May 8, 2026
East Japan Railway Company

Building a Railway Transportation System That Customers Can Use with Peace of Mind (Security)

~Progress on Measures in Response to Transportation Service Disruptions Occurring at the Start of the Year~

- We would like to once again apologize for the significant transportation service disruptions caused by power outages on the Yamanote and Keihin-Tohoku Lines on January 16, the Joban Line on January 30, and the Utsunomiya Line from February 8 to 9, as well as for the escalator fire at Hatchobori Station on the Keiyo Line on February 2, which caused considerable inconvenience, anxiety, and concern to our customers.
- The underlying causes of these transportation service disruptions differ, and we are implementing appropriate measures for each one. On February 10, we announced six initiatives aimed at ensuring safe and stable transportation in the future, in light of these issues. We would now like to provide an update on the progress of these initiatives.
- The JR East Group places “safety” as the top priority in its management and will continue to work as a unified group to build a railway transportation system that customers can use with peace of mind through the pursuit of “ultimate safety.”

1. Measures taken in response to transportation service disruptions

Incident	Cause	Measures taken, recurrence prevention measures, etc.
January 16: Power outage on the Yamanote and Keihin-Tohoku Lines due to renovation work at Tamachi Station	When restoring power after completing the work, the operator mishandled the Yamanote Line's voltage detection and grounding device, resulting in power being restored while the line was still grounded.	① The procedure for confirming that the grounding wire of the voltage detection and grounding device has been removed was changed as follows: The verifier must perform a double-check on-site or via a video call, and ensure that the results are properly documented. ② For each voltage detection and grounding device, specify the exact points of disconnection from the power transmission equipment and the procedures for restoring power, and conduct drills.
January 30: Power outage at Ueno Station on the Joban Line [Rapid Service]	Due to a broken overhead wire on Platform 10 at Ueno Station	We are investigating the causes of the broken overhead wire in collaboration with the Railway Technical Research Institute (as an emergency measure, similar equipment has already been reinforced).
February 2: Escalator fire at Hatchobori Station on the Keiyo Line	It is believed that the power cable for the drainage pump inside the escalator became charred due to a minor electrical leak caused by damage to the insulation from previous construction work, and that this charred material ignited accumulated dust and other debris.	① Review the wiring of the power cables for the drainage pumps inside each escalator, and provide double protection at the points where the cables come into contact with steel components. ② When performing wiring work on-site, check the condition of the damage prevention measures from multiple perspectives. ③ Review the inspection items for regular escalator inspections.
February 8: Power outage between Koga and Nogi Stations on the Utsunomiya Line	① Although an on-site inspection had confirmed significant wear on a particular trolley wire, which should have been replaced, plans were mistakenly made to replace another parallel trolley wire instead, and the replacement of the relevant trolley wire was not carried out. ② Although the wear on the relevant trolley wire had been detected through the overhead line monitoring system, it could not be incorporated into the replacement plan.	① The person responsible for conducting on-site inspections and the person responsible for implementing the construction plan shall mutually verify, using drawings and other documents, that the construction plan incorporates the inspection results, and the person responsible for conducting inspections shall inspect the site after construction is completed. ② View images from the overhead line monitoring system from multiple perspectives. Further advance the digital transformation of wear management operations using data collected and captured images by the overhead line monitoring system.

2. Progress of the six initiatives for building safe and stable transportation in the future

(1) Reviewing operational workflows (procedures) for safe and stable transportation

- Verification and reinforcement of the inspection system for critical points where operational errors could directly lead to prolonged service suspensions

We are verifying our inspection system for critical points in anticipation of incidents that could lead to prolonged service suspensions, such as broken overhead wires and trains becoming stranded. Following the verification, we are gradually revising our procedures and other related matters.

[Specific examples]

- Since February 2026, we have been implementing initiatives to continuously verify and improve whether the operations utilizing the electrical equipment maintenance and management system (overhead wire monitoring and signal bond monitoring systems) are being carried out in accordance with established rules regarding the number of personnel reviewing inspection data and the methods used, and whether their effectiveness is being ensured.
- Previously, railcar-related rules mixed “regulations” with “inspection standards.” Therefore, in April 2026, we implemented a fundamental revision of the rules, establishing a system divided into “Maintenance Regulations” and “Guidelines.” Furthermore, we will continue to organize appropriate maintenance methods and their technical rationale, sequentially incorporate these updates into the “Guidelines” to refine them.
- The manual for the recovery system in the event of a breakdown involving maintenance vehicles, etc. did not clearly specify the criteria for deciding on and implementing rescue operations within the recovery flowchart; therefore, we revised it in April 2026.

(2) Enhancing response capabilities in emergency situations

① Assigning a responsible officer for passenger relief measures at the response headquarters

If trains are expected to stop for an extended period between stations, a separate “responsible officer for passenger relief measures” will be assigned, distinct from the “responsible officer for restoring transportation services.” The “responsible officer for passenger relief measures” will consider all possible measures—including options other than guiding passengers to disembark—and will direct efforts to promptly relieve passengers on trains that stop between stations, dedicating his or her full attention to passenger relief measures.

② Ensuring that instructions to prepare for passenger disembarkation are issued within 30 minutes of the incident occurring

We have revised our procedures so that, within 30 minutes of an incident occurring, we not only determine the appropriate measures to relieve passengers—including whether to direct them to disembark—but also issue instructions to relevant departments to prepare for passenger disembarkation within 30 minutes.

[Specific examples of measures]

- In the level crossing obstruction incident that occurred at Uchihara Station on the Joban Line on March 13, we issued instructions to relevant departments to prepare for passenger disembarkation within 30 minutes of the incident, dispatched personnel to the site promptly, and subsequently guided passengers to disembark.

③ Conducting practical drills on a regular basis

We will make drills simulating large-scale transportation disruptions and passenger disembarkation drills more practical. Specifically, we will conduct drills that combine hands-on drills using actual trains with tabletop exercises, simulating multiple conditions, such as the terrain near the stations where the trains stop, the time of day, and the number of passengers on board. We also conduct joint drills with police and fire department personnel, as well as drills where people with disabilities can experience the disembarkation process firsthand.

Emergency response headquarters operation training simulating a major transportation disruption

Nighttime passenger disembarkation training

Training to quickly visualize the situation of the incident

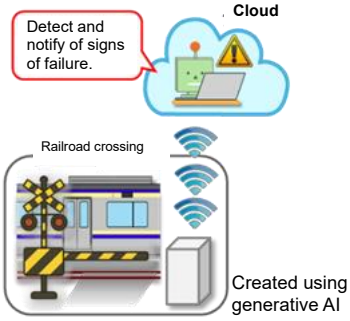
④ Increasing spare items inventory to enhance response capabilities in emergency situations

We will gradually increase our stock of spare items, focusing primarily on vehicle equipment that is essential for safe and stable transportation.

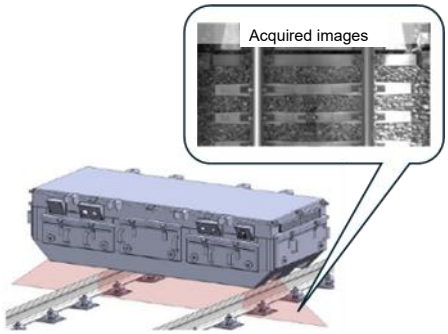
(3) Improving inspection and maintenance standards

① Initiatives to identify early signs of failure

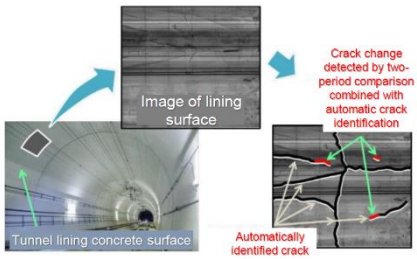
By introducing monitoring technologies and accelerating digital transformation (DX), we will identify signs of deterioration and detect early warning signs of equipment failure before problems occur, enabling us to perform repairs at the optimal time.



Introduction of a system to remotely monitor and analyze the operational status of railroad crossing safety equipment to detect early signs of failure
Scheduled for introduction at approximately 1,100 railroad crossings within our operating area by FY2030.3



Installation of rail track material monitoring equipment on the East-i and study on an AI assessment system
Full-scale implementation of image-based screening is scheduled to begin in FY2030.3.



Revising the Shinkansen tunnel inspection method to incorporate automated crack detection and other techniques utilizing high-resolution images captured by tunnel lining surface imaging vehicles
Scheduled to be introduced for subgrade inspections starting in FY2028.3

* This method has been already introduced in FY2026.3 for the inspection of overlaid sections.

② Implementation of remote inspections using drones in the event of an emergency

In the event of a disaster or emergency, our employees assess the damage on foot or by other means. By implementing remote inspections using drones, we will be able to quickly assess the situation on site and facilitate an early resumption of train service.

Early detection of defects using drones taking off from drone docks installed along the tracks
Scheduled for a trial introduction on the Yamanote Line starting in the fall of 2026

Utilization of VTOL drones for survey operations in the event of a disaster and emergency
Scheduled to be used for winter avalanche slope surveys (on a section of the Joetsu Line) starting in the winter of 2026

(4) Enhancing and strengthening the technical capabilities of frontline employees engaged in equipment maintenance and accident recovery
In FY2028.3, we will increase the number of technical hires by approximately 150 employees compared with the previous plan. This will increase opportunities for training and drills aimed at improving technical capabilities. Additionally, by expanding personnel exchanges with Group companies and partner companies—which have been conducted in the ground facility maintenance area—JR, as the entity designing the systems, will learn maintenance work know-how, while the Group companies and partner companies responsible for construction will improve their understanding of railway operations. In this way, we will mutually enhance the technical capabilities and knowledge each party needs, working as a unified group to improve our maintenance capabilities. Furthermore, to ensure we can effectively adapt to the introduction of new technologies and systems, we will conduct educational training that covers topics, such as “the purpose of tasks,” “how equipment works,” and “the rationale behind rules.” We will also promote practical, hands-on drills that make use of skill training centers and other facilities.

(5) Increasing budgets for equipment maintenance

① Increasing the maintenance expense budgets to recover from the impact of the COVID-19 pandemic by the end of FY2027.3

- We plan to allocate a total of 362.0 billion yen for repairs (an increase of approximately 30.0 billion yen from the previous year) in FY2027.3.
- During the COVID-19 pandemic, we curtailed scheduled maintenance intended to prevent potential future equipment failures and other issues; however, there were instances where equipment that had been deferred for maintenance appears to have impacted the stability of our transportation services. Consequently, starting in FY2025.3, we have been carrying out repairs in stages, beginning with the most urgent projects, such as replacing the tracks on the Yamanote Line and replacing overhead wires in the Tokyo metropolitan area.
- In FY2027.3, we will carry out the facility repairs that were postponed during the COVID-19 pandemic to restore our facilities to their pre-pandemic condition. Additionally, by shifting our facility management approach back to a proactive strategy aimed at preventing equipment failures and other issues, we will reduce risks to safe and stable transportation.


Key repair work (Left: Rail replacement; Right: Signal relay replacement)

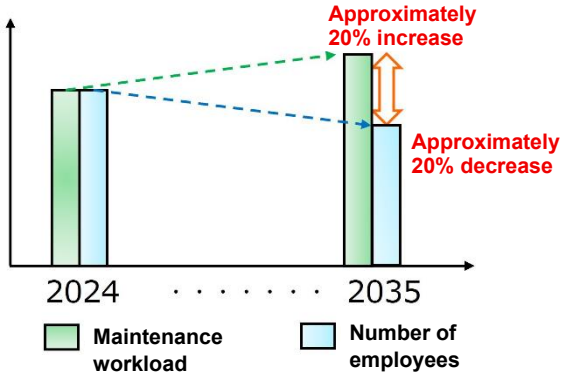
② Speeding up measures to address natural disasters, such as fallen trees

- To promote the planned removal of trees, bamboo, and other vegetation near railway tracks, we will increase the budget for tree removal by approximately 1.0 billion yen in FY2027.3 compared to the previous fiscal year. This will allow us to proceed with the planned removal of trees that pose a significant risk of causing damage if they fall, focusing primarily on those within railway property. In addition, we will reduce the risk of dangerous tree falls by felling trees outside railway property that are at high risk of falling, following consultation.
- Furthermore, prior to typhoon and snowfall seasons, we will conduct visual inspections of trees, bamboo, and other vegetation to prevent them from falling.

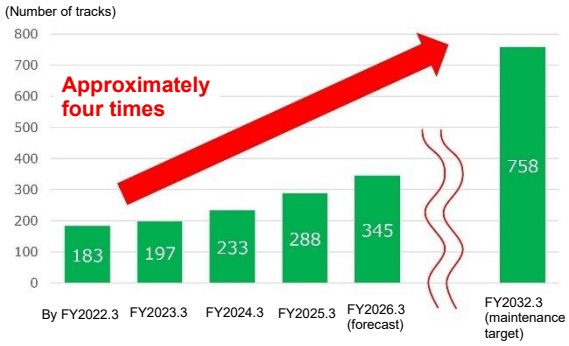
(6) Maintaining the systems and technical capabilities of Group companies and partner

companies

In response to the anticipated increase in the number of facilities and maintenance workload, as well as the decline in the workforce over the medium term, we will improve working conditions and the work environment with the aim of achieving sustainable railway maintenance operations. By enhancing the safety and productivity of our employees, we aim to further improve the safety and stability of transportation services and realize work style reforms.



Current and projected maintenance workload and number of employees



Trends in number of automatic platform gates installed

[Specific examples of initiatives and progress]

- ○ Promoting operational improvements that contribute to increased productivity through technological development
  (Example: introduction of multifunctional railway-based heavy machinery for tree felling and other purposes)
- ○ Promoting operational improvements that contribute to increased productivity utilizing external resources
  (Example: Implementation of a system to optimize maintenance work plans at Group companies)
- ○ Implementation of measures to improve the workplace environment, such as heat-mitigation measures in work areas during periods of extreme heat
  (Example: Installation of large industrial fans and large spot coolers for vehicle maintenance employees (including those of Group companies) at train depots)
- ○ Expanding the number of days on which maintenance work and construction projects are carried out during daytime hours from approximately 360 days in FY2026.3 to approximately 500 days (including items currently in the planning stage), starting with a partial rollout to lines in the Tokyo metropolitan area
  (Examples) Keihin-Tohoku Line: Work and construction during daytime hours (May 19 to 21)
  Yokosuka Line: Intensive construction work, such as tunnel repairs, utilizing the continuous period spanning day and night (from the last train on Friday to the first train on Sunday)
  (June 5 to 7, September 4 to 6, November 6 to 8)