

September 12, 2016
West Japan Railway Company

Welcome to “WEST JAPAN.”

Sales functions enhanced at Kansai-airport Station!

The number of foreign travelers arriving at Kansai International Airport via international routes hit an all-time fiscal year high at 11 million in fiscal 2015, and the numbers are continuing to trend upward in the current fiscal year. In conjunction with this trend, an increasing number of travelers are touring the “Kansai Area” and “West Japan Area” with Kansai-airport Station as their entry point.

The likelihood of even more travel-environment changes occurring in the future can be seen in developments such as the plan for a new terminal at Kansai International Airport and the Japanese government’s March announcement of new foreign-tourist numerical targets as part of its “Tourism Vision to Support the Future of Japan.”

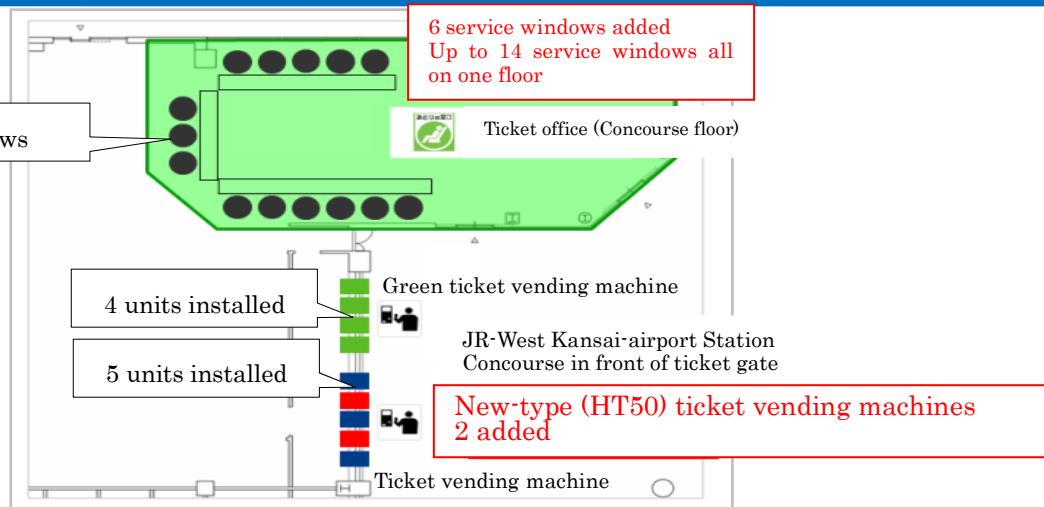
In order to handle the environmental changes taking place at Kansai-airport Station, as one part of our Medium-Term Management Plan initiatives for “enhancing our infrastructure for serving visitors from abroad,” on the upper floor of our ticket office, in August 2014 we newly established a service counter especially for foreign visitors. Staff who can provide service in English, Chinese, and certain other languages are assigned to this facility, which is currently used by a large number of travelers, with the usage numbers trending upward year by year.

Now, to further improve the user experience of JR-West’s Kansai-airport Station for the many visitors arriving from within Japan and abroad, we will enhance that facility’s sales functions.

«Image of the interior of the ticket office»



«Layout diagram»



1. Initiatives being implemented

Enhanced functions for ticket office

(1) Maximum of 14 service windows, which will be all on one floor!

At present, with the upper floor included, there is a maximum of 8 service windows (5 plus the 3 on the upper floor), but via renovation we are adding 6 for a total maximum of 14, and they will be all on one floor.

(2) Lodging reservations will be possible at some service windows!

At some of the service windows, we will expand tour-desk functions for exchange of fare tickets reserved overseas, and we will add a new lodging reservation function (same-day reservations included).

The tour desk will be operated in collaboration with our group company Nippon Travel Agency Co., Ltd.

(3) Enhanced service for visitors from overseas!

Up to now, we have had a maximum of three service windows able to provide service in English, Chinese, etc. However, the number of such windows will be increased so we can provide better service to visitors from overseas.

Note: The service window numbers indicated above are the maximum number for busy periods.

The actual number in use will vary depending on season and time of day.

Other: Installation of additional “new-type (HT50) ticket vending machines”

Currently, there are three “new-type (HT50) ticket vending machines” and four “Green ticket vending machines” installed, but we will be adding two more “new-type (HT50) ticket vending machines” for a total of five.

“New-type (HT50) ticket vending machines”:

In addition to standard ticket sales and the sales and charging of smart cards “ICOCA”, these very convenient ticket vending machines have an English, Chinese, and Korean operation guide function and a function for purchasing tickets by entering station names in alphabetic characters. (The “Green ticket vending machines” also have an English, Chinese, and Korean operation guide function.)

2. Implementation timing

March 2017 (planned)