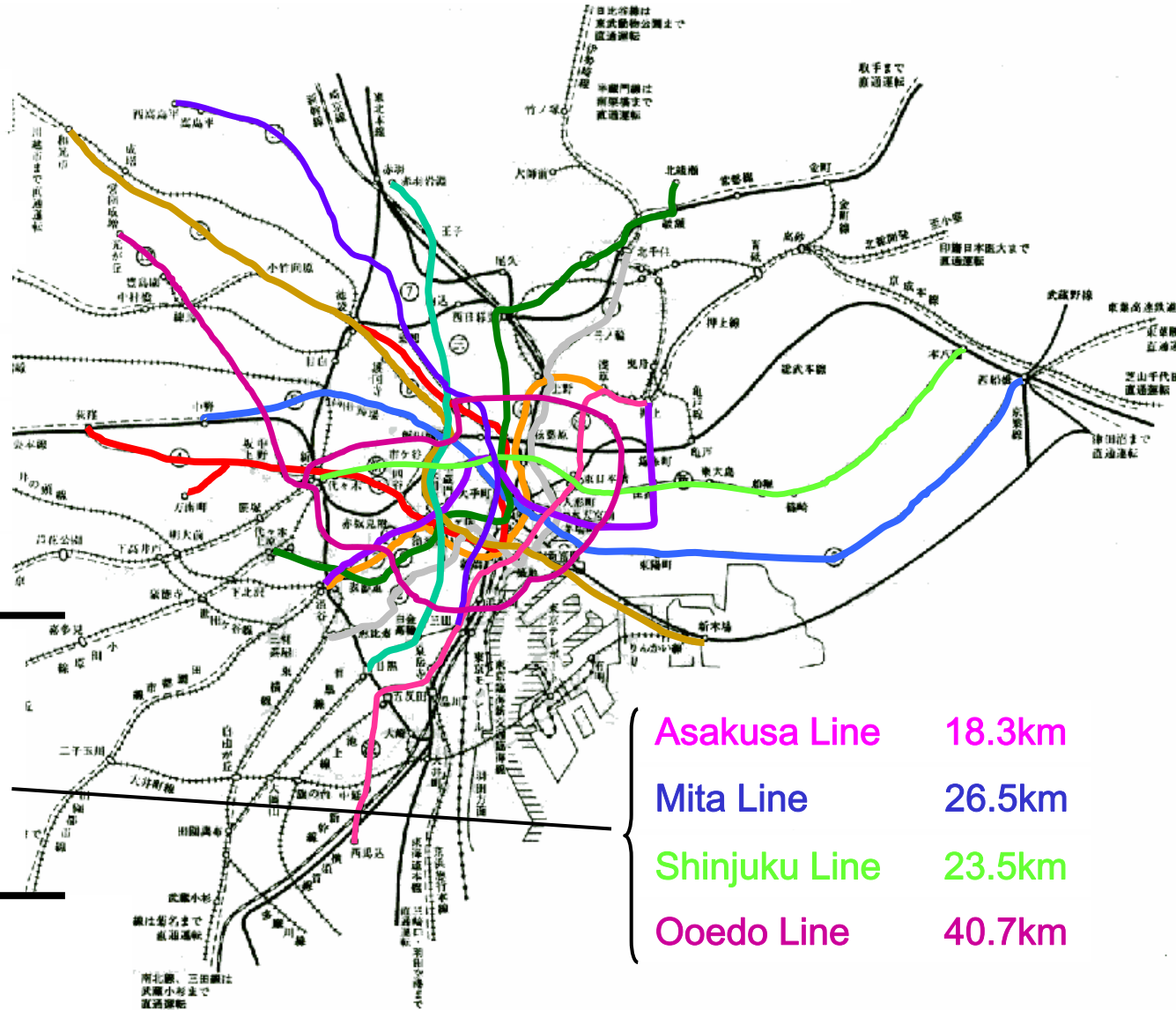
Total (113.8mi)

Toei Total 109.0km

(67.7mi)

Grand Total 292.2km

(181.6mi)



Asakusa Line 18.3km

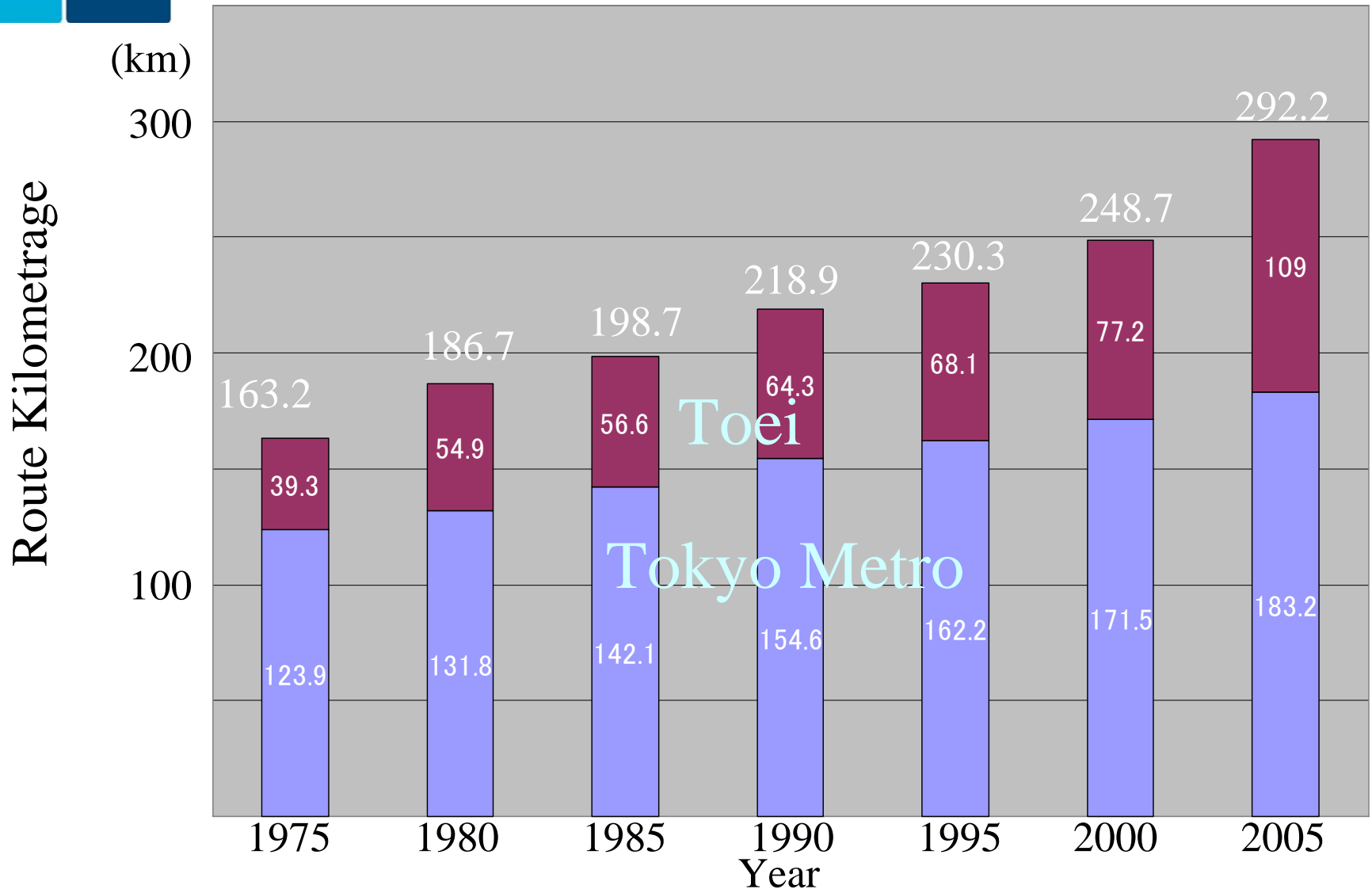
Mita Line 26.5km

Shinjuku Line 23.5km

Oedo Line 40.7km

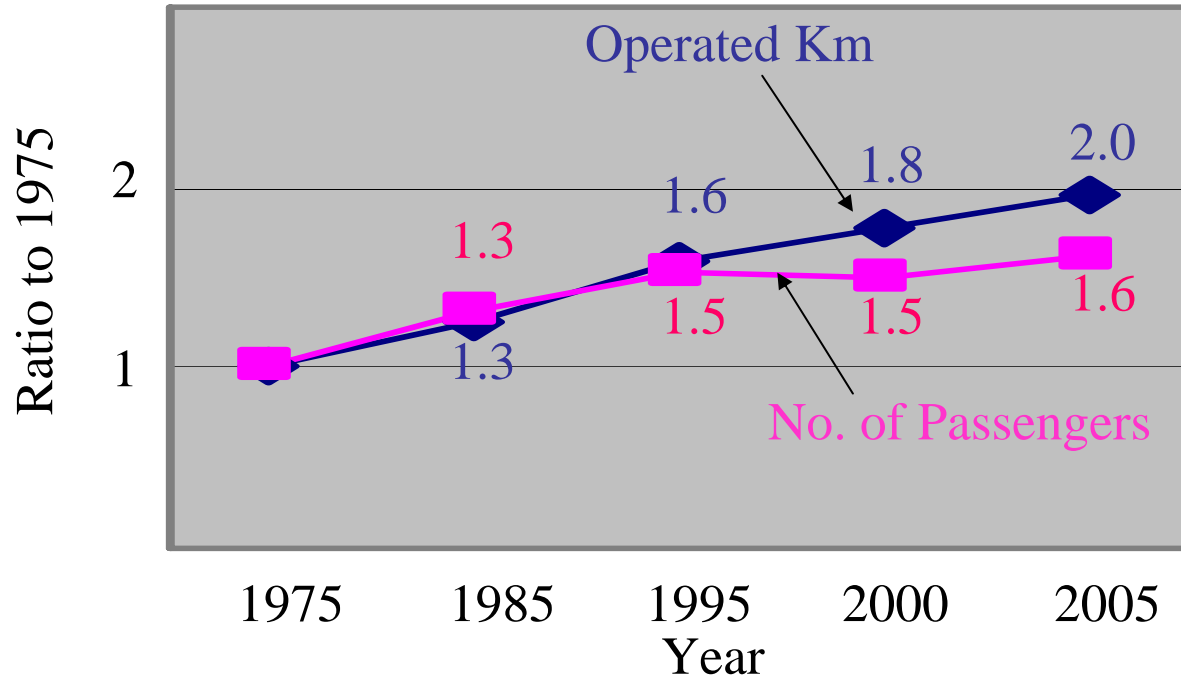


Subway Kilometrage in Tokyo



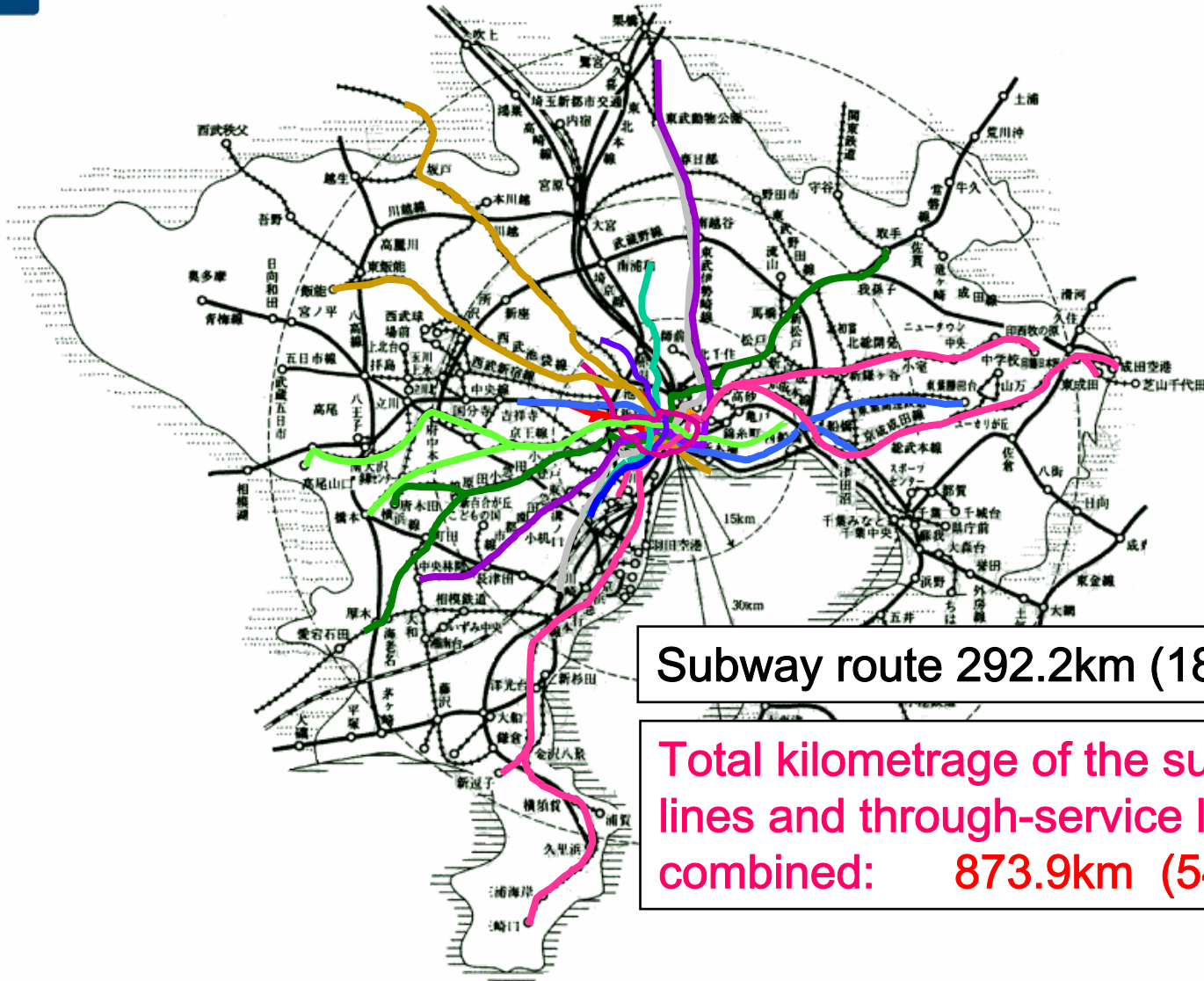
Source : Annual Reports on Urban Transportation 2005, 2001, 1996,1971, published by the Institution for Transport Policy Studies

Operated Kilometrage and Number of Passengers



Operated km (mil. car·km/year)	190	230	300	330	370
No. of Passengers (billion /year)	1.7	2.3	2.7	2.6	2.9

Through-Services



Subway route 292.2km (181.6mi)

Total kilometrage of the subway lines and through-service lines combined: **873.9km (543.0mi)**

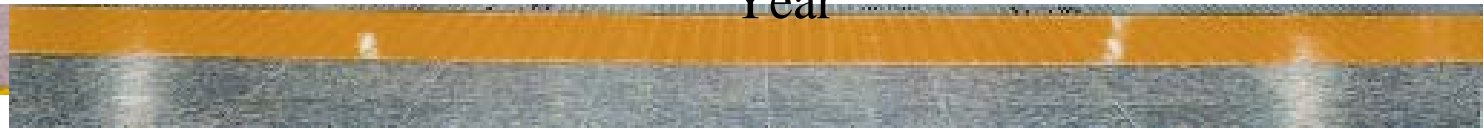
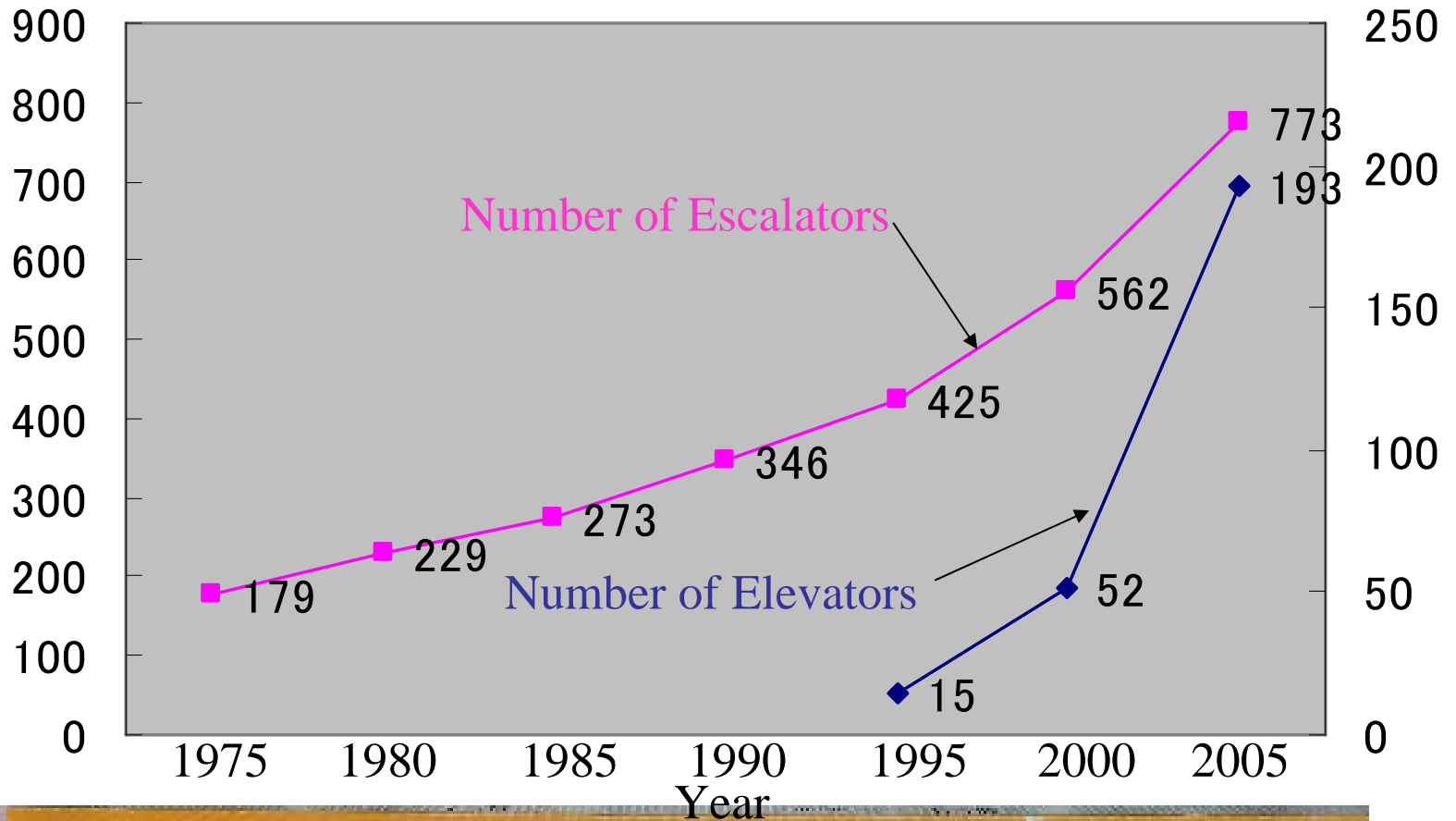


Our Approach to the Further Improvement of Tokyo Metro's Services

Heartfelt Services for Every Customer

Barrier-free Facilities

— Escalators & Elevators



Barrier-free Facilities – Platform Doors

In service : Namboku Line
Branch Line of Marunouchi Line
Branch Line of Chiyoda Line
sub total 26.6km

Under
development : Main Line of Marunouchi Line
24.4km

Total 51.0km

✂ Our feasibility study for other lines is underway.

Customer Relations Center

89,000 Contacts /Year.

Of the above figure, 7,200 are claims or requests.

↓
We will reflect these requests and complaints into our daily operation and facility-related investment, and offer better services suited for the customer needs.

Service Managers

Active Services:

- We will assist customers who are having difficulty at the ticketing area.
- We will accompany and guide passengers as needed.

This campaign is underway at 11 largest stations.



Standardization of Fare Collection System

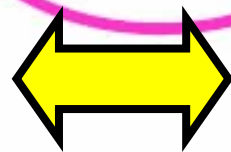
Introduction of Contactless IC Cards

Subways
Private Railways
Bus Companies

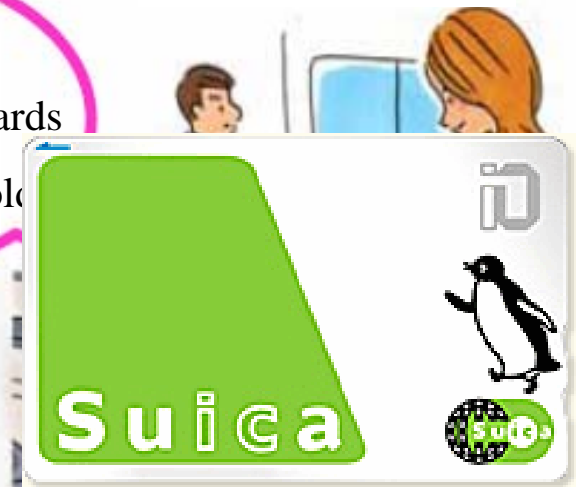


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Touch!
 No need to take cards
 out of your card holder
Standardized



JR East



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Go everywhere with one Card!

Shops and Restaurants at Stations



We will support our customers not only in their travels but also in their daily lives.

Currently, 87 shops are laid out.



Thank you for your attention!