

What you should know about

Driving Safely

How to drive safely on expressways in Japan

DRIVING SAFELY



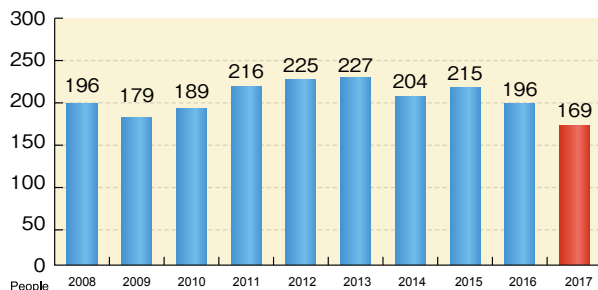
169 people

(Source: National Police Agency)

died in traffic accidents on expressways during 2017.

Traffic fatalities on expressways and other controlled-access roadways during the past decade

(Source: National Police Agency)



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Handling emergencies on expressways in Japan

1. Stay in one place! Do not walk around!

Many serious traffic accidents on expressways involve vehicles hitting people.

Most likely to happen when

- You are exiting your vehicle or waiting outside.
- You are changing a tire or making other repairs on the road shoulder.
- You are reporting an accident.
- You are talking with others involved in the accident.



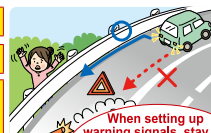
Do not stand in the roadway!
Do not walk in the roadway!!

2. Provide warnings to the vehicles behind you!

Help make other drivers aware of the situation.

Three kinds of warning signals

- 1 Three kinds of warning signals
- 2 Light safety flares and place them in the road
- 3 Set up emergency warning triangles or other safety markers



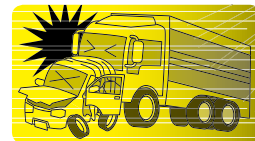
When setting up warning signals, stay off the roadway and behind the guardrail or median strip when moving toward the rear of your vehicle.

Place flares and emergency warning markers a safe distance from the rear of your vehicle. Watch your footing and maintain awareness of your own personal safety at all times when moving on the roadway.

3. Move to a safe area!

Do not stand near a vehicle stopped in the roadway!
Do not remain in the vehicle!

The driver and all passengers should exit the vehicle as soon as possible and exercise due caution by watching for moving cars when seeking refuge in a safe location toward the rear of the vehicle and behind the guardrail.



It is not safe to remain in your vehicle. Many traffic fatalities involve rear end collisions with vehicles coming from behind.

4. Seek refuge in a safe location and then report the accident.

There are three ways to report accidents in Japan

- 1 Dial 1-1-0 from any land line
- 2 Use one of the emergency freeway telephones that are installed along the freeway*1



*1 Emergency freeway telephones are located every kilometer along the freeway and every 200 meters in tunnels. Just pick up the receiver to be connected immediately a traffic control center. Exercise due caution by watching your footing and looking out for moving cars when you are walking toward an emergency freeway telephone.

Emergency freeway telephones

Where can I find one?

Emergency freeway telephones are located **every kilometer along the freeway and every 200 meters in tunnels** as well as at interchanges, service areas, parking areas, bus stops, and emergency parking areas.

When should I use one?

Use one if you have been in an accident, have had a mechanical failure, or are in any other emergency situation.



Who does it connect to?

Just pick up the receiver to be connected immediately to a traffic control center. Explain your situation, how the accident or mechanical failure occurred, and whether or not anyone is injured.

If you have trouble communicating on the telephone

Emergency telephones are equipped with pushbuttons that will enable you to request emergency response for a mechanical failure, an accident, an injury, or fire without speaking.

All emergency freeway telephones, even those that are not equipped with pushbuttons, will automatically inform the traffic control center of your location. **If you are unable to communicate over the phone, bang on the receiver or otherwise signal the traffic control center of your situation.**



In Japan, it is illegal to park on an expressway. Emergency freeway telephones should be used only in the event of an accident or mechanical failure that makes it impossible to operate your vehicle.

Exercise due caution during emergencies as follows

1. Do not walk on the expressway!!
2. Signal vehicles coming from behind using your hazard lamps, road safety flares, and emergency warning triangles.
3. The driver and all passengers should exit the vehicle as soon as possible and exercise due caution by looking out for moving cars when seeking refuge in a safe location toward the rear of the vehicle and behind the guardrail.
4. Report your situation using an emergency telephone.

In Japan, we drive on the left of the median strip!

Don't drive in the wrong direction!



Opposing directions of traffic on expressways are separated by a median strip. Always stay to the left of the median strip.

Driving in the wrong direction on the expressway can result in traffic fatalities.

Keep to the left! Don't drive in the wrong direction. Don't cause accidents!

Many serious traffic accidents on expressways involve vehicles traveling in the wrong direction.

Always drive in the indicated direction on expressways.

Pay close attention to road markings, traffic signs, and warning signs.

We missed our exit! We went too far!!

It is illegal to back up or make a U-turn on an expressway. Japan's Road Traffic Act classifies such infractions as moving violations, which are called "traffic separation violations."

In the event that drive past the interchange at which you wished to exit, **continue driving and exit at the next interchange.**

When exiting, proceed through a manned tollbooth and explain your situation to the operator.

Usually, the tollbooth operator will be able to explain to you how to return to the correct interchange without exiting the expressway.

Please understand, however, that there are some interchanges that are constructed in a manner that precludes this possibility, and you will be required to exit and re-enter the expressway.

What to do if you see a car traveling in the wrong direction

Cars traveling in the wrong direction often do so in the passing lane. If you see or hear of a car traveling in the wrong direction, keep to the left, leave extra space between your car and the car in front of you, and play close attention to any car approaching from the opposite direction.

Warnings about cars traveling in the wrong direction are provided via information boards and Highway Radio as soon as it becomes available. If you see a car traveling in the wrong direction, pull over to the side of the road, stop in a safe place, and avoid collisions.



If you see a car traveling in the wrong direction

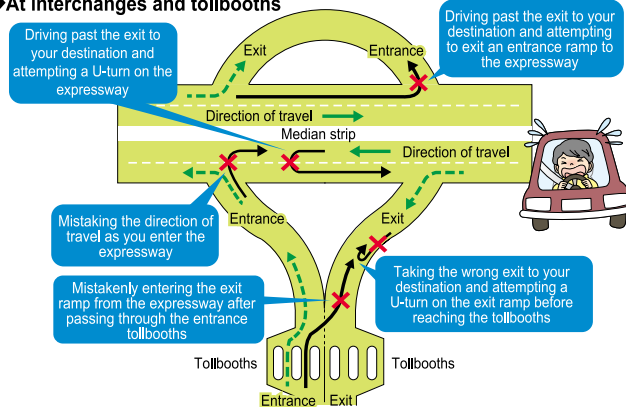
Dial 1-1-0

- You can call from your cellphone or smartphone.
(Be sure to have a passenger make the call if you are driving.)
- You can also make a report to a tollbooth operator or call from an emergency freeway telephone at the closest service or parking area.

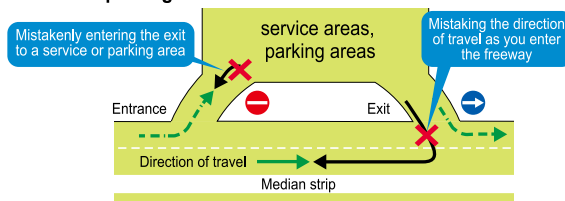
See page 2 for details about emergency freeway telephones.

Places where drivers are easily confused and drive in the wrong direction

◆ At interchanges and tollbooths



◆ At service or parking areas



If you find yourself traveling in the wrong direction on the expressway

- (1) Stop your vehicle in a safe place and turn on your hazard lamps.
- (2) Seek refuge in a safe location nearby. Do not remain inside the vehicle.
- (3) Dial 1-1-0, or use an emergency telephone.

Always confirm the direction of travel by paying close attention to warning signs and road markings.



Warning sign

Road markings

Visit any of the NEXCO websites for more information on how to avoid traveling in the wrong direction.

Seatbelts save lives

Wear your seatbelt!

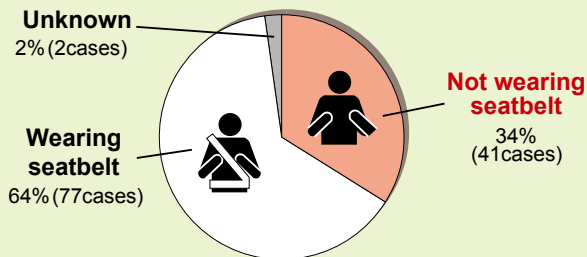
As a car travels down an expressway, its passengers are also moving at the same speed. Both the car and the people in it behave as a single mass, and just as the car cannot stop immediately, neither can its passengers.

During a collision, seatbelts are able to provide protection against blunt force trauma to the head and chest of a passenger due to impact with the steering wheel, windshield, or other part of the car's interior as well as to help prevent passengers from being thrown outside the car.

More than 30% of traffic fatalities on expressways and other controlled-access roadways during 2017 involved drivers or passengers who were not wearing seatbelts. In fact, data shows that the likelihood of dying in a traffic accident is **14 times greater** for those drivers or passengers who do not wear seatbelts than it is for those who wear them. Simply put: seatbelts save lives! It is also important to understand that airbags are not truly effective safety devices unless you wear a seatbelt.

●Traffic fatalities and seatbelt use on expressways

(Source: 2017 National Police Agency report)



120, excluding bicycle riders and pedestrians from a total of 169 cases

●Likelihood of dying in a traffic accident and seatbelt use on expressways

(Source: 2017 National Police Agency report)

When wearing a seatbelt

0.5%



When not wearing a seatbelt

7.3%



14 times greater

Fatalities 77cases
All casualties 14,479cases

Fatalities 41cases
All casualties 559cases

$$\text{Likelihood of dying} = \frac{\text{Fatalities}}{\text{All casualties}} \times 100$$

Passengers in rear seats are also required by law to wear seatbelts.



Japanese law stipulates that not just the driver and front-seat passenger but also **all rear-seat passengers must wear seatbelts**. Also, **children under six years of age must use child seats**. To ensure safety, always use a child seat that matches your child's physique and your car's interior.

! All passengers are required by law to wear seatbelts. !

Japanese law stipulates that not just the driver and front-seat passenger but also all rear-seat passengers must wear seatbelts. Also, children less than six years of age must use child seats. To ensure safety, always use a child seat that matches your child's physique and your car's interior.



Do you know

how to wear a seatbelt correctly?

- 1 Place the hip belt so that rests on your hips, not on your abdomen.
- 2 Place the shoulder belt so that it rests squarely on your shoulder.
- 3 Make sure the belt lies flat and is not twisted.
- 4 Make sure the buckle is engaged securely by listening for the click.



The danger of not wearing seatbelts

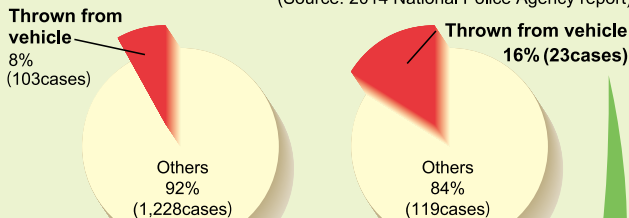
If you are involved in a high-speed collision while not wearing a seatbelt, there is a high likelihood that your body will sustain blunt force trauma due to impact with the car's interior. There is also the danger that your body will be thrown through **an open door or broken glass, or perhaps even through a pane of unbroken glass** to the outside of the vehicle, where you are likely to sustain further injury due to impact with the ground or with another vehicle. The likelihood that such injuries will be fatal is also high. It is also possible that by failing to wear a seatbelt you could injure other passengers who are wearing seatbelts.

■ Roughly one in six traffic fatalities that occur on expressways is thrown from the vehicle.

During 2014, **roughly one in six traffic fatalities** on expressways was caused by the passenger being thrown outside the vehicle. This is clearly a much higher percentage than in traffic accidents that occur on a public road.

• Traffic fatalities thrown from the vehicle

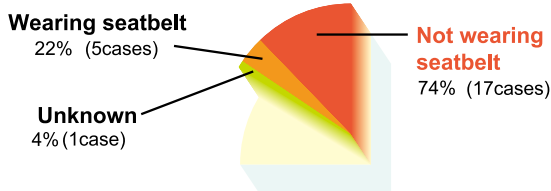
(Source: 2014 National Police Agency report)



Only one in 12.9 traffic fatalities was thrown from the vehicle during accidents on **public roads. (Excluding expressways.)**

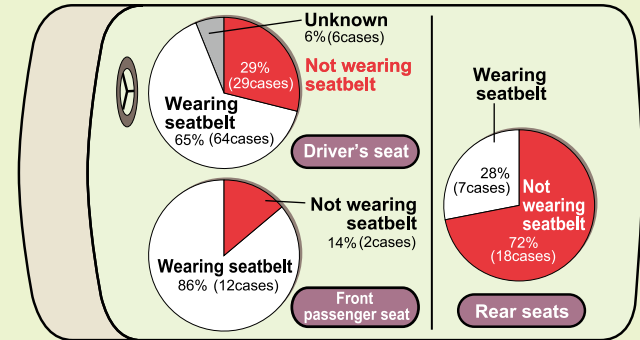
Roughly one in 6.3 traffic fatalities was thrown from the vehicle during accidents on **expressways.**

More than 70% of traffic fatalities thrown from the vehicle were not wearing seatbelts.



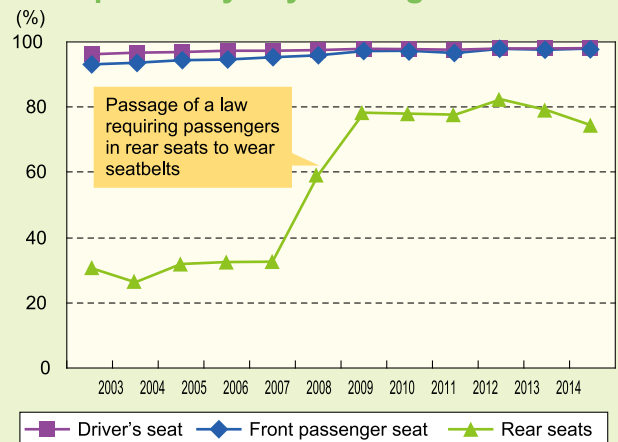
Passengers in rear seats must also wear seatbelts!

• Traffic fatalities by seating and seatbelt use on expressways (Source: 2014 National Police Agency report)



As this data shows, more than 70% of the rear-seat passengers who died in collisions on expressways **were not wearing seatbelts**. There is a common misperception that passengers in rear seats do not need to wear a seatbelt, because they are not as susceptible to impact with the steering wheel or the windshield during a collision as the driver or a passenger in the front seat. Statistics show, however, that **wearing a seatbelt increases the likelihood of survival even for passengers in rear seats**.

• Yearly changes in seatbelt use on expressways by seating



Five keys to driving safely



Obey all traffic rules and etiquette to enjoy a safe and pleasant journey on Japan's expressways. Here are the **five keys** to driving safely.

1. Maintain a safe speed.

During 2017, **approximately 12%** of traffic accidents on expressways that resulted in traffic fatalities were caused by speeding on the part of the negligent party. Also, remember that speed limits are generally lowered in times of inclement weather or poor road conditions. Pay attention to the posted speed limit and drive at a safe speed suitable for road conditions.



2. Maintain a safe distance between vehicles.

The likelihood of traffic accidents increases during inclement weather. Be sure to double the safe distance between vehicles when driving on wet road surfaces. Always maintain a safe distance between your car and the car in front of you.



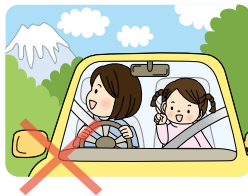
3. Don't cut in front of other vehicles.

Cutting in front of another vehicle will cause the driver of that vehicle to swerve or break suddenly and could result in an accident. Always make sure there is plenty of space between your vehicle and the one behind you when changing lanes.



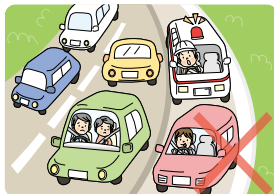
4. Keep your eyes on the road.

It's easy to lose your focus when you have things to think about or you are driving through a scenic area. But always remember that a speed of 100 km an hour is equivalent to traveling at 28 meters per second. Taking your eyes off the road is one way to cause a rear-end collision.



5. Do not drive in the breakdown lane.

Do not drive in the breakdown lane even when traffic is heavily congested. Driving in the breakdown lane obstructs the access of emergency vehicles and delays their response.



Safe driving etiquette

Slow down and pass through electronic toll collection (ETC) gates at **20 km/h or less**.

Please remember that there are times when the car in front of you will have to stop because the ETC gate does not open immediately for cars that are not equipped with ETC cards or that have entered the ETC lane by mistake.

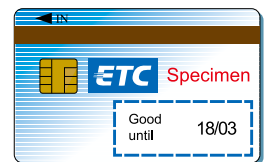
Reduce your speed to **20 km/h or less** and maintain a safe distance between vehicles when passing through an ETC gate. **Also, remember that you must come to a full stop at Smart Interchanges.**



Be sure your ETC card has **not expired**.

The ETC gate will not open if your ETC card has expired. Although most ETC in-vehicle devices will sound an alarm if you insert an expired ETC card, sometimes they don't. Be sure to double check the expiration date of your card before starting your journey.

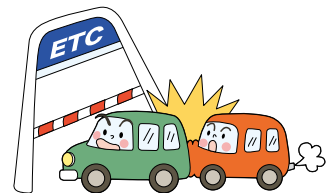
An ETC credit card



Sometimes the ETC gate does not open right away...

Remember that there are vehicles approaching from behind while you are stopped at an ETC gate, so even if the gate fails to open because of a missing card or other problem, **do not attempt to back out of the gate**.

Instead, **turn on your hazard lamps** to warn approaching drivers and use the interphone or buzzer located near the gate to contact a toll collector.



Turn on your hazard lamps if traffic is backed up as you approach a toll gate to warn approaching drivers.

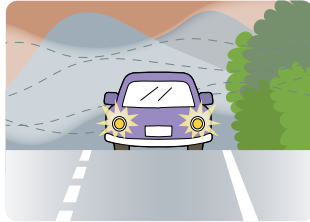
Rear collisions are a common occurrence in congested traffic or at the tail end of waiting lines. This is especially true at curves and other places where forward visibility is diminished, so be sure to pay close attention information boards and other means of obtaining up-to-date information on what traffic conditions are like up ahead. If you find yourself in congested traffic and have to slow down or stop your vehicle, be sure to use your hazard lamps to warn drivers approaching from behind.



Safe driving etiquette

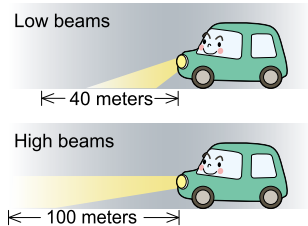
Turn on your headlights early.

Many accidents occur in during inclement weather or twilight hours. Turn on your headlights early to inform other drivers of your presence. We recommend turning your headlights on even during the daytime in tunnels, when driving through fog or rain, and any time **forward visibility is reduced below 200 meters** on expressways or 50 meters on other public roads.

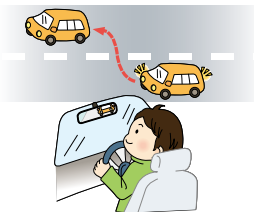


Switch between low beams and high beams frequently but judiciously.

Low beams illuminate up to **40 meters** ahead but high beams illuminate a full **100 meters ahead**. The frequent use of high beams can help you identify danger early. Frequent switching between low and high beams is an indication that you are concentrating on driving and helps prevent you from becoming distracted or drowsy while driving. Remember, though, that the overuse of high beams can be a nuisance for other vehicles and in some cases could even result in violation of the Road Traffic Act. Always switch back to low beams when there are vehicles in front of you or approaching from the opposite direction.



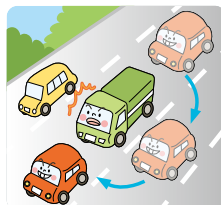
Make a habit of using your turn signal when you change lanes!



Frequent lane changes are a common cause of accidents, but when you must change lanes, be sure to look for nearby vehicles, both in front of and behind you, and use your turn signal to notify other drivers before changing lanes. Also, be sure to cancel your turn signal promptly after changing lanes.

Do not pass on the left!

Japan's Road Traffic Act stipulates that you must pass slower vehicles on the right.



Slower traffic must **keep to the left**.

The right-hand lanes on Japanese expressways are passing lanes for use by faster traffic when passing slower traffic. After passing another vehicle, be sure to return promptly to the cruising (left-hand) lane.

◆ **Travel lanes on expressways are specified for truck trailers and other heavy trucks.**

■ Truck trailers

Must travel in the left-hand lane except when passing.

■ Heavy trucks and other oversized special motor vehicles

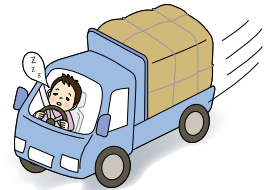
Must travel in the left-hand lane, except when passing, in zones marked with the traffic sign shown on the right.



Do drivers of **heavy trucks** tire easily?

A significant portion of what can be seen while looking down from the relatively high perch of the driver's seat in a heavy truck is the road surface. And it can be very tiring on both the eye and the mind to watch the road continuously as it flows at a high speed beneath and behind the truck. This is especially true for cab-over-engine trucks, because the driver's seat sits directly above the engine, the noise and vibration from which can easily lull a driver to sleep.

Drivers should take a break at a service area (SA) or parking area (PA) as soon as they start to feel tired. Also, heavy trucks with oversized bodies have a high center of gravity. These trucks can easily become unstable when going through curves, which makes it especially important to **maintain a safe driving speed by slowing down** when approaching curves or interchanges and taking extra care when steering or braking the vehicle.



Motorcycles are not the same as automobiles!

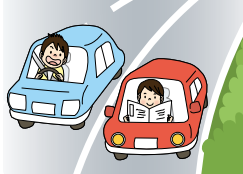
Compared with automobiles, motorcycles are more easily affected by the wind, the rain, and other inclement weather. Plus, there is no cabin to protect the rider in case of an accident, which can easily result in severe injuries. If you're traveling by motorcycle, keep a close eye on weather conditions before you set out and be sure to travel at a safe speed suitable for the road conditions. Also, **remember never to pass other vehicles either by lane splitting between two cars or by traveling in the breakdown lane, because it is extremely dangerous to do so.** Remember to be especially careful when riding in tandem on a motorcycle, because it is harder to keep your balance and takes longer to brake. Not to mention that long periods of riding in the same posture while exposed to cold air can be exhausting. **Always bear in mind the need to pull into a service or parking area for a break at regular intervals.**



Safe driving etiquette

In Japan, it is illegal to park on an expressway.

Japan's Road Traffic Act prohibits motorists from parking their vehicles on an expressway except in cases where necessary to avoid danger or to repair mechanical failure. Stopping in a breakdown lane entails the risk of being rear ended by an approaching vehicle. Stopping your vehicle in the breakdown lane or in the approach to a tollbooth in order to wait until you can receive an ETC time discount is not only extremely dangerous it is prohibited by law and subject to punishment. When taking a break, always stop in a service or parking area.

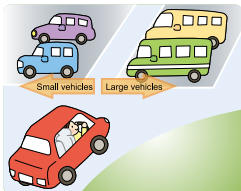


Use your cellphone or smartphone only when stopped in a service or parking area!

Japan's Road Traffic Act prohibits motorists from using mobile devices while driving. The use of a mobile device while driving can lead to accidents due to failure to concentrate on the road ahead or to steering poorly when driving one-handed. **Stopping in breakdown lanes or in places with zebra markings (cross-hatching) is also prohibited.** Always remember that it is also very dangerous to walk around while using a mobile device, even when stopped in a service or parking area.



Park squarely in parking spaces.

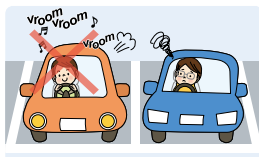


When stopping in service or parking areas, be sure to park your vehicle squarely in a parking space. Also, **be sure to match the size of the parking space you choose to the size of your vehicle: small parking spaces for small vehicles and large parking spaces for large vehicles.** Take care to park your vehicle squarely in the space allotted and leaving sufficient room for adjacent vehicles.

Be an eco-friendly driver: turn off your engine when stopped!

Do you let your engine idle while waiting for a passenger or taking a quick nap in service and parking areas? Unnecessary idling not only spews out carbon dioxide, thereby worsening global warming, it is a waste of fuel and a source of noise pollution.

More and more municipalities are prohibiting drivers from allowing engines to idle unnecessarily while stopped. Remember to turn off your engine when stopped in service and parking areas!



Watch out for animals!

It is not unheard-of for deer, bear, or other wild animals to wander onto an expressway and get hit by a fast-moving vehicle. Although NEXCO has raised the height of fences and implemented a number of other measures, it is still possible that wild animals will be seen on an expressway. Please report animal sightings using an emergency telephone.



See page 2 for details about emergency telephones.

Clear snow off your car's roof before you drive.



Setting off on your trip without clearing off snow accumulated on your car's rooftop presents the possibility that it will fall off while you are driving on the expressway and create an obstacle for cars behind you. Every year, accidents are caused by cars having to swerve to avoid snow falling from a car ahead of them. Please be sure to clear snow off your car's roof before you set off on your trip.

Medevac aircraft land on expressways during emergencies

There are cases in which emergency medical service helicopters, also known as medevacs, will land on and take off from expressways or service and parking areas during emergencies in order to provide emergency medical services to people injured in a traffic accident. If you see a medevac flying near an expressway, stay calm and follow all traffic restrictions without swerving, braking, or otherwise losing your focus. And always be aware that affected sections of an expressway might be closed to traffic in emergencies.

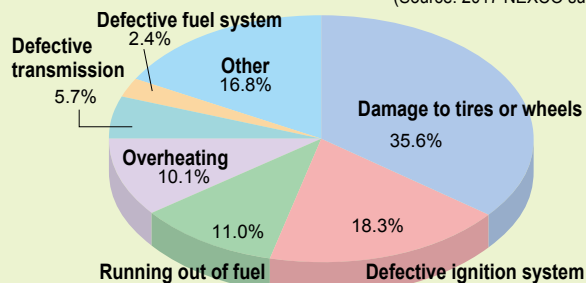


Inspect your vehicle for mechanical problems before you set off on your trip.

Many fatal traffic accidents are caused by mechanical failures.

Causes of mechanical failures on expressways

(Source: 2017 NEXCO survey)



Most mechanical failures can be prevented by a **basic inspection**. In particular, be sure to inspect your **fuel, lubrication, coolant, and tires** regularly.

Major points for pre-travel inspection and repair

- 1 Check your brake and fuel indicators.
- 2 Check your accelerator, brake, and clutch pedals.
- 3 Check your clutch and brake fluid.
- 4 Check your tire pressure.
- 5 Check your engine oil.
- 6 Check your fan belt.
- 7 Check for water leakage.
- 8 Check your headlights and turn indicators.

Make sure you have your road safety flares and emergency warning triangles in the car.

If you are forced to stop for an accident or a mechanical failure, be sure to signal vehicles coming from behind using your hazard lamps, road safety flares, and emergency warning triangles.

Most cars have a holder for road safety flares in the footwell of the front passenger seat.



Be prepared! Verify when your road safety flares are located in the vehicle and how to use them before setting off on your trip.

Check your luggage or freight before you set off on your trip!

Damage caused by luggage or freight that falls off of or out of your vehicle is **your responsibility!**

Cover luggage or freight with a tarpaulin and secure it with rope

If you are traveling long distances or over a long period of time, double check to make sure your luggage or freight is secure when you stop at service or parking areas.



The three most commonly dropped kinds of luggage or freight

(Source: 2016 NEXCO survey)

1. Plastic or vinyl sheets and tarpaulins or other textiles (blankets and sheets)
2. Tires or other automobile parts and accessories
3. Lumber or plywood



If you see luggage or freight dropped on the expressway

- Make a report to a tollbooth operator or call from an emergency freeway telephone at the closest service or parking area.

See page 2 for details about emergency telephones.

Luggage or freight on roadway warnings

Information on luggage or freight that has been dropped on the roadway is posted to information boards. If you see **Luggage or Freight on Roadway** posted to an information board, slow down and pay close attention to the road.

What to do when there is a fire inside a tunnel

1. Exit your vehicle and seek refuge promptly. If you must leave your vehicle in the tunnel, pull over to the left, engage the parking brake, and stop the engine. But leave your keys in the vehicle and leave the doors unlocked.

If your vehicle is equipped with a smart key, leave it on the dashboard or other easy-to-see location.

2. Report the situation using a push-button alarm device or emergency telephone.



Push-button alarm devices are located every 50 meters and emergency telephones are located every 200 meters inside tunnels.

Press the button on the push-button alarm device until the lamp comes on to report a fire automatically.

3. Whenever possible, use fire extinguishers to put out small fires before they grow into large ones.

A pair of fire extinguishers is located every 50 meters inside tunnels. Fire extinguishers are the most effective means of putting out small fires involving flammable liquids such as oil.

4. In tunnels equipped with fire hydrants, use the fire hydrant to put out fires.

5. Seek refuge in a safe place as soon as the fire becomes too big to be contained.

Information and directions are provided via loudspeakers or radio broadcasts in the tunnel, so stay calm and do as instructed. Also, remember that smoke settles to the ground as the air cools. Stay out of the smoke as much as possible but follow the flow of the smoke to find the emergency exits.



How to use a fire extinguisher

- 1 Open the lid and remove the extinguisher from the box.
- 2 Release the nozzle from the clasp.
- 3 Pull the pin from the handle.
- 4 Squeeze the handle to discharge the extinguishing agent, which will flow for between 20 and 30 seconds.
- 5 Point the nozzle at the base of the fire to cover the burning material with extinguishing agent.



How to use a fire hydrant

- 1 Pull the handle toward you to open the box.
- 2 Release the nozzle from its holder and hold it in your hand.
- 3 Grip the red handle on the right-hand side of the hydrant and pull it forward to start the flow of water. Keep a secure grip on the nozzle with both hands.
- 4 Once the water starts to come out of the nozzle, pull the hose out.



Nozzle Handle

Driving in tunnels

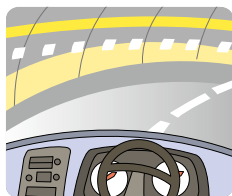
Turn on your headlights in tunnels. Observe the speed limit. Maintain a safe distance between vehicles. Stay in one lane as much as possible and pass slower traffic with due care. This alone is enough to prevent most accidents in tunnels. Following proper driving etiquette is the key to driving safely.

■It is difficult to notice changes in grade in tunnels

There are fewer clues that the grade has changed inside tunnels, which means that drivers often fail to notice that their vehicle has gained or lost speed. Don't rely just on your intuition in tunnels. Keep an eye on the speedometer to be sure that you are maintaining a steady speed.

■Remember that things look different inside tunnels

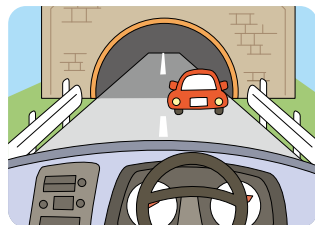
When driving in a tunnel, it is often difficult to tell immediately if other cars are moving or stopped. It takes longer to make decisions when things look different, which increases the danger of an accident.



■Watch out for crosswinds when exiting a tunnel

A strong crosswind when exiting a tunnel can cause a vehicle to swerve unexpectedly. Exercise due caution by slowing down as necessary when approaching the exit to a tunnel.

■The black-hole effect



Drivers approaching a tunnel commonly experience what is called the black-hole effect, which refers to the perception that vehicles entering the tunnel ahead of you disappear into a "black hole." Many drivers suddenly reduce speed when this happens, resulting in rear-end collisions with vehicles approaching from behind.

■Restrictions on vehicles carrying hazardous materials

There are many tunnels on roadways operated by NEXCO to which access by vehicles carrying hazardous materials is either prohibited or restricted. These include the Kan-Etsu Tunnel on the Kan-Etsu Expressway, the Tokyo Aqua Tunnel on the Tokyo Wan Aqua-Line Expressway, the Enasan Tunnel on the Chuo Expressway, the Hida and Hakamagoshi Tunnels on the Tokai-Hokuriku Expressway, the Meito and Moriyama Tunnels on the Mei-nikan Expressway, the Higo and Kakuto Tunnels on the Kyushu Expressway, and the Kammon Tunnel on National Route 2.

Please contact your nearest NEXCO office for further details.



Get the up-to-date information while in tunnels

1. Tunnel entrance

Pay attention to information boards and traffic signals as you enter tunnels. If the signal is red or a "No entry" message is posted, stop your car outside the tunnel and use your hazard lamp or other means to warn approaching drivers.

■Information boards at tunnel entrances

Pay attention to information boards at tunnel entrances, which display "No entry" messages and other information about conditions in the tunnel that are essential to driving safely.



■Traffic signals at tunnel entrances



Traffic signals are installed at the entrance to long tunnels. A red light means do not enter the tunnel.

◆ Be sure to pull over to the left shoulder of the expressway when a red light is displayed to ensure that your vehicle does not interfere with the movement of emergency service vehicles responding to an emergency.

2. Inside tunnels

Pay attention to information boards and radio broadcasts while inside tunnels. If a fire or other emergency occurs, follow all instructions given and use your hazard lamp or other means to signal approaching drivers. Follow instructions given via loudspeakers or radio broadcasts in the tunnel and seek refuge.



■Information boards in tunnels

Information boards are installed inside long tunnels. Pay attention to information boards, which display "Stop! There is a fire ahead" messages and other information about conditions in the tunnel that are essential to driving safely.

■Radio broadcasts inside tunnels

Turn on your AM radio in tunnels that have an AM Radio sign at the entrance, as shown in the photo to the right. Emergency information will be broadcast in place of traffic information in the event of an emergency situation inside the tunnel.





Handicap accessible parking spaces

Get the information you need to enjoy your trip



At service and parking areas on expressways, parking spaces that are marked with the International Symbol of Access (wheelchair symbol) are reserved for persons with disabilities.

These spaces are for the use of

Persons in wheelchairs

Persons with injuries

Persons with sight or hearing disabilities

As well as

Senior citizens

Pregnant women

We ask the public for its cooperation in leaving these spaces available to be used by those for whom they are intended.

Information while driving

Information boards at entrances to expressways

Information boards with up-to-date information on expressway traffic are posted near interchanges on the public roads that merge with entrance ramps.



Information boards at tollbooths

Information boards with up-to-date information on traffic are posted near tollbooths.



Information boards on the expressway

Information boards with up-to-date information on local traffic are posted on the expressway near interchanges.

Wide-area information boards

Traffic information for a wide region is displayed near junctions, interchanges, and other major points on the expressway.



Travel time information boards

Travel time to major interchanges. Information boards is displayed along the expressway.



Vehicle Information and Communication Systems (VICS)

VICS-compliant navigation systems display local traffic information free of charge.



Highway Radio 1620KHz

Traffic information is available at 1620 kHz on your AM radio in areas posted with the sign shown in the photo on the left. Detailed information on congestion, accidents, construction is broadcast.

Information at service and parking areas



Information terminals

Traffic information for a wide region is provided at major service and parking areas via route maps and television screens.

Information booths

Information booths are available at service areas to answer questions about traffic conditions, tolls, or other aspects of traveling on expressways.



Pre-travel updates

Highway Hotline (available 24 hours a day and updated every 5 minutes)

Hokkaido

Sapporo011(896) 1620 Asahikawa0166(54) 1620
Muroran0143(59) 1620 Obihiro0155(42) 1620

Tohoku region

Aomori017(781) 1620 Morioka019(639) 1620
Akita018(826) 1620 Sendai022(711) 1620
Koriyama024(961) 1620 Yamagata023(685) 1620

Kanto region

Tohoku, Tokyo-Gaikan, Joban, Kan-Etsu, Joshin-Etsu, Nagano, and other expressways

Iwatsuki048(758) 1620 Utsunomiya028(665) 1620
Kashiwa04(7171) 1620 Mito029(254) 1620
Oizumi03(3922) 1620 Tokorozawa04(2946) 1620
Maebashi027(252) 1620 Nagano026(278) 1620

Chuo and Nagano expressways

Hachioji042(692) 1620 Kofu055(275) 1620
Suwa0266(57) 1620

Chiba area (Higashi-Kanto, Tateyama, Tokyo Wan Aqua-Line, and other expressways)

Chiba043(257) 1620

Keihin (Greater Tokyo-Yokohama) area (Daisan Keihin Road, Yokohama Shindo, Yokohama-Yokosuka Road)

Keihin045(780) 1620

Tomei and Shin-Tomei expressways

Tokyo03(5491) 1620 Kawasaki044(866) 1620
Yokohama045(923) 1620 Gotenba0550(82) 1620
Fuji0545(51) 1620 Shizuoka054(288) 1620
Hamamatsu053(435) 1620

Chubu region

Nagoya052(709) 1620 Toyokawa0533(82) 1620
Gifu058(259) 1620 Yokaichi059(352) 1620

Hokuriku region

Tsuruga0770(21) 1620 Fukui0776(57) 1620
Kanazawa076(253) 1620 Toyama076(476) 1620
Joetsu025(535) 1620 Niigata025(286) 1620
Yuzawa025(784) 1620

Kinki region

Osaka06(6876) 1620 Kyoto075(602) 1620
Otsu077(564) 1620 Kobe078(903) 1620

Chugoku region

Hiroshima082(876) 1620 Yonago0859(37) 1620
Okayama086(256) 1620 Hamada0855(24) 1620
Yamaguchi083(941) 1620

Shikoku region

Kagawa087(851) 1620 Matsuyama089(905) 1620
Kochi0887(72) 1620 Tokushima088(641) 1620

Kyushu region

Fukuoka092(942) 1620 Kumamoto096(275) 1620
Miyazaki0985(86) 1620 Oita097(514) 1620

Dial #8162 on your mobile phone from anywhere in Japan (excluding Okinawa) to connect to the nearest regional Highway Hotline call center.

Traffic information from your cellphone or smartphone

Search for traffic information and toll information on any expressway in Japan.

NEXCO East

ドラぷら E-NEXCO
Drive Plaza

<https://en-www.drivetraffic.jp/map.html>



NEXCO Central

Highway

<https://www.c-ihighway.jp/>



NEXCO West

Highway

<http://ihighway.jp/>



- Access to information is free of charge. (Telecommunications charges, if applicable, are borne by the caller.)
- Japan's Road Traffic Act prohibits motorists from using their mobile devices while driving a motor vehicle. Please access our services prior to travelling, while parked in a rest area, or by having a passenger make the call.

Others

Tune to 1620 kHz on your AM radio to listen to Highway Radio broadcasts or visit the highway information terminals available at service and parking areas nationwide for up-to-date highway information.

Traffic Safety Campaigns from NEXCO

NEXCO East



HEARTFUL HIGHWAY

The Heartful Highway Project provides motorists who use our expressways with the information they need about traffic rules and etiquette to enjoy a safe and pleasant journey on Japan's expressways.



NEXCO Central



NEXCO Central

Expressway Traffic Safety Seminars

NEXCO Central instructors are available to visit your organization at anytime and anyplace to lecture on safe driving techniques as part of our Expressway Traffic Safety Seminars. We use photos and data to illustrate the major points of traffic safety to your members or employees. Lectures are available for a minimum of 20 participants at a venue provided by the applicant.



NEXCO West



Let's all work together
to eliminate traffic accidents.

Our motivation is expressed in the motto "For those we love and those who love us." And the objective our safety program is to eliminate traffic accidents by appealing to the sensibilities of one and all in expanding our circle of friends who understand the importance of being considerate of others when driving.



Emergency contact

In the event of an accident or breakdown, move to a safe location
and contact us as shown below. (toll free)
1-1-0 / Emergency freeway telephones

Expressway Information

We offer 24-hour-a-day support for motorists traveling on expressways. We provide up-to-date information on tolls, ETC discounts, routes, and other information about traveling on expressways.

NEXCO East Customer Center



0570-024-024

03-5338-7524

NEXCO Central Customer Center



0120-922-229

Customers with PHS/IP telephones

052-223-0333

NEXCO West Customer Center



0120-924-863

Customers with PHS/IP telephones

06-6876-9031

Japan Road Traffic Information Center

Road traffic information via the Internet

<http://www.jartic.or.jp/>

For up-to-date traffic information call:

● Nationwide/Kanto traffic information	050-3369-6600
● Hokkaido expressway information	050-3369-6760
● Tohoku expressway information	050-3369-6761
● Tohoku/Joban/Kan-Etsu expressway information	050-3369-6762
● Tomei/Shin-Tomei expressway information	050-3369-6763
● Chuo/Nagano expressway information	050-3369-6764
● Niigata region expressway information	050-3369-6765
● Tokai region expressway information	050-3369-6766
● Hokuriku/Tokai-Hokuriku expressway information	050-3369-6767
● Kinki region expressway information	050-3369-6768
● Chugoku region expressway information	050-3369-6769
● Shikoku region expressway information	050-3369-6770
● Kyushu region expressway information	050-3369-6771
● Okinawa traffic information	050-3369-6647
● From anywhere in Japan	050-3369-6666
● From your cell phone	#8011

*Connects to the nearest call center. (local toll call)

East Nippon Expressway Company / Central Nippon Expressway Company /
West Nippon Expressway Company / Road Public Welfare Association

**When you are tired, please rest at
a service area (SA) or parking area (PA).**