

# Improved Station and Railcar Comfort by Reflecting Customer Comments

Marking the 20th anniversary since JR East's foundation, from 2007 we have been promoting further facility amenity improvements and beautification activities as our expression of gratitude to our customers and community residents.



Platform waiting room (left top), Renovated station toilet (left below), Station benches (right)

Since its foundation in 1987, JR East has continuously striven to create a system to collect as many customer comments as possible, consider them and promptly act on them. Based on customer comments we are always improving our stations and railcar facilities.

## Easier to Use Stations

In addition to our regular measures already being taken in response to the aging of society, such as the provision of barrier-free stations, we are currently focusing on improvements for which there have been many customer requests.

### Bench installation

We have already considerably increased the number of benches available for passengers on metropolitan Tokyo station platforms, and will now target approximately 1,500 other stations in which we will install comfortable benches for the use of passengers.

### Waiting room construction

After taking into account the layout and level of congestion of individual station platforms, we plan to increase the number of waiting rooms. We will construct new waiting rooms in approximately 300 stations, mainly within the Tokyo metropolitan area and also at other stations where express trains stop and those which are heavily utilized by tourists.

### Improved toilets

We will renovate toilets in approximately 150 stations to increase customer comfort and satisfaction.

### Improved station neighborhood maps

Neighborhood maps around 320 stations will be upgraded. They will be enlarged and made easier to read, and will contain content designed for local needs.

## More Comfortable Onboard Space

Based on our stakeholders' comments, we are also working to improve the onboard environment for our passengers.

### Changing support straps for standing passengers in priority seat areas

Along with lowering the support straps for standing passengers in priority seat areas in order to make them easier to use for women and the elderly, we have also changed the color to yellow in order to more clearly delineate priority areas. (Completed the end of fiscal March 2008)



### Limited door opening

By closing three out of the four doors in each car when trains are stopped for long periods, such as at stations where trains turn back, we have increased air-conditioning efficiency while maintaining comfortable railcar temperature levels. This system is being introduced in E231 and E531 series railcars.

### Automatic on-board announcements

Automatic announcement devices capable of making announcements in English are being installed in 1,305 railcars on trains that serve airports, mainly on the Sobu express and Yokosuka lines.