

# “Train Operation Information” page is renewed

December 21, 2023



北海道旅客鉄道株式会社  
HOKKAIDO RAILWAY COMPANY

# ● Renewal overview

Contents	Details	Available from
Create “affected area map”	<ul style="list-style-type: none"><li>▪ Displays the information on cancellation and delay of 30 minutes or more on the route map</li></ul>	January 9, 2024
Create “Train Location Information”	<ul style="list-style-type: none"><li>▪ Provides the train location information</li><li>▪ Provides the departure time etc. on the detailed train information</li></ul>	
“Operation Information for each station”	<ul style="list-style-type: none"><li>▪ Displays the delayed information</li></ul>	

# ① “Affected area map” with operation status available NEW



- If trains are cancelled or delayed for 30 minutes or more, the operation status is displayed.
- Available for all lines in Hokkaido
- If trains are cancelled or delayed: orange-colored
- Service available from January 9, 2024

# ② Train location and detailed train information available

**NEW**

**【Detailed train information】**

Chitose Line[Sapporo~New Chitose Airport - Tomakomai]

Sapporo

Hakodate Line Otaru

Gakuen-Toshi Line Hokkaido-Iryodaigaku

**Detailed train information** X

For Tomakomai  
Local train 3 car(s)

Current location Sapporo

Stops	Scheduled time
Sapporo	11:53 dep.
Naebo	11:58 dep.
Shiroishi	12:00 dep.
Heiwa	12:02 dep.
Shin-Sapporo	12:06 dep.
Kami-Noppo	12:09 dep.
Kita-Hiroshima	12:19 dep.
Shimamatsu	12:25 dep.
Megumino	12:27 dep.
Eniwa	12:30 dep.
Sapporo-Beer-Teien	12:40 dep.
Osatsu	12:43 dep.
Chitose	12:48 dep.
Minami-Chitose	12:50 dep.
Uenae	12:58 dep.
Numanohata	13:03 dep.
Tomakomai	13:10 arr.

\*The scheduled time is displayed.  
\*It may differ from the actual operation information.

Close

Hakodate Line Iwamizawa - Asahikawa

The displayed train location in this section may differ from the actual train location.

Tomakomai

- Provides train location and the scheduled departure time
- If you click a train icon (train location), you can check the scheduled departure time on the “detailed train information”.
- Available for the following lines
  - Hakodate Line: Goryōkaku - Asahikawa (Hakodate Station excluded)
  - Muroran Line: Oshamambe - Iwamizawa
  - Gakuen-Toshi Line: Sapporo - Hokkaidō-Iryōdaigaku
  - Chitose Line: Sapporo - Numanohata/New Chitose Airport
  - Sekishō Line: Minami-Chitose - Shintoku
  - Nemuro Line: Takikawa - Kushiro (Replacement bus service excluded)
  - Sōya Line: Asahikawa - Nayoro
  - Sekihoku Line: Shin-Asahikawa - Kamikawa
  - Hokkaido Shinkansen: Shin-Hakodate-Hokuto - Okutsugaru-Imabetsu
- Service available from **January 9, 2024**

# ③ My Page available **NEW**

The screenshot displays the 'My Page' for Sapporo station. At the top, it says 'Train Operation Information My Page' and 'As of 08/12/2023, 16:36'. Below this, the station name '01 Sapporo' is shown with a 'Remove from My Page' option. The 'Train Location Information' section lists three lines: Hakodate Line (Iwamizawa~Otaru), Chitose Line (Sapporo~New Chitose Airport - Tomakomai), and Gakuen-Toshi Line (Hokkaido-Iryodaigaku~Sapporo). The 'Frequently Used Trains' section shows two entries: a local train to Shikaribetsu at 06:09 and a local train to Otaru at 06:28. Both entries include a 'Remove from the frequently used trains' option and a link to detailed train information. A footer note states: 'You can check the information on cancelled and delayed trains. Please register stations from the operation information for each station.'

- We create My Page about the train operation information.
- The frequently used stations and trains can be registered up to five stations/trains. You can check the operation status at a glance.
- Available for all lines in Hokkaido  
\*For train location information: applicable areas only
- Link available to the operation information for each station and train location information
- Service available from **January 9, 2024**

# ④ Posts on X (Formerly Twitter) will be more informative

 JR北海道 非常時列車運行情報【公式】  
@jrhokkaido\_info

■ Train operation information as of 2023/08/18 19:19  
Cause: Collision with deer  
原因：与鹿擦撞  
原因：與鹿擦撞  
사유：사슴과 접촉  
Eastern Hokkaido Area  
[jrhokkaido.co.jp/global](http://jrhokkaido.co.jp/global)

8/18



Legend:  
Yellow line: Delayed for 30 minutes or more.  
Green line: There is no information for cancellation and delay.

- We currently post the articles when the operation information on the website is updated. We will attach the affected area map.

- Push notification function available

- Available for all lines in Hokkaido

- Posts: Title of operation information

Affected area map

- Service available from January 10, 2023

# ⑤ Timetable for each station will be more convenient

01 Sapporo
☆ Register this

As of 18/12/2023, 13:47

Today (12/18)
Tomorrow (12/19)

Hakodate Line [Otaru]

Hakodate Line [Iwamizawa]

Chitose Line [Tomakomai - New Chitose Airport]

Gakuen-Toshi Line [Tobetsu - Hokkaido-Iryodaigaku]

5											
6	09	28	52								
7	05	14	23	33	45	51	59				
8	06	13	17	25	✕	30	35	43	54		
9	03	10	16	26	38	47	50	55			
10	06	13	19	27	39	48	✕	54			
11	05	14	17	✕	26	38	48	✕	55		
12	05	13	✕	16	✕	28	40	49	✕	52	
13	✕	02	✕	13	✕	16	27	40	47	✕	50

- Provides information on cancellation and delay for the day and the next day  
 (□:Partially cancelled ✕:All sections cancelled △:Delayed for 5 minutes or more)  
 \*△ will be displayed if trains are delayed for 5 minutes or more in the area displayed on the train location information and about 30 minutes or more in other areas.
- Stops and the scheduled departure time are added on the detailed train information.
- Available for all stations in Hokkaido (Unstaffed/temporary stations included)
- Service available from January 10, 2023

NEW

The delayed information will be displayed from January 9, 2024

【January 9, 2024】

Detailed train information
✕

For Otaru  
Rapid Airport No.125 6 car(s)  
☆ Register this train for a frequently used train

Current location

between Otaruchikko and Minami-Otaru

Delay

6 minutes late

Stops	Scheduled time
New Chitose Airport	12:30 dep.

• Stops and departure time added

◀If you click the time, the detailed train information is displayed.▶

# ⑥ The monitor for operation information at some stations in Sapporo area



【An example of Kita-Hiroshima Station】

- We set the monitor at some stations in Sapporo area and display the operation information.
- The displayed contents of the monitor:  
 Operation information (overview, each area, each line), the delayed and cancelled information on limited express trains, the operation information for each station
- Stations: Otaru, Teine, Kotoni, Naebo, Shiroishi, Shin-Sapporo, Kita-Hiroshima, Chitose, Minami-Chitose, Iwamizawa  
 \*There will be more stations that the service is provided.
- Languages: English, Chinese (traditional/simplified), Korean  
 \*The settings differ depending on the station.
- Service available from September 19, 2023