

Service Quality Reforms  
MIGAKU Improvements

7:26  
普通 黒磯  
4両

7:54  
普通 矢吹  
6両

8:26  
普通 郡山  
4両

8:50  
普通 黒磯  
4両

周辺の天気  
更新時刻-17:10

重要なお知らせ



山田線 06日 04時01分

山田線は、松草～平津戸駅間での土砂流入の影響で、上米内～川内駅間の上下線で終日運転を見合わせます。盛岡～宮古駅間（上盛岡～上米内駅間を除く）はバスによる振替を行っています。川内～宮古駅間は臨時ダイヤで列車の運転を行っています。

停車駅のご案内

停車駅	到着	出発	時刻	現況
東京	11:20	11:20		
上野	11:25	11:25		
大宮	11:45	11:45		
仙台	12:55	12:54		
はやぶさ 新青森行き				
盛岡	13:33	13:37		
いわて沼宮内	13:49	13:49		
二戸	14:01	14:02		
二戸	14:01	14:02		
八戸	14:13	14:14		
七戸十和田	14:27	14:27		
新青森	14:43			
こまち 秋田行き				
盛岡	13:33	13:36		
田沢湖				情報提供区間外です
角館				情報提供区間外です
大曲				情報提供区間外です
秋田				情報提供区間外です

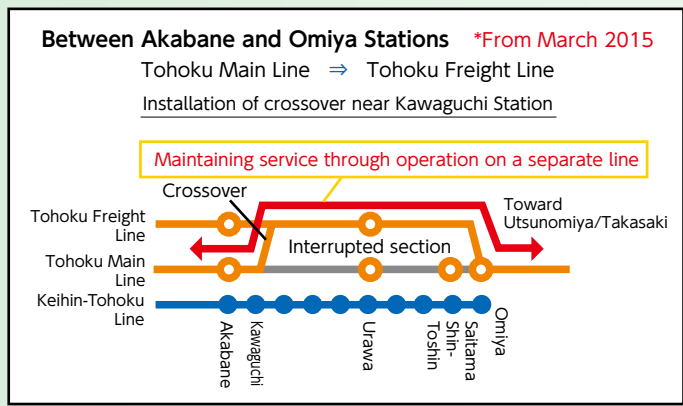
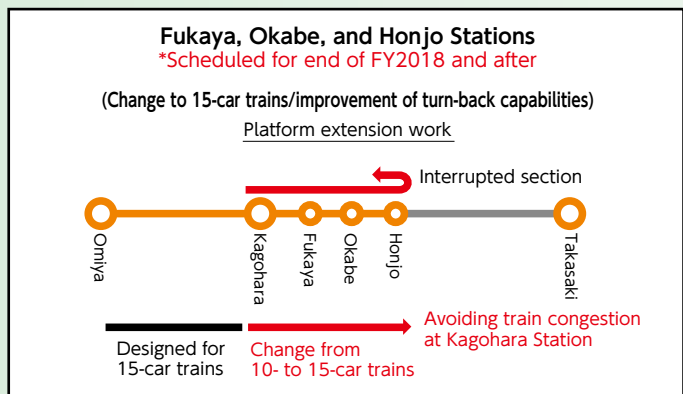
# Improving Quality of Transportation Services

When train interruptions occur, with the aim of improving the quality of transportation services, we try to keep delays to a minimum by using various means to arrange transportation in a flexible manner. However, many passengers have expressed a desire for announcements about expected service resumption times when transportation disorder occurs. Previously, this information had been announced rapidly only for accidents resulting in casualties in the Tokyo metropolitan area, but in April 2017, we began initiatives to rapidly announce expected transportation service resumption times for other incidents as well, in order to enhance information provision to passengers.

## ◎Transportation arrangements and other measures to minimize train delays

○Expansion of turn-back operations  
We are striving to minimize the impact on transportation through appropriate implementation of turn-back operations at non-terminal stations equipped with the necessary facilities.

○Expansion of service on other lines  
On sections of line where there are parallel tracks, if a transportation interruption occurs on one track, we have implemented arrangements to make joint use of the other track. This enables us to resume service within around 30 minutes and minimize the impact on transportation.



## ◎Information provision when service interruptions occur

### ○Rapid announcement of expected transportation service resumption times

When trains are delayed significantly, we make efforts to announce expected transportation service resumption times, which is important information that helps passengers decide their next step. In particular, for accidents resulting in casualties in the Tokyo metropolitan area, we are able to anticipate expected transportation service resumption times based on past experience, and we have striven to announce this information rapidly.

However, many passengers have expressed a desire for information to be provided in a more timely manner. In light of this feedback, starting in April 2017, we began rapidly providing expected transportation service resumption times throughout all JR East service areas in events other than casualties that involve suspension of operations as well. In some cases, such as transportation disorder due to natural disaster, it is difficult to make rapid announcements, but going forward, we will continue our efforts to provide more timely information.

### ○Enhancing service information provision

We provide information when transportation disorder occurs using our JR EAST APP and Doko-Train service. In March 2017, we expanded the railway sections covered by our conventional line train location information services (Ome Line from Tachikawa to Ome, Itsukaichi Line) and started information provision for Shinkansen lines as well (e.g., expected start and arrival times).

In February 2017, we expanded the railway sections covered by the Doko-Train operation information service (Sagami Line, Ito Line). At present, the service is provided for a total of 48 railway sections, including the Kanto and Joshin-etsu areas. In addition to guidance provided by station personnel and conductors, we are working to expand our train operation information capabilities through initiatives such as these apps in order to help passengers decide by themselves what to do next.

## VOICE



### Atsushi Ichikawa

Tokyo General Operation Center, Transport & Rolling Stock Div. Tokyo Branch Office

As train dispatchers, we always consider safety to be the top priority when carrying out our work.

During transportation interruptions, with the aim of preventing their impact from spreading, we work closely with staff on the ground to maintain service quality—for example, by maintaining through service on the Ueno-Tokyo Line by temporarily running trains on tracks that they do not normally use, or by implementing turn-back operations in order to ensure transportation capacity on sections where there is no service interruption.

The job is especially rewarding on those occasions when we are able to minimize the impact of delays on passengers by rapidly making transportation arrangements after properly ensuring that it is safe to do so.

I believe that teamwork is essential to dispatching work. In order to ensure that all dispatch personnel are rowing in the same direction when making transportation arrangements during service interruptions, we try to improve our knowledge and skills through OJT and simulation-based training. When sending dispatches via wireless communication, we also strive to provide clear, concise, easy-to-understand information.

Going forward, the entire Tokyo General Operations Center team will continue working to make transportation arrangements that give passengers peace of mind by enabling them to safely reach their destination.



### Akina Yoshino

Section Employee, Customer Service Quality Reformation Dept. Takasaki Branch Office

With the aim of improving transportation quality, my job involves working to prevent service interruptions and rapidly restore service when they occur, in order to ensure safe, stable transportation. Every day, it gives me a sense of dedication and fulfillment when our ideas and plans to prioritize what is best for passengers have a direct impact on them through the transportation services we provide.

To implement turn-back facilities, we have developed a plan based on passenger feedback that enables everyone's work to proceed smoothly through coordination with station staff, train crews, and contract personnel while also monitoring the current status of problems and following up on them. We have also made efforts to share information through visualization measures that digitalize the results.

In addition, since it requires considerable time and labor to restore service after a transportation interruption occurs, we analyze the incident details and identify the key points for rapid resumption of service, and we share that information with all personnel, including those on the ground, while implementing turn-back operations.

Going forward, we will aim to think even more carefully about implementing facility- and service-related measures based on what we would feel and think if we were passengers using JR East's services, and as part of Japan's social infrastructure, we will try to provide convenient, comfortable services to passengers and people throughout each region.

See p. 57 and p. 58 for a related feature. ↓