

February 28, 2017
Keisei Electric Railway Co., Ltd.

A streamlined system for welcoming passengers from other countries Multilingual ticket vending machines in all stations

Support in 4 languages: Japanese, English, Chinese (simplified) and Korean

From Saturday, March 25, 2017, ticket vending machines in all stations will offer multilingual support.

From Saturday, March 25, 2017, Keisei Electric Railway Co., Ltd. (Head office: Ichikawa, Chiba; President: Norio Saigusa) will provide ticket vending machines displaying multiple languages at all Keisei train stations.

As part of ongoing efforts to streamline and improve its services to passengers who are visiting Japan from other countries, Keisei Electric Railway is expanding the roster of languages displayed on ticket vending machines. The ticket vending machines, which currently display in Japanese and English only, will be upgraded to display Japanese, English, Chinese (simplified) and Korean. With the upgrade, Keisei anticipates that passengers visiting Japan from overseas will find it easier and more convenient to purchase tickets and IC cards, top up IC cards, and perform other operations.

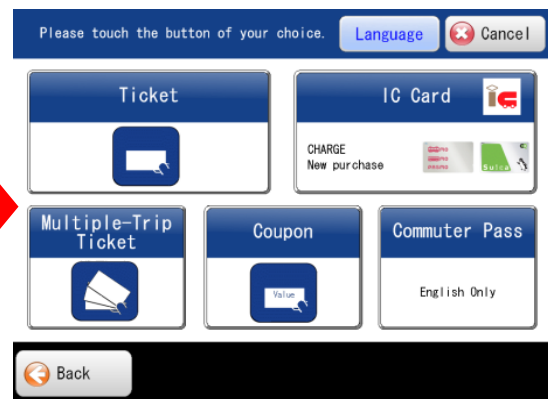
The machines will also offer new features. Passengers will be able to select stations from an on-screen map, by station numbering and by searching station names. By making the machines more user-friendly, these upgrades will make ticket purchases and other operations simpler and more convenient for those arriving from overseas.

Keisei is working hard day by day to make its passenger experience more convenient, comfortable and welcoming to foreign visitors.

An overview of the upgrades is provided below.



Purchase screen in Japanese
(Addition of language selection buttons)



Purchase screen in English



Purchase screen in Chinese (simplified)



Purchase screen in Korean

Multilingual Service in Ticket Vending Machines

1. Implementation schedule

Multilingual support will begin in all Keisei train stations on Saturday, March 25, 2017.

Refurbishment of ticket vending machines installed at all train stations will proceed in sequence starting Wednesday, March 1, 2017. Multilingual support will be enabled at each station as refurbishment is completed.

2. Affected stations

All Keisei train stations except the following:

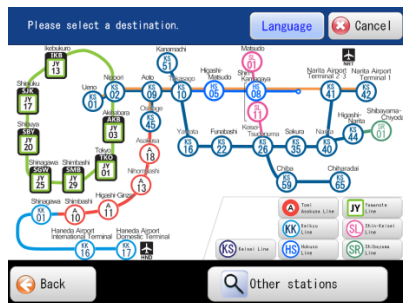
Higashi-Matsudo Station, Shin-Kamagaya and Chiba Newtown Chuo Stations on the Narita Sky Access Line

3. Affected equipment

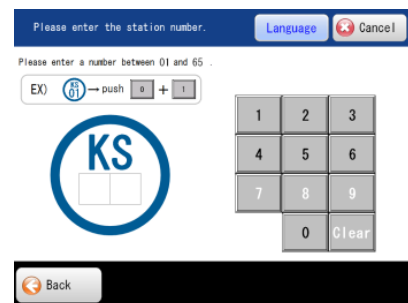
All ticket vending machines except some Liner ticket vending machines

4. Details of refurbishment

- 1) The number of options for language display will be increased from two to four. The four language options are Japanese, English, Chinese (simplified) and Korean.
- 2) New ticket-purchasing features will be added (after selection of Japanese, English, Chinese (simplified) or Korean).
 - a) Selection of stations from a route map and by entering a station number
Main stations will be selectable from a route map for purchase of tickets to those destinations. For stations not shown on the route map, passengers can purchase tickets by entering a station number. Station numbers are listed on pamphlets available at all stations.



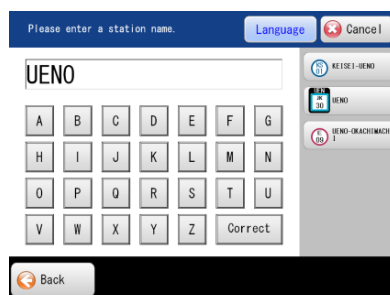
Screen for selecting main stations from a route map



Screen for selecting stations by station number

- b) Selection and purchase of tickets by station-name search

Passengers will be able to select a destination for ticket purchase by entering the name of the station in Roman characters. When the first character is entered, a list of candidate stations appears. Entering further characters further narrows down the list of candidate stations.



Screen for selecting stations by entering station names