

JR East answers your questions

Safe and Reliable Service

Q & A



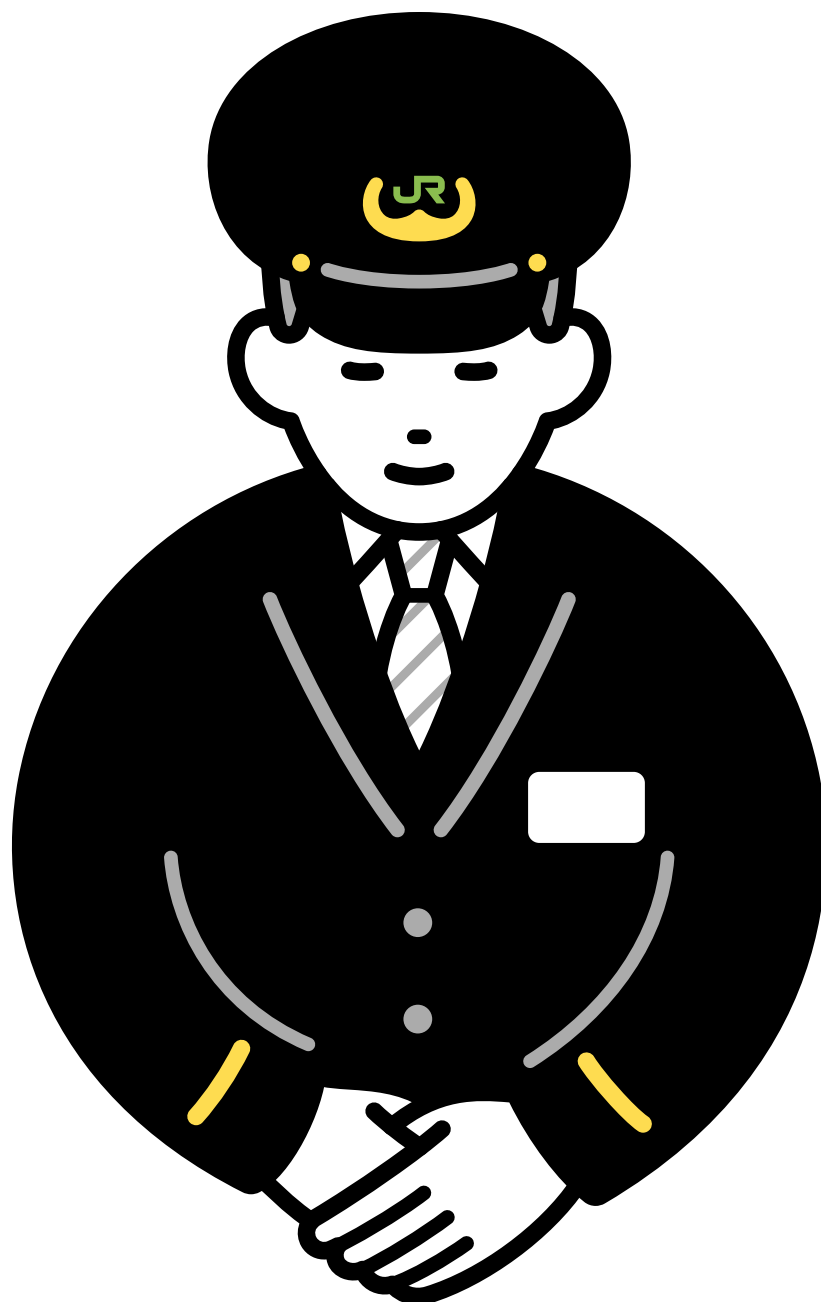
Thank you for using JR East.

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

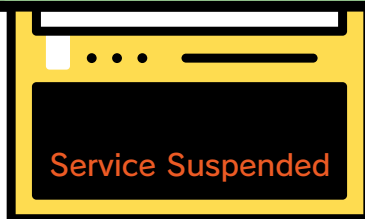
We may also provide passengers with shuttle or other services when train services are suspended temporarily.

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**.

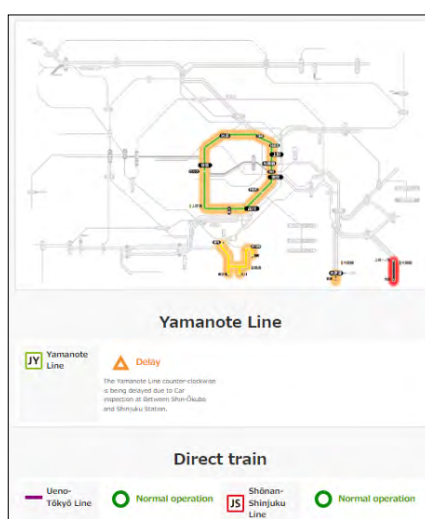
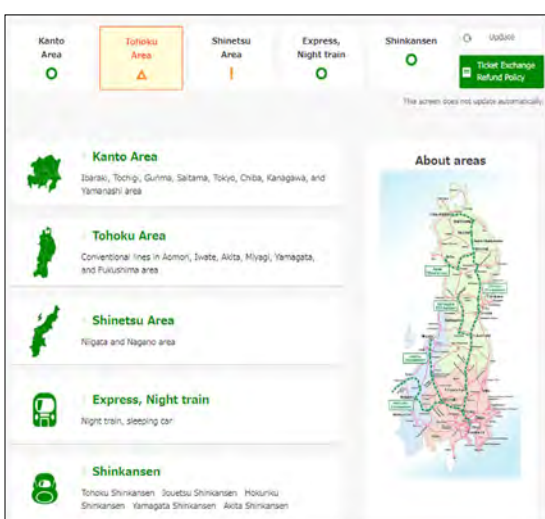


JR East Website (Computers, smartphones, etc.)

<https://www.jreast.co.jp/multi/en/top.html/>

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

Service Information / Service Suspension

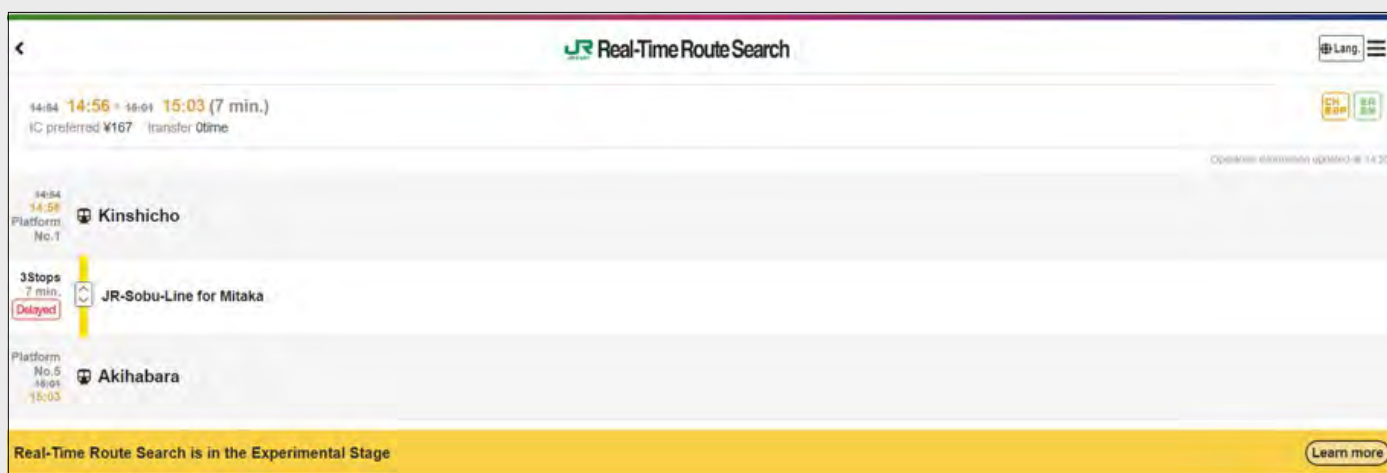
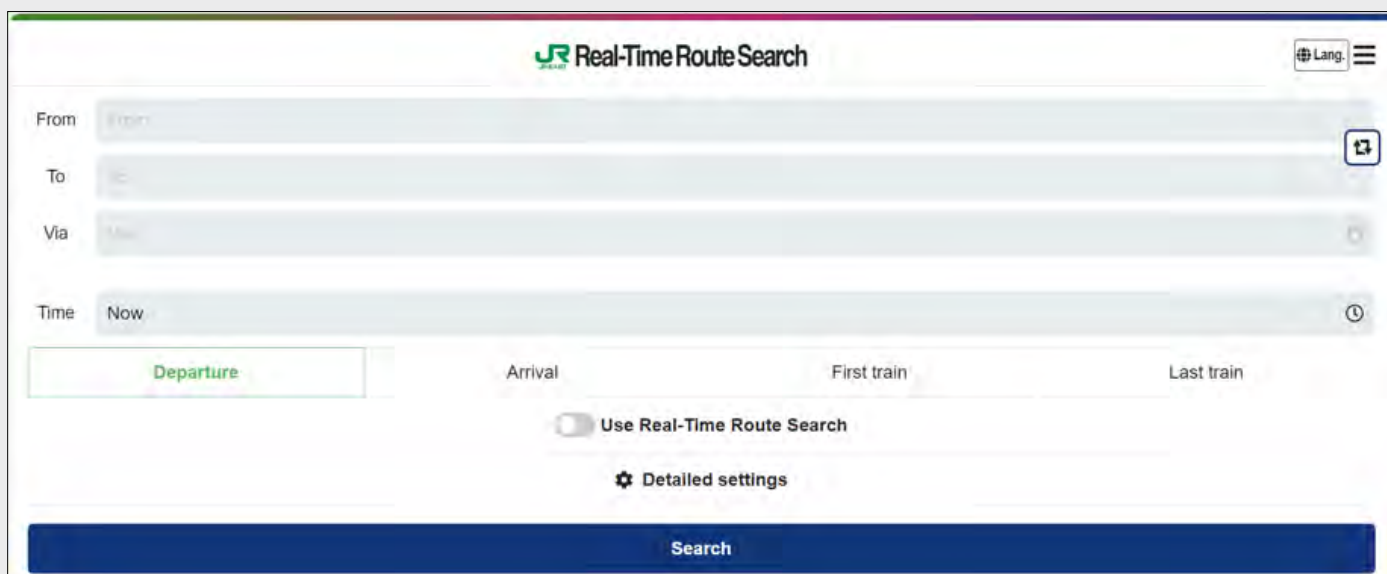


Real-Time Route Search

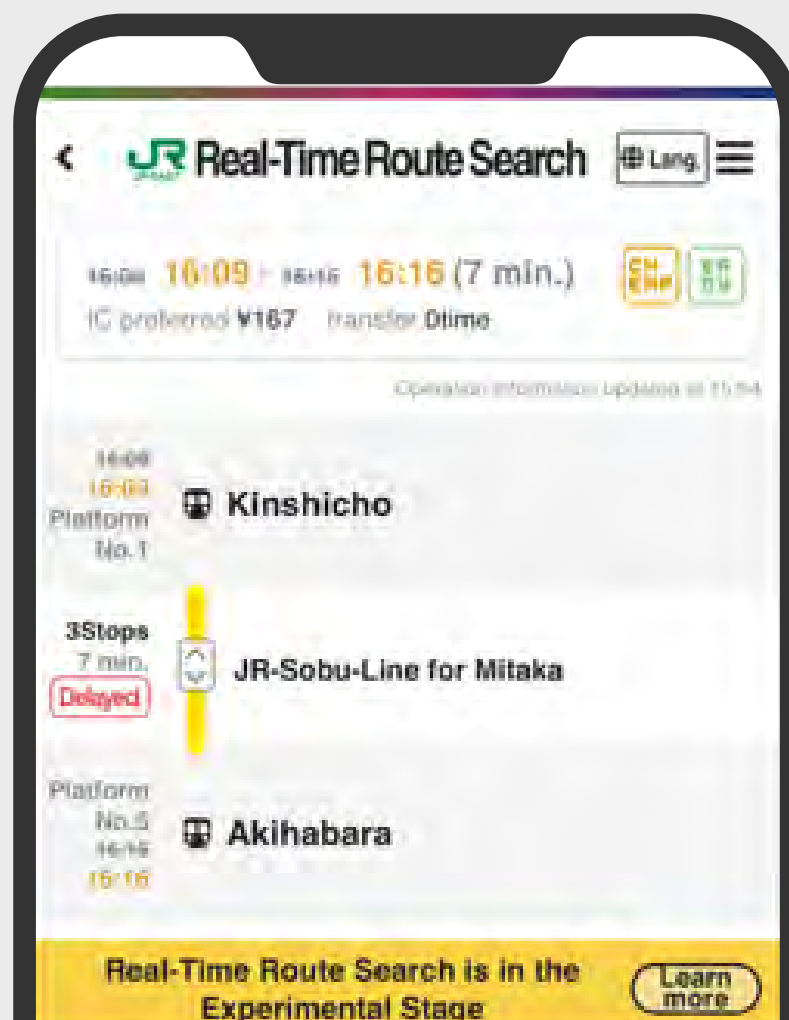
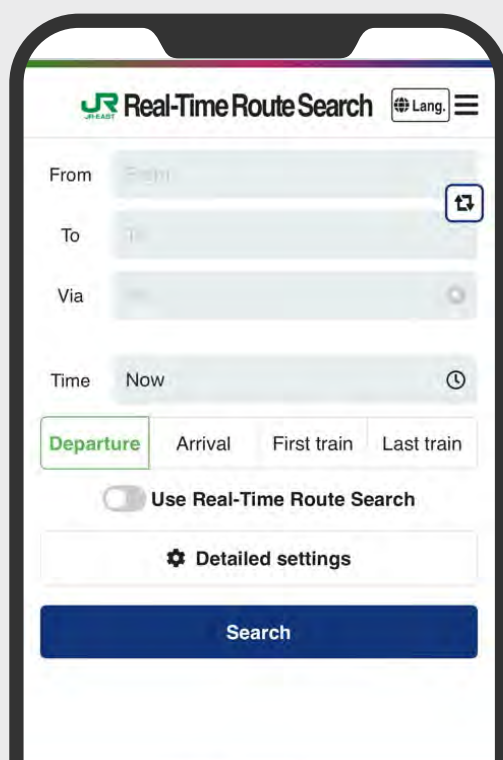
You can search route information reflecting current train delays, if any.

Computers

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



Smartphones



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Doko-Train (Computers, smartphones, etc.)

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

* Also available on the JR East app.

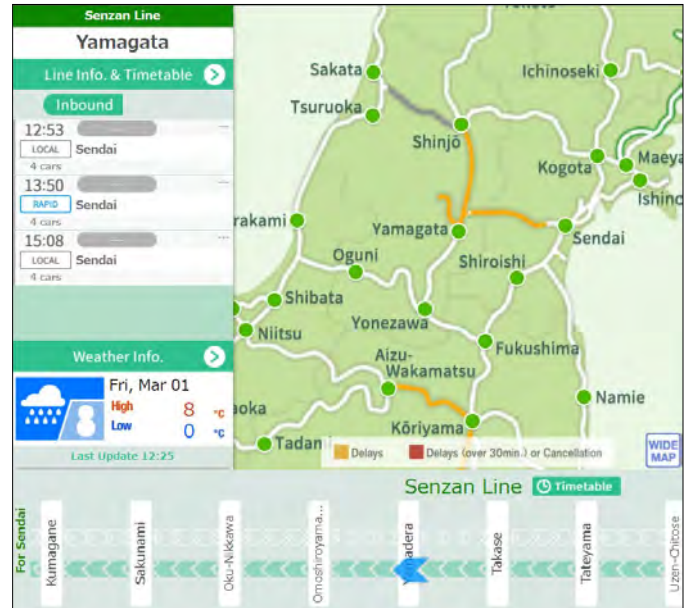
Doko-Train provides information on rail lines outside the greater Tokyo area.

* 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.

