



**Answers to your questions
about the train!**

Q & A

JR East

Guide



Contents

Choose the topic you want to view.

☑ Safe and Comfortable Travel



Emergencies



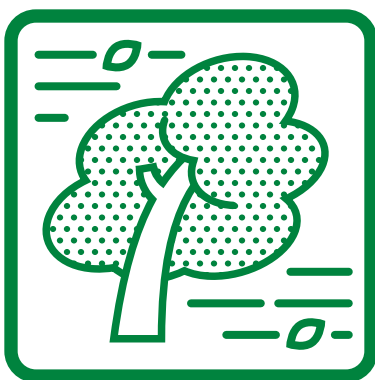
Etiquette

☑ Safe and Reliable Service



Info

☑ Natural Disasters



Wind



Rain



Typhoons



Snow



Earthquakes

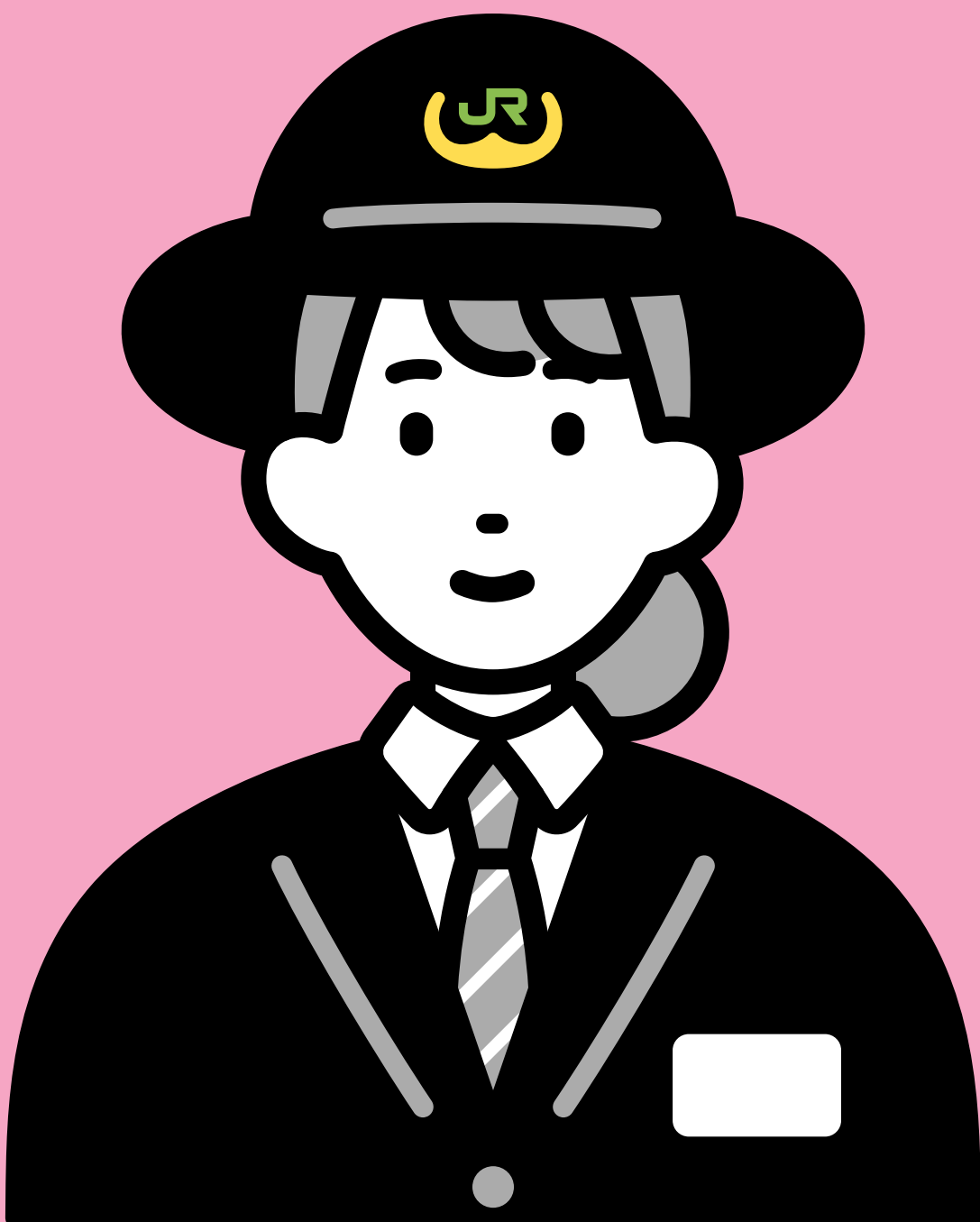


Volcanoes

JR East answers your questions

Safe and Comfortable Travel

Q & A



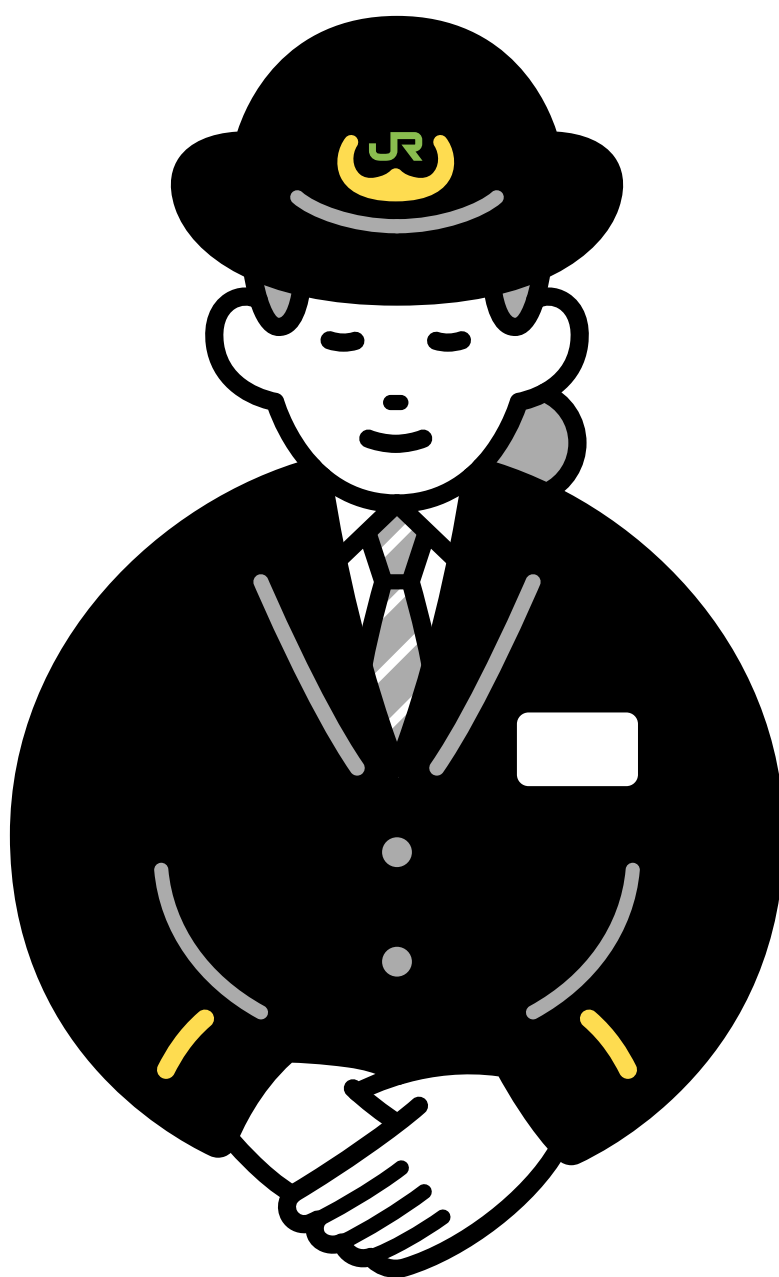
Thank you for using JR East.

To ensure that our passengers travel safely and comfortably, JR East engages in initiatives such as providing guidance and holding various etiquette campaigns.

We understand that some passengers feel relieved with just a little bit of guidance.

This pamphlet describes JR East's various initiatives, as well as tips for traveling safely and comfortably.

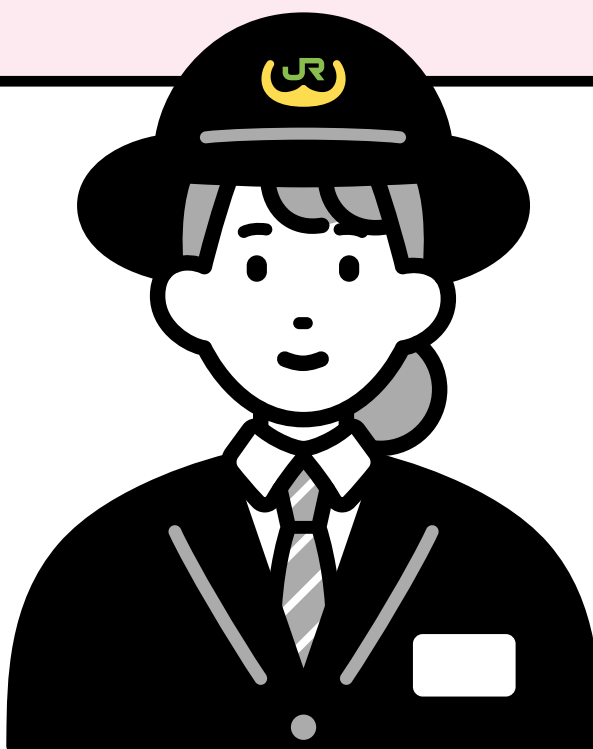
We appreciate your understanding and cooperation.



What should I do if I see somebody on the platform who **looks like they might get hit by a train** or somebody who **has fallen off the platform**?



Emergency stop buttons are installed on the platform. **If you sense danger,** such as when it looks like somebody might fall off the platform or get hit by a train, **press the button** to notify staff.



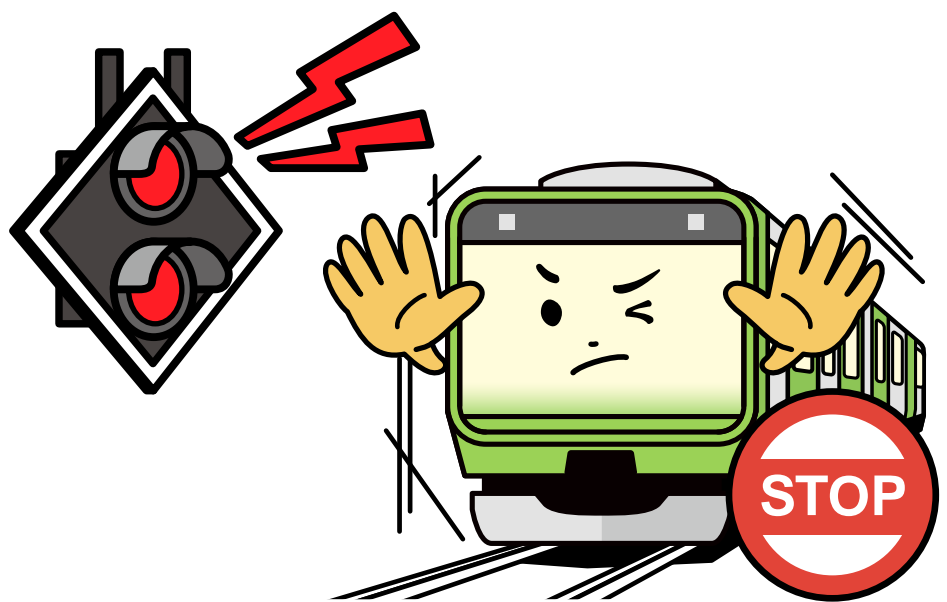
Pressing the Emergency Stop Button to Stop the Train



Emergency Stop Button



Station staff will rush to the scene.



A train given the emergency stop signal will come to an emergency stop.

* The train will not stop automatically when the button is pressed.

There are numerous dangers on the platform

- Rushing for the train is very dangerous. Never rush for the train.
- Walking while operating a smartphone or other device is very dangerous.

What should I do **if I feel unwell** or **see trouble** or **a suspicious item** on the train?



Press an SOS button inside the train or near the door to notify the crew. You can communicate with the crew by pressing the SOS button.*



* On some trains the SOS buttons do not have microphones.

Pressing the SOS Button to Speak with Crew



SOS Button



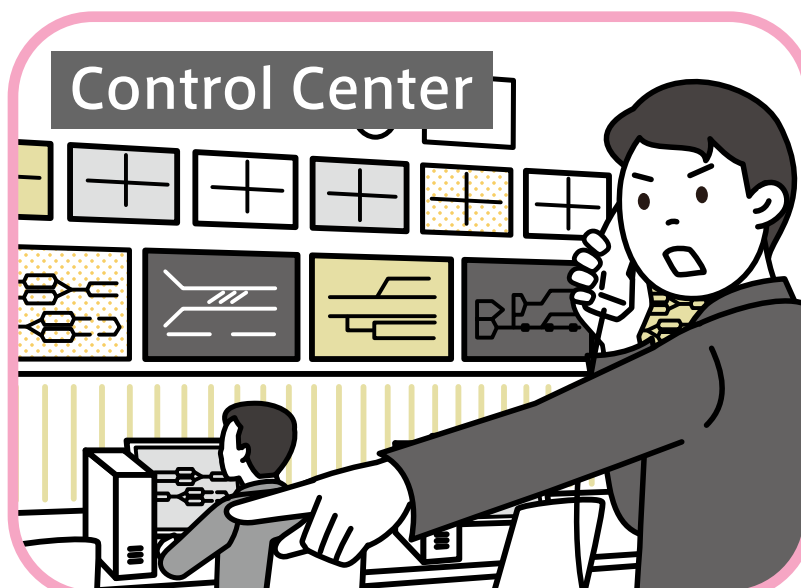
Microphone

Press the SOS button to speak with crew.

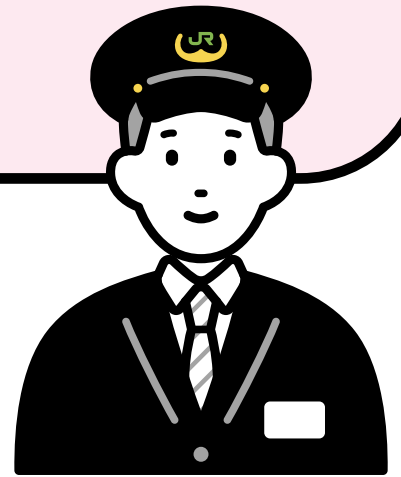
* Speak into the microphone.



Train crew will report your call to the control center and respond.



Fire extinguishers are installed on board the train. In case of fire, it is most important to keep yourself safe, but if possible, press the **SOS button** to notify crew.



Exposed

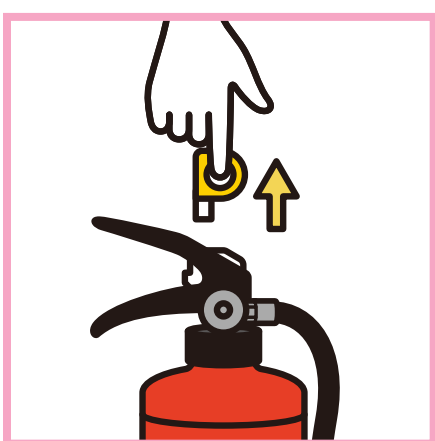


Enclosed



Arrow stickers (near strap level) are installed to point to fire extinguisher locations.

Using the Fire Extinguisher



Pull out
the safety pin



Point the nozzle
toward
the flame source

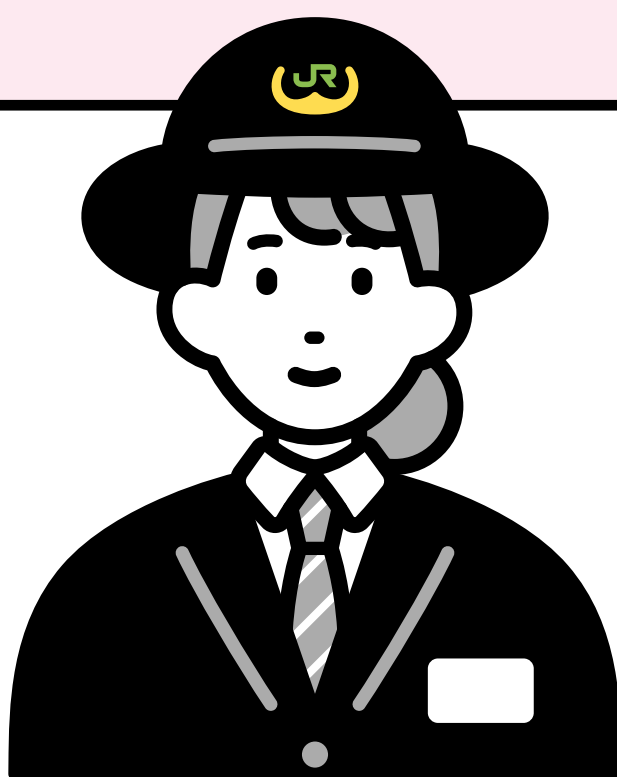


Squeeze the lever

What is
an emergency door handle?

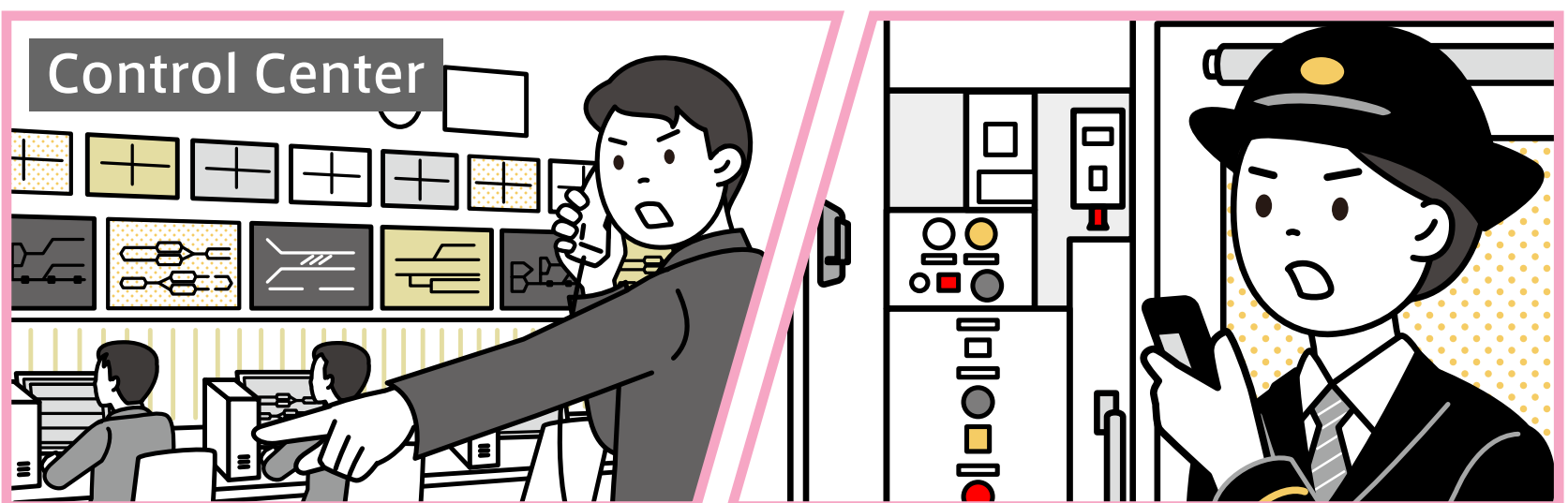


A device for manually opening and closing doors in case of an **emergency**. It is installed near the doors of all cars. When it is used, the train is brought to an emergency stop for safety checks.



Even when using the emergency door handle, it is very dangerous to get off the train, since trains may pass by on adjacent tracks.

Be sure to follow crew's instructions when getting off the train.



After the control center checks to make sure other trains in the vicinity are stopped, train crew will tell passengers how to get off the train, either using the train speakers or in person.



Emergency door handles are installed near the doors on the train.

*** Use emergency door handles in emergencies only.**

Getting Off the Train

In a disaster or emergency, the train may stop in between stations, and **you may need to get off the train and onto the tracks.**

Getting Off the Train Using a Ladder



Staff will set up the ladders.

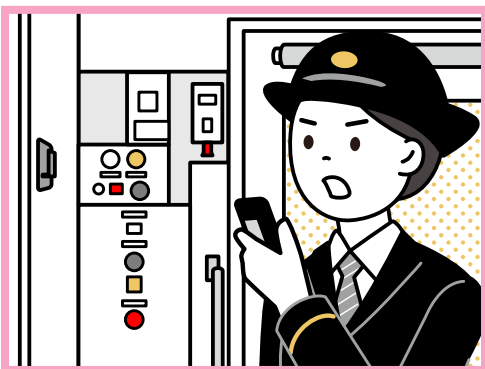


Climb down onto the track while holding tightly to the ladder rails.



Staff will guide you to a safe place. Evacuate following staff's instructions.

Getting Off the Train in an Emergency



Crew will notify passengers of emergency evacuation using the train's speakers or in person.



Sit on the edge of the door and slide forward to descend slowly.

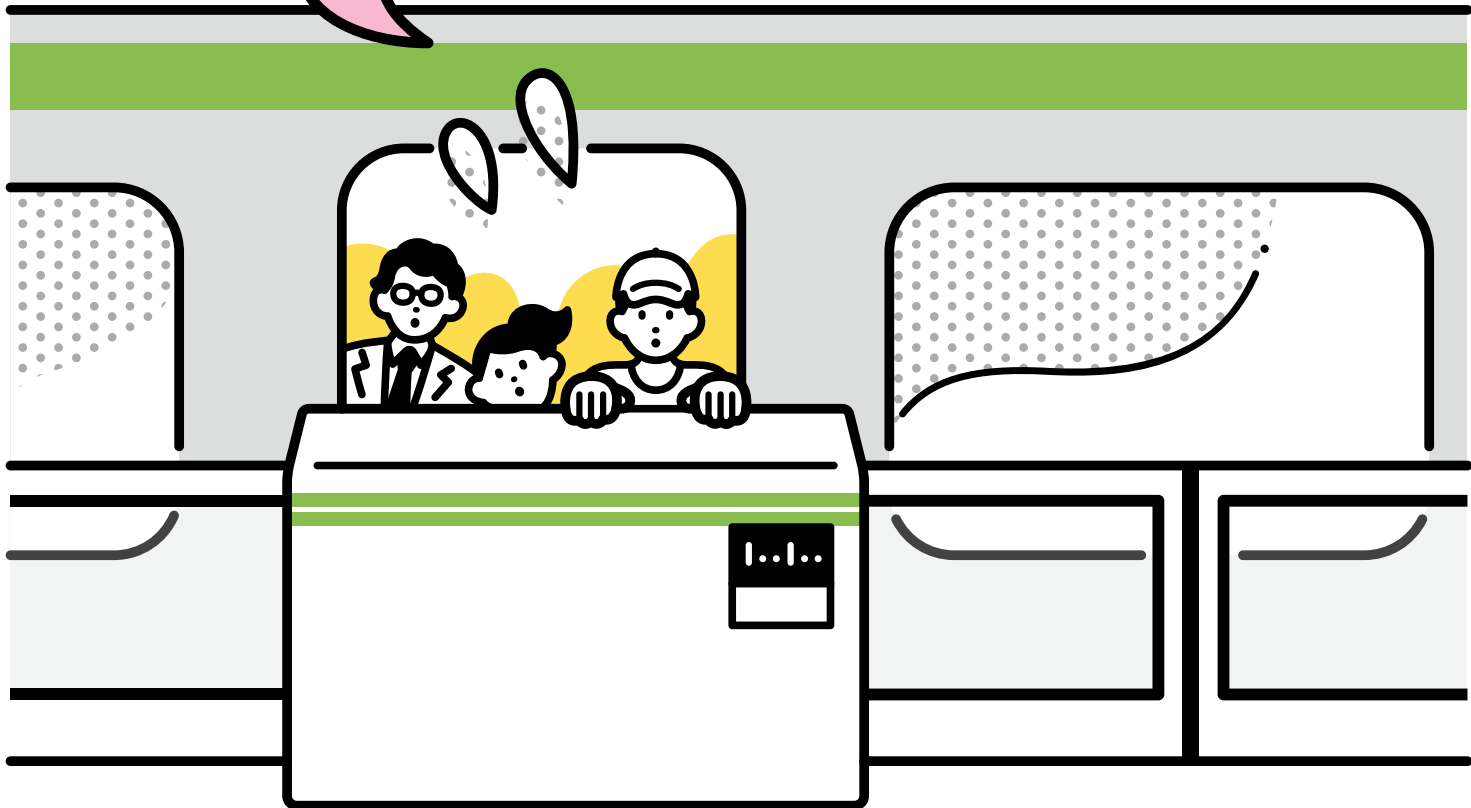


Staff will guide you to a safe place. Evacuate following staff's instructions.

Please help any passengers with disabilities or in wheelchairs to get off the train.



I'm afraid the platform gates will not open in an emergency.



Platform gates have **emergency exits on the train side** and **emergency unlock buttons** for opening the gates. **Follow staff instructions in an emergency.**

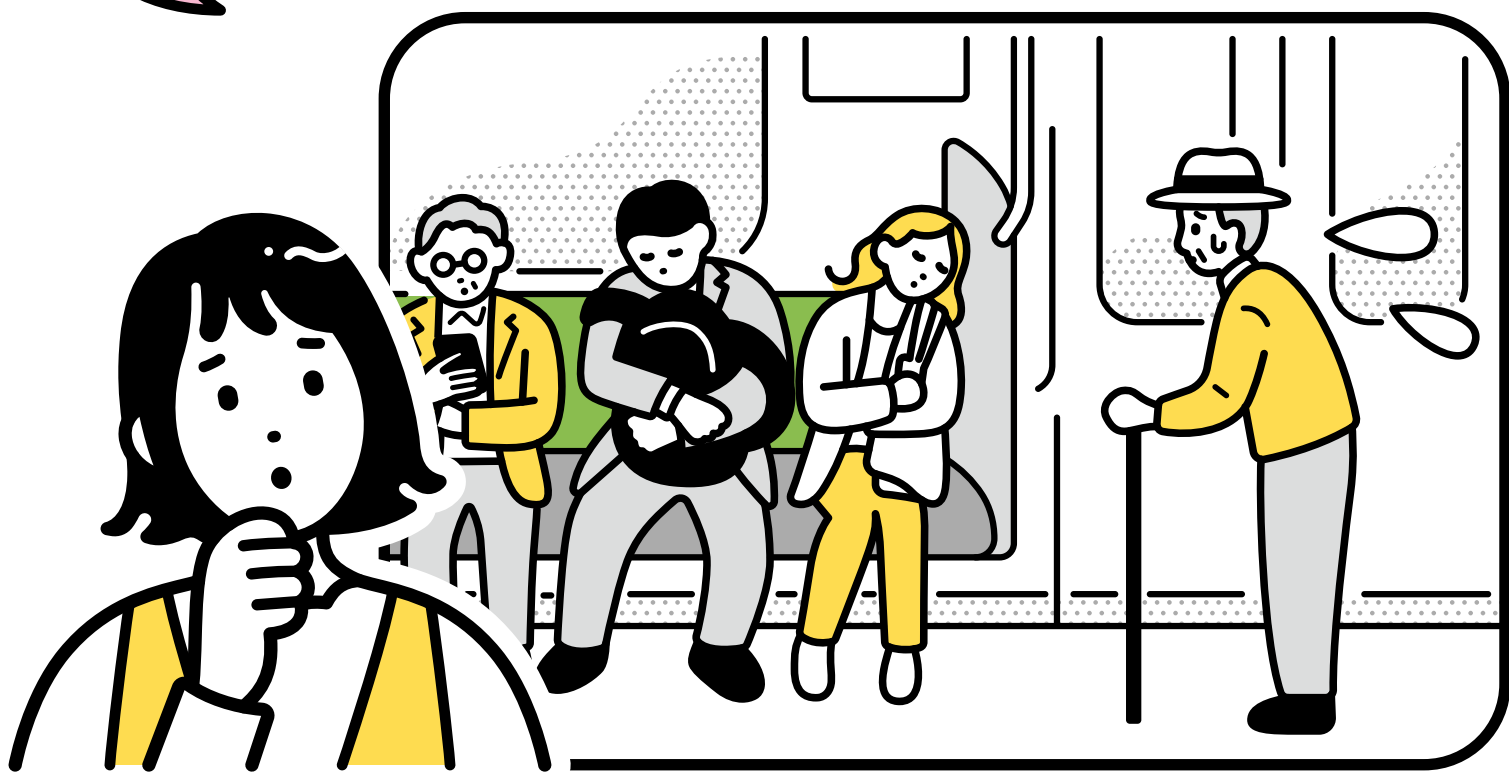


Emergency
Unlock Button



Emergency Exit

Is there anything I can do **to help a passenger using a cane?**



If you see a passenger using a cane or with a disability while you are seated, **please offer your seat.**

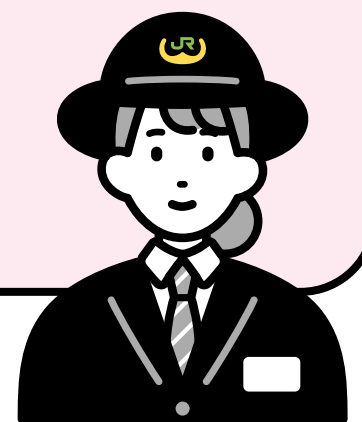


Priority Seating and Free Spaces

On ordinary trains, every car has priority seating that can be used comfortably and with peace of mind by various passengers.



Priority seats are designated **for elderly passengers, passengers with disabilities, passengers with internal disabilities, pregnant passengers, and passengers with infants or young children.** **Please offer your seat to those who need priority seating.** We appreciate your understanding and cooperation.



Maternity Mark

What is a Help Mark?

A Help Mark (JIS Standard) is a sign indicating that someone who may need assistance or consideration, even if their needs aren't obvious at first glance, requires consideration from others.

Help Mark stickers are posted near priority seating on conventional trains.



Barrier-Free Facilities within the Station

There are many barrier-free facilities within the station. Please be considerate of those who need to use these facilities.

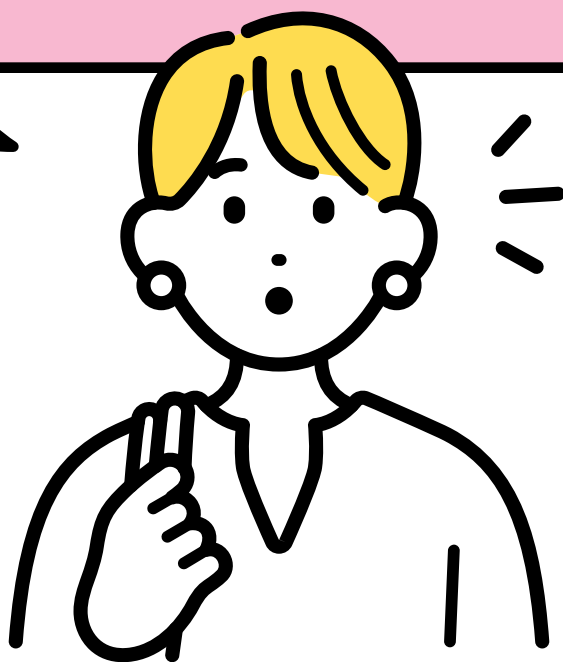


Barrier-Free Toilets

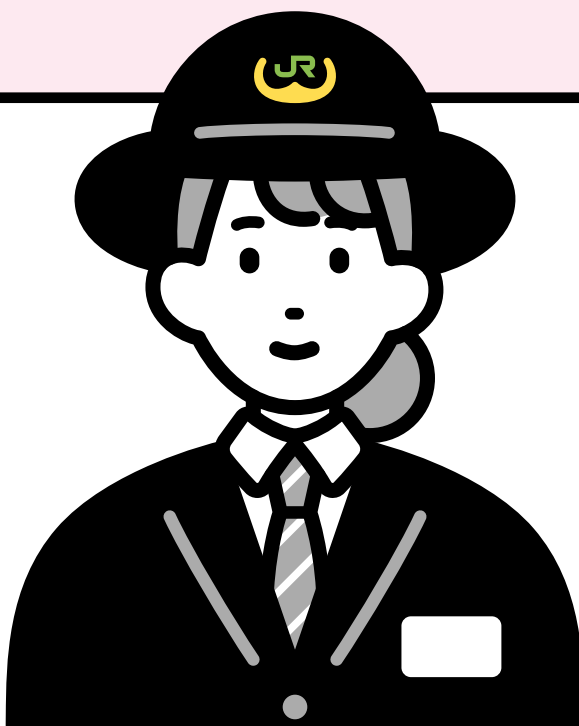


Elevators

How can I help a person with a disability who seems to be having difficulty inside the station?



If you see somebody who needs help, **ask what you can do for them.** JR East is conducting a campaign to encourage all passengers, as well as staff, **to help each other** so that all passengers can use the trains with peace of mind.



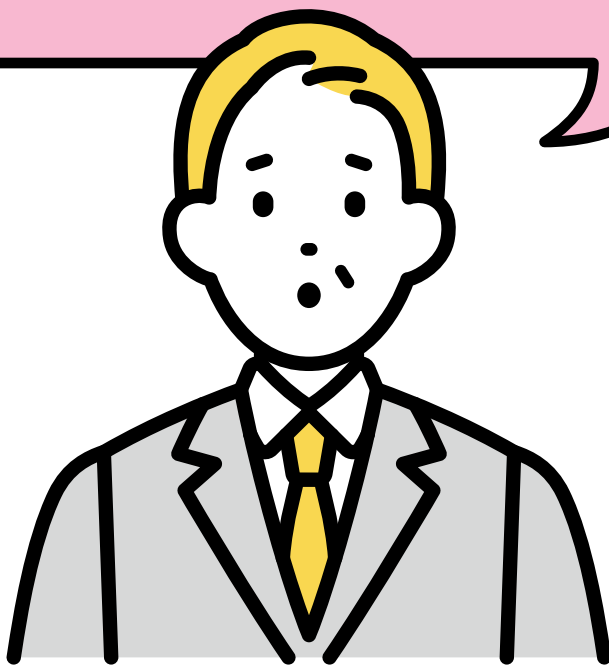
If you see **a passenger with impaired vision** walking between the tactile tiles and the edge of the platform or about to fall off, **don't hesitate to call out for the passenger to stop.**



You with the white cane, stop! Watch out!



I saw a poster in the station that said
not to walk on the escalator.
What's wrong with walking on the escalator?



Walking on the escalator could cause
**unexpected accidents such as
falling over or falling down.**
**Please stand still and hold on to
the handrail** when
riding an escalator.



I saw a poster in the station that said
**not to walk while using
a smartphone.** What's wrong with
walking while using my smartphone?



Walking while using a smartphone,
portable game console, or other device
could cause **unexpected problems
or accidents** such as bumping into
others or falling off the platform.

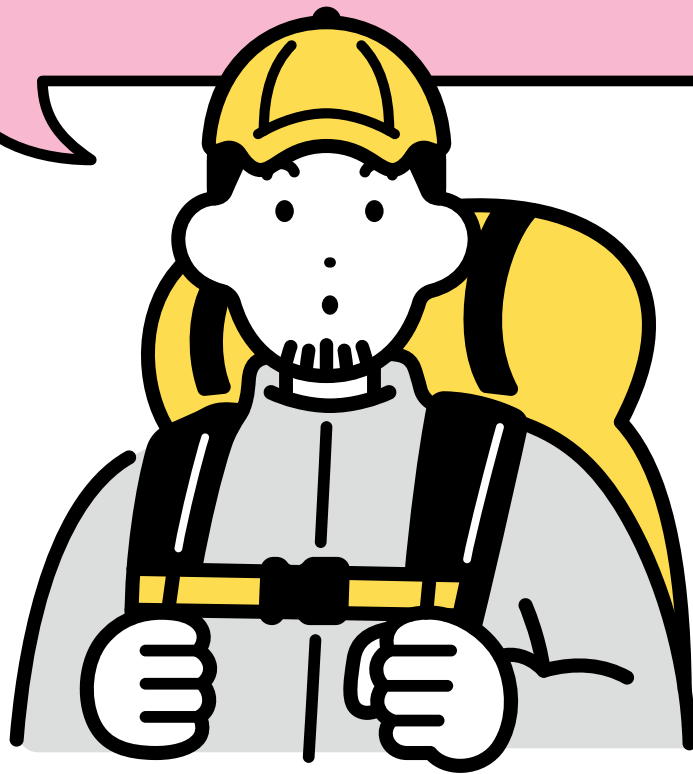


Bumping into
Others



Falling Off
the Platform

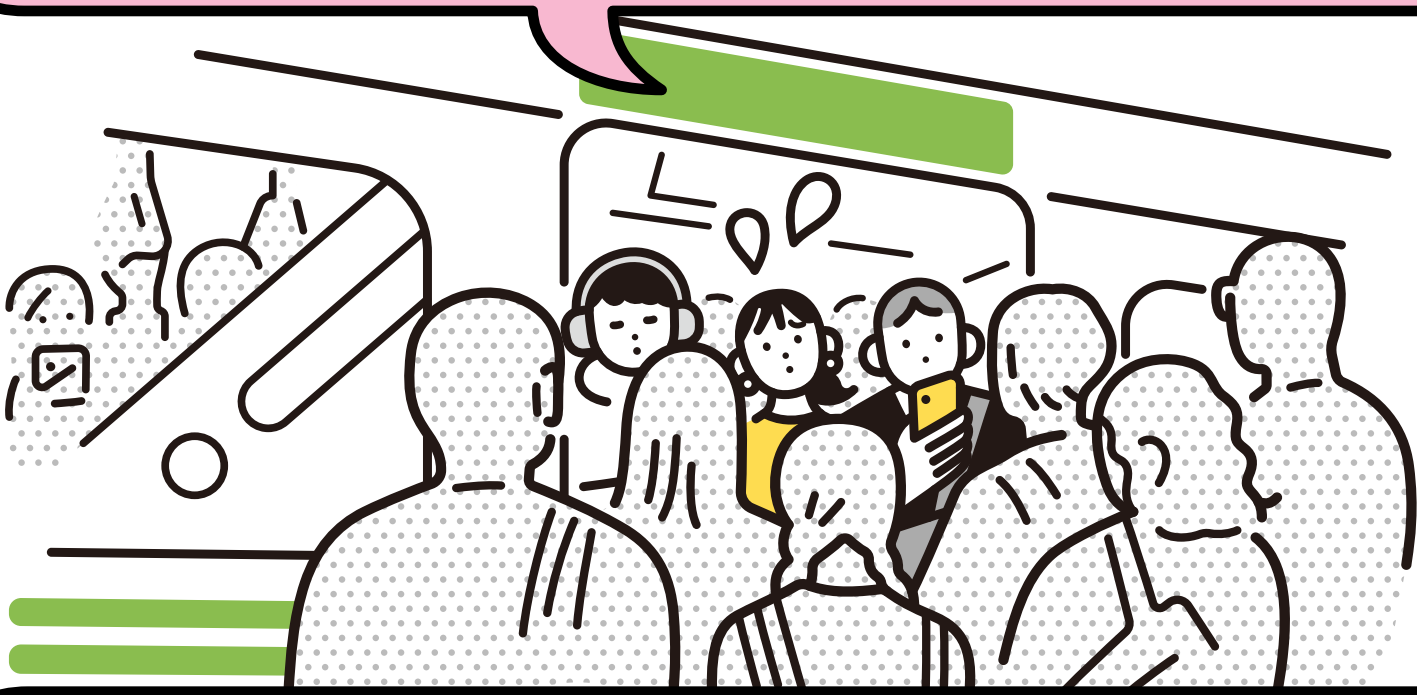
I've heard that there are **some things that cannot be brought aboard the train.** What kinds of things are they?



It is prohibited to bring aboard items such as **knives** or other **hazardous items** that could endanger other passengers, as well as **heaters, stoves**, or other items that could inconvenience other passengers.



It's difficult to get off a crowded train. Is there anything that can be done?



Standing near the doors makes it difficult for other passengers to pass and delays boarding and alighting. **If you are standing near the doors, please step onto the platform temporarily to keep the area clear.**



Delays in boarding and alighting can lead to train delays. Please cooperate to ensure smooth boarding and alighting.

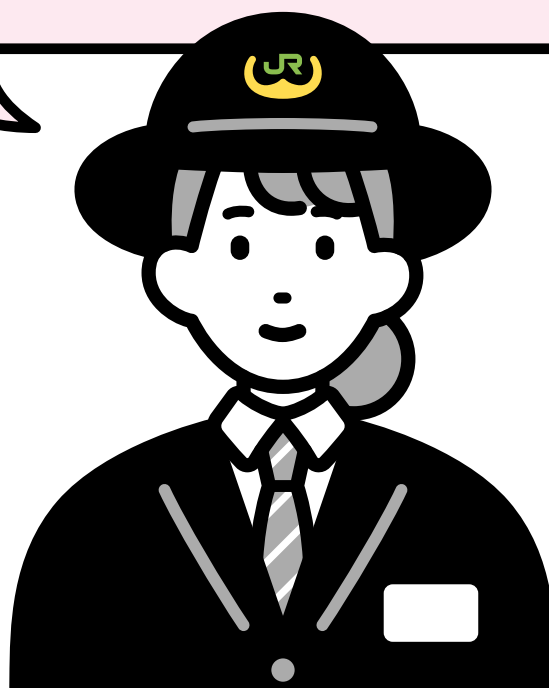
I almost collided with someone carrying a suitcase at the station!



Please keep large luggage, such as suitcases, close to your body while walking. Be careful not to let go of your luggage on escalators or stairs, and avoid sudden stops or changes in direction. Please be considerate of other passengers.



Accidents caused
by falling

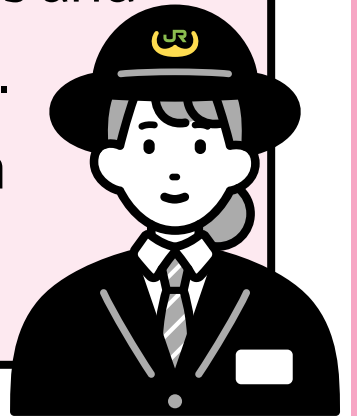


Injuries caused
by collisions

Manners regarding large luggage

Please place carry-on luggage that is too large to fit in the overhead compartment in a luggage area or in a location that does not obstruct passage.

Luggage racks are available in some cars and deck spaces of Shinkansen and limited express trains. Please use them for large luggage such as carry-on bags and sports equipment.



Please do not place items in aisles, deck spaces, or in front of boarding doors, as it obstructs passage and boarding.



When placing items on the luggage rack

Be mindful of the surrounding customers and luggage during the ups and downs.

When placing items at your feet
To prepare for train movements or sudden stops, please secure your items with a stopper to prevent them from rolling.

When placing items in front of or behind the seat
Please be mindful of how you place your luggage, as it may prevent the seat from reclining.

* The size of the luggage rack varies depending on the type of vehicle.

Request for Onboard Etiquette

During crowded times, please place your luggage on the overhead rack or in other locations that do not inconvenience other passengers. Unexpected injuries or troubles may occur.



* Some cars have luggage areas.

Please be considerate of other passengers when eating on the train.



It feels quite warm inside the train.

Is the air conditioning adjusted based on the weather or the level of crowding?



The temperature inside the train is automatically adjusted for each car **according to the outside temperature, humidity, and congestion.**

We strive to provide a comfortable environment for all passengers, but individual perceptions of temperature may vary. If you feel too hot or too cold, please adjust your clothing accordingly. We appreciate your understanding and cooperation.

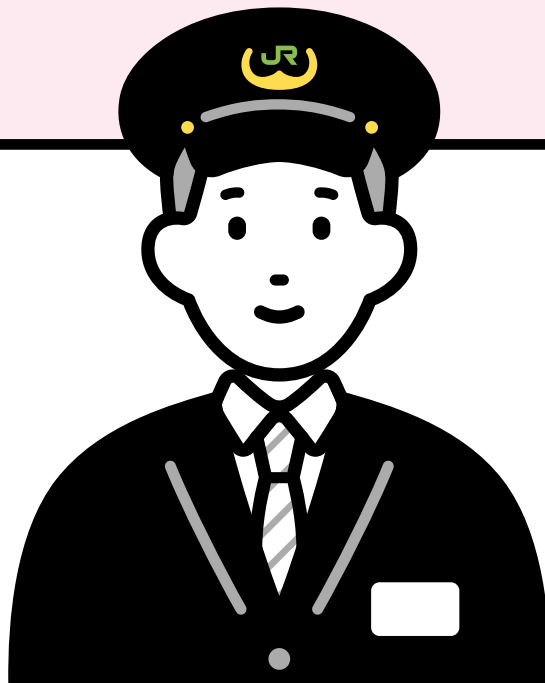


Can I take photos of trains inside the train or at the station?



Photography for personal hobbies is not prohibited, **but please refrain from actions that may interfere with train operations, such as using flash towards moving trains, using ladders on platforms, or taking photos in restricted areas.**

Please be considerate when taking photos, as it may cause trouble with other passengers.



Please refrain from taking photos on or outside the tactile paving blocks, as well as in restricted areas, as it is very dangerous.

Let's follow the rules and manners to enjoy safe and fun photography.

* For safety reasons, there may be restrictions or warnings regarding photography.



Please refrain from the following actions



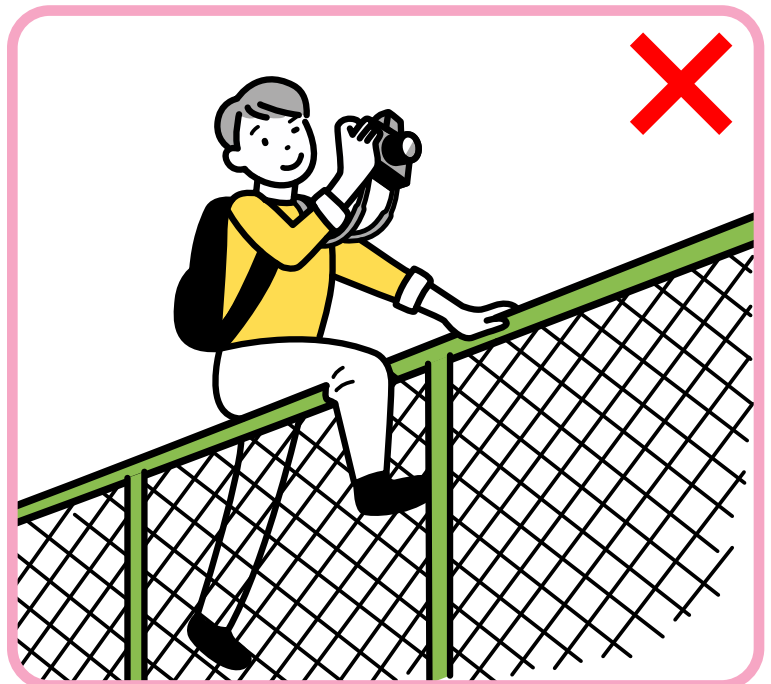
Taking photos on or outside the tactile paving blocks



Using ladders, tripods, or flash for photography



Taking photos of other passengers or staff without permission



Taking photos in restricted areas

JR East answers your questions

Safe and Reliable Service

Q & A



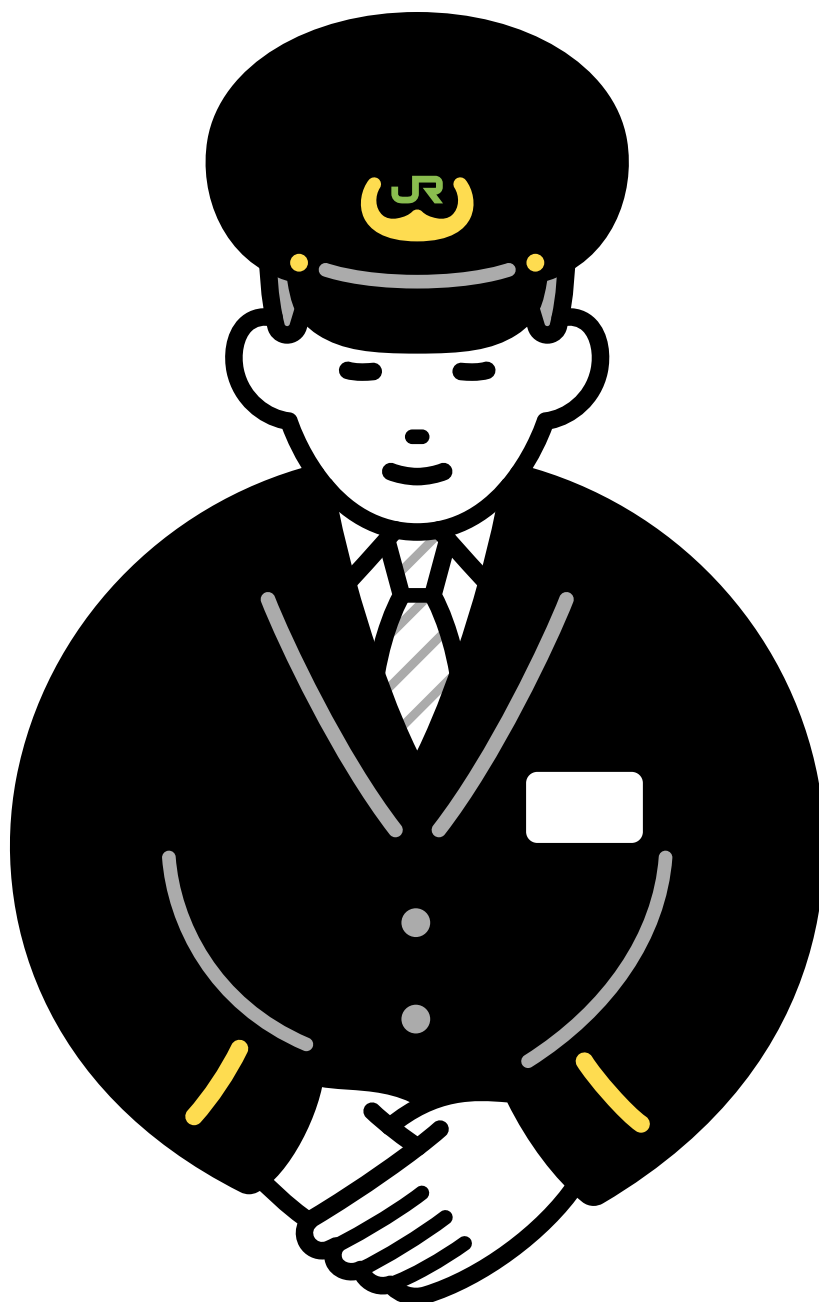
Thank you for using JR East.

JR East conducts drills and other activities to minimize the impact of service interruptions and ensure safe and reliable train services.

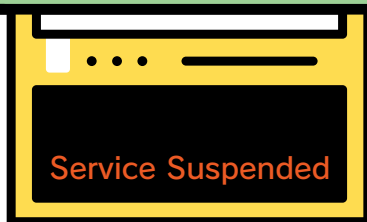
We may also provide passengers with shuttle or other services when train services are suspended temporarily.

This pamphlet describes various tips for using the train.

We appreciate your understanding and cooperation.



I found out that my train isn't running when I got to the station. If I'd known, I would have changed my plans. Are there any **tools I can use to get service information?**



In addition to the **JR East website** service information also is available from other sources such as **Doko-Train** and the **JR East Official Service X Accounts**.

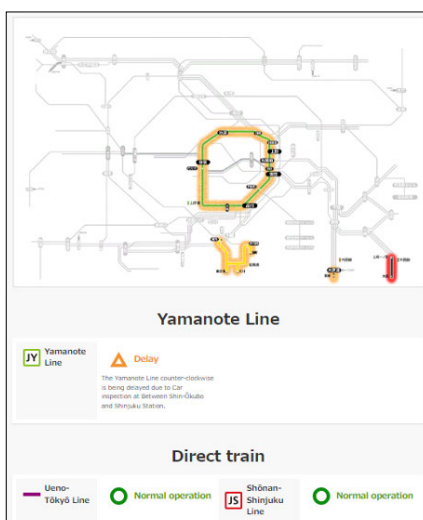
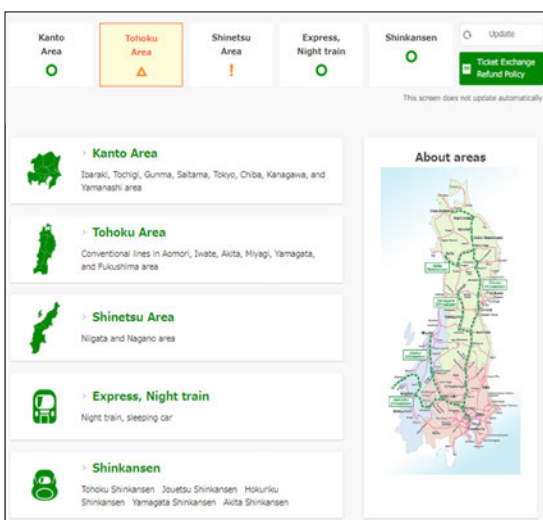


JR East Website (Computers, smartphones, etc.)

<https://www.jreast.co.jp/>

You can get the following information on the JR East website.

Service Information / Service Suspension

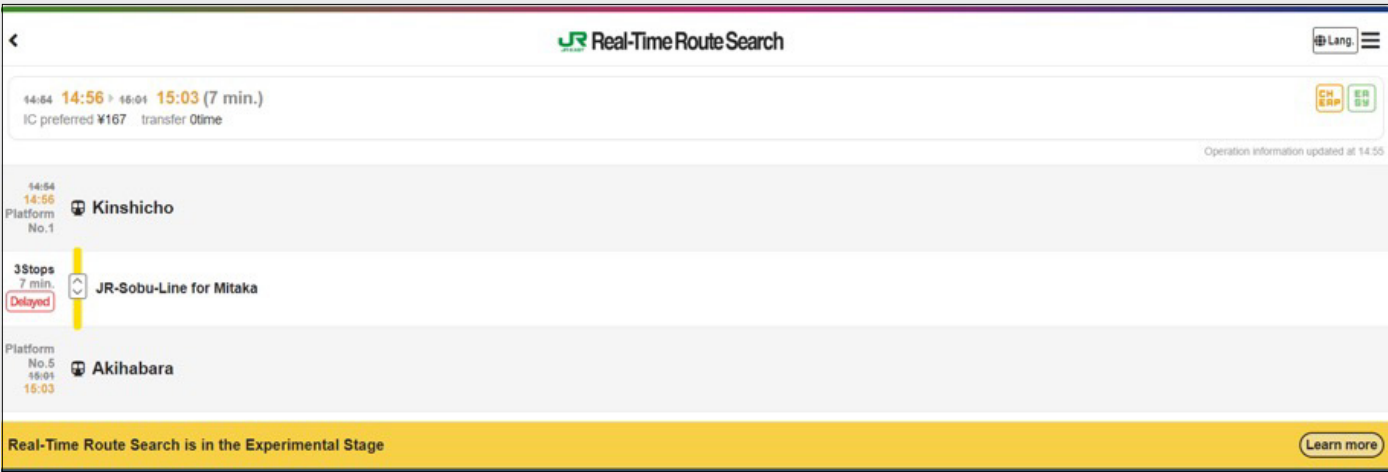
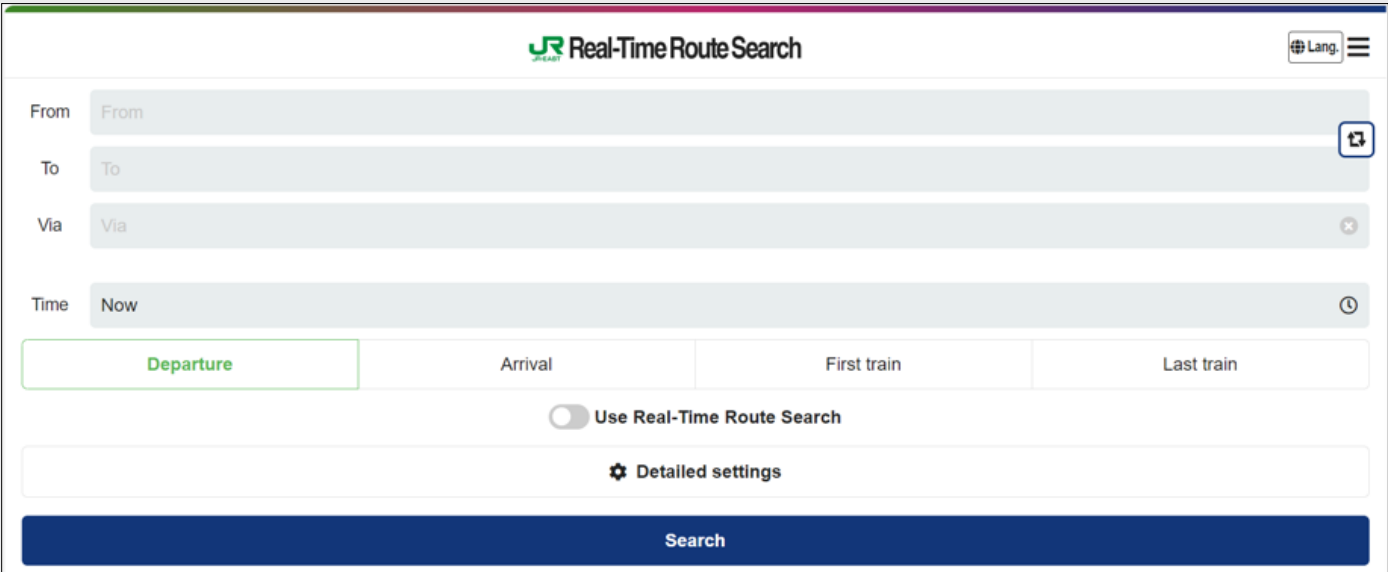


Real-Time Route Search

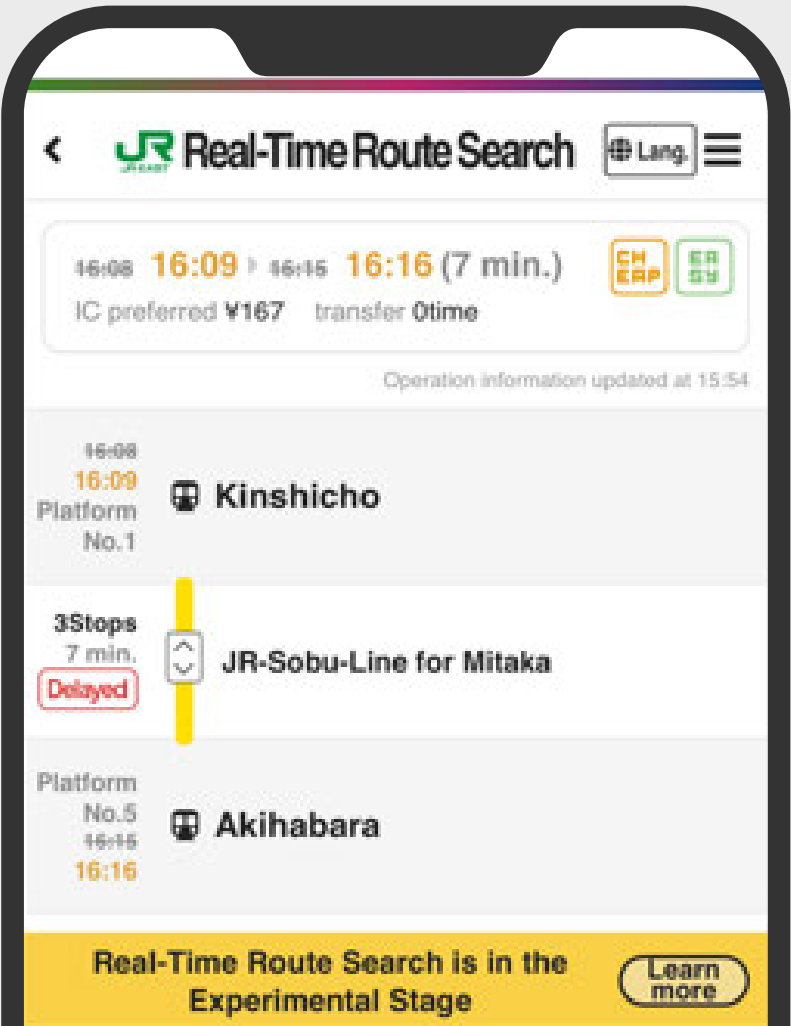
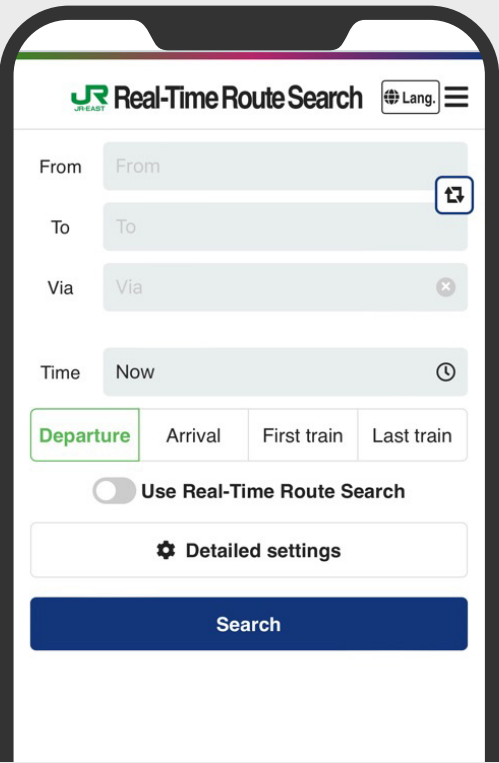
You can search route information reflecting current train delays, if any.

Computers

<https://transit.jre-maas.com/en>



Smartphones





Doko-Train (Computers, smartphones, etc.)

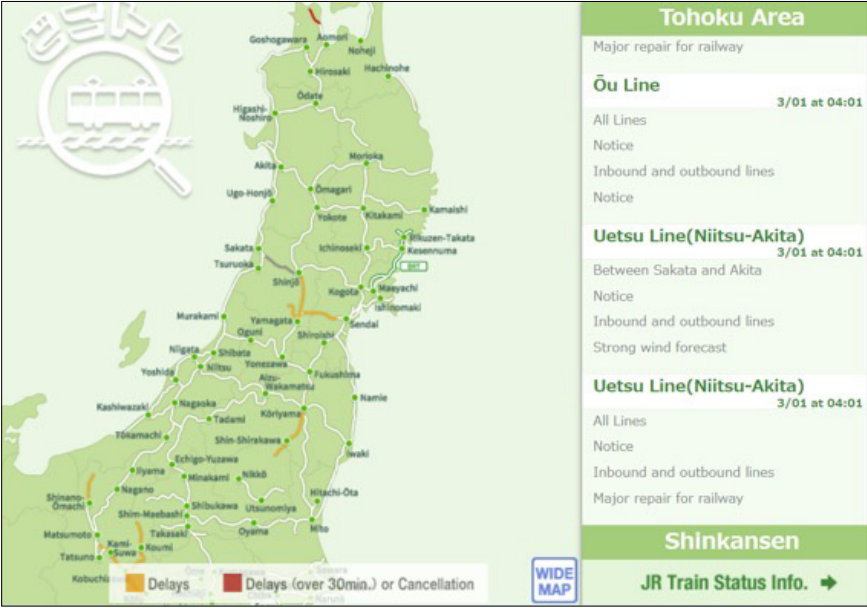
<https://doko-train.jp/en/pc/>

* Also available on the JR East app.

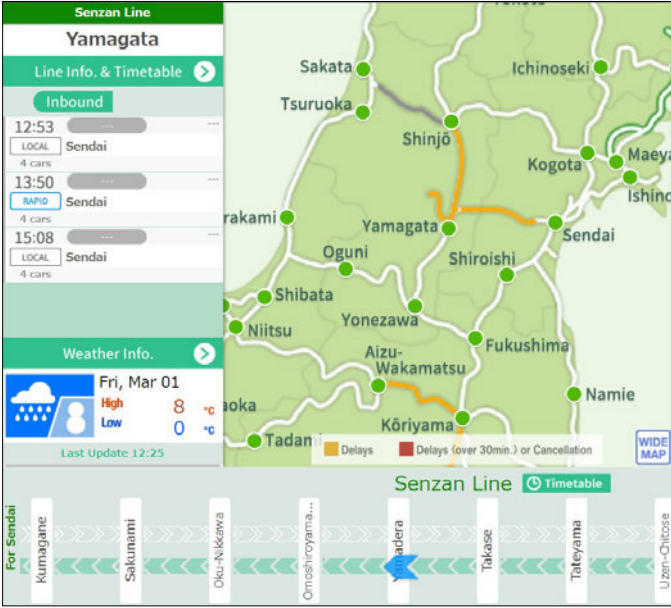
Doko-Train provides information on rail lines outside the greater Tokyo area.

* Check Doko-Train for lines covered.

Service Information / Service Suspension



Train Locations

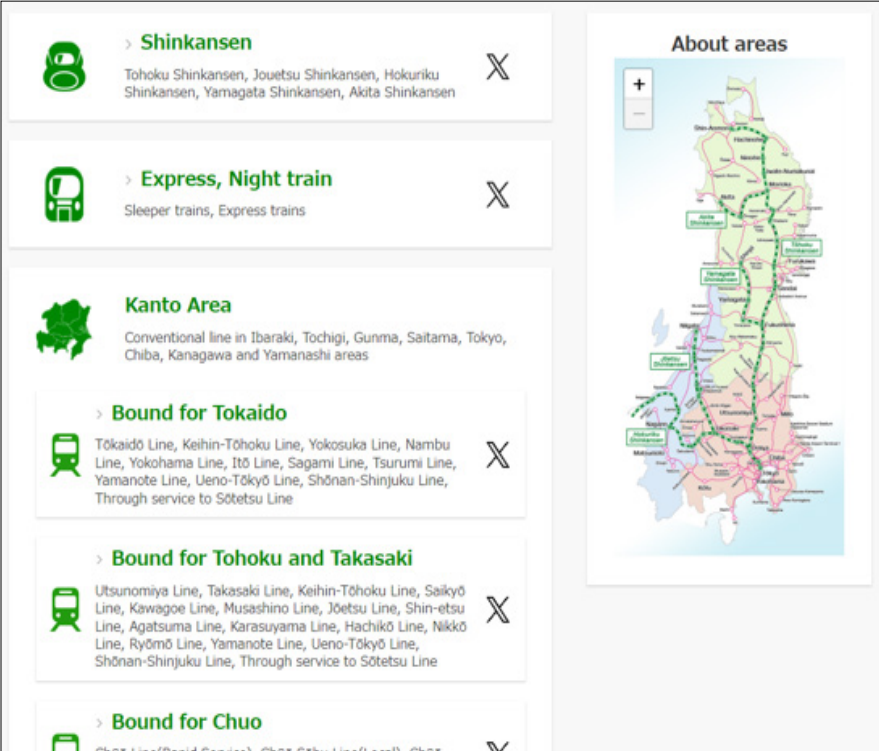


JR East Official Service X Accounts

(Computers, smartphones, etc.)

https://www.jreast.co.jp/e/t_i/

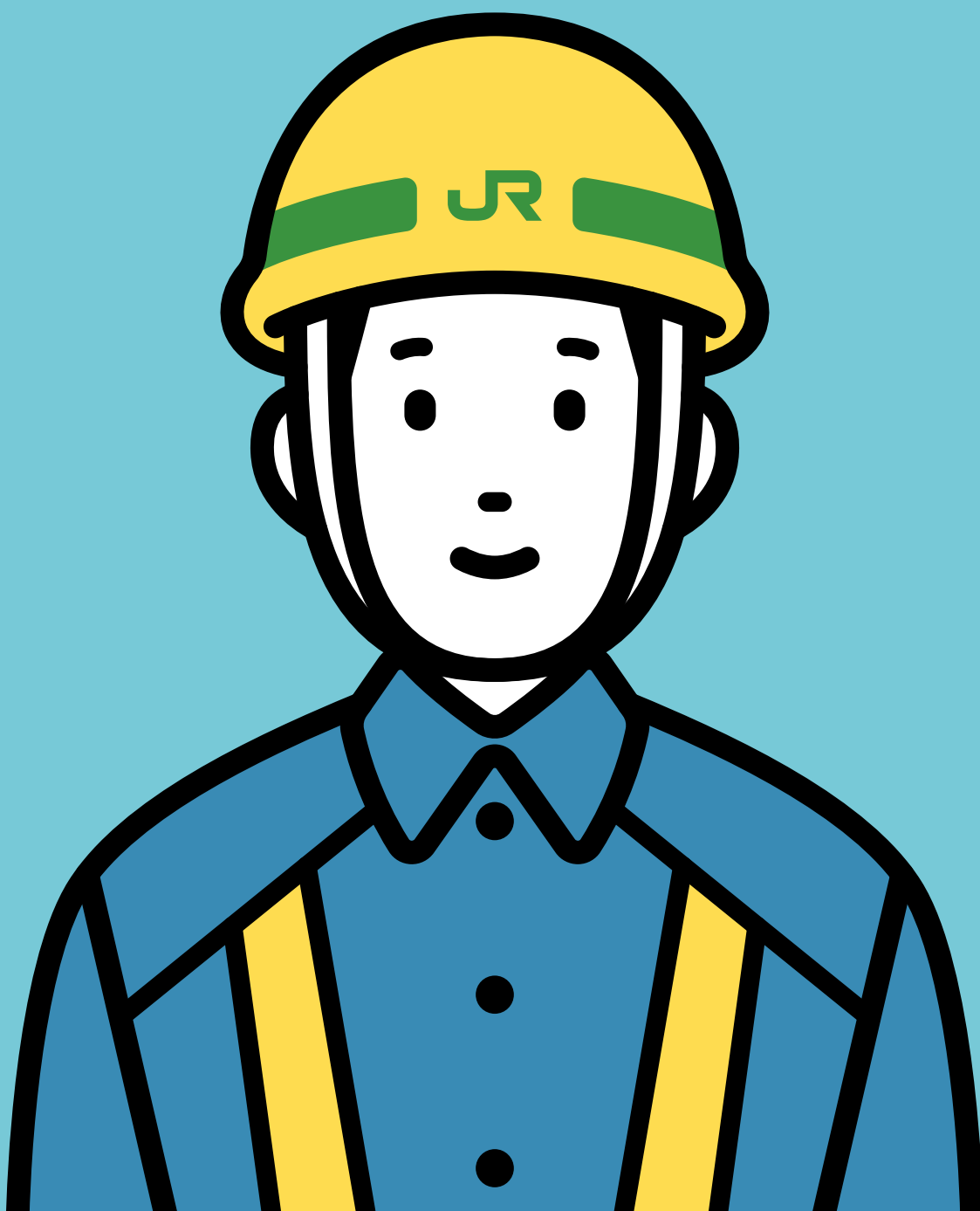
You can get service and other information for each area from the JR East Official Service X Accounts.



JR East answers your questions

Natural Disasters

Q & A



Thank you for using JR East.

JR East may suspend service or limit train speeds to keep passengers safe in response to a natural disaster.

Unfortunately, such steps may result in train delays.

This pamphlet describes JR East's various efforts in response to natural disasters.

We appreciate your understanding and cooperation.



Why do trains operate at slower speeds or **suspend services temporarily when the wind is strong?**



Strong wind is dangerous for a train. Additionally, if train **services are disrupted due to objects blown by strong winds**, services may continue to be suspended even after the wind subsides.



Fallen Trees



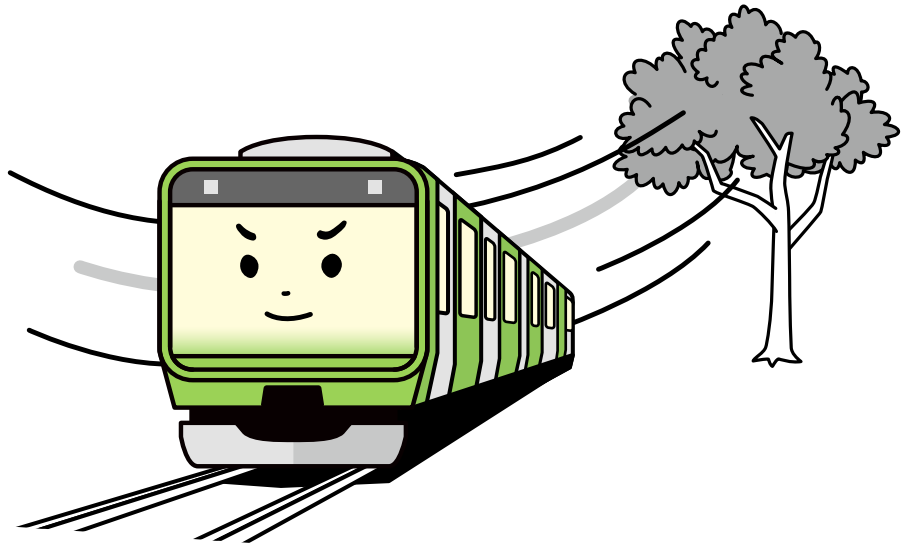
Objects Blown onto
Overhead Lines

Service Restrictions During Strong Winds

Normal Service

When the wind does not impede safe service

Operating as usual!



Speed Restrictions

When trains need to operate with care due to strong wind

Operating at slower speeds while observing wind conditions!



Service Suspended

Continued strong winds make train services dangerous

Operation will resume when the wind dies down!



Why do trains
operate at slower speeds
or suspend services
temporarily
during heavy rain?



This is necessary **to ensure train safety,**
since heavy rain could **damage railway**
facilities in various ways.
Additionally, services may be suspended
temporarily due to poor visibility in some cases.



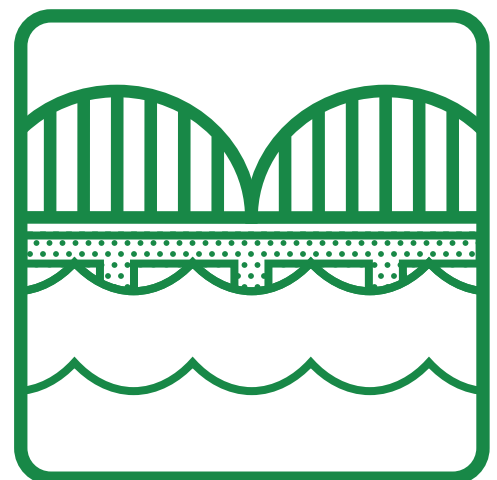
Examples of the Effects of Heavy Rain on Train Service



Mudslides



Flooded Tracks



Rising River Levels

Service Restriction Standards During Heavy Rain

Normal Service

When the rain does not impede safe service

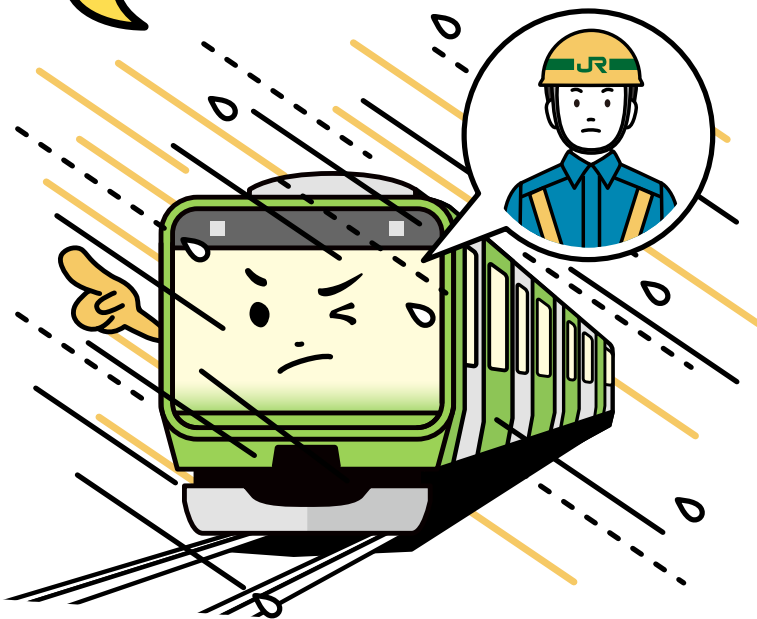
Operating as usual!



Speed Restrictions

When temporary heavy rain or prolonged rainfall could affect railway facilities

Operating at slower speeds!
Facility staff will board the trains to inspect facilities periodically!



Facility staff will inspect facilities periodically on predetermined sections of the line*.



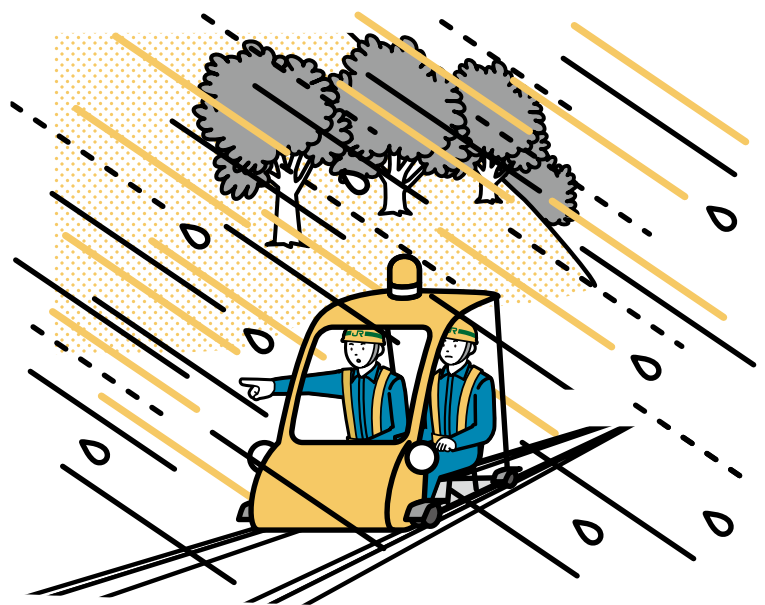
*Inspection of predetermined sections of the line is conducted to concentrate on inspecting locations with particularly high disaster risk.

Service Suspended

When there is a high risk that continued and prolonged rainfall, such as torrential downpours, could damage railway facilities

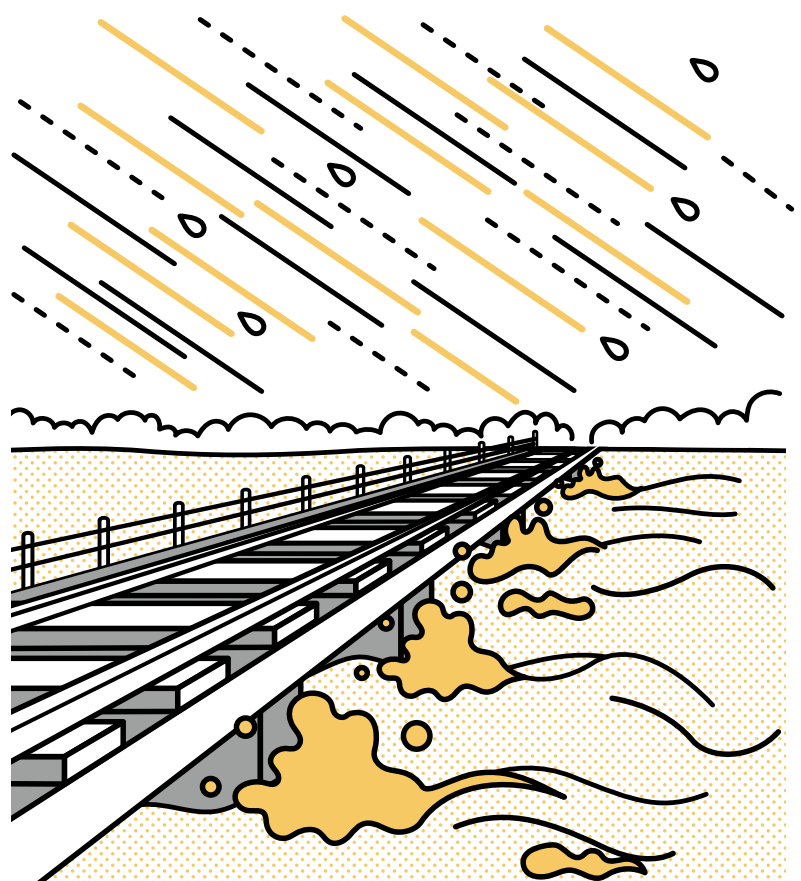
Services will resume when the rain weakens and safety has been confirmed!

The safety of tracks, slopes, and other railway facilities will be checked at regularly intervals.



*Thresholds for restricted services due to rain are determined in accordance with the conditions of railway facilities on each line.

Services also may be suspended due to rising river levels.



I understand why train services are suspended during heavy rainfall, but **why doesn't it resume right away after the rain stops?**



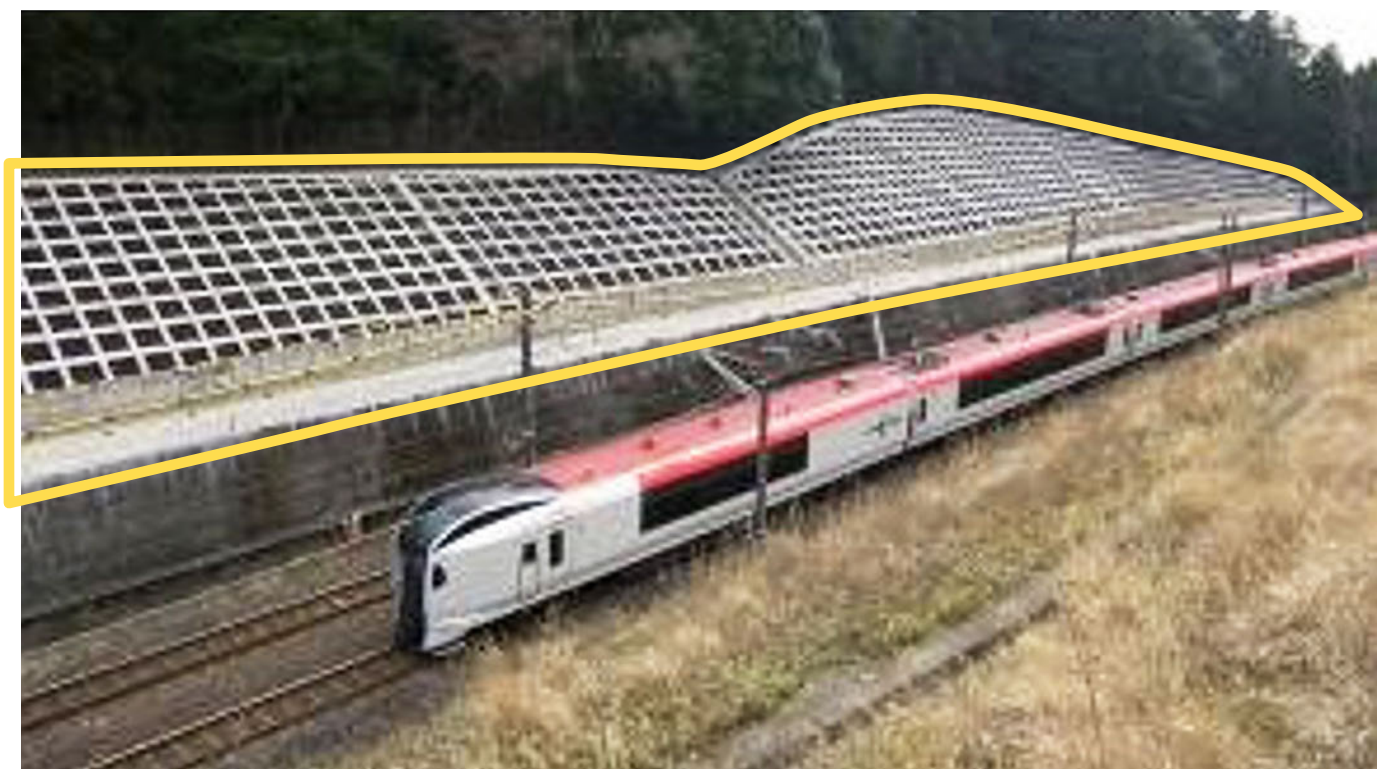
Services will resume after staff have **inspected the conditions of railway facilities on the entire line** after rainfall drops below the restricted service threshold. It may take some time to resume services after the rain stops, since rainfall absorbed **into the earth still may affect railway facilities.**



Efforts to Prevent Rain-Induced Disasters

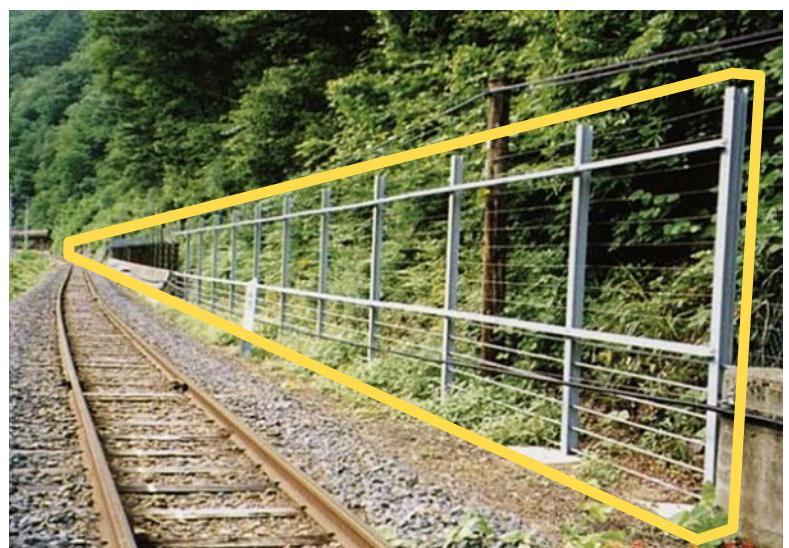
Slope Protection Work

Slope protection work is intended to improve safety and reduce the duration of service restrictions by preventing mudslides during heavy rainfall in susceptible locations such as loose slopes.

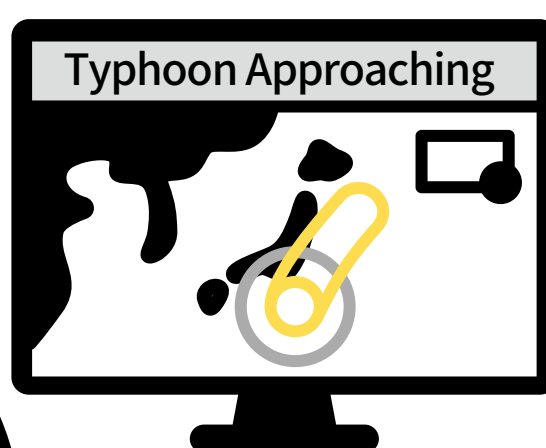
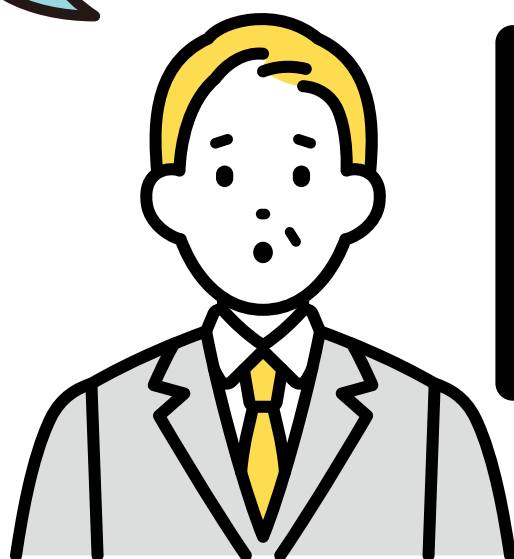


Disaster Detection

Disaster detection equipment is installed in locations susceptible to mudslides and rockslides in order to detect risks early and prevent accidents.



I've heard that **train services may be preemptively canceled** when **a major typhoon** is approaching. Why?



If there is a risk of serious damage to railway facilities over a wide area, JR East may preemptively cancel train services based on its assessment of information from the Japan Meteorological Agency and private weather information services. Information on such measures will be announced widely to the public.



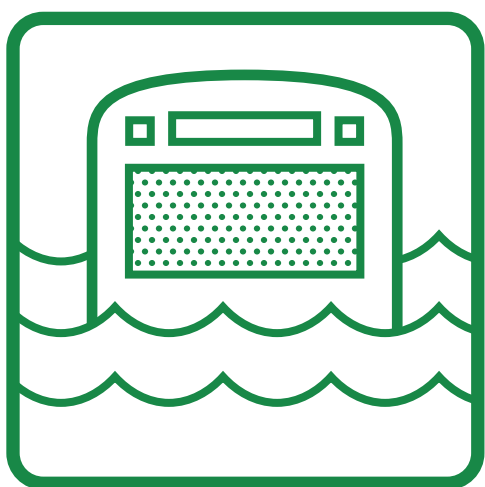
Damage Expected from a Major Typhoon



Rail Washout



Bridge Collapse

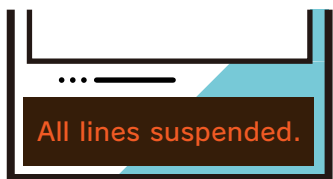


Train Flooding

Suspension of Train Services Upon Approach of a Major Typhoon to the Greater Tokyo Area And Resuming of Services



① Notice of suspension of services



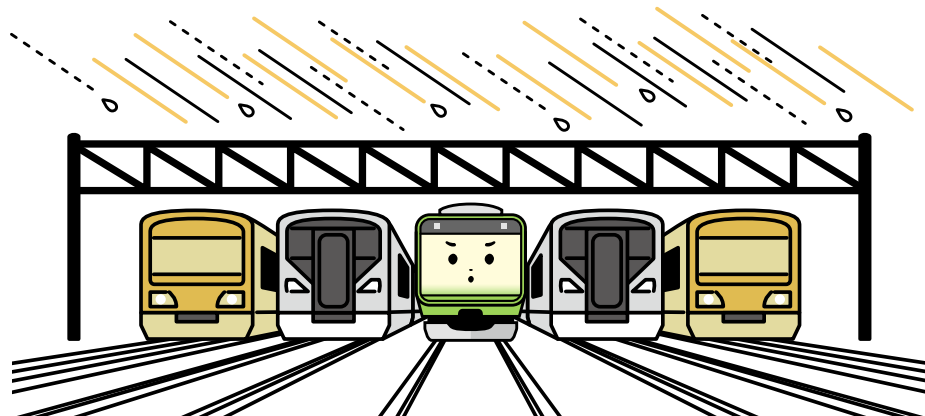
Announced on the website, in train stations, on social media, etc.



② Trains stored at various facilities

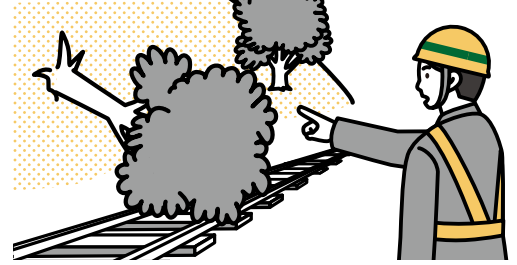


③ Service suspended





- ④ After fierce wind and rain stops, rail lines are inspected for blown objects and fallen trees, and rail facilities are inspected for abnormalities



- ⑤ Trains are released steadily from storage facilities and final checks for safe services are conducted by running empty trains



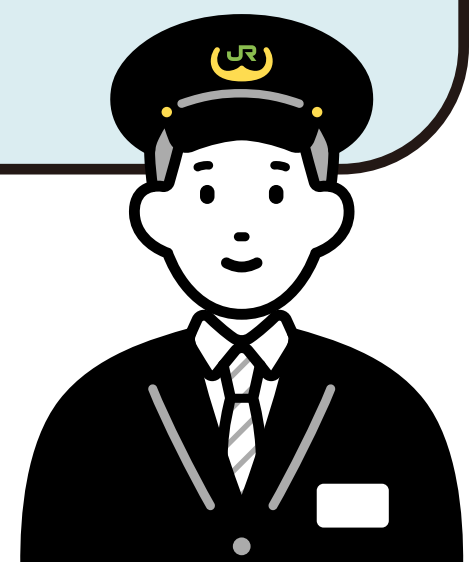
- ⑥ The number of trains is gradually increased to normal levels and services are resumed



Stations may be very crowded right after services resume, since trains will be lower in number and operating less frequently than usual.

This is why JR East notifies **passengers of the time in which reliable services** resume as the time of the resuming of services.

Service information will be provided regularly concerning matters such as the suspension and resuming of services.



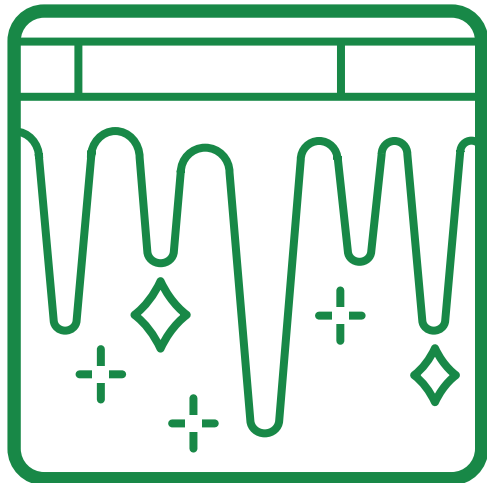
Train services are disrupted or suspended
when it snows. What kind of effect does snow have on trains?



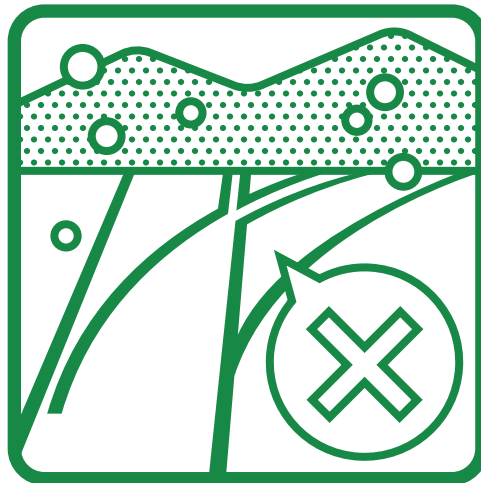
Various service interruptions could occur when it snows. These include accumulated snow making railway
switches inoperable or trees falling on overhead lines
and causing power outages.



Examples of the Effects of Snow on Train Service



Frozen
Overhead Line



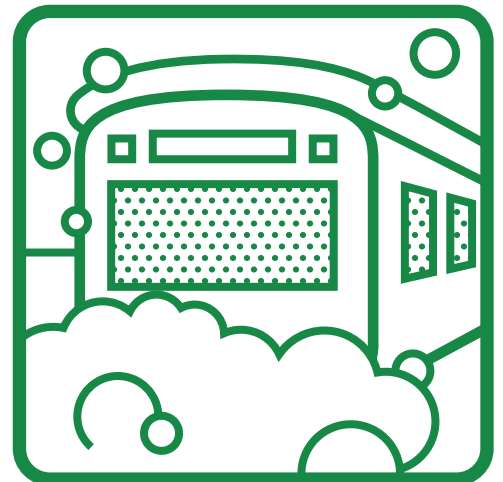
Inoperable
Switch



Fallen Bamboo



Fallen Tree



Snow Blockage

When heavy snowfall is in the forecast, JR East tries **to keep the impact to a minimum** through means such as reducing the number of trains and setting switches in single positions. Particularly in snow belt regions, JR East takes various steps to be able to continue train services as much as possible.



Service Plans During Heavy Snowfall in the Greater Tokyo Area

Normal Service

When snowfall is visible but the snow soon melts

Operating as usual!



Normal Service with Caution

When snow accumulation on the ground is light

Operating while observing
snow buildup, possibly
reducing the number of trains
in some cases!



Limited Service*

When snow accumulates steadily on the ground

Operating with a reduced number of trains and
keeping an eye on the weather forecast!
Service will be suspended if heavy snowfall
results in dangerous conditions!



JR East has systems in
place to quickly address
fallen trees and clear snow
from platforms and
grade crossings.



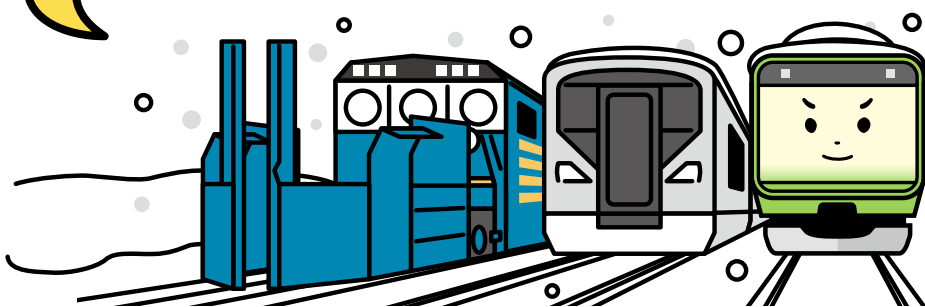
* Service with reduced numbers of trains will be announced
to passengers in advance.

Service Plans During Heavy Snowfall in Snow Belt Areas

Normal Service

Snow is accumulating steadily but can be removed regularly

Operating as usual!



Snow will be removed regularly.



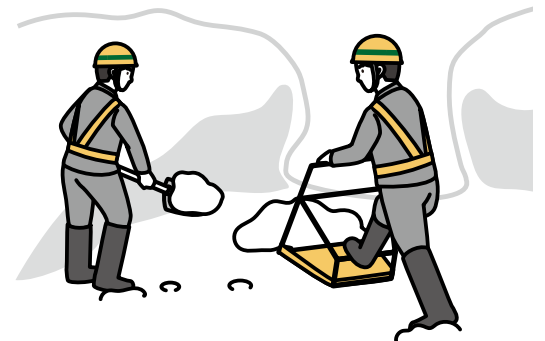
Limited Service*

When snowfall is too heavy to be removed normally

Operating with a reduced number of trains to prevent extensive schedule disruptions or stops between stations!



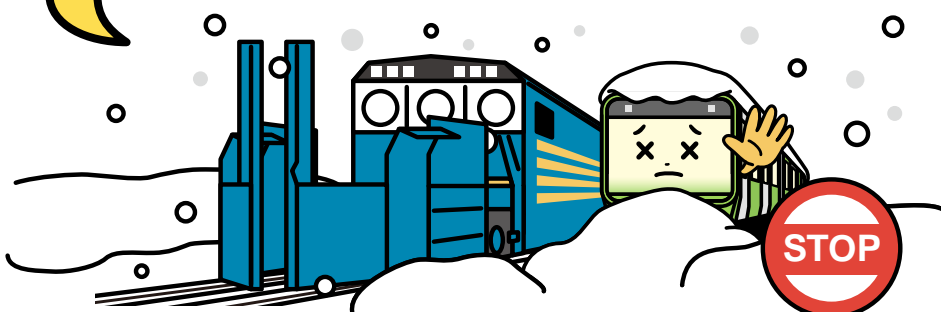
Snow will be removed in between passing trains.



Service Suspended

When snow is accumulating rapidly and it is unsafe to operate trains, such as when there is a risk of trains in service being blocked by snow

Service will be suspended and the snow removed!



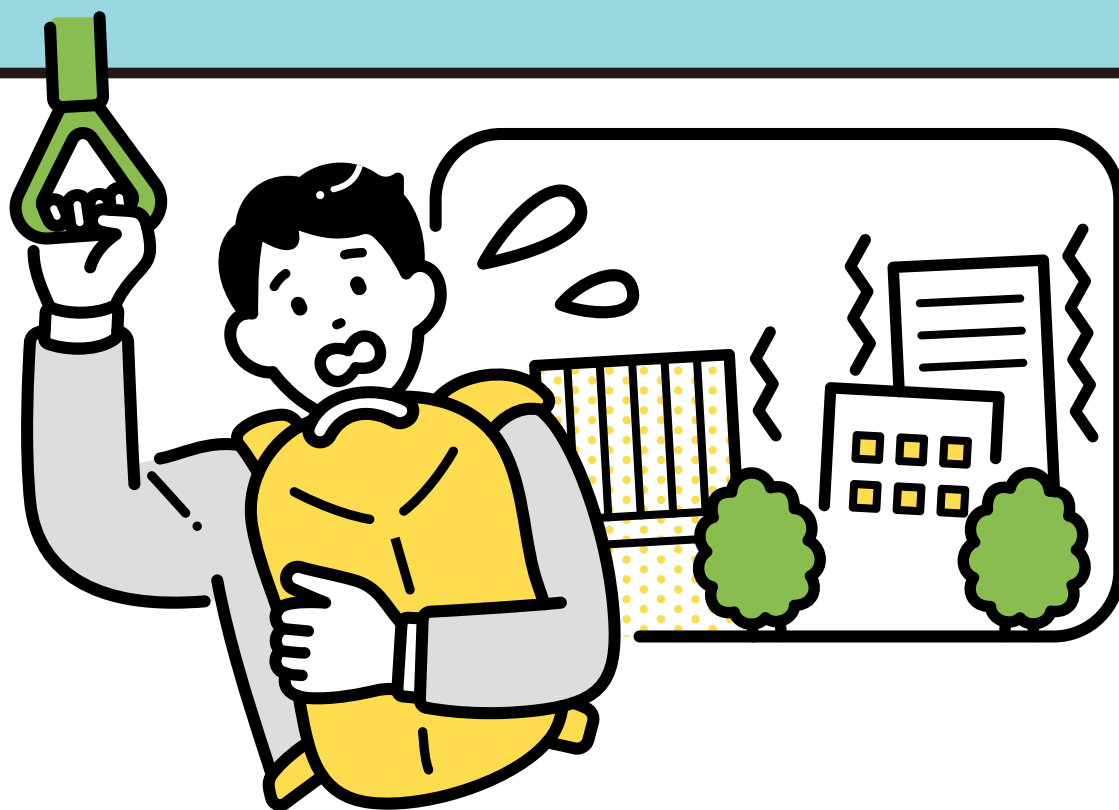
Snow removal will take place day and night.



* Service with reduced numbers of trains will be announced to passengers in advance.

I am worried about frequent earthquakes.

**Is a train safe during
an earthquake?**



Depending on the size of the earthquake,

**service may be suspended
immediately.**

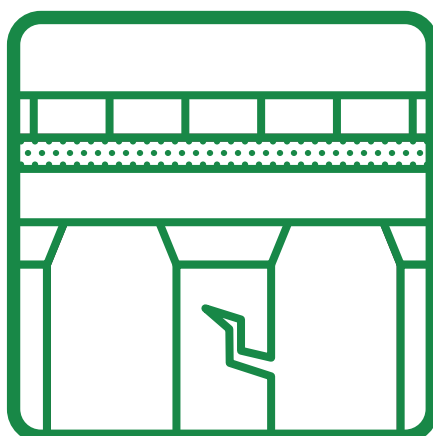
We will conduct an assessment of the affected area and operate trains that are deemed operable, but some trains and some sections of track may operate at reduced speeds to check for any bent rails or other damage.



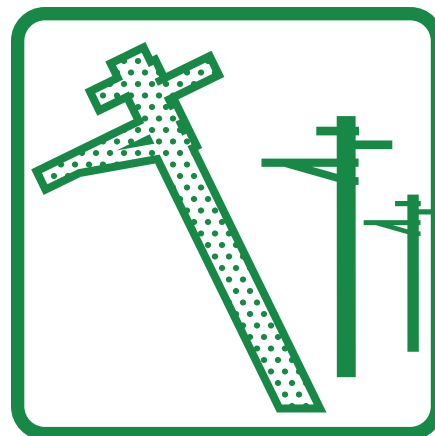
Damage Expected from an Earthquake



Bent Rails



Cracked
Viaducts



Leaning Power
Poles

Examples of Service Restrictions After an Earthquake (Conventional Lines / Shinkansen)

Normal Service

No impact on railway facilities

* Most people can feel the tremor

Trains will operate
as usual.



Speed Restrictions

When railway facilities may be affected

* People feel the need to hold onto something

Trains will operate at reduced
speed while checking the
safety of track conditions, etc.
Service will be suspended if
track conditions, etc., present
any impediments to operation.



Service Suspended

When railway facilities may be severely damaged

*An emergency earthquake warning is issued and people find it hard to remain standing



Trains will come to emergency stops and suspend operation.

To resume operation, staff need to check the extent of the impact on structures and tracks using seismometers in all sections of track. For this reason,

it may take some time before operation resumes,

and the top priority will be to evacuate passengers stuck on trains stopped between stations.



*Thresholds for restricted operation due to an earthquake are based on the seismic strength of each section on each line.



It is necessary to inspect the entire affected area for any abnormalities on foot or using track inspection vehicles.

*Stations may be very crowded right after operation resumes, since trains will be lower in number and operating less frequently than usual.

**I was at the station when
a big earthquake hit!**

The shaking has stopped, **but what
should I do now?**



Even though the shaking has stopped, there is still a risk of aftershocks. **Immediately after an earthquake, stay in a safe place.**

After the safety of the station is confirmed, it may be provided as a temporary waiting area.

We appreciate your understanding and cooperation in returning home in a dispersed manner.



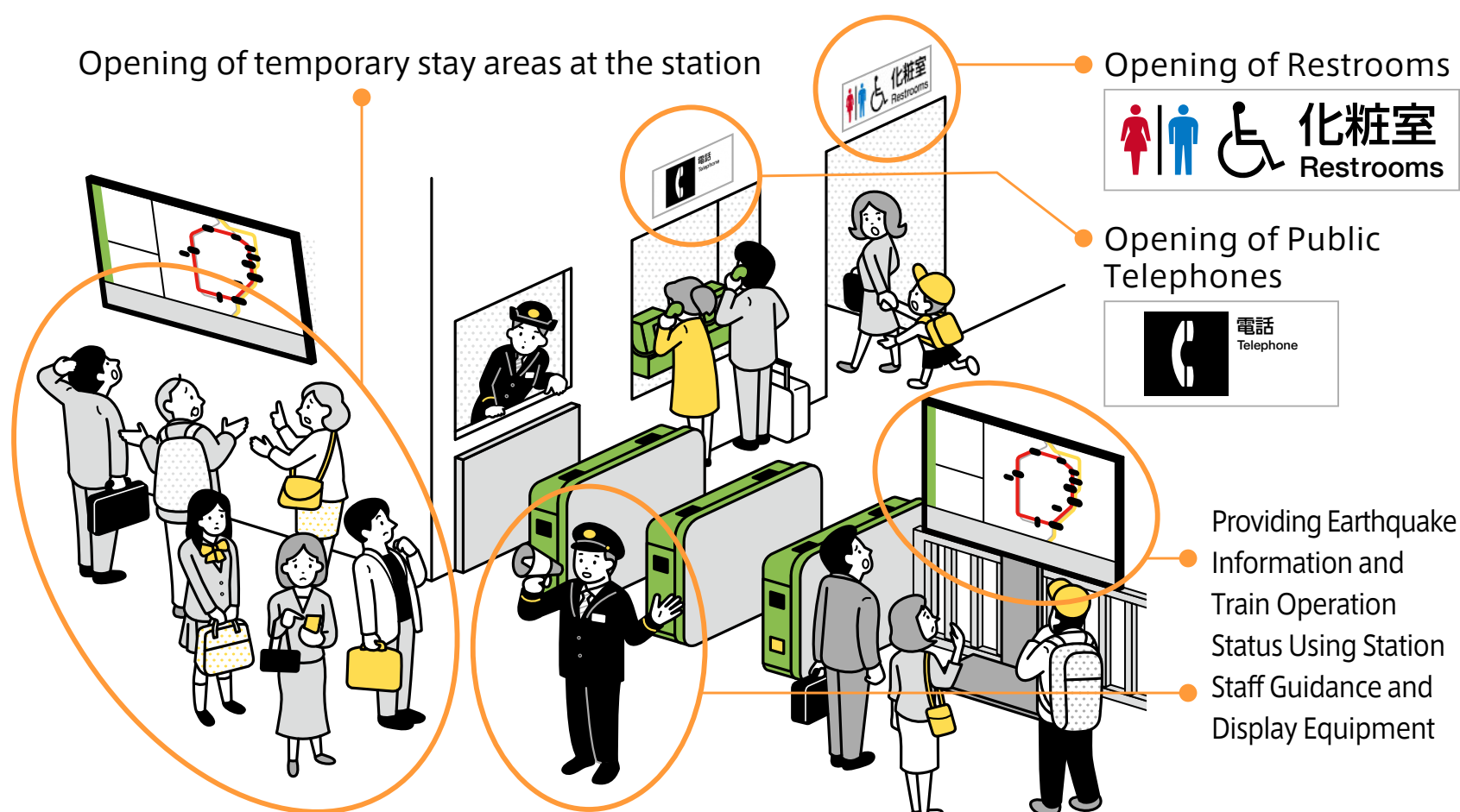
Measures Taken by Stations to Prepare for Large-Scale Earthquakes

Temporary Stay Locations

The station will be opened as a temporary stay location until passengers can move to the “Temporary Stay Facilities” designated by the authorities.

Temporary Stay Locations (Tap the URL below to check)

https://www.jreast.co.jp/station_measures/



* Depending on the extent of damage within the station, it may not be possible to open temporary stay locations, restrooms, or public telephones.

Emergency Supplies

We have prepared supplies at stations and other locations for customers who may have difficulty returning home in the event of a disaster.

Examples of Emergency Supplies

- Drinking water and food
- Portable toilets
- Aluminum blankets



I saw a story about a volcano erupting on the news. **Can trains operate in falling ash caused by a volcanic eruption?**



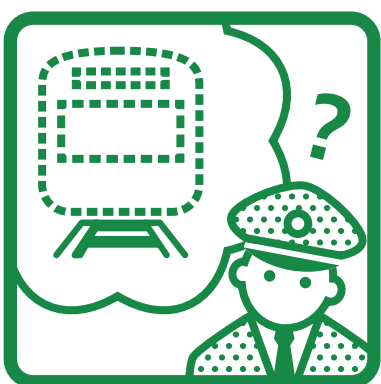
Heavy ash fall could worsen visibility for train crew, make switches inoperable, damage electrical equipment, or cover the rails.

Ash removal is necessary for safe train operation.

Services will be suspended until the ash is removed.



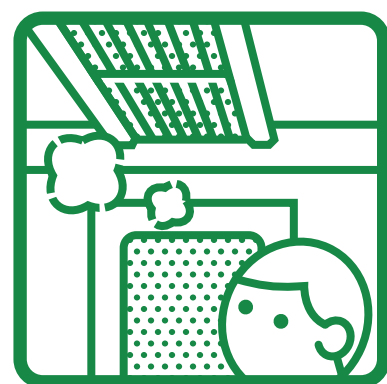
Examples of the Effects of Falling Ash on Railway Facilities



Inability to Detect
Train Locations



Poor
Visibility



Damage to Train
Air-Conditioning