

JR East will accelerate the establishment of barrier-free facilities

— Expanding and speeding up the installation of platform doors —

- JR East, with cooperation from national and local governments, has been promoting efforts to make railway facilities barrier-free—in terms of both “hardware” and “software”—in all the areas covered by JR East.
- Going forward, JR East will install platform doors at 330 stations by line (a total of 758 platforms) on the major conventional lines in the Tokyo metropolitan area. In response to the need for earlier installation, we aim to complete the installation of platform doors by the end of fiscal 2031, one year earlier than previously planned.
- To improve station facilities, JR East utilizes the system introduced by the national government in December 2021 to allow the costs of installing barrier-free facilities at railway stations in metropolitan areas to be passed on to train fares (hereinafter, “the railway station barrier-free fare system”).

1. Major efforts made so far to promote barrier-free accessibility

(1) Efforts in terms of “hardware”

The following is the installation status of barrier-free facilities as of the end of fiscal 2021.

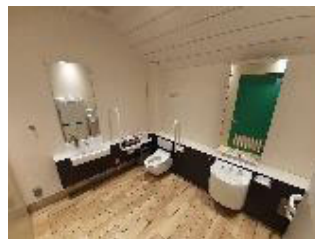
	Target stations	Installation status
Elimination of uneven steps (elevators, slopes, etc.)	514 stations* ¹	485 stations (94.4%)
Accessible restrooms	497 stations* ¹	475 stations (95.6%)
Platform doors	—	92 stations by line* ² 183 platforms

*1: Stations with 3,000 users or more a day on average and stations with more than 2,000 but less than 3,000 users per day on average that are considered to be living-related facilities in priority development areas specified by local governments (The number of users by station is based on data for fiscal 2020.)

*2: The number of stations is counted by line: e.g., Tabata Station is counted as two stations: one on the Yamanote Line and one on the Keihin-Tohoku Line.



Elevators



Accessible restrooms



Platform doors

(2) Efforts in terms of “software”

- Acquisition of “Service Care-Fitter” qualifications (As of the end of December 2021, more than 26,000 employees had acquired the certifications.)
- Promotion of the “Assistance and Support” campaign (In fiscal 2021, the campaign was conducted in collaboration with 83 companies/bureaus and seven organizations.)
- Development and use of the passenger service manual in order for diverse customers to use stations comfortably
- Introduction of a web application system for the use of free space for wheelchairs in Shinkansen trains
- Creation of various opportunities to enhance customer services by involving the parties concerned (e.g., training using train cars in cooperation with a local school for the blind, a seminar to learn sign language)
- Provision of opportunities to raise awareness of the importance of realizing an inclusive society (e.g., lecture meetings with Paralympics athletes as speakers)
- Trial by train crew to help passengers in wheelchairs board and disembark from trains, etc.



Acquisition of “Service Care-Fitter” qualifications (staff attending a training course)



“Assistance and Support” campaign (poster)



Train car-based training in cooperation with a local school for the blind, etc.



Trial by crew to assist passengers (staff undergoing training)

2. Future plan to promote the establishment of barrier-free facilities

(1) Expansion and speeding up of the installation of platform doors

We have been giving priority to installing platform doors for about 660 major platforms, with the aim of completing the installation of platform doors at 243 stations (330 stations by line) on major conventional lines in the Tokyo metropolitan area by the end of fiscal 2032. In response to the need for earlier installation, **we will increase the number of platforms where platform doors are installed to a total of 758 platforms (including non-major platforms) in 330 stations by line on major conventional lines in the Tokyo metropolitan area, and will complete the installation by the end of fiscal 2031, one year earlier than previously planned.** (See Attachment “Platform Doors Scheduled for Installation by Fiscal 2031.”)

By fiscal 2021, platform doors had been installed on 183 platforms in 92 stations by line. In fiscal 2022, the operation of platform doors will be commenced on 14 platforms in seven stations, including Nippori Station on the Keihin-Tohoku Line (where we made efforts for early installation), Iidabashi Station on the Chuo-Sobu Line (Local), and Musashi-Mizonokuchi Station, Noborito Station, Fuchuhommachi Station, Yaho Station, and Tachikawa Station on the Nambu Line. This schedule is subject to change due to the impact of a global semiconductor shortage.

(2) Installation of barrier-free facilities

The schedule for the installation of major barrier-free facilities is as follows.

		Scheduled for Installation ^{*3}	
		Fiscal 2022 to 2025	Fiscal 2026 to 2035
Elimination of uneven steps	Elevators	23 stations (5 stations)	20 stations (7 stations)
	Slopes	4 stations (3 stations)	0 station (0 station)
Accessible restrooms		10 stations (3 stations)	18 stations (9 stations)

^{*3}: Including plans under consideration. The figures in parentheses indicate the number of stations for which the railway station barrier-free fare system will be used.

(3) Utilization of the railway station barrier-free fare system

The total cost spent so far for facility installation and improvements has exceeded about 250 billion yen (about 120 billion yen for installation of platform doors). An additional cost necessary to promote a barrier-free environment will amount to more than about 420 billion yen (about 410 billion yen for the full-scale construction of platform doors).

To promote the facility improvement, we will utilize the railway station barrier-free fare system introduced by the central government. Today, we submitted fare revision and facility improvement plans designed under the railway station barrier-free fare system to the Kanto District Transportation Bureau of the Ministry of Land, Infrastructure, Transport and Tourism.

Outline of the plan submitted

The planned additional fare charges, as shown in the table below, will apply to the travel only within specific electric train sections in Tokyo. No additional fees will be charged to student commuter passes. Child fares will be half the fare of adults after the fare hike.

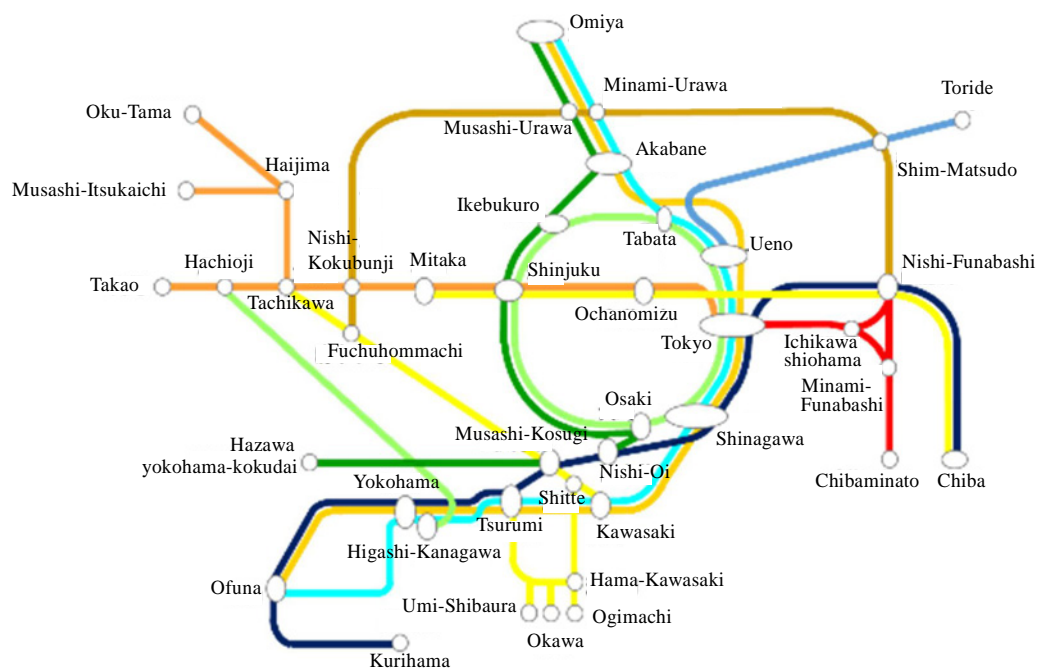
* This will apply to fares for Shinkansen trains.

Additional fees to be charged (adults)

Standard fare		Commuter pass fares (for workers) ^{*4}		
IC card fare	Ticket fare	1-month pass	3-month pass	6-month pass
10 yen	10 yen	280 yen	790 yen	1,420 yen

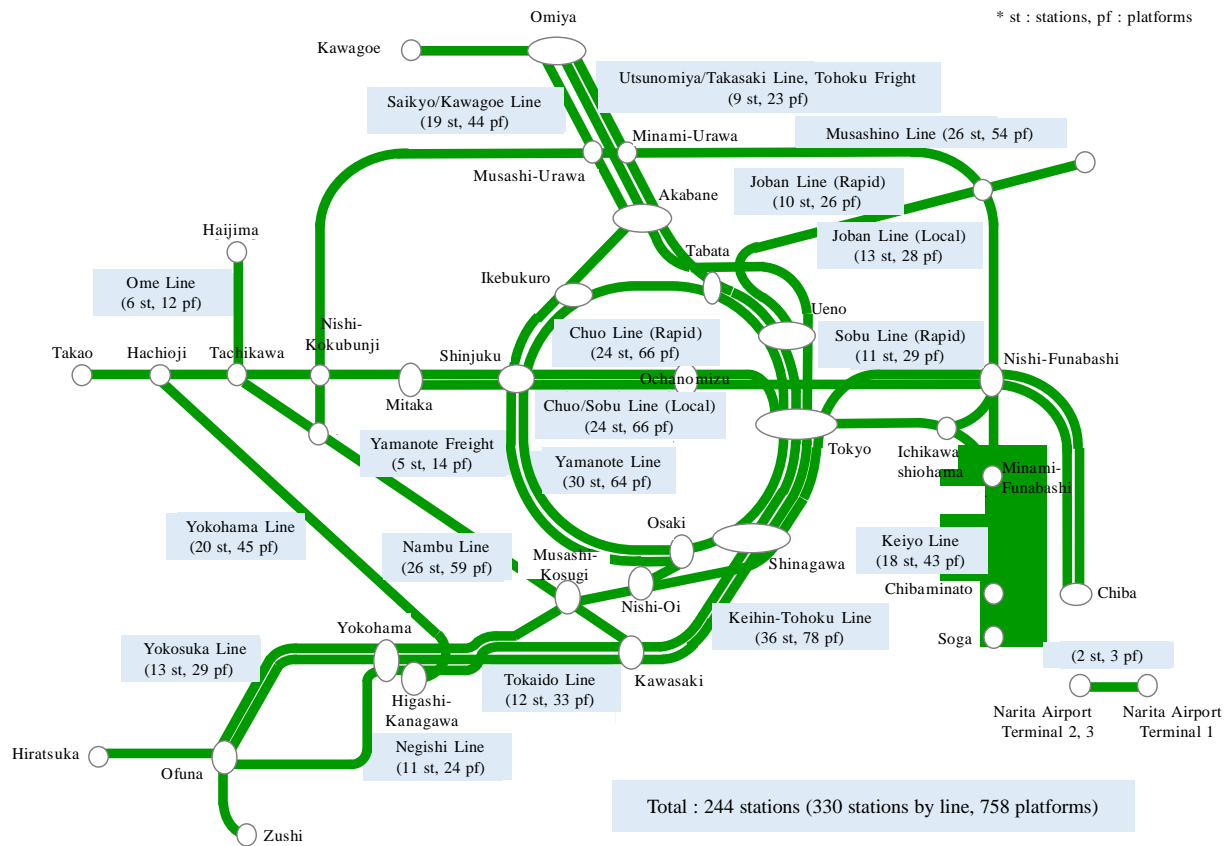
^{*4}: The fees will be set based on the average discount rates for the present commuter pass fare system.

The commencement of fare collection is scheduled for around March 2023. The fares collected will be used for promoting a barrier-free environment.



Specific electric train sections in Tokyo

Attachment



Platform Doors Scheduled for Installation by Fiscal 2031

Plan for Promoting a Barrier-free Environment and Collecting Additional Charges

Railway business operator	East Japan Railway Company
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Facility Improvement Policy	
Entire period	In stations in specific electric train sections in Tokyo, we will install platform doors on 591 platforms and eliminate uneven steps by installing elevators or slopes (ensuring one accessible route for three stations; two accessible routes for six stations). In addition, we will make efforts to promote the barrier-free design of railway facilities, including narrowing the gaps between platforms and railcar doors and installing accessible restrooms.
Fiscal 2021 - 2025	In stations in specific electric train sections in Tokyo, we will install platform doors on 222 platforms and eliminate uneven steps by installing elevators or slopes (ensuring one accessible route for two stations; two accessible routes for three stations). In addition, we will make efforts to promote the barrier-free design of railway facilities, including narrowing the gaps between platforms and railcar doors and installing accessible restrooms.
Fiscal 2026 and later (Until fiscal 2035)	In stations in specific electric train sections in Tokyo, we will install platform doors on 369 platforms and eliminate uneven steps by installing elevators (ensuring one accessible route for one station; two accessible routes for three stations). In addition, we will make efforts to promote the barrier-free design of railway facilities, including installing accessible restrooms.

Amount of Fare					
Type of Ticket	Non-commute pass			Commuter pass	
	Standard ticket (Magnetic ticket)	Standard ticket (IC card)		Commuter pass for workers	Commuter pass for students
	Additional fare to be charged (¥)	10		10	*1
Annual amount of money to be collected (Unit: million yen)	15,100			7,900	0
Target stations	All the stations in specific electric train sections in Tokyo (See attachment)				
Remarks	*1: ¥280 for one-month commuter pass, ¥790 for three-month commuter pass, ¥1,420 for six-month commuter pass *2: Including commuter passes for special cars, special flat-rate commuter passes, Shinkansen commuter passes, standard commutation tickets, group tickets, charter tickets, and some special event tickets/passes				

* For the amount set for standard tickets, the amount per ride for adults shall be entered.

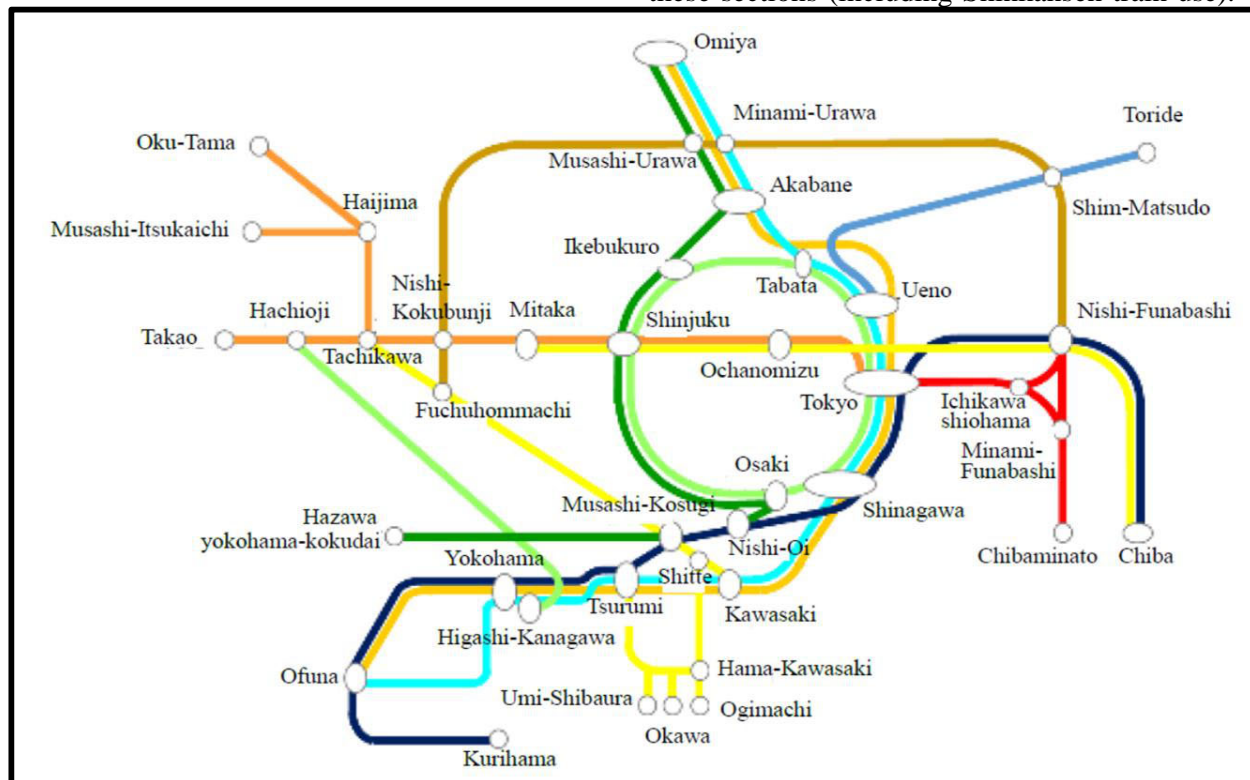
* For the amount for commuter passes, the average amount per ride calculated from all commuter passes shall be entered.
In the Remarks column, enter the amount set for passes by period (one-month, three-month, six-month passes, etc.)

* When an additional cost is charged for discount tickets, special event tickets, etc., enter the name of the ticket(s) concerned in the Remarks column, and the annual amount of money to be collected from those should be included in the Annual amount of money to be collected column for Non-commuter pass.

Annual amount of money to be collected	23,000	million yen
Collection period	13	years (March 2023 to March 2036) *Additional fare collection will be continued after fiscal 2036.
Total amount of money to be collected	299,000	million yen
Total facility improvement costs	590,053	million yen (For the plan until fiscal 2025: 205,815 million yen; for the plan from fiscal 2026 - 2035: 384,238 million yen) * Facility improvement efforts will be continued after fiscal 2036.

Specific electric train sections in Tokyo

*Additional fare will apply to the travel only within these sections (including Shinkansen train use).



Plan for Promoting a Barrier-free Environment and Collecting Additional Charges (Period: April 2021 - March 2026)

Description of Facility Improvement			
(1) Installation/improvement costs (including incidental expenses)			
Type of Facility	No. of Stations for Improvement		Costs
Platform doors	101 stations (*1)	222 platforms	158,623 million yen
Elevators	5 stations	9 units	3,275 million yen
Escalators	2 stations	11 units	604 million yen
Slopes	3 stations	3 places	869 million yen
Facilities to narrow gaps or eliminate differences in floor level	26 stations	52 platforms	114 million yen (*2)
Accessible restrooms	3 stations	3 places	60 million yen
Other (*3)	29 stations		93 million yen
Remarks	*1: For the installation of platform doors, the number of stations is counted as stations by line. *2: When a facility is installed together with platform doors, its cost shall be included in that of the platform doors. *3: Station guide monitor		
(2) Facility updating costs (including incidental expenses)			
1) Updating of facilities			
Type of Facility	No. of Stations for Updating		Costs
Platform doors	Each station (*4)		4,755 million yen
Elevators	Each station (*5)	84 units	2,634 million yen
Escalators	Each station (*4)		11,901 million yen
Other (*6)	Each station (*4)		2,599 million yen
Remarks	*4: Facilities will be updated according to their conditions. *5: A facility update plan for each station will be developed in the future. *6: Station guide monitor, track-number information, information system for passengers, announcement facility		
2) Updating of train cars			
(3) Maintenance costs, renovation costs for fare collection systems, other costs (renovation costs for station equipment, station signboards, etc.)			
Maintenance costs (including incidental expenses)		19,275	million yen
Renovation costs for fare collection systems		1,015	million yen
Other costs (renovation costs for station equipment, station signboards, etc.)		0	million yen
Remarks			

* If "other" is selected in the "type of facility" section, provide specific information on the facilities concerned in the Remarks column.

Costs necessary for improvement/maintenance during the plan implementation period (a total of the amounts of (1) to (3))		205,815 million yen	
No. of platform doors to be installed and no. of stations in which differences in floor level will be eliminated by using the fees collected during the plan implementation period			
No. of platforms with platform doors		222	platforms
No. of stations with differences in floor level to be eliminated	Ensuring one accessible route	2	stations
	Ensuring two accessible routes or more	3	stations

Plan for Promoting a Barrier-free Environment and Collecting Additional Charges (Period: April 2026 - March 2036)

Description of Facility Improvement			
(1) Installation/improvement costs (including incidental expenses)			
Type of Facility	Number of Stations for Improvement		Costs
Platform doors	147 stations (*1)	369 platforms	250,070 million yen (*2)
Elevators	7 stations	27 units	4,333 million yen
Escalators	4 stations	19 units	461 million yen
Accessible restrooms	9 stations	12 places	214 million yen
Remarks	*1: For the installation of platform doors, the number of stations is counted as stations by line. *2: Including facilities to narrow the gaps between platforms and railcar doors which are installed together with platform doors		
(2) Facility updating costs (including incidental expenses)			
① Updating of facilities			
Type of Facility	No. of Stations for Updating		Costs
Platform doors	Each station (*3)		41,992 million yen
Elevators	Each station (*4)	370 units	8,098 million yen
Escalators	Each station (*3)		14,861 million yen
Other (*5)	Each station (*3)		5,719 million yen
Remarks	*3: Facilities will be updated according to their conditions. *4: A facility update plan for each station will be developed in the future. *5: Station guide monitor, track-number information, information system for passengers, announcement facility		
② Updating of train cars			
(3) Maintenance costs, renovation costs for fare collection systems, other costs (renovation costs for station equipment, station signboards, etc.)			
Maintenance costs (including incidental expenses)		58,398	million yen
Renovation costs for fare collection systems		91	million yen (*6)
Other costs (renovation costs for station equipment, station signboards, etc.)		0	million yen (*6)
Remarks	*6: Since we intend to continue to use this system after fiscal 2036, renovation costs for fare collection systems and other costs necessary at the time of the completion of this system are not included in this Form.		

* If "other" is selected in the "type of facility" section, provide specific information on the facilities concerned in the Remarks column.

Costs necessary for improvement/maintenance during the plan implementation period (a total of the amounts of (1) to (3))		384,238 million yen	
No. of platform doors to be installed and no. of stations in which differences in the floor level will be eliminated by using fees collected during the plan implementation period			
No. of platforms with platform doors		369	platforms
No. of stations with differences in floor level to be eliminated	Ensuring one accessible route	1	stations
	Ensuring two accessible routes or more	3	stations