

Pursuit of Safety

The management of JR East has given “safety” the highest priority since the inauguration of the Company. We have invested in many kinds of safety equipment with a total investment of approximately ¥1300 billion and supported the individual initiatives of company employees through two five-year plans. Because of these initiatives, safety levels have steadily improved.

In the “New Frontier 21” campaign, we are aiming to become “the safest railway in the world.” We are also promoting an initiative based on the “Safety Plan 21,” which is the third in a series of safety plans, with the goal of zero deaths and injuries due to accidents for passengers, and of zero deaths for our employees and the employees of cooperating companies.

Safety Plan 21

Being fully aware of the value of our passengers, progress in technology, and changes in employee composition of the Company in the “Safety Plan 21,” we are committed to infusing a spirit of self-reliance throughout every corner of the organization. We are working to raise the safety of our railway systems to even higher levels throughout the JR East group, including the planned upgrading of safety equipment that will cost close to ¥400 billion over five years, thus responding to the social mission and expectations of our passengers.

Securing the safety of railcar operations

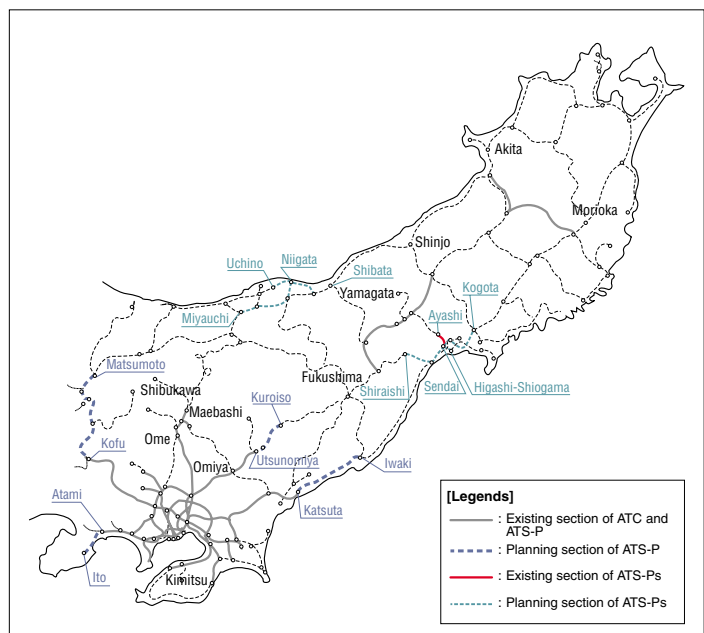
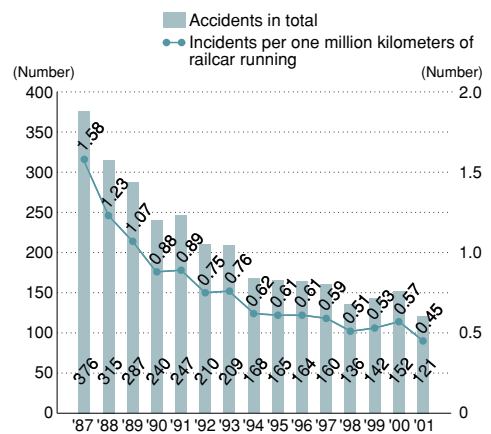
Providing ATS-P and ATS-Ps

JR East has provided the automatically controlled ATC system (Automated railcar control system), which checks the speed of railcars and the ATS system (Automated railcar stop system), which stops railcars automatically when a stop signal is activated. Further, we are introducing a new type ATS (ATS-P type and ATS-Ps type) that has more highly developed safety features and will be employed in the main line section centering on the Tokyo metropolitan area. These systems have already been completed in preparation for a new type ATS along approximately 1,580 km of railway lines, including the commutation line section of the Tokyo metropolitan area.

Number of railway accidents

Three hundred and seventy three accidents occurred in 1987 when the Company was inaugurated. In fiscal 2001, the number was 121, representing a decrease to less than 40% in comparison with 1987.

● Number of railway accidents



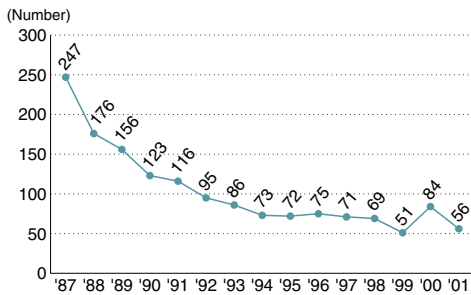
Plan for ATS-P and ATS-Ps

Safety measures to prevent accidents at crossings

Crossing accidents have decreased to less than 30% of the figure for 1987 (when the Company was inaugurated). In the future, we intend to set up “crossing obstruction detectors” at those crossings with heavy traffic volumes, and make an all-out effort to eliminate crossing accidents through the introduction of other measures, including installing “two stage type crossing gates” and “gate type crossings.”

Number of accidents at crossings

● Number of accidents at crossings



Two stage type crossing gates



Gate type crossing

Safety measures for passengers on platforms

In order to protect the safety of passengers on platforms, we are installing and expanding safety facilities on platforms. In terms of railway operation accidents, accidents causing injury or death have decreased to almost half of what they were when the Company was inaugurated.

Mat to detect falls

If a passenger falls down into the gap between the platform and the carriage at a station having large curbs, this mat detects the fall and informs the operator who can then take immediate action.



Mat to detect falls

Emergency stop alarm system for railcars

This system informs operators of danger when someone presses the “Emergency stop button” installed on platform pillars.



Emergency stop alarm system for railcars

Raised tiles for guiding visually impaired persons

These raised tiles are set into the outside edge of platforms to prevent visually impaired persons from falling off the platform.



Raised tiles for guiding visually impaired persons

Platform steps

Steps are being installed to allow passengers who have fallen off a platform to climb back up quickly and easily. These are being installed at all stations with a heavy volume of rail traffic.



Platform steps

Platform campaign

As a campaign to improve the safety of passengers on platforms, we are carrying out a “Platform campaign.” As well as warning passengers not to indulge in such dangerous actions as rushing to get on a train, we call upon passengers to give us their cooperation, including pushing emergency buttons in the event a passenger observes a dangerous situation on the platform.



Posters used in “Platform campaign”