

March 12, 2020

## More detailed multilingual railway information Revamped multilingual JR-WEST Train Status Information service

When train services are delayed or cancelled, JR-WEST provides railway information for overseas visitors via means such as our website, display panels, and notices at stations. In order to make such information easier for overseas visitors to understand, we are revamping our multilingual JR-WEST Train Status Information website.

### 1. Service overview

It will be possible to check the status of trains on all JR-WEST sections of line that are delayed, or expected to be delayed, by 15 minutes or longer between 06:00 and 24:00 (between 04:00 and 02:00 the following day for the Kyoto-Osaka-Kobe area). It will also be possible to check the status of trains that are delayed, or expected to be delayed, by 10 minutes or longer during the Kyoto-Osaka-Kobe area morning rush, or on the Sanyo Shinkansen and Hokuriku Shinkansen lines.

### 2. Languages available

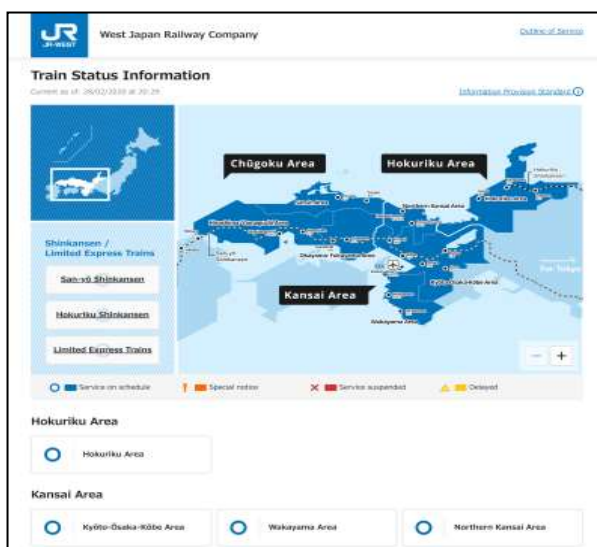
English, Chinese (simplified/traditional), Korean

### 3. Alterations

Addition of the following designs and features

#### (1) Train Status Information top page

We have added a top page where the map colors and pictograms change according to the train status situation. This visual representation will make it easy for visitors to check train status information for the entire JR-WEST network.



During normal operations



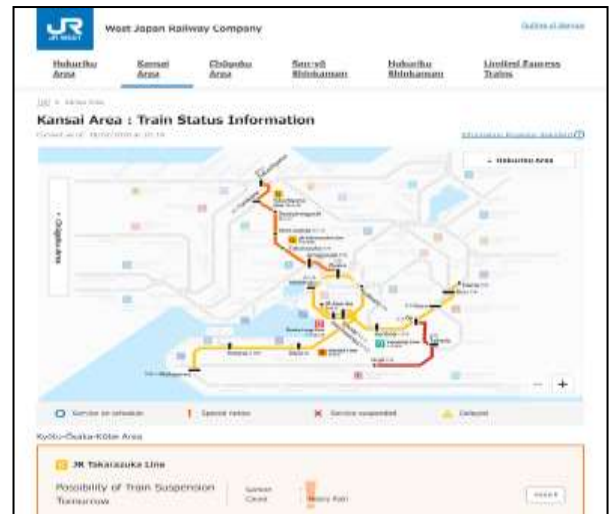
During a service disruption

(2) Pages with train status information for each area

Previously we had provided information in text form about the affected line/section, operating status, cause, and expected time for resumption of service. We have now added route maps and pictograms to show the operational status.



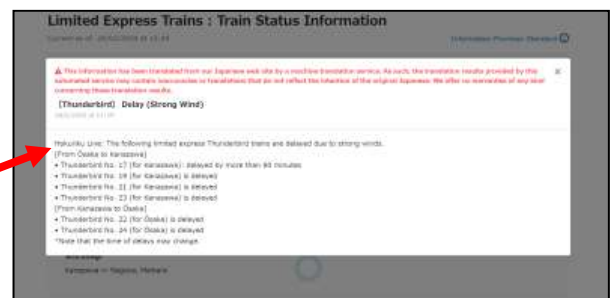
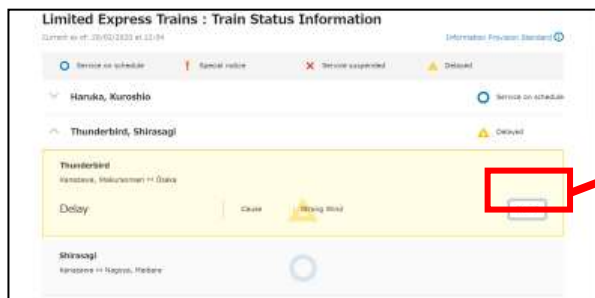
During normal operations



During a service disruption

(3) Machine translation of the Japanese language JR-WEST Train Status Information website

We have added a function to the JR-WEST Train Status Information area pages to automatically translate the Japanese language site and display it. This is being done to provide more detailed information about notifications such as the suspension of limited express services, or a planned mass transit service suspension (for example, when a typhoon is approaching).



4. Scheduled switch to the new format  
Saturday March 14, 2020