

Major actions on preventing the spread of novel coronavirus

On the train

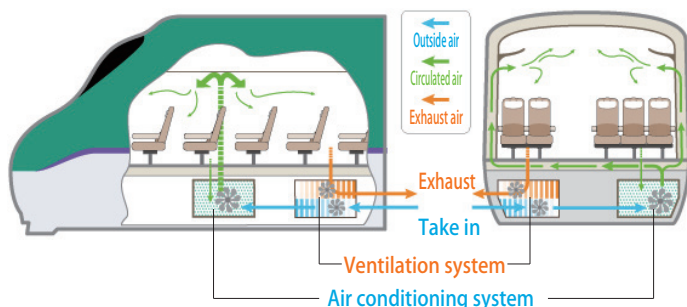
Air circulation system in the Hokkaido Shinkansen cars (H5-Series)

JR Hokkaido has been thorough about the ventilation in the train cars to prevent the spread of novel coronavirus. For the Hokkaido Shinkansen, the outside air and inside air are replaced every 6-8 minutes by using the air conditioning and ventilation systems set up on the train.



Image of air circulation

The air is replaced all the time by using the ventilation system although the Shinkansen has high airtightness for high-speed operation. We take in the outside air by replacing a part of the air circulated by the air conditioning system.



Other trains



Disinfecting the hanging straps regularly

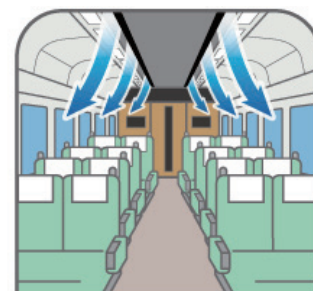


Ventilating by opening the partition doors between train cars

Ventilating by air conditioner



Commuter train



Limited express train

At stations and JR Travel Service Center (Twinkle Plaza)



Keeping doors open all the times to improve the ventilation performance



Making a standing point clear to keep distance when lining up for the ticket counter



Setting up the acrylic partitions at the JR Ticket Counter (Midori-no-madoguchi) to prevent droplet infection

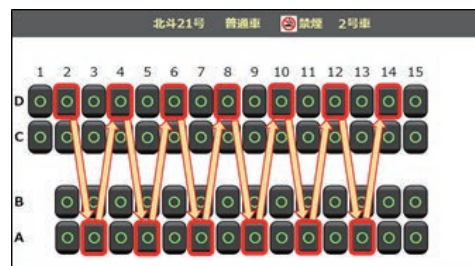


Setting up the plastic curtains at the counter near the ticket gate to prevent droplet infection

Action regarding sales of reserved seats (How to keep distance)

- We use the program that can make seat reservation with keeping distance when selling reserved seat tickets.
- When selling reserved seat tickets, a station staff tries to leave spaces between passengers' seats as much as possible after checking the seat availability.
- Passengers can check the seat availability with the "seat map" when reserving and purchasing the tickets by the reserved seat ticket vending machine.

*Seat availability when purchasing tickets may differ from the one when taking the train.



*The "seat map" screen of reserved seat ticket vending machine Program image (e.g.) Seat 2-D→Seat 3-A→Seat 4-D on Car 2... Arrange seat locations with keeping distance

Request to passengers



Wear a mask as much as possible
Please cover your mouth and nose when you cough.



Try to have less conversation
Please prevent droplet infection at the stations and on the train.



Keep distance
Please keep a safe distance at a ticket counter etc.