

# Japan's first Foreign Friendly TAXI stands!

Due to the recent sudden increase in the number of visiting travellers from abroad, Kyoto City, in collaboration with the Ministry of Land, Infrastructure and Transport, taxi business associations, the Kyoto Taxi Operation Center and other bodies, has put into practice an endeavor to improve the language skills of taxi drivers and to improve the environment for accepting the needs of foreigners. Foreign Friendly TAXI has set up special taxi stands, the first in Japan, at JR Kyoto Station's Karasuma and Hachijo Gates, with drivers and taxis specially certified by Kyoto city's taxi companies.

Although they are taxi stands with priority for foreigners, the taxis may also be used by people with large suitcases, wheelchairs and baby carriages.

**Magnetic plate**



**Sticker**



**Indicator lamp**



**VISA x Foreign Friendly TAXI sticker \***





\* To improve the environment for acceptance of foreign visitors to Japan, and as a measure to increase travel consumption and revitalize the Kyoto area, Kyoto City entered into a comprehensive regional vitalization partnership agreement with Visa Worldwide Japan on December 1, 2015. As part of this agreement, the "VISA x Foreign Friendly TAXI" stickers will be placed on these taxis.

There are approximately 200 certified drivers who have received training in customer service and foreign languages. These drivers have special driver IDs or wear special armbands as they drive to the requested destination and at no extra charge. There are about 100 certified vehicles in use. These certified taxis have specialized indicator lamps and are marked with magnetic plates or stickers. There are also handy Point-and-Speak foreign language sheets available for foreign travellers to use where they can point to words or phrases they wish to say.



\* Payment may be made with credit cards or traffic IC cards. There are wagon type cars and Universal Design taxis which have space for more than two large pieces of luggage such as suitcases.



A Point-and-Speak foreign language sheet

## Calling Foreign Friendly TAXIs by smartphone app

According to a survey carried out in March and July of 2016, there were many requests for the ability to use Foreign Friendly TAXIs from places other than Kyoto Station. From March 1st, 2017, it is now possible to specify Foreign Friendly TAXIs from the "Japan Taxi" smartphone app when calling for a taxi.

The customer indicates their current location and their desired destination, and selects the Foreign Friendly TAXI logo when calling a taxi. A notification is sent out to all Foreign Friendly TAXIs, and the nearest one will pick up the customer.



◀ Look for this logo when choosing the taxi company in the app.



↑ QR code download link to the "Japan Taxi" app.



**Kyoto City Industry and Tourism Bureau  
Tourism and MICE  
Promotion Office**

## JR Kyoto Station Foreign Friendly TAXI Stand Guide

**KARASUMA GATE Map MAP 24**  
Operating hours: 8:00 to 23:00

**HACHIJO GATE Map MAP 25**  
Operating hours: 24 hours a day

\*Only station wagons and UD (Universal Design) cars are available at Hachijo Gate