

## 15. Promotion of the barrier-free environment

### 1. Overview

We promote barrier-free renovation for roads, metropolitan parks, railway stations, and accommodation facilities around the competition venues, so that athletes and spectators who visit Tokyo for the Tokyo 2020 Games can enjoy the Games comfortably.

In addition, we reflect the "Tokyo 2020 Accessibility Guidelines\*" (hereinafter referred to as the Guidelines) in the development of competition venues in Tokyo and promote barrier-free renovation for access routes, etc.

Furthermore, we link the concept of the Guidelines to the promotion of urban development on universal design concept\*.

### 2. Legacy in a nutshell

Taking the Tokyo 2020 Games as an opportunity, barrier-free renovation of transportation facilities and public spaces will be promoted and city development with a concept of universal design will be accelerated, leading to the realization of an attractive city where everyone can travel safely and smoothly and spend time at peace.

Stakeholders	Road managers, accommodation facility operators, railway operators, etc.
Type of legacy	Diversity
Geographical scope	Tokyo
Timing scope	Long term
Responsible for implementation	TMG
Source of legacy	Candidature file, Action Plan for 2020, Future Tokyo: Tokyo's Long-Term Strategy
Associated SDGs	3- Good Health and Well-Being, 5- Gender Equality, 9- Industry, Innovation, and Infrastructure, 10- Reduced Inequalities, 11- Sustainable Cities and Communities , 17- Partnerships

### 3. Development

#### (1) Why

Prior to the decision to host the Tokyo 2020 Games, TMG has provided initiatives such as elimination of steps on the sidewalks, improvement of slopes, and installation

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of blocks for visually impaired people along metropolitan roads that connect major stations and nearby living-related facilities, etc., in order to create an environment where everyone, including senior citizens and people with impairments, can travel smoothly.

As the first city in the world to host the Summer Paralympic Games twice, in anticipation of the Tokyo 2020 Games, it is important to promote barrier-free initiatives on roads and railway stations in order to ensure a safe and smooth travel environment for many people visiting Tokyo.

## (2) When

FY2014	The support for the development of municipal sports facilities started
FY2015	The assistance in the development of platform doors at stations around the competition venues was provided
	The "Tokyo Road Barrier-free Promotion Plan" was formulated *This specifies development objectives and target routes for the next 10 years and indicates specific initiatives in order to develop road spaces that are safe, secure, and comfortable for everyone, including senior citizens and people with impairments, etc.
	The "Accessibility Workshop" was set up
FY2016	The "Tokyo 2020 Accessibility Guidelines" were formulated (by the Tokyo 2020 Organizing Committee)
FY2017	The support for the barrier-free renovation of municipal roads around the competition venues started
FY2018	The "Barrier-free Building Ordinance" was revised *For the first time in Japan, the standard for maintenance of general guest rooms in accommodation facilities was stipulated in the ordinance <Target> All general guest rooms in buildings with a total floor area of 1,000 square meters or more for sections subject to new construction, expansion, renovation, or usage change (buildings to be started after September 2019) <Standards for general guest rooms> <ul style="list-style-type: none"> <li>• The entrance width of the guest room shall be 80 cm or more</li> <li>• The width of the door of the toilet and bathroom in the guest room shall be 70 cm or more (Reasonable effort regulation: 75 cm or more)</li> <li>• No stairs or steps shall be placed in the guest room</li> </ul> <Standards for common areas>

	<ul style="list-style-type: none"> <li>• No stairs or steps shall be placed on the route to each guest room.</li> </ul>
FY2019	<p>“Panel for Success of Tokyo 2020 Paralympic Games and Barrier-Free Promotion” was established</p> <p>*In order to make the Tokyo 2020 Paralympic Games a success and advance initiatives for the universal design advanced city Tokyo in line with the creation of the mood for the Tokyo 2020 Games, the panel members from various fields held panels and on-site inspections of the competition venues</p>

### (3) Who

TMG

### (4) How

#### ① Barrier-free renovation of competition venues

- Regarding the Tokyo 2020 Games venues, we met the requirement for the ratio of wheelchair seats based on the Guidelines, secured sight lines (visible lines), and promoted the installation of multifunctional toilets and function-specific toilets for users with various needs, so as to complete a high level of barrier-free renovation.
- To develop competition venues, we follow the guidelines and set up the “Accessibility Workshop” consisting of people with disabilities and people with academic experience in the field of accessibility in consideration of the use after the Games, to make the venues more convenient to use for everyone. At the workshop, we summarized the opinions given by the workshop members and formulated the development policy. Based on the policy, we built new facilities and renovated existing facilities.
- Taking the Games as an opportunity, we further promote the urban development with universal design concept, utilizing the concept of guidelines and the knowledge gained through the design of metropolitan sports facilities.
- Regarding municipal sports facilities, we supported construction work to improve the usage environment, such as barrier-free renovation to western-style toilets, etc., so that everyone living in Tokyo could utilize the facilities.
- In order to secure space where anyone can enjoy playing sports at places near their home and realize a coexisting society through sports, we support initiatives taken by municipalities to improve and promote the sports environment and expand and enhance the sports facilities.

## ② Barrier-free renovation of accommodation facilities etc.

- In order to improve the accommodation environment, we take advantage of the revision of the Barrier-free Building Ordinance, etc. to expand the subsidy system for supporting the barrier-free renovation of accommodation facilities and promote the barrier-free renovation of general guest rooms. In addition, we enhance information dissemination by posting barrier-free information on portal sites of TMG.
- For further promotion of barrier-free design, we conduct barrier-free design promotion seminars and dispatch advisors for accommodation providers and other tourism businesses.

<Logo mark created to disseminate barrier-free renovation of accommodation facilities in Tokyo><sup>[1]</sup>

<Guestroom after barrier-free renovation>  
(Keio Plaza Hotel)<sup>[2]</sup>



- We support barrier-free renovation of sightseeing buses for the Games by installing lifts.

## ③ Barrier-free renovation of roads

### A. Barrier-free renovation of roads

- We promote the barrier-free renovation of roads so that all people who visit Tokyo, including senior citizens and people with impairments, can travel smoothly. In particular, we promoted the barrier-free renovation in the areas with the radius of 1 km centered on the competition venues and sightseeing facilities and on metropolitan roads and harbor roads, etc.\* connecting the competition venues and sightseeing facilities.

<Example of barrier-free renovation of roads><sup>[3]</sup>



[1] Future Tokyo: Tokyo's Long-Term Strategy (TMG)

[2] Future Tokyo: Tokyo's Long-Term Strategic Vision (TMG)

[3] Future Tokyo: Tokyo's Long-Term Strategy (TMG)

- We established a liaison meeting with the national government and related municipalities and provided financial support to the municipalities to implement the barrier-free renovation of roads in wide areas around the competition venues.
- In order to promote the barrier-free renovation as a legacy of the Games, we make efforts to implement the planar barrier-free renovation especially on the roads (national roads, metropolitan roads, municipal roads) where senior citizens and people with impairments travel on foot, among the roads connecting stations, public facilities, welfare facilities, etc.
- When implementing projects for newly constructing / widening roads, removal of utility poles projects, and landscape renovation projects, barrier-free renovation is also implemented.

#### **B. Barrier-free renovation of traffic lights, regulatory signs, and road marks**

- As a barrier-free measure on the accessible routes to the Games venues, we installed additional devices for visually impaired persons on traffic lights to notify them of the safe crossing timing by emitting an imitation sound, etc., and developed escort zones\*.
- We develop high-intensity signs and lighting-type signs, as well as reflective marks and escort zones on major living-related routes and on roads where many senior citizens and people with impairments travel, in particular, so as to ensure safety of pedestrians.

#### **C. Barrier-free renovation of toilets in metropolitan parks, etc.**

- We implement the renovation to western-style toilets so that all users, including senior citizens, people with impairments, and foreign tourists, can use toilets comfortably in metropolitan parks, marine parks\*, zoos, and cultural property gardens, etc., which will serve as the competition venues of the Games, and support municipalities working on the renovation to western-style toilets in public facilities.
- We promote the renovation to western-style toilets at the cruise ship terminal at the Tokyo Port, the passenger waiting areas at the Tokyo islands, and the airport terminal.

#### **④ Barrier-free renovation of railway stations and metropolitan transportation facilities**

## A. Development of platform doors

- In anticipation of the Games, we promote the development of platform doors at major stations around the competition venues such as JR Sendagaya Station and Shinanomachi Station and stations close to the airport\* such as Keisei Nippori Station.
- Installation of platform doors was completed at all stations of the Toei Shinjuku Line.
- For the Toei Asakusa Line, we aim to install platform doors at all stations by the end of FY2023.
- We promote the development of platform doors for JR and private railways based on the “Concept of Preferential Development of Barrier-Free Railway Stations” announced in 2019.
- We promote the development to complete the installation of platform doors at all stations of Tokyo Metro.

<Example of the development of platform doors at a station><sup>[4]</sup>



## B. Development of elevators, etc.

- In cooperation with the national government, local governments, and private companies, we promote the development of elevators, etc., and secure one route at all subway stations as well as all stations of JR / private railways where the number of users per day is 3,000 or more (excluding stations where the development of elevators is difficult due to their structure).
- In addition, we promote the development of multiple routes and exchange routes, and provide support for promoting the development of elevators that meet the standard criteria described in the "Guidelines" (accommodation of 17 passengers or more).

<Example of an elevator in a station><sup>[5]</sup>



## C. Renovation to western-style toilets

- We support railway operators working on the renovation to western-style toilets, and the development of restrooms for the elderly and handicapped

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[4][5] Future Tokyo: Tokyo's Long-Term Strategy (TMG)

people (barrier-free toilets) and women's toilets at major stations around the competition venues and stations close to the airport, etc., so as to improve convenience and comfort for elderly people and foreign tourists.

- For metropolitan subway stations of the Toei Oedo Line, etc., we promote the renovation to western-style toilets so that elderly people and foreign tourists can use them. At the same time, we will promote the development of toilets with functionality and cleanliness, such as the installation of handrails, powder corners, and warm-water washing toilet seats.

#### **D. Barrier-free renovation of metropolitan transportation facilities**

- Tactile guide maps and voice guidance devices for the platform stairs were installed at municipal subway stations. <Image of the passage step behind the bus><sup>[6]</sup>
- The Toei Subway Lines gradually promote the updating to new vehicles with free spaces that are easy to use for wheelchairs and strollers, etc.
- The Toei Oedo Line introduces child-rearing support spaces in some vehicles so that people with small children can utilize the subway without anxiety.
- The Toei bus has promoted the development of roofs and benches at bus stops and introduced Japan's first fully flat floor buses, in the rear of which steps are eliminated.



#### **E. Enrichment and enhancement of base functions**

- Based on the "Shinjuku Terminal Basic Rules" formulated by the Shinjuku Terminal Association, we promote the improvement of information signs and the development of elevators for the barrier-free renovation of transfer routes, in order to realize terminal stations that are friendly and easy to use for people visiting for the first time.
- In order to promote the development of navigation apps that can be used indoors, such as at terminal stations, we distribute indoor electronic maps as open data in cooperation with the national government and conduct demonstration experiments using ICT\* around Shinjuku Station.
- In addition, we expand efforts at Shinjuku Station to other terminal stations such as Ikebukuro Station, Shibuya Station, etc. to promote development

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[6] New Tokyo. New Tomorrow. –The Action Plan for 2020- (TMG)

aiming for the realization of user-oriented terminal stations.

- In the vicinity of Shibuya Station, in line with the strengthening of station functions through the relocation of the Tokyo Metro Ginza Line, etc., we form pedestrian-friendly urban spaces with the help of vertical barrier-free traffic lines and the development of pedestrian decks.
- In order to realize transportation that everyone can utilize comfortably and without anxiety, we establish a system (area management of stations and the city) in which various entities including transportation operators and facility managers cooperate with each other at traffic nodes such as transfer stations.

## **(5) Benefits**

The following achievements will promote barrier-free renovation of transportation facilities and public spaces, etc., and realize an attractive city where everyone can travel safely and smoothly and spend time at peace.

- The barrier-free renovation of the Tokyo 2020 Games competition venues will be completed.
- The barrier-free renovation of accommodation facilities will progress.
- The barrier-free renovation of roads around the competition venues and sightseeing facilities will be completed in anticipation of the delivery of the Games.
- The planar barrier-free renovation of roads in the areas around major stations will progress.
- The barrier-free renovation of harbor roads, etc. will progress.
- Escort zones at intersections, etc. around the competition venues were developed.
- Toilets in metropolitan parks and marine parks will be made barrier-free.
- Platform doors at major stations around the competition venues and stations close to the airport will be developed.
- The development of elevators at transfer stations of the Metropolitan Subway will progress.
- At least one route where people can travel from the entrance to the platform without steps will be secured at most subway stations.
- The renovation to western-style toilets will be completed at major stations around the competition venues and stations close to the airport.



#### 4. Facts and figures

Barrier-free renovation for the venues of the Tokyo 2020 Games	We developed competition venues based on the accessibility guidelines, and set up the Accessibility Workshop consisting of people with disabilities and people with academic experience. We heard many opinions from the Workshop and developed the facilities. (11 facilities completed) (May 2020)
Enrichment of accessible tourism* (barrier-free renovation of accommodation facilities)	In Tokyo, combining rooms for wheelchair users required by the laws and general guest rooms meeting the revised Barrier-Free Building Ordinance (enacted on September 1, 2019), the number of rooms offered exceeds 2,500.
Barrier-free renovation of roads around the competition venues and sightseeing facilities in anticipation of the delivery of the Tokyo 2020 Games	Approx. 82 km (100%) completed (at the end of FY2020)
Of which, metropolitan roads around the competition venues	Approx. 60 km (100%) completed
Of which, metropolitan roads around the sightseeing facilities	Approx. 22 km (100%) completed
Barrier-free renovation in a planar direction of roads around major stations	Approx. 112 km completed (at the end of FY2020)

Barrier-free renovation of harbor roads	Approx. 10 km completed
Escort zones at intersections, etc. around the competition venues of the Tokyo 2020 Games were developed	Completed at 46 places in total (at the end of FY2021)
Barrier-free renovation of toilets in metropolitan parks	Completed in 15 parks (in total) [Reference] Design drafted in 5 parks and construction implemented in 2 parks (at the end of FY2016)
Barrier-free renovation of toilets at marine parks	Construction started in 13 parks (in total) [Reference] Construction started in 1 park (at the end of FY2016)
Installation of platform doors at stations (major stations around the competition venues, stations in the vicinity of the airport)	Assistance was provided for 13 stations in total (of which, completed at 9 stations in total) [Reference] Assistance was provided for 1 station (of which, completed at 0 stations) (at the end of FY2016)
Installation of elevators at transfer stations, etc. (at metropolitan subway stations)	Completed at 15 stations in total (as of June 1, 2021) [Reference] Completed at 1 station (at the end of FY2017)
Securing of one route where people can travel from the station entrance to the platform without any steps at all subway stations (Securing of one route by	96.9% completed

installation of elevators)	
Western-style renovation of toilets (at major stations around the competition venues, stations in the vicinity of the airport)	Assistance was provided for 9 stations in total (of which, completed at 9 stations) [Reference] Assistance was provided for 3 stations (results at the end of FY2017)

(Items in the table are achievements to March 2020 unless otherwise noted)

## 5. Explanation of Terms

Tokyo 2020 Accessibility Guidelines	Guidelines for the purpose of barrier-free renovation for both hardware and software in management of the Games, formulated by the Organizing Committee at the request of the International Paralympic Committee (IPC)
Universal design	To design cities and environments in advance so that as many people as possible can utilize them regardless of age, gender, nationality, or individual capabilities
Harbor roads, etc.	This corresponds to not a road under the Road Act, but a road to be maintained and managed as a port facility that is positioned as a harbor transportation facility described in Article 2, Paragraph 5, Item 4 of the Port and Harbor Act, and is necessary for the management of a port that has been announced based on the Tokyo Port Management Ordinance. This also includes landfill roads (planned roads prescribed in the Tokyo Metropolitan Waterfront Area Development Regulations) developed when the Port and Harbor Authority reclaimed land from the sea
Escort zone	Braille blocks that are installed on a pedestrian crossing to improve the safety and convenience of visually impaired people who cross the road, and used as a clue to grasp the crossing direction when visually impaired people cross the road
Marine park	A park formed by development of reclaimed land based on the Tokyo Marine Park Ordinance, where the citizens can

	interact with the sea and nature and enjoy recreation. This includes seaside parks, pier parks, and green road parks.
Stations close to the airport	Stations on the important routes other than access routes to the competition venues (accessible routes), such as Haneda Airport Station and Nippori Station, which are related to the access to the airport
ICT	An abbreviation for Information and Communication Technology. A generic term for technologies, industries, facilities, services, etc. in various fields related to data processing and information communications
Accessible tourism	An initiative designed to allow everyone to enjoy travelling within the city by responding to the needs of tourists with difficulties in mobility or communication, including the elderly and those with impairments.

## 6. References

- Towards 2020 –Building the Legacy- (PR Edition)
- Towards 2020 –Building the Legacy - (Main Part)
- New Tokyo. New Tomorrow. –The Action Plan for 2020-
- Strengthening of Policies to Realize the "Three Cities" (FY2018)
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- Future Tokyo: Tokyo's Long-Term Strategy