

Smart Tokyo Implementation Strategy

2025-2026

Tokyo Metropolitan Government

March 31, 2026



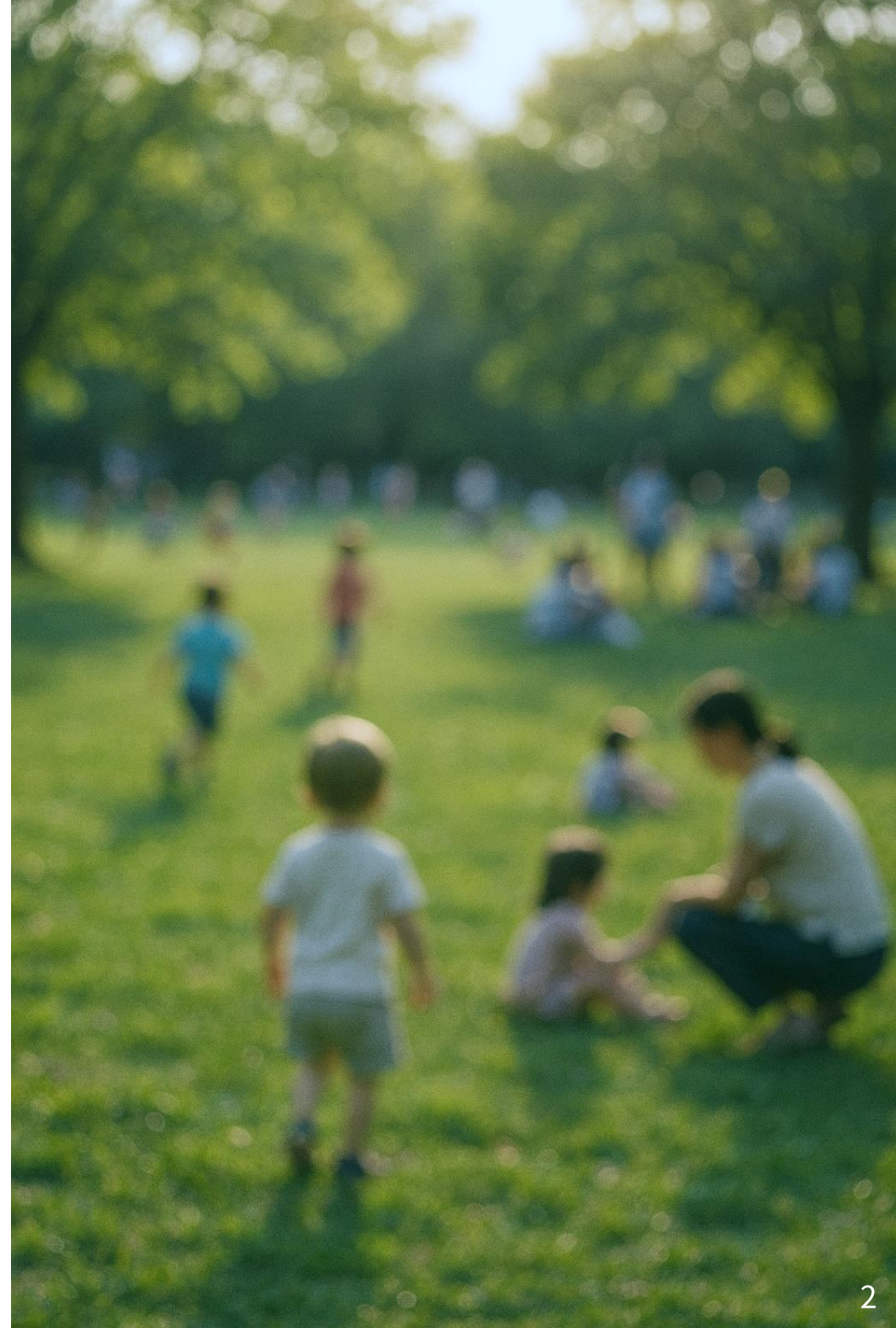
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Mission :

Realizing a convenient and comfortable “Smart Tokyo” by making the most extensive use of information technology in the world

Leveraging digital technology to unlock Tokyo’s potential, we aim to realize “Smart Tokyo,” a society where residents enjoy high-quality lives.

Built on advanced and highly secure digital infrastructure, we will use the power of digital technology to deliver high-quality administrative services to everyone including children, the elderly, and people with disabilities and create a society where all residents can experience the benefits of digital technology in every aspect of daily life.



Our Vision and Three Values

TMG promotes initiatives to realize Smart Tokyo while sharing the same vision as GovTechTokyo.
TMG will also embody this vision based on the three values of "collaboration," "sharing," and "partnership".

Vision :

**“Changing Government with Technology,
Changing the Future from Tokyo”**

As the capital of Tokyo, TMG contributes to its 62 local governments, to more than 1,700 municipalities across Japan, and supports the digitalization of cities worldwide.

Three Values



Collaboration
toward DX across Tokyo



Sharing
knowledge, practical wisdom,
and assets that have been developed



Partnerships
with national government and
municipalities in Japan and overseas

The three layers comprising Smart Tokyo

Smart Tokyo is composed of three layers: Service, Interaction, and Foundation. TMG aims to realize its vision across each of these layers.

Services

The layer in which TMG provides administrative services to residents

The vision
TMG aims to
achieve

Delivering speedy and efficient administrative services that can only be achieved through the utilization of digital technology

Interaction

A layer that connects Tokyo and residents through web pages and apps

The vision
TMG aims to
achieve

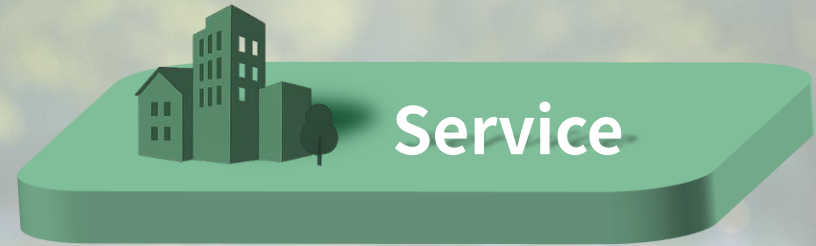
No one is left behind and can be connected to administrative services through digital contact points, and information and procedures can be exchanged quickly and smoothly by utilizing contact points and face-to-face services for those who need them

Foundation

A foundational infrastructure layer that connects Tokyo residents with digital services.

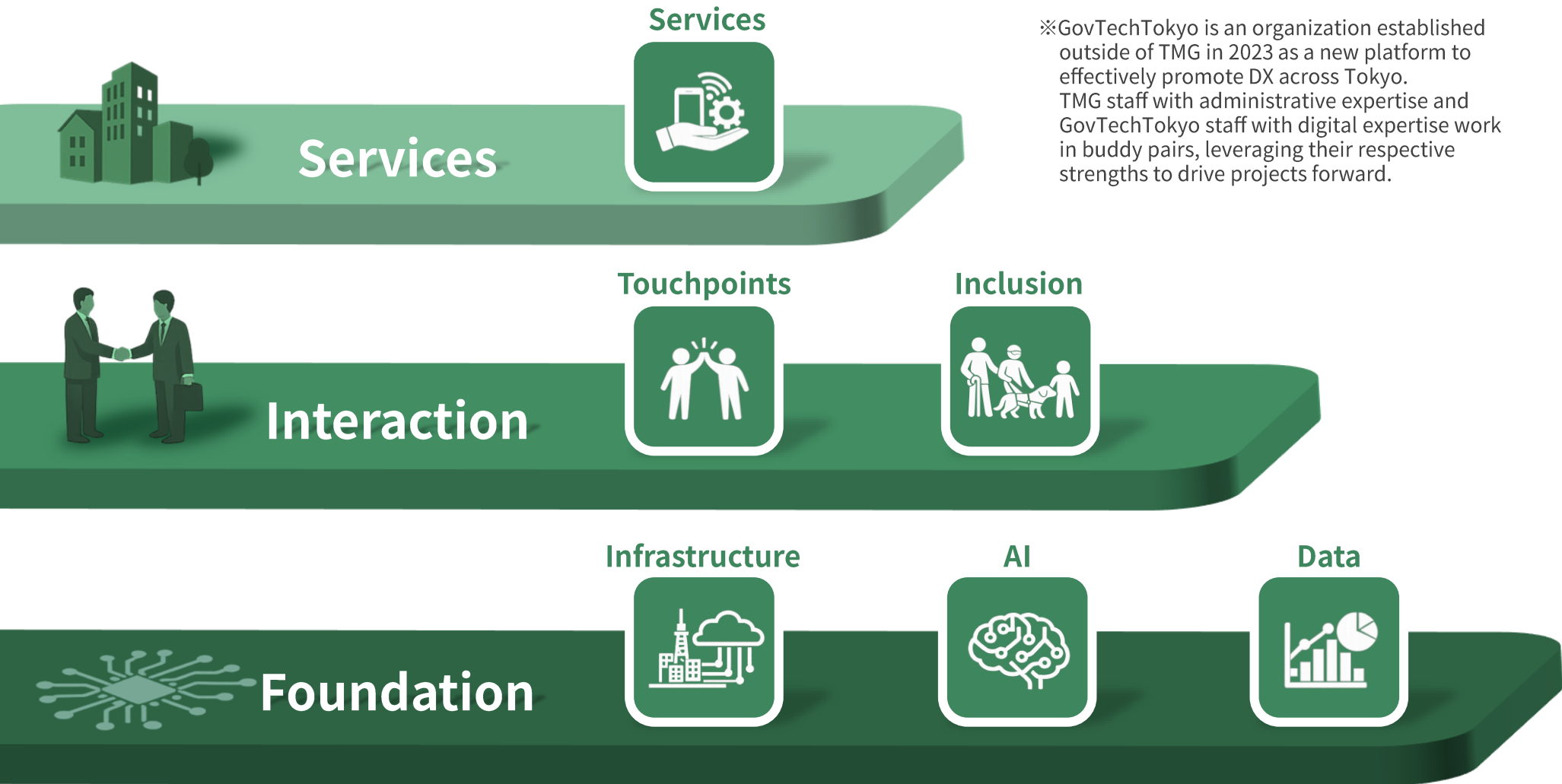
The vision
TMG aims to
achieve

Anytime, anybody, anywhere, no matter what happens, communication is connected, and the quality of service and the productivity of staff are raised by the effective use of data and utilization of advanced technologies such as AI

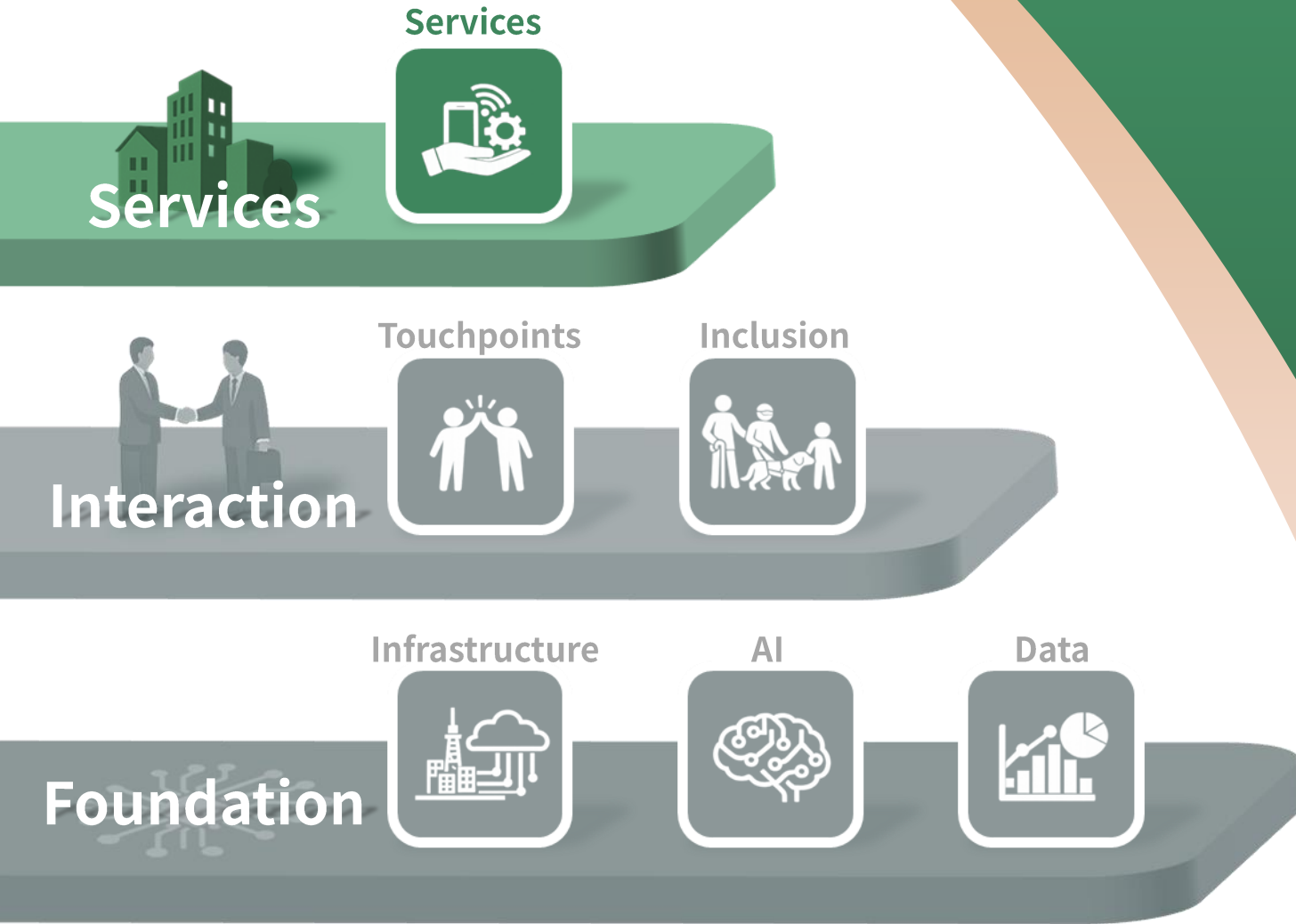


Six Key Approaches to Achieving a Smart Tokyo

TMG will advance initiatives through six key perspectives aligned with the three layers of Smart Tokyo. The Bureau of Digital Services (TMG), in collaboration with GovTechTokyo[※], will drive these initiatives comprehensively.



Initiatives toward realization



Services

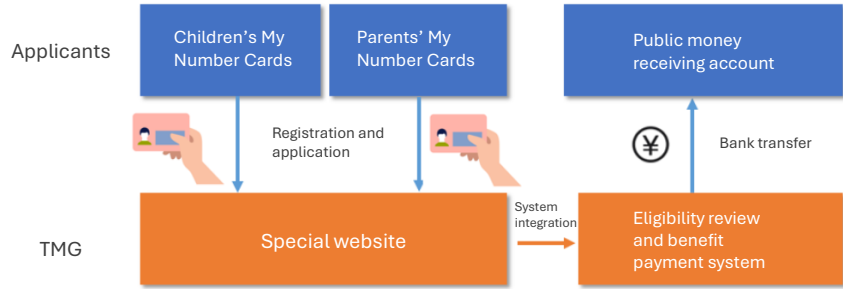
- Children/parenting
- Welfare for older adults
- Healthcare
- Education
- Housing
- Disaster preparedness
- Transportation/logistics



Children/parenting

Streamlining benefit application procedures

"018 Support" is a child-rearing support program providing 5,000 yen per month to children aged 0 to 18 residing in Tokyo. In coordination with benefit support services provided by the national government, an easy and convenient application process has been introduced, enabling applications by simply tapping a My Number Card on a smartphone.



Satisfied users
(As of March 2026)

92%

10-minute completion users
(As of March 2026)

7% → 77%
Old system New system

Smartphone-based method using parents' and children's My Number Cards

If both the parent and the child have My Number Cards and either of them has registered public money receiving account, the application can be completed more easily and conveniently without attaching additional documents.

Enabling simultaneous applications with other benefit programs

From April 2025, launched simultaneous application process with the "Tokyo Maternity and Child-rearing Support Project - Baby First", which distributes gift cards to child-rearing families, and realized "once-only**".

※ Information submitted once does not need to be submitted twice.

Main initiatives for FY2026

- Continue to maintain a high level of user satisfaction with the 018 Support program by listening to the voices of those directly involved in child-rearing.
- Promote initiatives to realize once-only, one-stop** birth-related procedures in cooperation with the national government and municipalities in Tokyo.

※A one stop solution for multiple procedures and services.

Children/parenting

Information platform to connect with children "Tokyo children's website"

This information platform helps children discover the charm of Tokyo and develop an interest in how TMG works. TMG provides services tailored to meet the needs of every child.



▲Home



▲A variety of fun and educational content

Page views in FY2025

200 million+

Visitors per day
Max approx.

90,000 people

Creating with children, growing together

Hold workshops with elementary school students as members, conduct surveys, and continuously update content based on children's feedback.

●Main contents

Tokyo Children's Typing Race Learn by typing famous landmarks and local specialties from Tokyo and across Japan

Virtual Field Trip Virtually explore the inside of facilities normally closed to the public

Tokyo's Fascination "Sugoroku" Explore Tokyo's nature and culture through quizzes

- Introduce new AI-powered content that enables enjoyable learning and supports every child's curiosity to learn more



AI Japanese for beginners: Learn about Tokyo with fun way
Conversation practice you can use in everyday life

AI support for independent research
Supporting children to find topics for their independent research

Welfare for older adults

Digital watching over and support for older adults

TMG has signed watching over agreements with local service providers to help older adults living alone remain safe in their communities and develop an app to support watching over supporters from partner organizations.



Businesses and organizations that provided the app
(Signatories to the TMG agreement for watching over and supporting older adults)

62 Businesses and organizations

Development of the Tokyo older adults watching over supporter App

- Develop an app that facilitates timely information sharing with municipalities when changes or emergencies in older adults are identified
- In FY2025, develop the app's core functions, followed by pilot to use and usability testing with municipalities in Tokyo and partner businesses and organizations, and proceed to release

Key features of the app

- Easily access check points and guidebooks for recognizing changes
- Quickly find the appropriate contact points based on location information when a change or concern is identified
- Simple reporting by choosing the situation from displayed options

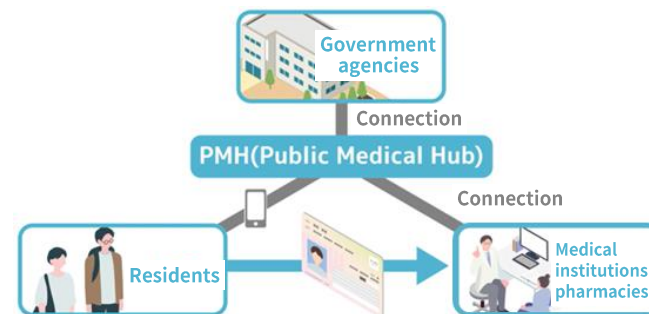
Main initiatives for FY2026

- Based on the implementation status from early-adopting municipalities, TMG will promote wider use of the app among municipalities and partner businesses and organizations, and continue ongoing version upgrades

Healthcare

Integration of the My Number Card and Medical expense subsidy eligibility certificates

Using the Digital Agency's Public Medical Hub (PMH), online eligibility verification for medical expense subsidies at healthcare institutions can be conducted with a single My Number Card.



PMH-connected municipalities in Tokyo

29 wards, cities, and towns

User satisfaction
(As of February 2026)

4.1/5

Connected facilities in Tokyo
(As of March 2026)

Approx. 10,700

Support for PMH connectivity by municipalities

Tokyo provides its own subsidies to municipalities to support the connection of municipally implemented medical expense subsidy programs to PMH.

Support for PMH connectivity at healthcare institutions

Tokyo provides unique subsidies to support PMH connectivity at healthcare institutions (hospitals, clinics, and pharmacies)

- Subsidies, introduction of adoption benefits based on user feedback are provided for municipalities and medical institutions while awareness-raising activities and related initiatives are carried out in collaboration with relevant organizations.

Education

Education in Tokyo Metropolitan Schools using Gen AI

Since May 2025, "Tokyo Metropolitan AI," a Gen AI platform exclusively for Tokyo Metropolitan schools, has been introduced across all schools to foster the skills children need in the AI era.

The effective use of generative AI in learning is being promoted, with schools independently designing and developing their own creative learning activities.

Sample dialogue
(After uploading a poster image to Tokyo Metropolitan AI)

- A I : The use of color looks great. Did you do anything to improve the amount of text?
- Student : I reduced the explanations so the message would be conveyed more clearly to viewers.
- A I : I see. What aspects of other posters do you think could be helpful as references?



▲Example of using AI in poster design activities

Deployment scale

All **256** schools Teachers, staff, and students **Approx. 160K**

Number of usage menus developed by schools

(As of the end of February 2026)

2,677

Features of "Tokyo Metropolitan AI"

- Safe to use, with user inputs not used for AI training and inappropriate interactions filtered
- Equipped with functions that allow teachers to create learning menus that encourage students to think, rather than simply receiving answers, by building on the perspectives suggested by Tokyo Metropolitan AI

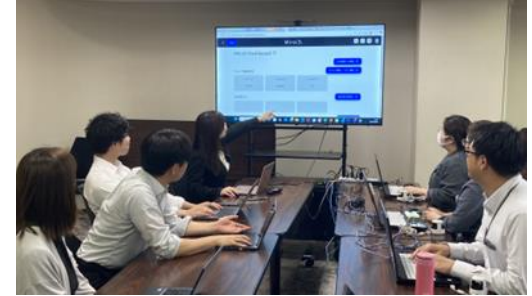
Main initiatives for FY2026

- Promotes learning in which each student engages in one-on-one dialogue with Tokyo Metropolitan AI to gain perspectives and ideas
- Voice-based input and output to support activities such as simulated interview practice

Housing

Expanding access to Tokyo Metropolitan housing by using AI

AI is used to predict future vacancies in Tokyo Metropolitan housing, expanding housing options for applicants across approx. 1,600 complex and 250,000 units.



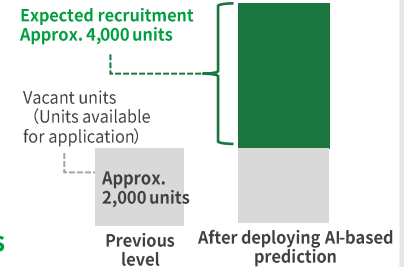
AI training data

Approx. **220K** households

Recruitment based on AI predictions

(May 2024 Regular recruitment)

Approx. **4,000** additional units



Enhanced accuracy via AI training and validation

- By training AI on large-scale data (household conditions, location, building age, floor plans, etc.), move-out patterns are developed.
- Prediction accuracy is enhanced through repeated comparison and validation of forecast results with actual vacancies, involving staff from housing management partner organizations responsible for managing Tokyo Metropolitan housing.

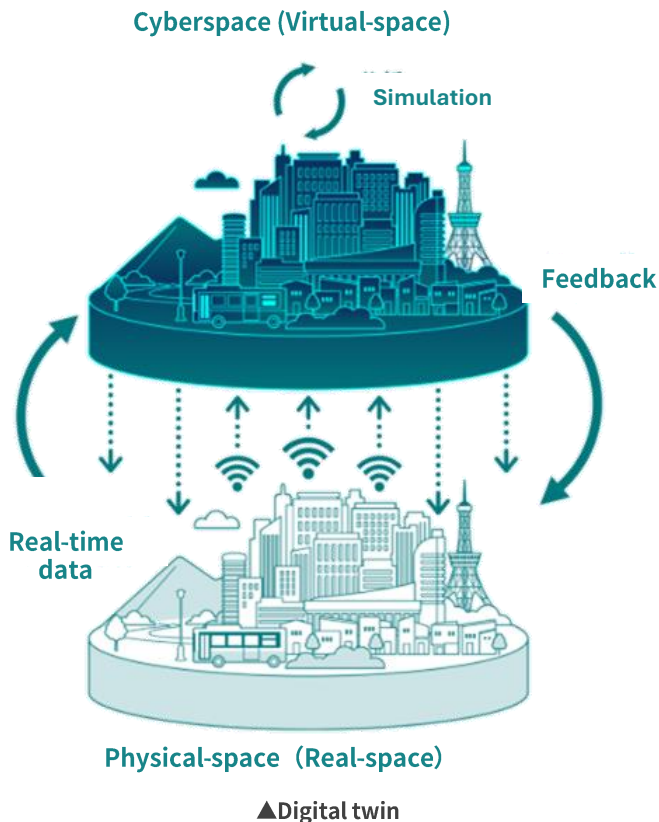
- Ongoing vacancy prediction using the latest data
- Expanded housing opportunities and improved tenant recruitment measures to further enhance services for Tokyo residents



Disaster preparedness

Disaster prevention and risk reduction using digital technologies

Utilizing AI, digital twins, and other digital technologies to assess and mitigate disaster risks. Digital solutions are also being advanced for heatstroke prevention in response to rising risks caused by climate change.



A digital twin is a virtual representation of various elements of physical space—such as buildings, roads, and human movements—recreated in cyberspace based on data collected from sensors and other sources.

It is used for visualizing damage during flood disasters and for training purposes, as well as for monitoring real-time river data and visualizing disaster conditions through a 3D viewer

"Tokyo Map (Beta version) "

By integrating and overlaying diverse map data held by Tokyo across multiple fields, the service provides information through a single map platform that previously required multiple services, enhancing convenience for residents.



Main initiatives for FY2026

- Launch of full-scale operations and expansion of map information including disaster-related data

Disaster prevention against storm surge using AI, etc.

- Publishing tide levels, floodgate status, and live camera footage in real time
- AI processes tidal and weather data to forecast water-level changes up to **15 hours** ahead
- Resident-accessible storm surge risk search service
- Drone deployment for safe and rapid facility inspections during disasters



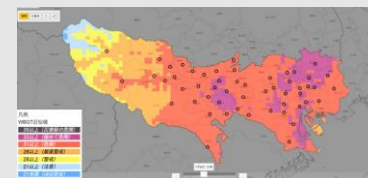
Main initiatives for FY2026

- Launch of the "Tokyo Port Floodgate Operation Support System", which utilizes AI to predict water levels and support decision-making for the operation of floodgates and related facilities

Heatstroke prevention using digital technologies

Development and release of the "Tokyo Heat Map," which visualizes the heat index across entire Tokyo to support early risk awareness and heatstroke prevention*

- Real-time, color-coded display of the heat index on a **1km grid**
- **Hourly** heat index forecasts **up to 48 hours**
- Daily **up to 7 days** maximum heat index forecasts



*The heat index is an indicator that focuses on the heat balance between the human body and the surrounding atmosphere. It incorporates key environmental factors that significantly affect human heat balance, including: 1) air temperature, 2) humidity, and 3) surrounding thermal conditions such as solar radiation and radiant heat

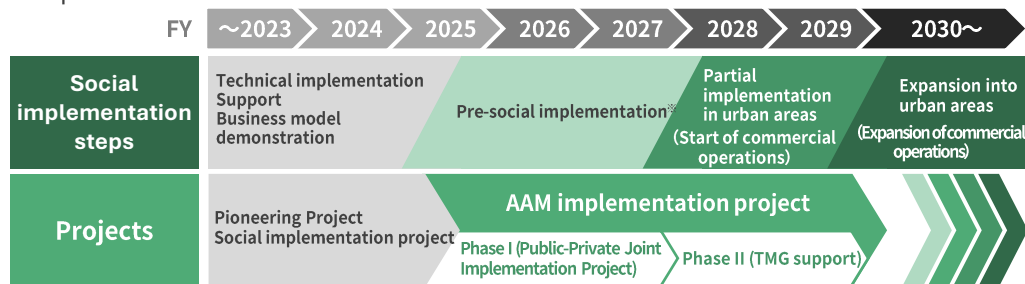
Main initiatives for FY2026

- Added information on multilingual support and cooling shelters, etc.

Transportation/Logistics

The Advanced Air Mobility Social Implementation

TMG has formulated a roadmap for social implementation of "Advanced Air Mobility (AAM)" that will not only enhance people's quality of life by revolutionizing the movement of people and goods, such as avoiding traffic jams and speedy transportation of goods, but also enhance the attractiveness of the city and its presence.



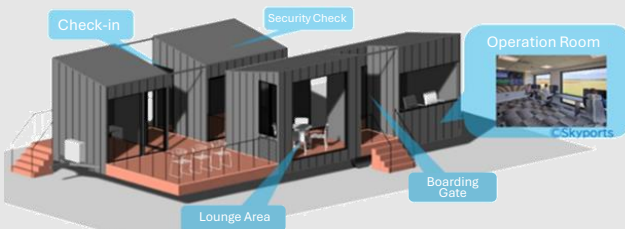
※ Pre-social implementation : Efforts to achieve commercial operations by obtaining aircraft with Type Certificate (TC) and air operator's certificate (AOC)

Flight demonstrations assuming real-world operations

- In February 2026, first remote-controlled demonstration flight using a domestically produced aircraft in Tokyo
- Business model demonstration was conducted to verify the entire boarding process, including check-in and security screening procedures at the passenger terminal



▲Aircraft used (C) SkyDrive



▲Passenger terminal (image)
(C) Designed by Mitsubishi Jisho Design

Main initiatives for FY2026

- Demonstration flights conducted in collaboration with private-sector operators
- Implement initiatives to enhance social acceptance through broad communication of aircraft safety and appeal
- Conducting surveys and formulating specific measures to guide development toward the establishment of take-off and landing sites

Transportation/Logistics

Introduction of an AI-powered Lost-and-Found Search Service

Starting in June 2025, a 24-hour chat service has been introduced to enable customers to make inquiries about lost items collected from Toei subways, Toei buses, and station premises.



- ① Take photos to register the characteristics of lost items
- ③ Receive assistance while viewing images of the item

- ② Inquire via chat

Improved customer convenience and reduced workload for staff in registration and matching tasks

Before	After
① Manual data entry by staff	Automatic data entry through AI image analysis
② Station and other service counters: Inquiries accepted during business hours only Telephone inquiries: 9:00 a.m. – 8:00 p.m.	24-hour inquiries via chat, in addition to counter and phone services
③ Match items using text	Match items using text and visually

By enabling 24-hour online access and improving speed and accuracy through AI-based automatic input and image matching, the service frees up valuable time for both customers and staff

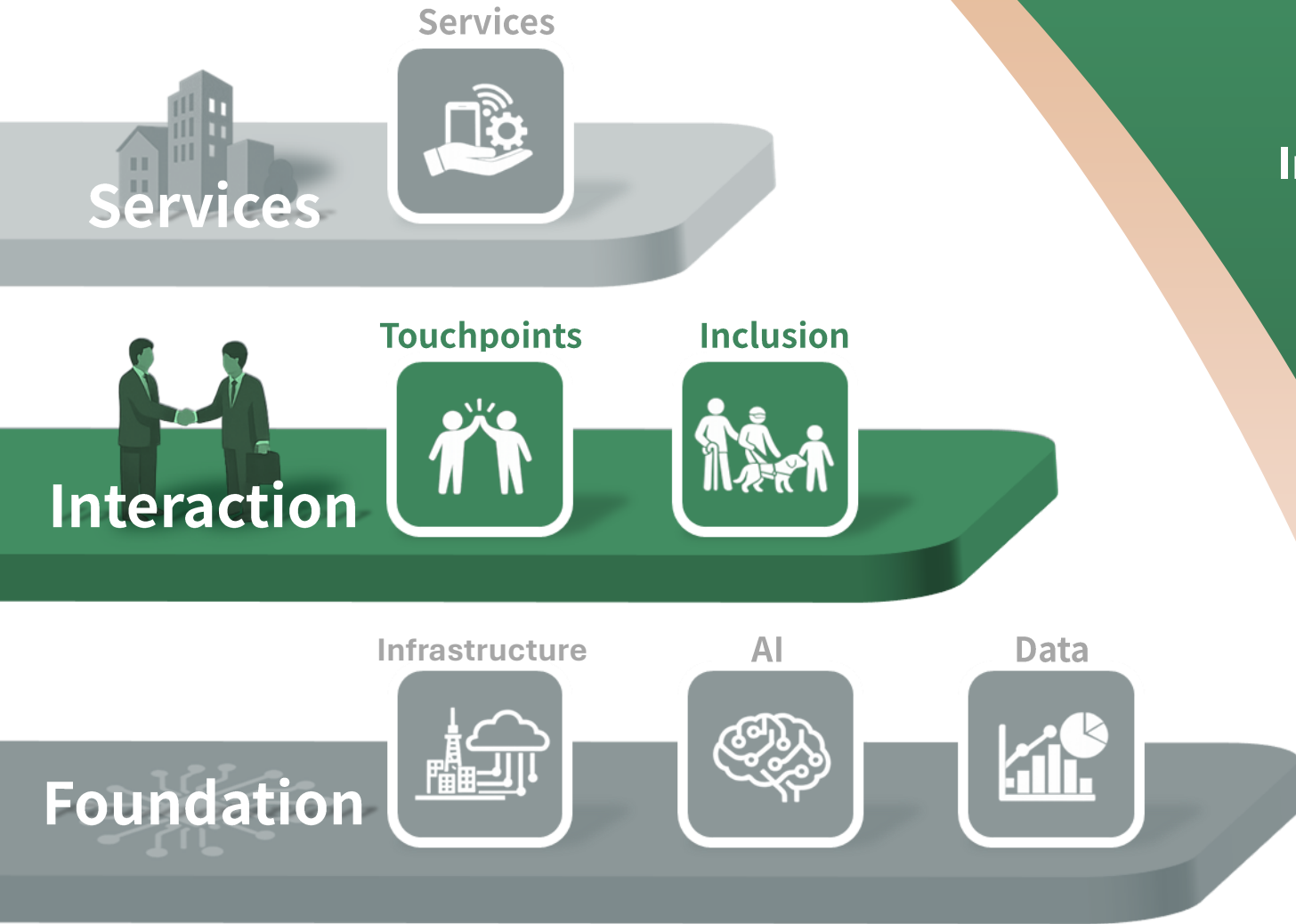
Annual number of lost item cases

Approx. 256,000

Accumulated efficiency gains create additional available time

- The service will continue to be promoted to further create additional available time

Initiatives toward realization



Touchpoints

- Tokyo app
- Digitalization of Administrative Procedures

Inclusion

- A challenge toward a digital society where no one is left behind



Tokyo app

The TMG Official App (“Tokyo App”) was released in February 2025. By leveraging digital technology, the Tokyo App aims to enable each resident to connect with government services using a single smartphone and to deliver a tangible sense of increased convenience to Tokyo residents. Developed and operated jointly by the TMG and GovTechTokyo, the app has been enhanced since March 2026 to allow access to municipal electronic application websites, further improving usability and functionality.

▼The Future Vision of the Tokyo app

Conduct a wide range of administrative procedures online

AI-powered support for administrative procedures

Apply for and receive benefits

Submit proposals and respond to surveys on metropolitan government policies

Earn points by participating in socially meaningful activities

Receive personalized notifications

Integration with various applications that can be used during disasters and other emergencies

Expanding convenient features based on user needs



Main initiatives and achievements to date

↓ Total downloads
(As of March 13, 2026)

Approx. **5.08** million

Number of Tokyo residents connected via My Number Card
(As of March 13, 2026)

Approx. **3.7** million people in one and a half month

Functions are being implemented step by step together with Tokyo residents

● Examples of functions

Identity verification, useful information on daily life and disaster preparedness, survey functions, and etc.



Expansion of opportunities to engage in socially meaningful activities

● Examples of activities

- Participation in local disaster preparedness drills
- Participation in public awareness events promoting institutional programs
- Registration as a TOKYO smartphone supporter*
- Responding to surveys about the use of administrative services, and etc.

*Tokyo smartphone supporters are individuals who support people unfamiliar with digital technology by staying close to them and working together to help resolve their concerns

● Example : Number of registered TOKYO smartphone supporters

(Collaboration with the Tokyo app began on February 28, 2025)

Before integration with the Tokyo app

After integration with the Tokyo app
(As of the end of February 2026)

Approx. **3,500** people

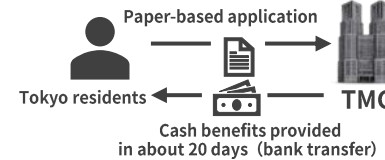


Approx. **9,000** people

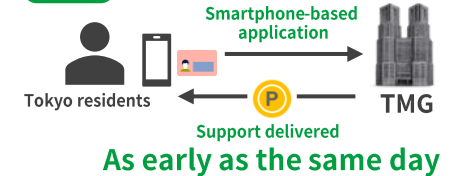
(approx. **160%** increase compared to before integration)

Faster provision support

Before



After



Main initiatives for FY2026

- Push-based information delivery
- Integration with municipal services
- Support for proxy applications for people with disabilities and others who have difficulty applying via smartphone
- Establishment and operation of a contact center for the Tokyo app
- Enhancement of Tokyo app functionality through strengthened development capabilities at GovTechTokyo



Digitalization of Administrative Procedures

Initiatives are being advanced with the aim of achieving 100% digitalization of administrative procedures by FY2026. Focusing on priority procedures (more than 10,000 cases handled), which account for 90% of the total number of applications filed annually, Quality of Service (QOS) will be enhanced through thorough Business Process Re-engineering (BPR) and visualization of procedural quality.

100% Digitalization of administrative procedures



Further improvement of QOS

Three Core Principles for Enhancing QOS

Faster

Simpler

Easier to use

Visualization of the quality of administrative procedures



BPR

- Faster processing
- Fewer supporting documents
- Mobile-friendly

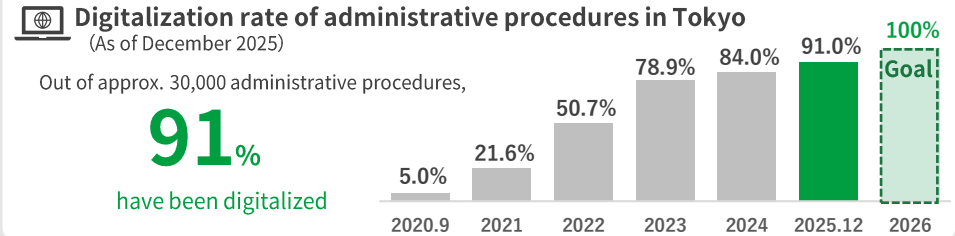
User Reviews

- ★★★★☆
- ★★★★☆
- Improvements based on user feedback

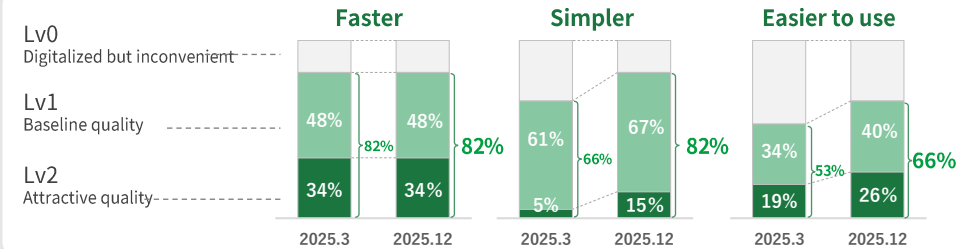
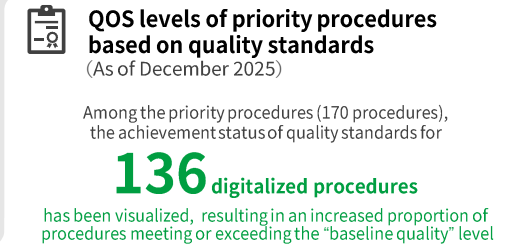
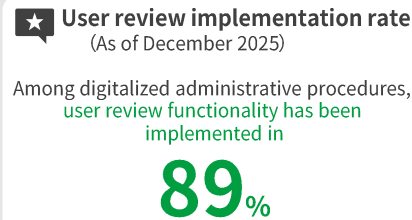


▲Overview of initiatives for the digitalization of administrative procedures

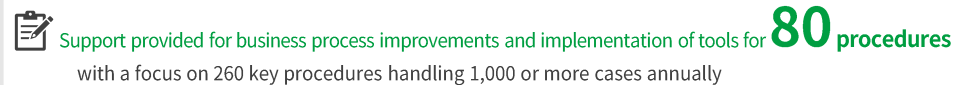
Digitalization of Administrative Procedures in Tokyo



Improvement of the quality of administrative procedures



Digitalization of key procedures for policy-linked organizations



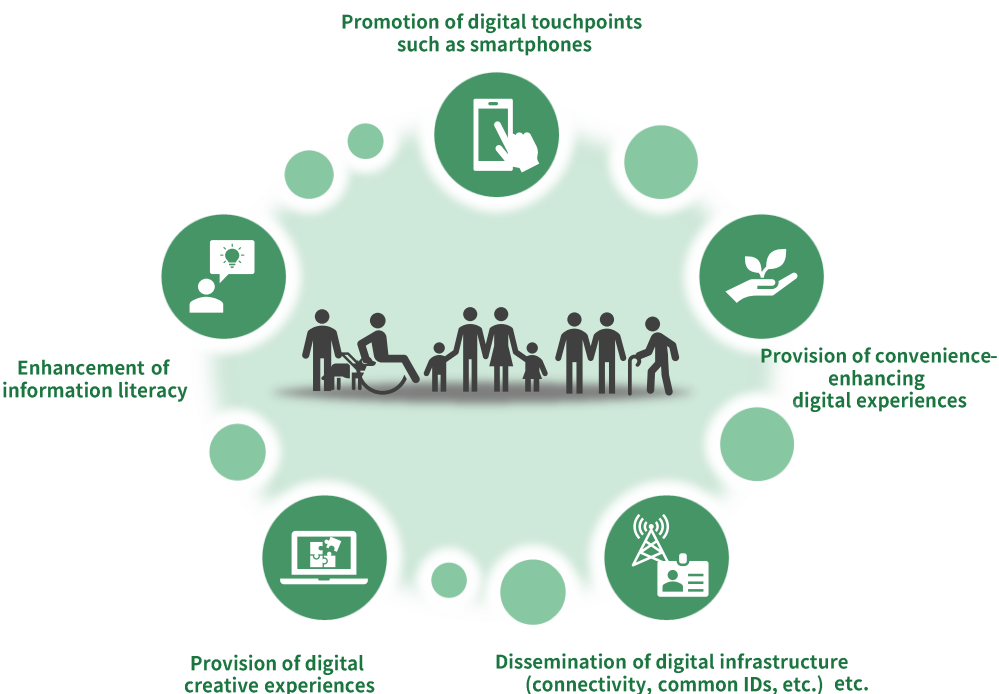
Main initiatives for FY2026

- Promoting 100% digitalization of administrative procedures in Tokyo
- Development of a one-stop service for procedures for business operators
- Promotion of initiatives to realize one-stop reservations for public facilities



A challenge toward a digital society where no one is left behind

By creating environments where people unfamiliar with digital technologies can learn about smartphones in familiar settings, and by enhancing digital convenience and information literacy, a digital society in which no one is left behind will be realized. At the same time, digital experiences that nurture the creativity of children will be expanded to cultivate talent capable of opening a new era.



Smartphone classes and consultation sessions for older adults

Participants
(As of the end of February 2026)

Approx. **16,000** people

User satisfaction
(As of the end of February 2026)

4.3/5



▲ Mobile vehicle for anywhere smartphone classes and consultation sessions*

※From FY2025, classes and consultation sessions will be provided inside a vehicle in selected areas of Nishitama and the island regions

Digital utilization support for people with disabilities and others

Support for smartphone use for persons with visual and hearing impairments

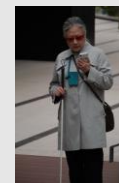
Programs are implemented to enable people who do not use smartphones, and people with visual or hearing impairments as well as their caregivers who are unfamiliar with smartphone operations, to experience the use of smartphones and various applications

User satisfaction
(As of the end of February 2026)

4.8/5

Pilot projects for digital-based mobility support for persons with disabilities and others requiring special consideration

- Pilot testing of applications that support communication with station staff, store staff, and others through video, audio, and text
- Pilot testing of services in which operators provide remote support to address daily challenges, such as mobility assistance for people with visual impairments



Promotion of initiatives to improve information literacy among Tokyo residents

Education and awareness-raising initiatives on information literacy are being implemented for people from various generations from young people to older adults who receive information, including measures to address misinformation and disinformation

Provision of opportunities and spaces for digital creative experiences for children

The “Tokyo Children’s Creative Lab” (nickname: Kurilabo) is being implemented to provide a wide range of programs, such as game development and electronic crafting, as well as spaces where children can easily experience digital creation



▲ Scene from the digital creation experience



▲ Digital creation space: “Kurilabo Base”

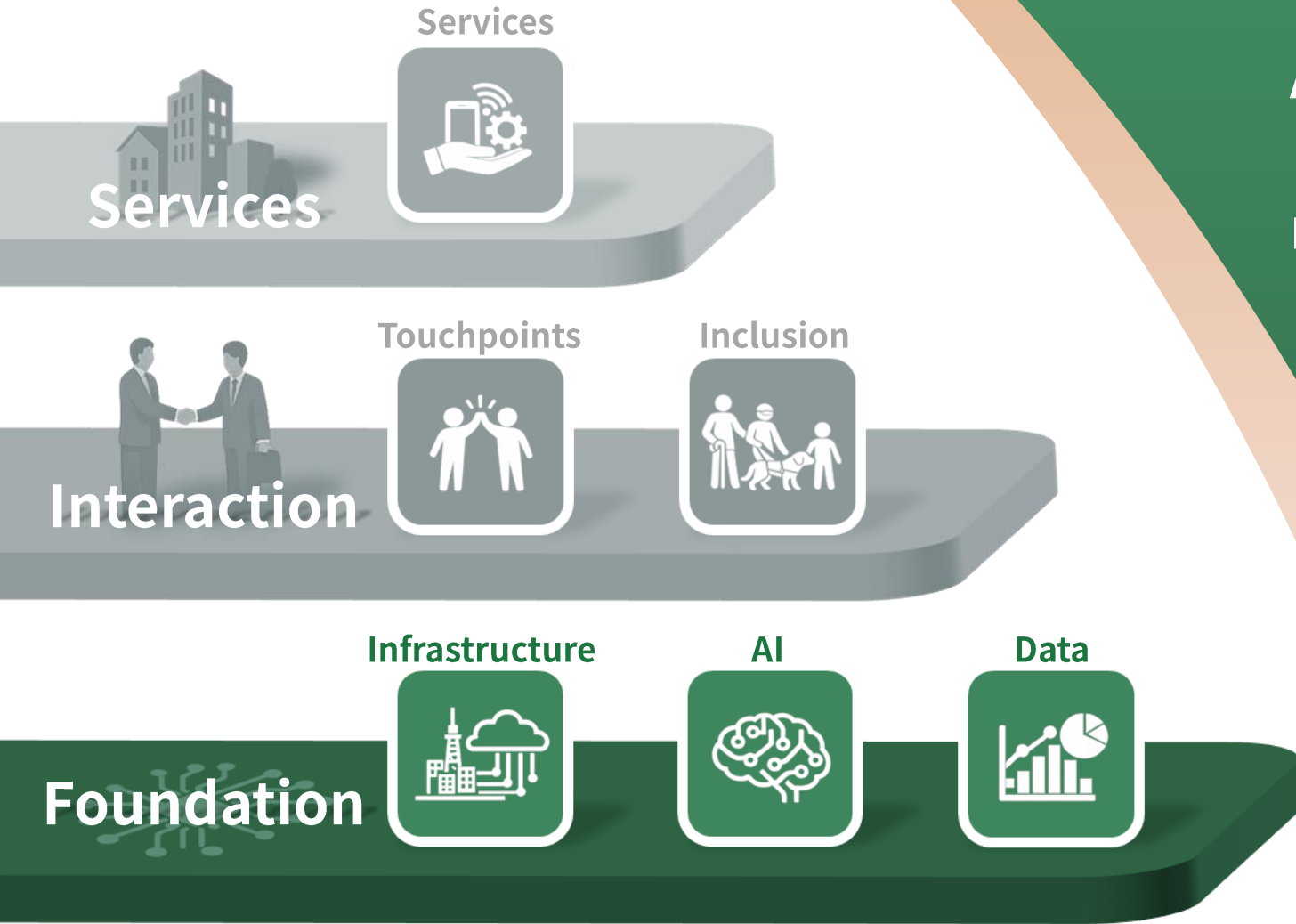
User satisfaction
(As of the end of February 2026)

4.8/5

Main initiatives for FY2026

- Expansion of smartphone utilization support for people with visual and hearing impairments
- Implementation of smartphone utilization support for older adults, in collaboration with municipalities, to address the digital divide
- Dissemination of outcomes from pilot projects on mobility support for people with disabilities and others requiring special consideration, including through the website
- Provision of learning opportunities to enhance AI literacy among Tokyo residents

Initiatives toward realization



Infrastructure

- Building a connected Tokyo
- Strengthening Cybersecurity

AI

- AI utilization

Data

- Data utilization

Building a connected Tokyo

By utilizing a wide range of communication technologies such as 4G/5G, Wi-Fi, and satellite in the most appropriate ways and through diverse approaches, a “Connected Tokyo” will be realized across the entire city, anytime, anywhere, for anyone, under any circumstances.

Layer 3 Satellite communication links

NTN (Non-Terrestrial Networks)



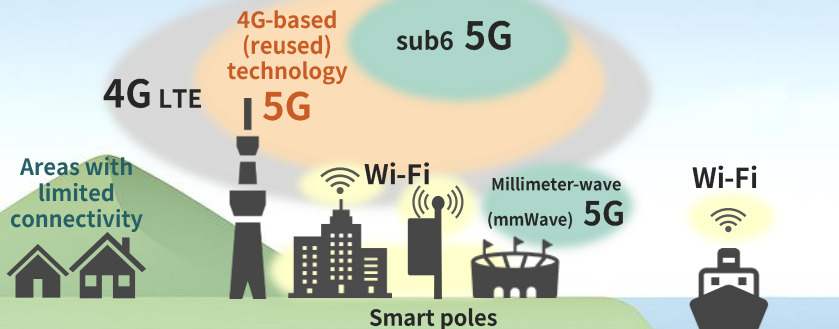
Layer 2 Mobile Internet Links

4G • 5G

Public Wi-Fi

LPWA

Bluetooth



Layer 1 Optical Fiber Links

Optical fiber

Submarine cables

▲Overall structure of a connected Tokyo

Expansion of high frequency 5G coverage

Priority areas, such as disaster response facilities and high-traffic locations, are designated, and support is provided for base station deployment by telecommunications operators

Coverage rate of priority development areas
(As of November 2025)
97.6%

Opening up assets for high frequency 5G base station deployment

By securing assets owned by the TMG, municipalities, and the private sector, efforts are made to promote the installation of 5G antenna base stations by telecommunications operators

Opening Up assets of the TMG and Municipalities
(As of March 2026)
More than 20,000 cases

Deployment of OpenRoaming-compatible public Wi-Fi

Security and convenience are enhanced by expanding OpenRoaming-compliant Wi-Fi, an international standard for secure and seamless connectivity, throughout Tokyo

Number of deployment locations
(As of the end of March 2026)
Approx. 1,600 locations

Number of accesses per month
(As of the end of January 2026)
over 26 million accesses

Securing communication means during disasters

Disaster response capabilities are strengthened by deploying mobile satellite communication equipment at disaster sites and emergency response headquarters

Deployment of mobile satellite communication equipment
(As of the end of March 2026)
77 units deployed at TMG-related facilities and all municipalities

Satellite-based OpenRoaming-compatible Wi-Fi deployment
(As of the end of March 2026)
22 units deployed across 11 islands in Tokyo

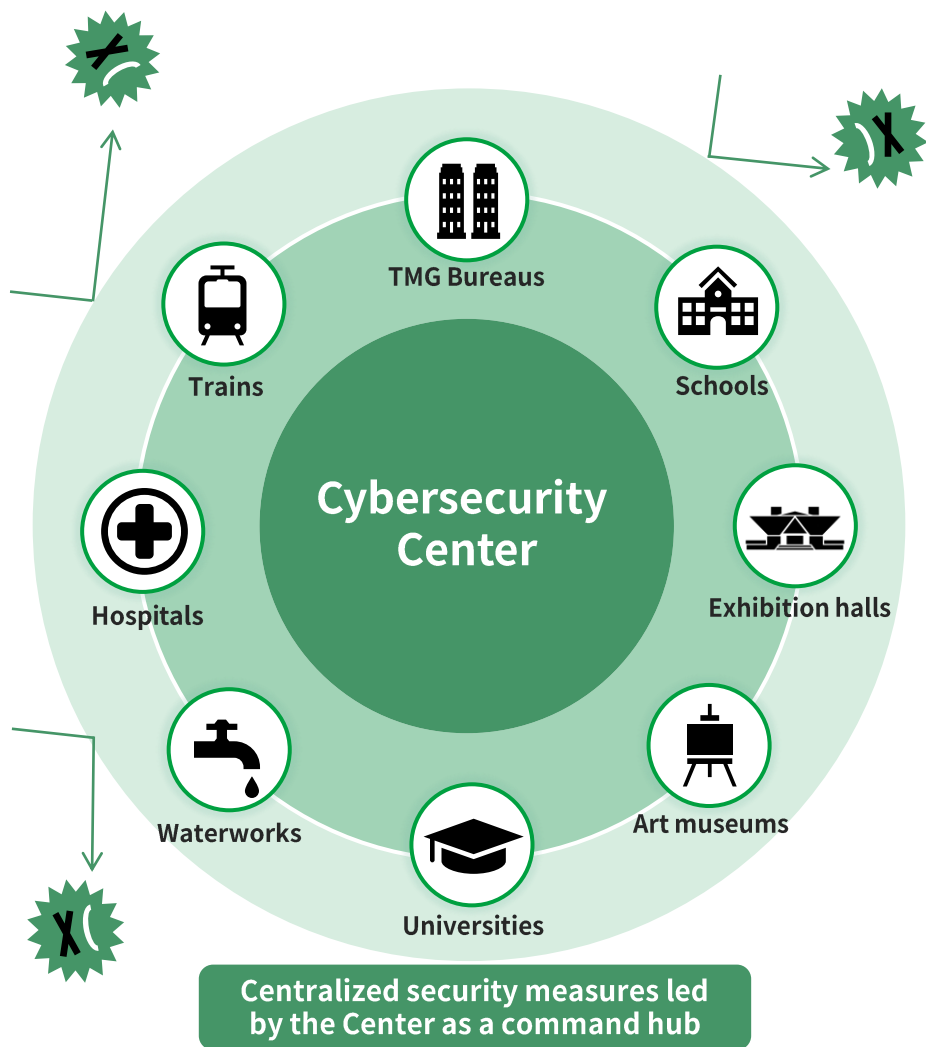
Main initiatives for FY2026

- Support for the opening up of assets owned by municipalities
- Building cooperative frameworks with private-sector operators to secure communications in congested areas and during disasters
- Development and promotion of OpenRoaming-compatible Wi-Fi
- Establishment of a mechanism to promptly identify and monitor the operational status of Wi-Fi access points during disasters and other emergencies
- Conducting studies and examinations toward the administrative use of High-Altitude Platform Stations (HAPS)



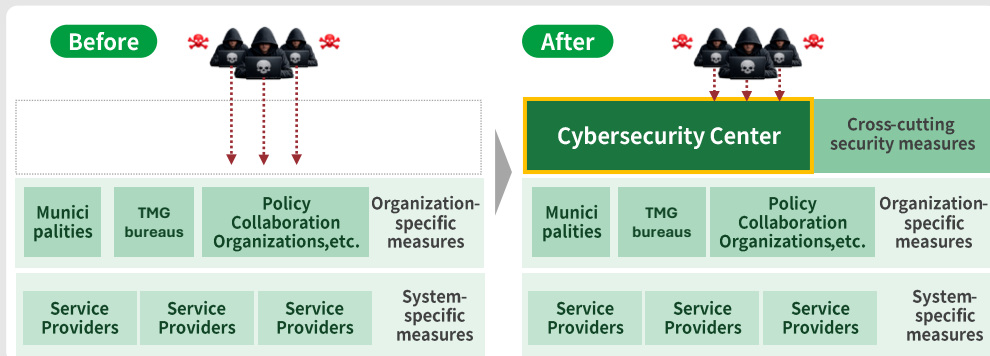
Strengthening Cybersecurity

To protect critical information of Tokyo residents and the infrastructure and administrative services that support daily life from increasingly sophisticated cyberattacks, unified security measures are being advanced through a Cybersecurity Center that integrates security talent and technologies.



Commencement of Cybersecurity Center operations

- In December 2025, a Cybersecurity Center was established in collaboration with GovTechTokyo to promote cross-organizational security measures
- Launch of cyberattack monitoring for the common government-wide platform and continuous vulnerability monitoring of internal systems



Joint exercises for large-scale infrastructure disruptions

- Joint tabletop exercises conducted by the national government, the TMG, and major infrastructure operators
- Simulation of responses to communication outages and transportation disruptions caused by large-scale power failures

Main initiatives beyond FY2026

- Expansion of the scope of systems subject to cyberattack monitoring
- Introduction of a centralized database for integrated management of system and equipment information
- Early detection of potential cyber threats through the utilization of AI
- Gradual expansion of collaboration with policy-linked organizations, local independent administrative institutions, and municipalities
- Undertaking considerations toward the development of a data management environment that ensures data sovereignty, with a view to utilizing technologies provided by domestic operators

Effects

- Strengthening defense capabilities against cyberattacks by promoting the centralization of security talent and technologies required for security measures at the Center
- Establishment of a core hub for the development of scarce cybersecurity professionals

AI Utilization

AI is positioned as a key means to accelerate the realization of the “Tokyo Strategy 2050,” with proactive utilization promoted to create a city where each Tokyo resident can experience a sense of prosperity.

Basic principles for AI Utilization

- Enhancing convenience and QOL for residents
- AI utilization as a tool for policy implementation
- Human-centered AI utilization
- Appropriate risk management
- Promotion of open innovation

Promotion of AI utilization based on the basic policy

Arrange "business domains" and "technical levels in each domain" to actively and effectively introduce and utilize AI

Resident services

Examples: Applications and notifications; inquiries at service counters, etc.

Resident service-related operations

Examples: Subsidy review and screening processes, etc.

Internal staff operations

Examples: Document and report preparation, data analysis, etc.



Proactively use with relatively low risk

Proactively use with sufficient consideration of risks

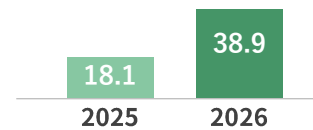
Monitoring future technological trends and the development of legal systems

▲Overview of the “Tokyo AI Strategy”

Main initiatives and achievements to date

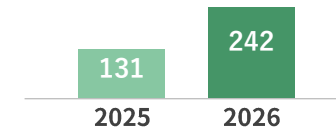
AI-related expenditures (FY2025)

18.1 billion yen



AI-related projects (FY2025)

131 projects



Provision of an AI-enabled environment (for TMG Staff)(FY2025)

※Number of staff members able to use generative AI tools that support task execution, such as data creation and organization

Approx. 30,000 staff

Formulation of the “Tokyo AI Strategy”

To thoroughly utilize AI to "enhance the quality of services for Tokyo residents" and "improve the productivity of operations," the strategy outlines fundamental principles and directions for AI utilization

Utilization of a Generative AI Platform

Building a secure, safe, and reliable AI environment in collaboration with GovTechTokyo. Promoting efficient and effective use of AI by operating it as a common platform and tool

●Example of Utilization

- Development of common internal applications, such as subsidy review applications

Formulation of the “Tokyo AI introduction and utilization guidelines”

Formulation of guidelines for employees to safely, smoothly, and effectively promote AI utilization throughout the TMG under unified governance



Main initiatives FY2026

- Collaborating with universities and other institutions to build and demonstrate a domestically produced administrative AI model
- Implementation of AI talent development initiatives for staff to improve operational efficiency and enhance resident services
- Expansion of the environment in which the generative AI platform can be utilized
- Creation and provision of educational materials for residents to learn about the characteristics, benefits, and risk management of generative AI

●Examples of AI utilization projects for FY2026

- AI-based support for announcement of flood risk warnings
- Establishment of an AI-powered support system for handling emergency calls (119), etc.



Data utilization

Through effective data utilization, TMG seeks to enhance convenience for residents and improve administrative efficiency. At the same time, by advancing data-driven policymaking based on objective data and resident feedback, and by proactively disclosing data aligned with private-sector needs in a clear and accessible manner, initiatives will be promoted to create new value and services through public-private data utilization.



▲ "Tokyo through Data"

A portal site that brings together dashboards of the TMG (tools that consolidate diverse datasets into a single screen and present them in a clear and visually accessible manner) for Tokyo residents

Formulation of the “Tokyo basic policy on data management”

The policy outlines principles and directions for data development and utilization to enhance resident convenience and administrative productivity

AI Utilization in public comment collection

Feedback from Tokyo residents submitted during the formulation of the “Tokyo Strategy 2050” was aggregated, analyzed, and visualized, leveraging AI technologies

Opinion received
Approx. **28,000** cases

Promotion of open data

● Publication on the TMG Open Data Catalog Site

Actively release data held by the government to promote a virtuous cycle of open data publication and utilization

Datasets published
Approx. **80,000** cases

● Tokyo Governor’s Cup Open Data Hackathon

An initiative to enhance residents’ QOL by fostering service creation by civic tech groups and private companies using government-released data



Database development of municipal childcare support programs

- Establishment of a registry compiling childcare support programs
- Push-based delivery of relevant information in collaboration with private-sector partners

Number of municipalities with registry development completed

62/62 municipalities+Tokyo

Number of programs registered in the registry
(As of February 2026)

Approx. **7,800**

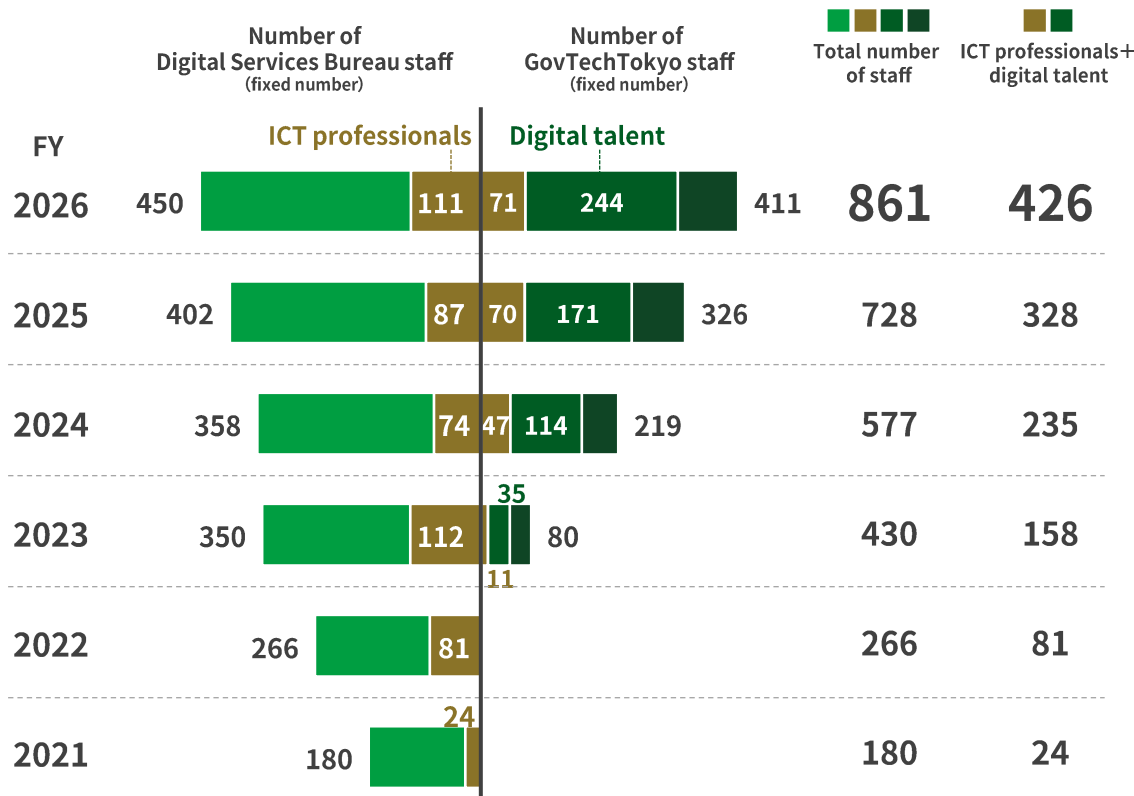
- Promotion of initiatives toward the operation of the Tokyo Base Registry
- Expansion of content for “Tokyo Through Data”

Operational foundation to support realization

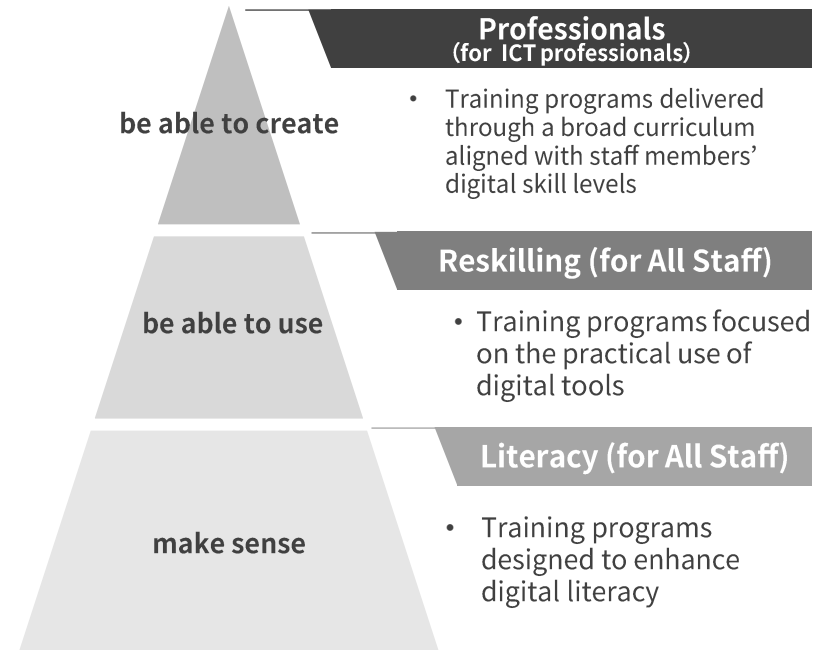
- Securing and developing digital talent
- Expansion of digital-related expenses

Securing and developing digital talent to support DX across Tokyo

- The total number of staff across the Digital Services Bureau and GovTechTokyo is **861**, being an increase of **approx. 4.8 times** compared to FY2021.
- The combined number of ICT professionals in the Digital Services Bureau and digital talent at GovTechTokyo totals **426**, representing an increase of **approx. 18 times** compared to FY2021.
- For digital talent development, a systematic set of development measures has been established based on staff members' levels of digital capability, and effective training programs are being implemented.

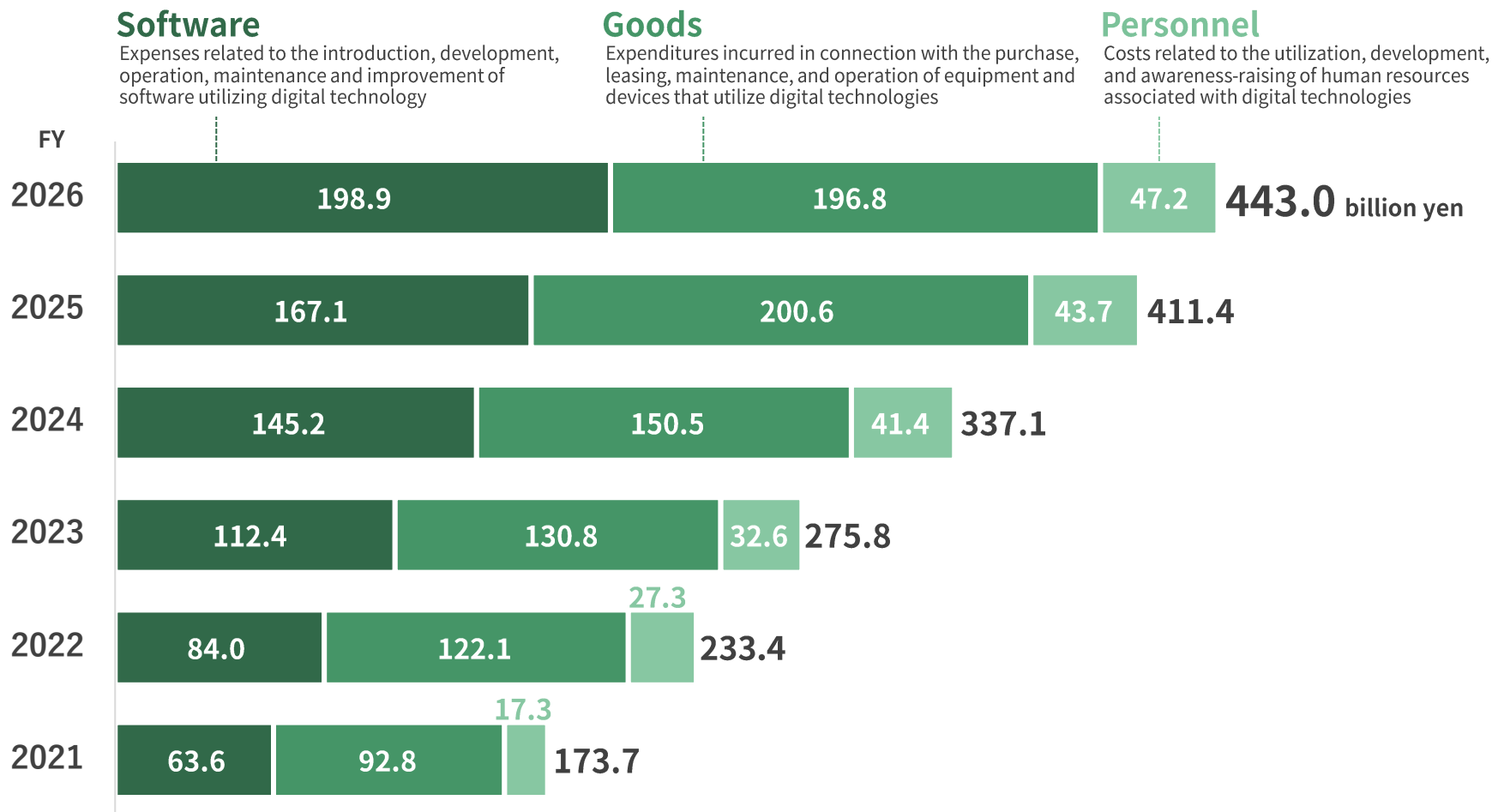


Level of digital capabilities (image) and development measures



Expansion of digital-related expenses to promote DX in Tokyo

- In the FY2026 budget, digital-related expenditures to promote DX in Tokyo, such as the realization of “Smart Tokyo”, amounted to **443 billion yen, approx.** **2.6 times** compared to FY2021.
- By leveraging digital technologies such as AI, initiatives that transcend organizational and sectoral boundaries will be promoted to deliver service improvements that Tokyo residents can truly “feel”.



Embodiment of values toward realization

- Collaboration toward DX across Tokyo
- Sharing knowledge, practical wisdom, and assets that have been developed
- Partnerships with the national government and municipalities in Japan and overseas

Three values underpinning our activities



Collaboration toward DX across Tokyo

Through collaboration with municipalities across Tokyo, TMG bureaus, policy-linked organizations, and GovTech Tokyo, and by leveraging their respective roles and strengths, cross-sectoral and cross-organizational initiatives are being advanced to promote DX across Tokyo.



Sharing knowledge, practical wisdom, and assets that have been developed

Initiatives are being implemented to foster an organizational culture that supports DX challenges within the TMG, as well as to share and scale best practices across municipalities throughout Tokyo. At the same time, efforts are being advanced to avoid reinventing the wheel and enable assets such as software to be shared and reused as digital public goods.



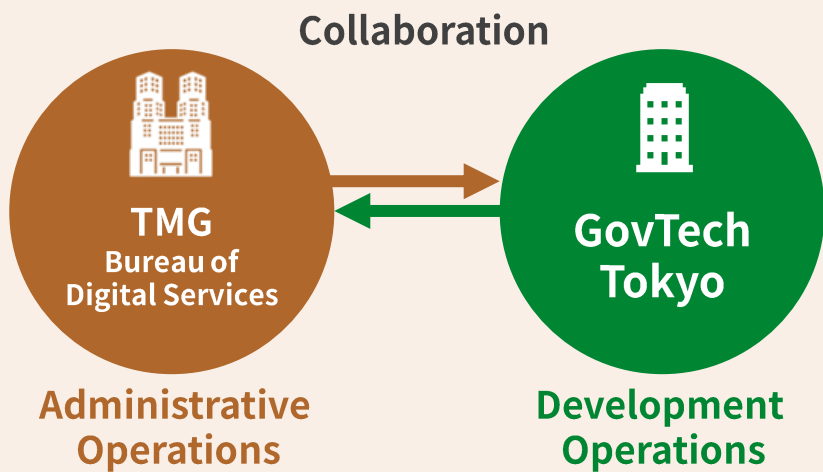
Partnerships with the national government and municipalities in Japan and overseas

By publishing knowledge gained from addressing challenges and concluding cooperation agreements with other local governments, initiatives are being advanced to support DX nationwide. At the same time, the realization of “Smart Tokyo” is being promoted through dialogue and collaboration with overseas cities and private-sector companies.



Collaboration between the Digital Services Bureau of the TMG and GovTechTokyo

TMG and GovTechTokyo share common goals for collaborative projects to promote DX. TMG staff with expertise in administrative fields are paired with GovTechTokyo staff with expertise in digital technologies to jointly advance projects by leveraging their respective strengths.



Six Services

Six services are delivered in collaboration with GovTechTokyo to support the TMG, municipalities across Tokyo, and local governments throughout Japan.

DX across TMG bureaus (DX within TMG)	Participating from upstream processes, including the project planning stage, to support and promote DX initiatives across TMG bureaus
Municipal DX	Support for addressing challenges faced by municipalities across Tokyo, including system standardization and service counter DX
Strengthening and standardizing digital infrastructure	Procurement and development of tools and systems that can be commonly used across local governments
Recruitment and development of digital human resources	Support for securing and developing digital talents and improving digital skills of administrative staff
Promotion of data utilization	Visualization of data, development of data utilization platforms, and development of data preparation tools
Public-private co-creation and new service creation	Creation of new digital services to address administrative challenges

DX Collaboration with TMG bureaus and policy-linked organizations

Technical support by the Bureau of Digital Services
(As of February 1, 2026)

Cumulative total
1,559 cases

Major projects receiving technical support

- Child and child-rearing support program “018 Support”
- Tokyo older adults monitoring supporter app
- Tokyo children’s website
- Reconstruction of the TMG Disaster Information System (DIS), etc.

Collaboration in DX in the child-related policy field

Examples of projects

Improving the convenience of benefit application procedures, integration of the My Number Card with medical expense subsidy recipient certificates, database development of the childcare support program registry, and Childcare Facility Search and Reservation One-Stop Service

Development using a generative AI platform

Development of applications for common use across TMG bureaus using a generative AI platform developed by GovTechTokyo

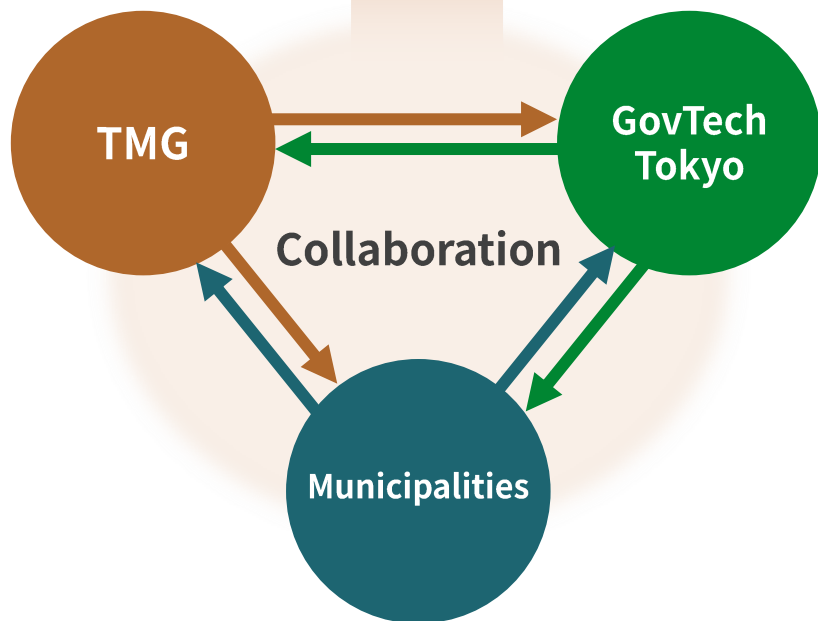


Collaboration with 62 municipalities in Tokyo

To promote DX among municipalities, the TMG, municipalities, and GovTechTokyo collaborate to advance initiatives such as the standardization of core business systems for local governments, joint procurement, and human resource sharing. At the same time, a wide range of initiatives is being implemented, incorporating a medium- to long-term perspective, to enhance the QOS of administrative operations.



High quality services



Strengthening Collaboration through the TMG–Municipal CIO Council

CIO Council

CIOs from TMG, municipalities, and GovTech Tokyo discuss policies and directions for collaborative projects

Cumulative meetings held
8 times

CIO Roundtable

Information sharing among CIOs from TMG, municipalities, and directors, etc. from GovTechTokyo

Number of participating municipalities
All 62 municipalities

Support for Digital talent development for municipal employees

To raise the overall level of DX-related knowledge among municipal employees and support the realization of DX across Tokyo, study sessions and training programs are conducted

Number of Participants in FY2025 (As of March 1, 2026)
Cumulative total 6,804

Promoting the sharing of systems and know-how

Based on pioneering initiatives and ideas from municipalities, GovTechTokyo develops systems and other solutions and shares and scales them across municipalities in Tokyo facing common challenges

Examples of initiatives

Feasibility and other aspects of ideas for improving municipal operations through the use of generative AI in public assistance services were examined, and efforts have begun to design and develop an AI system for searching public assistance laws and regulations

Provision of spot consultations for municipalities

“Spot consultations” are provided to support municipalities in resolving challenges and concerns related to the promotion of digitalization

Number of consultations in FY2025 (As of the end of February, 2026)
188

Implementation of project-based accompaniment support

Issues common to multiple municipalities are organized into projects, and digital professionals from GovTechTokyo and staff from the Bureau of Digital Services provide hands-on support toward resolving these issues

Number of municipalities supported in FY2025 (As of the end of March, 2026)
Cumulative total 118 municipalities

TMG DX Award

Across the TMG, initiatives are being undertaken to enhance productivity and improve services for Tokyo residents through DX, driven by creativity and innovation in each operational field. To foster an organizational culture that supports DX initiatives across the entire TMG, the TMG DX Award is held as a platform for sharing and scaling outstanding practices. In FY2025, policy-linked organizations also participated, resulting in an approx. 40% increase in the number of entries.



Number of events held

Launched in 2022, now in the

4th times

Number of entries in FY 2025
(including policy partners)

43 initiatives from **26** organizations

● Governor's award and major special awards in FY2025

Awards • Categories	Initiative titles	Organizations
Governor's Award	Services Education initiatives using generative AI implemented across all Tokyo Metropolitan schools (See p.9)	Office of Education
	Work process reform DX on-site inspections using tablets	Bureau of Public Health
Policy-linked organization award	AI-based patrol and inspection using autonomous mobile robots !	Tokyo Metropolitan Sewerage Service Corporation

Tokyo Municipalities DX Connect Day

The “Tokyo Municipalities DX Connect Day 2025” was held as a forum to share outstanding DX case studies from municipalities across Tokyo and to foster new collaborations through networking among municipal staff, businesses, and other organizations. In FY2025, alongside the “Tokyo Municipalities DX Award,” the event featured stage sessions with presentations on the latest technology trends by domestic and international companies and GovTechTokyo, as well as a wide range of booth exhibitions. These additions transformed the event from a presentation-focused forum into a dynamic networking venue.



Number of events held

Launched in 2023, now in the

3rd times

Number of entries in FY2025

78 projects submitted

by **32** municipalities, etc.

Number of attendees

400+

● FY2025 Municipal DX Award

Categories	Initiative titles	Organizations
Administrative services	A pioneering municipal initiative! In-house development of an AI-powered site to search bot for the city website	Fuchu city
Work process reform	Development of a GIS-based support system for people requiring assistance during evacuation	Komae city
DX ideas	Improving the efficiency of telephone response operations by AI	Higashikurume city



Partnerships with the national government, municipalities across Japan, and private-sector entities

- TMG engages in partnerships with the national government, municipalities across Japan, and private-sector entities to address social challenges through digital technologies.
- Through the development of model digital services that address common challenges faced by municipalities, the sharing of knowledge, and business collaboration, efforts are being advanced to enhance digital services nationwide. At the same time, co-creation with private companies and startups is fostering the creation of services that contribute to improving the quality of life for Tokyo residents.

Partnership with the national Government

● Examples of Partnerships :

- **Utilization of services developed by the Digital Agency**
 - Implementation of identity verification features using the “Digital Authentication App” within the Tokyo App
 - Improvement of the convenience of benefit application procedures by the “Benefit Support Service” (see p. 7)
- **Nationwide rollout of the TMG Initiatives**
 - By establishing an information-sharing platform and connecting it with private childcare search websites and other services, the “Childcare Facility Search and Reservation One-Stop Service” has been realized, enabling users to collect information on childcare facilities and make visit reservations through a single interface
 - In FY2026, based on TMG’s initiatives, the national government is scheduled to launch a nationwide version of the Childcare Facility Search and Reservation One-Stop Service

Publication of knowledge resources useful to municipalities nationwide

A wide range of information useful to municipalities across Japan is made publicly available, including materials for learning about digital technologies and knowledge that supports the promotion of DX



Partnerships with domestic private-sector entities

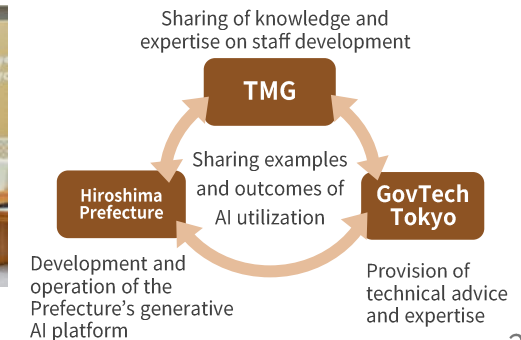
● Examples of Partnerships :

- **NTT East, Inc.**
A partnership agreement was concluded to develop and promote OpenRoaming-compatible public Wi-Fi by utilizing public telephone booths (from August 2025)
- **Startups and other Companies**
Partnerships with fast-moving startups and other companies are being leveraged to promote the rapid implementation of smart services, in collaboration with local communities and specific areas
Number of implementation cases: **142** (As of February, 2026)

Concluding agreements with other local governments

● Example of an agreement: Utilization of AI (TMG, Hiroshima Prefecture, and GovTechTokyo)

In January 2026, an agreement was concluded with the aim of improving the quality of resident services and enhancing operational productivity, as well as promoting the utilization of AI in public administration





Partnerships with overseas cities and companies (As of the end of March 2026)

Through ongoing exchanges and partnerships with overseas cities and companies, TMG is advancing the identification and sharing of advanced initiatives and insights. By continuously learning from one another, efforts are being made to enhance the quality of Tokyo's digital policies and services and to promote the realization of "Smart Tokyo" through international cooperation

London

- Nov 2025 • Visit to the UK Government Digital Service and exchange of views
- Visit to the London Office of Technology and Innovation (LOTI) and exchange of views
- Visit to the City of London and exchange of views

Barcelona

- Nov 2025 • Visit to the City of Barcelona and exchange of views
- Participation in the Smart City Expo World Congress 2025, including a booth exhibition

Abu Dhabi and Dubai

- Jan 2023 Memorandum of Understanding (MOU) was signed with the Emirate of Abu Dhabi on exchange and cooperation in various fields, including DX
- Oct 2025 An MOU was signed with the Emirate of Dubai on exchange and cooperation in various fields, including digitalization

Astana

- Dec 2025 An MOU was signed on exchange and cooperation in areas including digital initiatives

Singapore

- Oct 2025 • Participation in Singapore International Cyber Week (SICW)
- Visit to the Government Technology Agency (GovTech)
- Visit to AI Singapore (AISG)
- Visit to the Center for Liveable Cities (CLC)
- Visit to the Lee Kuan Yew School of Public Policy (LKYSPP)

Other sites visited



Wireless Broadband Alliance

- Jan 2026 To accelerate efforts toward realizing "Connected Tokyo," a MOU was signed to establish a partnership for OpenRoaming-compatible Wi-Fi

Microsoft

- Feb 2023 An agreement was concluded with Microsoft Japan Co., Ltd. to promote DX across all of Tokyo, including the implementation of business process reforms and the creation of new services
- Jun 2025 Visit to the Microsoft Executive Briefing Center and exchange of views

Google

- Jun 2025 Visit to Google Headquarters and exchange of views
- Sep 2025 An agreement was concluded with Google G.K. to promote DX across Tokyo toward the realization of "Smart Tokyo"

Seoul

- Sep 2025 • Visit to the Seoul Metropolitan Government and exchange of views
- Visit to the Seoul AI Foundation (SAIF) and exchange of views
- Speaker at the Metropolis 40th Anniversary Seoul Congress 2025

Taipei

- Sep 2025 • Visit to the Taipei City Government and exchange of views
- Visit to gov (gov-zero) and exchange of views
- Mar 2026 • Visit to the Taipei City Government and exchange of views
- Participation in the 2026 Smart City Summit & Expo, including a booth exhibition

Kaohsiung

- Sep 2025 • Visit to the Kaohsiung City Government and exchange of views
- Mar 2026

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