

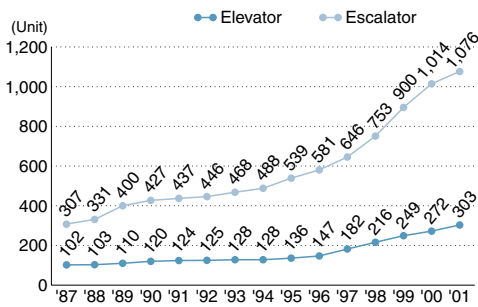
Railways More Accessible for All

JR East is improving stations and the interior facilities of railcars so that senior citizens and physically disabled passengers, and passengers with their younger children, can use them safely in accordance with our maxim “railways more accessible for all.” Among other things, we are in the process of installing elevators and escalators in accordance with the “Traffic Barrier Free Law” enacted in 2000.

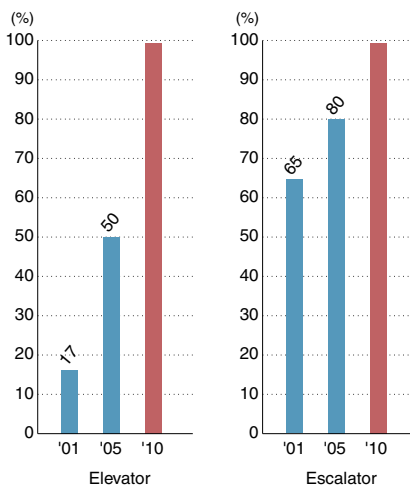
Installing elevators and escalators

In compliance with the “Traffic Barrier Free Law,” we are in the process of installing hoist facilities in cooperation with municipalities. To be more specific, we now regard elevators as basic facilities and we have set ourselves the goal of installing these facilities in all stations subject to the Barrier Free Law*. We are also committed to installing escalators in stations with a high volume of passenger traffic.

● Number of elevators and escalators installed



● Percentage of planned elevators and escalators installed



Upgrading of nursing rooms and baby beds

At Ueno Station (where renovations were completed in February 2002) JR East, for the first time, has built a “Baby break room” (first floor: close to the Shinkansen wickets) where infants can be nursed and their diapers changed. We are also installing baby rooms and multi-purpose rooms for passengers with infants and children in special carriages. In addition, we provide “Women only toilets” and “Ladies powder rooms” for female passengers.

* Approximately 390 stations used by 5,000 or more passengers a day, and where there is over a 5-meter height difference between levels.

Introduction of special carriages for women only

To allow all passengers to travel in greater safety and comfort, we have introduced women’s only carriages on the Saikyo Line.



Railcars reserved for use by female passengers only

Introduction and expansion of the “Suica” IC card

In November 2001, the debut of the “IC card wicket gate system” allows passengers to pass through the gate by lightly touching the automated wicket gate machines using the “Suica commutation ticket” or the “Suica IO card.” This eliminates the inconvenience of having to visit a ticket vending machine, prepare small change or remove the card from commutation ticket holders. From April 2002 this system came into common use at Tokyo Monorail Co., Ltd. At present, the “Suica” system can be used at 461 JR East stations throughout the Tokyo metropolitan area and nine Tokyo Monorail Co., Ltd. stations. The number of passengers taking advantage of this system exceeded 4 million in May 2002.



IC card wicket gate system