

# Recovering from heavy rain damage through cooperation and think-and-act initiatives

The Heavy Rain Event of July 2018 resulted in large-scale damage throughout West Japan, including in areas where JR-West operates, and many sections of track were rendered unusable.

Amid this unprecedented damage, we came together as a Group and by implementing many think-and-act initiatives and cooperating with local stakeholders, we were able to recover many damaged sections of track and restart operations.\*



## Recovery work

In order to get life back to normal as soon as possible, we mobilized the capabilities of the entire Group and cooperated with affiliates and local stakeholders in various areas to advance recovery efforts.

## Emergency transport during the disaster using ferries and bus rapid transit, and alternative rail transport by Shinkansen

In the early stages of the disaster, road transportation networks were disrupted, so the region came together to begin operating emergency transportation in order to secure a means of transport between Kure and Hiroshima. There were also long-term halts to operations on the Sanyo Main Line, so we provided alternative rail transport by Shinkansen.

## A Series of think-and-act initiatives without precedents



## Using fallen trees in barriers against landslides

At Ashidachi Station on the Hakubi Line, we used fallen trees as a material to provide additional protection against landslide, shortening the construction period.

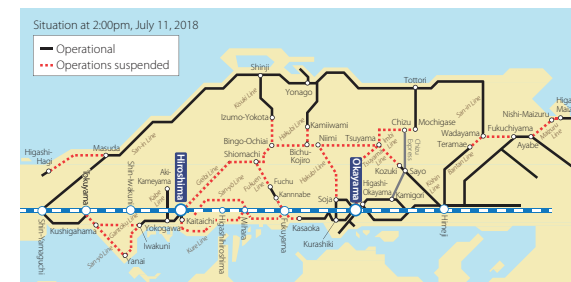


## Operating freight trains on alternative routes

With the Sanyo Main Line out of operation, at the request of the Japan Freight Railway Company we provided alternative routes for freight trains via the Hakubi Line, San-in Main Line, and Yamaguchi Line.

JR-West also cooperated in various other ways, including training drivers, checking facilities and equipment such as the railway lines, and coordinating train timetables, thereby playing a part in facilitating rail logistics throughout the entire country, including disaster-hit areas.

## Status of operations and damage directly after the Heavy Rain Event of July 2018



## An entire region coming together in cooperation



## Opening land around stations for bicycle parking

The effects of operations being suspended along sections of track meant that the area around Kaitachi Station became over-congested with bicycles belonging to passengers. Work on a development project that had started before the heavy rain event was halted and various parties, including the local government, cooperated swiftly to open part of the site that was near the station to passengers as a temporary bicycle parking area. Passengers were able to park at the site for one month.

## Rail replacement bus services realized through cooperation within the region and support from bus companies across Japan

There were many sections of track which could not be repaired quickly, so in order to fulfill our mission as a group of companies that provide public transport, we cooperated with bus associations, local companies, and bus companies from across Japan to operate rail replacement bus services in each area.

## Working to bring smiles to people in the region

Thanks to cooperation from a wide range of people and organizations, we were able to restart operations on many sections of track.<sup>1</sup> As we carried out recovery work, we received many words of encouragement from local people. Also, once services restarted, we were also honored to receive kind words and thanks.

<sup>1</sup> As of September 1, 2019, services are still suspended on the section of track between Miyoshi Station and Karuga Station on the Geibi Line. Operations are scheduled to restart on October 23, 2019.

