



How is customer safety ensured?

Platform safety is a key factor

The entire JR East Group continually strives to increase the safety of our railway system, in terms of both facilities and employees' know-how and experience. The safety of passengers on the platform is one of our major concerns. We have installed various types of safety equipment, including fall-detection mats adjacent to tracks, raised tiles to guide visually-impaired passengers on the platform, emergency alarm buttons to stop oncoming trains, and steps from the track bed to the platform.

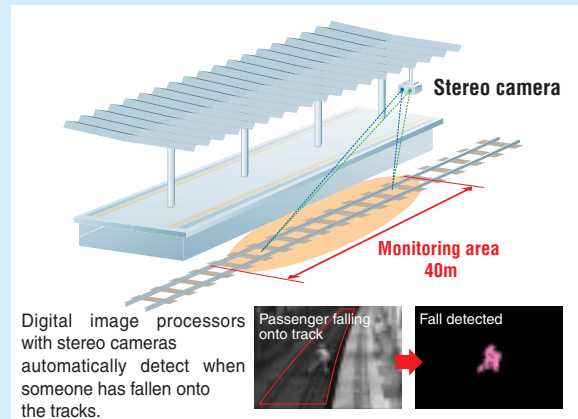
In addition to installing safety equipment, in 1999 we began a platform safety campaign illustrating proper platform manner (not rushing to board a train, for example) and encouraging passengers to push an emergency alarm button should someone fall to the track bed.

Thanks to these measures, the number of accidents resulting in physical injury dropped nearly 50% — from 124 incidents when the company was founded in 1987 to 68 in FY 2002.

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Developing the image-processing type fall-detection system

We are developing a high precision fall-detection system monitored with stereo image processing technology. Should a passenger fall from the platform onto the tracks, the system automatically detects the incident and alerts station and train crews. This system spans nearly the entire track bed, not just beneath train doors where fall-detection mats are in place.



Platform safety measures

Emergency stop alarm system



Pressing one of the emergency stop alarm buttons installed on platform pillars notifies train conductors of an emergency.

Raised-tile guides for the visually impaired



Raised tiles inset from the edge of the platform prevent visually-impaired passengers from falling onto the tracks.

Platform safety campaign poster



Fall-detection mats



Mats installed adjacent to tracks detect when a passenger has fallen from the platform and alerts the conductor.

Platform steps



These steps allow a passenger who has fallen onto the tracks to climb back up to the platform.

