

Special
Topic 5Preservation and Restoration of the Tokyo Station
Marunouchi Building and the surrounding area

Tokyo Station was first established in 1914, in year three of Japan's Taisho era. So that its history could be passed on to future generations, in October 2012 the station was opened anew, bearing both the spirit of tradition and of innovation.

Seismic technologies employed in the restoration of the Tokyo Station Marunouchi Building

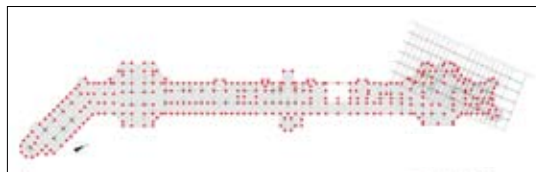
The permanent preservation and utilization of the Tokyo Station Marunouchi Station building after its restoration meant that improvements in its seismic capabilities were essential. For this reason, JR East conducted seismic isolation retrofit work of a scale unprecedented in the history of Japan. ^{(*)1}

In the restoration work, we used temporary supports to support the existing station building above the ground, while removing the original foundation of 11,000 pine piles which have supported the station building since it was built. In doing so, we succeeded in creating a new underground space that could be used for the seismic isolation layer between the above-ground part of the building and the newly-created underground part. The vibration control system employs approximately 350 isolators ^{(*)2} and approximately 160 oil dampers ^{(*)3} to lessen the amount of deformation of the station building in the event of an earthquake. Utilization of seismic isolation retrofiting meant we were able to restore and preserve the Tokyo Marunouchi Station Building, while providing it with greatly improved seismic resistance.

***1 seismic isolation retrofit method:** a construction method for providing the building with seismic isolation in which vibration control systems are installed in the foundations of an existing building or at the mezzanine, without affecting its exterior appearance, interior decorations, or facilities.

***2 isolators:** these support the weight of the building under ordinary conditions. During an earthquake, these can transform a short-period seismic wave into a long-period seismic wave.

***3 oil dampers:** the viscosity resistance of a viscous material (oil) means the system is able to absorb seismic energy by suppressing the degree of building sway.



Layout drawing with locations of isolators and oil dampers

● Isolators approximately 350 — Oil dampers approximately 160



Installed vibration control system

The Tokyo Station Hotel

On October 3rd, 2012, the Tokyo Station Hotel reopened after being renewed with a cozy classic European-style interior that matches the exterior design of the Tokyo Marunouchi Station Building. The hotel has 150 rooms, and customers can choose from six different types of guest rooms. With 10 restaurants, 3 banquet rooms, as well as a fitness club and spa, since reopening the hotel has served many customers from within Japan and overseas.

The Tokyo Marunouchi Station Building is an important national cultural property with a long history of nearly a century. Through taking advantage of its use as a hotel to pass on its long history and tradition as a cultural property, JR East's Tokyo Station Hotel will strive to provide its guests with memorable stays.



Exterior appearance of the Tokyo Station



Guest room of the Tokyo Station Hotel

JR EAST Travel Service Center

JR EAST Travel Service Center offers 4 comprehensive types of service for foreign visitors to Japan: Tourist Information Counter, Travel Counter, Baggage Service Counter, and Foreign Exchange/ATM. The center is equipped with free personal computers and free public Wi-Fi, and can be used as a base for people traveling in Japan.

VOICE

JR EAST Travel Service Center

Offering “omotenashi,” a Japanese type of thoughtful hospitality, eases the anxiety of customers who are unfamiliar with Japan.

The JR East Travel Service Center opened upon the completion of the Tokyo Station Marunouchi Building restoration work in October 2012. The center accommodates the Travel Counter and Tourist Information Counter where customers can exchange their vouchers for rail passes such as the JR EAST PASS, as well as purchase a variety of railway tickets. Located inside the Tokyo Station premises, the Tourist Information Counter pays particular attention to departure times and times required for transferring between trains — a service not normally provided by ordinary tourist information counters. Given the size of Tokyo Station, customers from overseas who do not speak Japanese might feel anxious about transferring between trains, or where to go to board their trains. To ease the concerns of customers as much as possible, we try to propose flexible time schedules for their travel, and offer easy-to-understand guidance.

Since our opening, we have hosted numerous visitors to Japan. What surprises us the most is that people repeatedly visit us during their stays in Japan. For instance, some people come back to us to tell us that they liked tourist spots and hotels we suggested. Other people come back to us with their friends saying that they liked the service provided during their last stay, and others approach us saying their friends recommended they visit us. On one occasion, visitors could not transfer in time to reach their destination because of a delay with their Shinkansen train. The customers came back to us to complain, but when they left to head home, our staff saw them off at the platform. This made an impression on them, and in the end we were complimented for our services.

At the center, we might only spend a short period of time with our customers. However, as our customers may be anxious about traveling in Japan when they do not speak the language, we cherish every single moment with them in order to ease their concerns. At the same time, we pay the utmost attention to offering our best “omotenashi” hospitality in a relaxed atmosphere.

**Suimi Fujiwara**

JR EAST VIEW Travel Service Co., Ltd.
JR EAST Travel Service Center:
JR EAST Tokyo Station
General Manager