

“Train Operation Information” page is renewed

When trains are delayed or cancelled, we have been providing the operation information on the website and the official X. In January 2024, we will update the operation information page to improve the contents.

1. Service start date

January 9, 2024

2. Languages that the service is provided

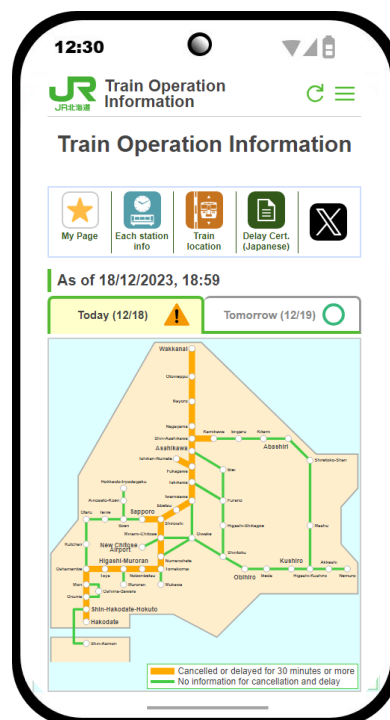
English, Chinese (traditional/simplified), Korean

3. Renewal overview

(1) You can understand the operation status at a glance by “affected area map”.

If trains are cancelled or delayed for 30 minutes or more, the operation status will be displayed on the map.

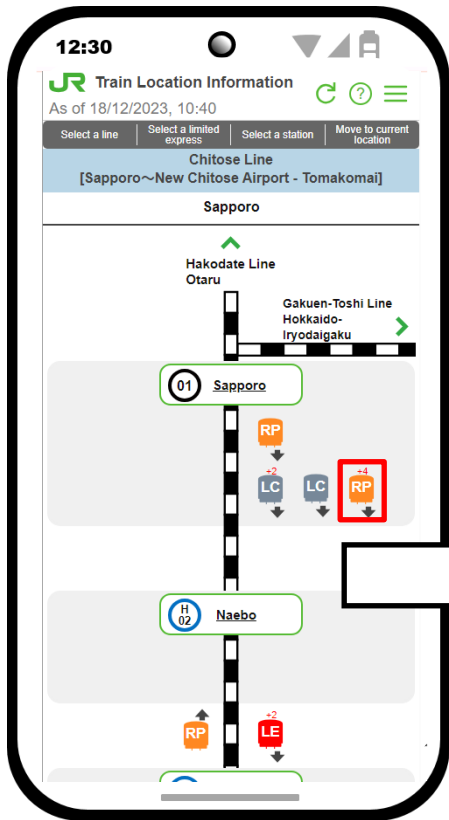
【Image of the affected area map】



(2) You can check the operation information by “Train Location Information”.

The train location and delayed information are displayed. We improve the contents on the detailed train information.

【Image of Train Location Information】



【Detailed train information】

Detailed train information ✕

For New Chitose Airport
Rapid Airport No.106 6 car(s)

Current location Sapporo

Delay 4 minutes late

Stops	Scheduled time
Otaru	10:00 dep.
Minami-Otaru	10:03 dep.
Otaruchikko	10:06 dep.
Teine	10:22 dep.
Kotoni	10:27 dep.
Sapporo	10:35 dep.
Shin-Sapporo	10:45 dep.
Kita-Hiroshima	10:54 dep.
Eniwa	11:01 dep.
Chitose	11:07 dep.
Minami-Chitose	11:11 dep.
New Chitose Airport	11:14 arr.

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

Close

(3) 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.

*Please see the attachment for details.

Train Operation Information
My Page

As of 08/12/2023, 16:36

01 Sapporo ✱ Remove from My Page

Train Location Information

- S Hakodate Line [Iwamizawa~Otaru] >
- H Chitose Line [Sapporo~New Chitose Airport - Tomakomai] >
- G Gakuen-Toshi Line [Hokkaido-Iryodaigaku~Sapporo] >

Frequently Used Trains

Sapporo 06:09 dep. For Shikaribetsu
Local train 2 car(s)
Please see [here](#) for detailed train information. ✱ Remove from the frequently used trains

Sapporo 06:28 dep. For Otaru
Local train 6 car(s)
Please see [here](#) for detailed train information. ✱ Remove from the frequently used trains

You can register your frequently used trains. Please register them from the screen of [detailed train information](#).

You can check the information on cancelled and delayed trains. Please register stations from the [operation information for each station](#).

4. We set the monitor at stations and display the operation information.

The monitors are set at some stations in Sapporo area. You can check the operation information at the station as well.

(1) Service start date

September 19, 2023

(2) Languages that the service is provided

English, Chinese (traditional/simplified), Korean

*The settings differ depending on the station.

(3) Stations that the service is provided

10 stations: Otaru, Teine, Kotoni, Naebo, Shiroishi, Shin-Sapporo, Kita-Hiroshima, Chitose, Minami-Chitose, Iwamizawa

*There will be more stations that the service is provided.

(4) 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

【Image photo】 An example of Kita-Hiroshima Station

