

## Accessibility

To our passengers in wheelchairs

- Due to the gap and height difference between trains and platforms, we ask that you please contact our station staff when you are on your own. We will install a wheelchair ramp so you can get on the train easily. Please make sure to contact our station staff during winter because platforms are likely slippery when wet with snow.
- Please allow enough time to arrive at the station because it may take time to make arrangements for a station staff member to escort you to the platform if the station is crowded.
- We may ask you to change the train or station if we cannot make arrangements for a station staff member or there is a delay in train service.
- Your wheelchair's size should not exceed 70 cm in width and 120 cm in length and height.
- Passengers who cannot use the restroom or navigate through stations and trains alone are asked to be accompanied by an assisting individual.

### Use of handle-type electric wheelchairs (a.k.a. mobility scooters)

We ask passengers to maneuver their mobility scooters on their own when on station premises. Drive slowly (do not exceed 2 km/h) while following the instructions of our station staff and paying heed to other passengers and facilities around you.

We at Hokkaido Railway Company shall not be responsible for any accident, conflict or property damage that may arise from the use of a mobility scooter. We may claim compensation from you for any damage incurred by us in relation to the use of the same.

### Mobility scooters that can be used

1. Your scooter's size should not exceed 70 cm in width and 120 cm in length and height.
2. Your scooter should be able to make a right-angled turn in no more than five direction changes on a 90 cm-wide path. It should also be able to make a right-angled turn on a 100 cm-wide path with no direction changes.
3. Your scooter should be able to make a 180-degree turn on a path less than 180 cm in width. Please note that mobility scooters failing to meet all the above requirements cannot be used due to the structures of stations and train cars.

### ○ Trains where mobility scooters can be used

- Train cars with low steps at entrances and without deck areas between cars  
Note: Limited express trains cannot accommodate mobility scooters because the existence of deck areas between cars does not allow for enough space to move around.
- In Hokkaido Shinkansen trains, mobility scooter users are asked to use the multipurpose room that is available on each car.

### ○ Stations where mobility scooters can be used

- Hakodate, Shin-Hakodate-Hokuto, Otaru, Otaruchikkō, Zenibako, Hoshioki, Teine, Inazumikōen, Hassamu, Hassamuchūō, Kotoni, Sōen, Sapporo, Naebo, Shiroishi, Atsubetsu, Shinrinkōen, Ōasa, Nopporo, Takasago, Ebetsu, Iwamizawa, Tomakomai, Shiraoi, New Chitose Airport, Minami-Chitose, Chitose, Eniwa, Megumino, Kita-Hiroshima, Shin-Sapporo, Heiwa, Hachiken, Shinkawa, Shin-Kotoni, Takuhoku, Ainosato-Kyōikudai, Ishikari-Tōbetsu, Okutsugaru-Imabetsu, Kikonai

Assistance dogs

- You may take an assistance dog—guide dog, mobility service dog or hearing dog—with you on all Hokkaido Railway Company trains free of charge. A Temporary Certificate of Overseas Assistance Dog Users (requiring prior application) must be carried at all times for presentation upon request.

“Assistance Dogs for Persons with Physical Disabilities” portal site

[https://www.mhlw.go.jp/english/policy/care-welfare/welfare-disabilities/assistance\\_dogs/index.html](https://www.mhlw.go.jp/english/policy/care-welfare/welfare-disabilities/assistance_dogs/index.html)

The form is titled 'Form 1 海外からの持込用 補助犬利用者申請書' and 'Temporary Certificate of Overseas Assistance Dog Users'. It includes fields for '写真 (利用者) Photo (User)' and '写真 (補助犬) Photo (Dog)'. Below these are sections for '氏名 (Name)', '国籍 (Country of origin)', '申請年月日 (Date of application)', '申請者住所 (Date of assistance)', '犬種 (Dog name)', '犬種 (Dog breed)', '犬の登録番号 (Registration No.)', '申請者住所 (Address)', and '申請者住所 (Address)'. There is also a section for '申請者住所 (Address)' and '申請者住所 (Address)'. The form is a standard application form for assistance dogs.

Train door and aisle widths

(Sample)

	Train door width(cm)		Aisle width (cm)	Passenger room door width(cm)		Wheelchair-accessible toilet door width(cm)	Multipurpose room door width(cm)
	Wheelchair-accessible cars	Other cars		Wheelchair-accessible cars	Other cars		
721-series Rapid Airport(not all cars)	93	93	53	90	115	93	-
733-series Rapid Airport	115	115	52	90	-	96	-
Ltd. Exp. Hokuto (261 series)	90	70	48	90	76	94	85
Ltd. Exp. Hokuto (281 series)	90	67	48	90	70	85	85
Ltd. Exp. Ozora (261 series)	90	70	48	90	76	94	85
Ltd. Exp. Ozora (283 series)	90	67	50	90	76	85	85
Ltd. Exp. Tokachi	90	70	48	90	76	94	85
Ltd. Exp. Soya & Carobetsu	90	67	50	90	70	85	-
Ltd. Exp. Oshima & Taisetsu	-	63	57	-	70	-	-
Ltd. Exp. Suzuran (785 series)	97	67	46	88	70	93	-
Ltd. Exp. Kamui & Suzuran (789 series)	90	70	46	90	76	104	-
Ltd. Exp. Lilac	90	70	50	90	76	104	97
Hokkaido Shinkansen Hayabusa	103	68	57	90	76	91	91

Note: The above widths are subject to change depending on the cars used.

## Train step heights

Train	Train step height(cm)
721-series Rapid Airport	19
733-series Rapid Airport	-
Ltd. Exp. Hokuto (261 series)	18
Ltd. Exp. Hokuto (281 series)	-
Ltd. Exp. Ozora (261 series)	18
Ltd. Exp. Ozora (283 series)	-
Ltd. Exp. Tokachi	18
Ltd. Exp. Soya & Sarobetsu	18
Ltd. Exp. Okhotsk & Taietsu	29
Ltd. Exp. Suzuran(785 series)	15
Ltd. Exp. Kamui & Suzuran (789 series)	18
Ltd. Exp. Lilac	18
Hokkaido Shinkansen Hayabusa	-



▲ A train with deck areas between cars and low steps at entrances