



Mobility

Besides our railway business, we operate other transportation services such as buses and ferries, as well as carry out railway-related construction work and building.

The railway business covers a wide area of 18 prefectures, providing transportation between cities mainly with the Shinkansen and limited express trains on conventional lines, as well as transportation in urban areas such as Kyoto, Osaka, and Kobe, and in major regional cities such as Hiroshima and Okayama.

Strengths

Western Japan

- Has Kansai, Japan's second largest metropolitan area, and major cities including Hiroshima, Okayama, and Kanazawa
- JR-West's business territory contains a wealth of tourism resources

Transportation service quality

- Continually improving all facets of safety, from hardware and software to facilities such as stations, platforms, railcars, and level crossings
- Improving comfort in stations and railcars, promptly providing information in case of transportation disruptions
- Introducing railcars that meet a range of needs, such as sightseeing trains providing enjoyable trips and limited express trains for commuters

Convenience

- Expanding ICOCA IC card and ticketless services
- Providing JR-West Group cross-platform services such as the WESTER app for people on the move

How we are achieving our vision and management plan

Working with communities to create easy-to-use, sustainable transport systems

Practical application of autonomously driven caravan BRT (bus rapid transit)

For local train lines that are experiencing low ridership, considering issues like community development and the characteristics and mobility needs of communities surrounding these lines, we are seeking solutions by engaging in dialogue with regional stakeholders. This would allow us to ensure the continuation of passenger services by, for example, adopting a two-tiered system in which train operations and railroad infrastructure are handled by separate entities. We are also developing solutions for a range of means of transportation, utilizing the power of our innovation to contribute to realizing sustainable transport systems.



Autonomously driven caravan BRT

We are in the midst of acquiring technologies for autonomously driven caravan BRT systems, which we aim to offer to the general public in future. This will realize next-generation mobility services in the form of sustainable local transportation that is linked to urban development.

In November 2022, an agreement was signed between Hiroshima University, Higashihiroshima city, and JR-West under which the parties jointly conduct research and demonstration experiments towards the possible introduction of a BRT, and form policy covering this.

A dedicated test course was opened in October 2021 (in Yasu, Shiga) and demonstration experiments conducted there were completed in July 2023. The next step towards actual public implementation of the BRT began in November 2023 with demonstration experiments on public roads in Higashihiroshima.

Business development

Shinkansen (bullet trains)

Sanyo Shinkansen

Route

Shin-Osaka-Hakata

Start

1972 for Shin-Osaka-Okayama
1975 for Okayama-Hakata

Hokuriku Shinkansen

Route

Joetsumyoko-Kanazawa

Start

2015 for Joetsumyoko-Kanazawa
Spring 2024 for Kanazawa-Tsuruga

Conventional lines

Kansai urban area

Other lines

Railway transportation data (FY2023)

Total route length (km)	Number of passengers (million)	Passenger-kilometers (million)	Number of stations
Total: 4,903.1 Shinkansen: 812.6 Conventional lines: 4,090.5	Total: 1,641 Shinkansen: 68 Conventional lines: 1,588	Total: 47,892 Shinkansen: 16,293 Conventional lines: 31,598	Total: 1,174

Strategies

Enhancing safety

- With the Fukuchiyama Line derailment accident as our starting point, we sincerely and tirelessly pursue safety P21

Energization and structural reform of our railway business

- Enhance wide-area railway networks centered on the Shinkansen P29
- Further evolve the Kansai urban network P30
- Enhance railway services that enrich mobility and life
- Boost productivity through reform of work processes P30

Working with communities to create easy-to-use, sustainable transport systems

Setting sustainable fares and fees commensurate with efforts to improve safety and services

- Revise fares within the scope previously reported to authorities, based on factors like the competitive environment
- Simplify the fare and fee system and set prices flexibly in response to demand
- Have ongoing discussions with relevant organs regarding a system for sustainable fares and fees

