

Measures to Prevent Fall Accidents from the Station Platform

~ Outline of Interim Report "Investigation Commission for Safety Improvement on Station Platform" (December, 2016) ~

In the light of the situation that the fall accidents from station platforms still occur, the overall prevention measures for falls consisting of hard measures such as installation of platform doors and soft measures such as appointment of attendants from the station staff have been implemented to prevent the recurrence of the same kind of accident and to improve the safety of the station platform.

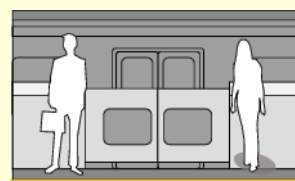
■ Hard Measures

To speed up the installation of platform doors, to install at 800 stations by the end of FY 2020 which is the present target possibly moves ahead of that.

[Installation of platform doors]

- Stations having 100,000 users or more
 - a) For stations that satisfy installation requirements, such as the vehicle door position being constant, as a policy the installation is to be till FY 2020.
 - b) For stations not satisfying the installation requirements, it is to be as follows.
 - (i) In case of new type of platform doors, installation or start of installation should be approximately in 5 years
 - (ii) In case of vehicle renewal, installation should be promptly after renewal
 - (iii) When it is not possible to correspond to the above-mentioned measures, soft measures like guidance by station employees should be implemented intensively.
- Stations having less than 100,000 users
 - Installation considering usage by visually impaired persons, the installation request and the situation of the station etc.

Conventional platform door



[Promotion of new type of platform doors]

- „ Positive promotion of new type of platform doors (Such as elevating ropes) which eliminates conventional introduction issues (disagreement at door position etc.) in consideration with the voice of the users.
- „ Railway operators will promote the introduction by utilizing the "New Door Introduction Review Guide".
- „ "Holding" Technology WG on New Platform Doors "with the Ministry of Land, Infrastructure, Transport and Tourism with the theme of further promoting by cost reduction etc.



[Elevating rope type]



[Elevating bar type]



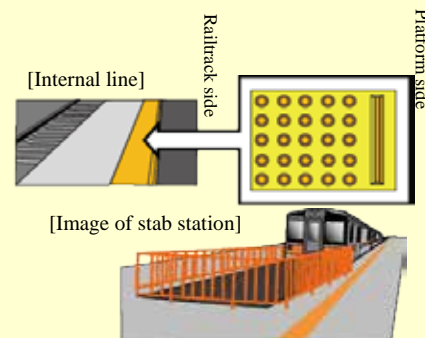
[Mobile door case type]

[Promotion of developed of dotted blocks with inlays]

- „ The stations having 10,000 or more users should be developed by FY 2018.
- „ Undeveloped stations having 3,000 or more users should be developed as promptly as possible.

[Increase the installation of fixed fence at the stab stations]

- „ A fixed fence to a place where the train does not stop at head-end type station having 10,000 or more users, in principle should be improved by FY 2020.

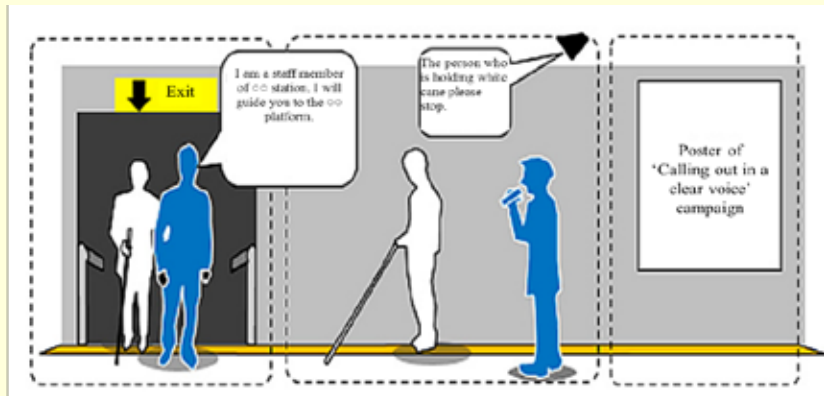


○Present
Maintenance target of FY 2020 in Basic Plan on Transportation Policy

■ Soft Measures

[Strengthening of guidance by station staff and improvement in treatment capability]

- „ The station staff and others should be offered guidance about providing guidance about getting on and getting off to the visually impaired people.
- „ When the station employee notices visually impaired people without any caretakers, he/she should call out and check whether that person desires any help. Even if the person does not require the guidance, as far as possible and depending on the circumstances such as size of the station, the station employee should watch the person till the person gets on
- „ When providing guidance, the attempt should be such that the person is not made to wait, however, if the person is required to wait, they try to gain an understanding the staff by giving a reason and the expected wait time.
- „ In case of danger, the staff should call out in clear voice which can be heard by the person with visual impairment and as far as possible, to prevent any misunderstanding there should be a call for attention when the train arrives at another platform.
- „ The qualification should be acquired to better treatment capability and, to deepen their understanding, the staff should actively undergo training where the physically handicapped person participates as an instructor.



[Promotion of consideration for visually impaired people by passengers]

- „ Increase enlightenment including a concrete guidance to the visually impaired people and voice call by passengers should be promoted and people should be enlightened about not to walk while using the smart phones.

[Promotion of understanding of barrier-free mind by the general people towards the people with visual impairment.]

- „ Based on " Training Programs at Companies which can be used in a multiplicity way", the Ministry of Land, Infrastructure, Transport and Tourism should formulate the treatment guidelines for traffic business and aim for the improvement of their treatment capability.
- „ In "Barrier-free classroom", the contents should be enhanced by ways, such as adding assistance of guide dogs' users to the experience menu.
- „ The Ministry of Land, Infrastructure, Transport and Tourism should develop the supplementary teaching material for a barrier-free education for the junior high school students and they should request the teachers to use this material in the junior high school education by ways, such as improving awareness about the guidance points.

[Cooperation in guide dog training at station etc.]

- „ Depending on the progress of training, flexible opportunities should be provided to trained dogs to become guide dogs and people who seek and have applied for guide dog. (Ex. After making an application in advance, accept the change in the training dates etc on the telephone etc.)