

KYUSHU RAILWAY COMPANY

Q
&
A

? !

What's This?
Let JR Kyushu
Explain

JR
九州



Using the Railway Safely and Comfortably

- ▶In Case of Emergency
- ▶Manners



Efforts to Ensure Safe and Stable Operations

- ▶When Trains Are Significantly Delayed
- ▶Providing Information



Measures Against Natural Disasters

- ▶Wind ▶Rain ▶Wheel Slip
- ▶Dense Fog ▶Tsunamis
- ▶Earthquakes



All About Railways

- ▶Train Types ▶Unstaffed Stations
- ▶Ticket Machines ▶Lost & Found
- ▶Fare Evasion ▶Departure Times
- ▶SUGOCA Area ▶Door Operation

Using the Railway Safely and Comfortably



?

What should I do if I see **someone on the platform who might get hit by a train or has fallen onto the tracks?**

!

If an emergency stop button is available on the platform, **press it immediately if you sense danger** to alert station staff.

Emergency
stop
button



Available

Unavailable

Press immediately

Inform station staff



If no station staff are present,
contact the emergency number
posted at the station!

?

What should I do if I **feel unwell** on the train or notice **trouble** or a **suspicious object**?

!

What happens after pressing the SOS button

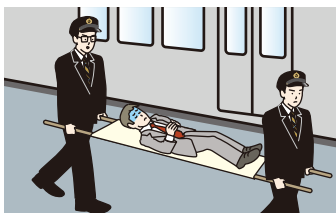
If you notice something unusual inside the train, please **press the emergency button** found in each car.



SOS button



A buzzer will sound in the driver's cab, and the train will make an emergency stop.



A staff member will come to assist.

The platform is full of hazards

Safety Reminders

- Rushing onto the train is extremely dangerous. Please refrain from doing so.
- Using smartphones or walking while distracted is also very dangerous.
- Please cooperate by lining up to board the train.
- You never know when a train may arrive—it's dangerous, so never step down onto the tracks.

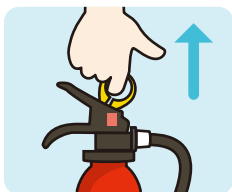
Fire Extinguishers on Trains

To prepare for fires or other emergencies, some train cars are equipped with fire extinguishers.



How to Use a Fire Extinguisher

Pull the safety pin.

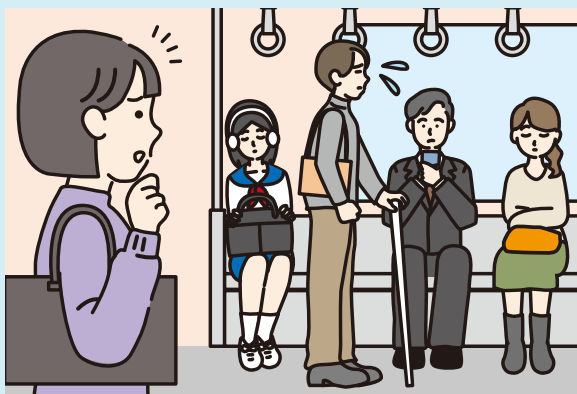


Aim the nozzle at the source of the fire and squeeze the lever.



?

I saw **someone using a cane** on the train,
but I wasn't sure what to do...
Is there anything we can do to help?



!

JR Kyushu encourages
assisting those in need.

If you see someone in need of assistance at a station or on a train, please feel free to speak to them directly or notify a nearby JR Kyushu staff member.



Priority Seating & Free Space

JR Kyushu provides priority seating and free space areas.

We kindly ask that you offer your seat or make space for those who need it, such as people with physical disabilities, wheelchair users, and expectant mothers.

Priority seats

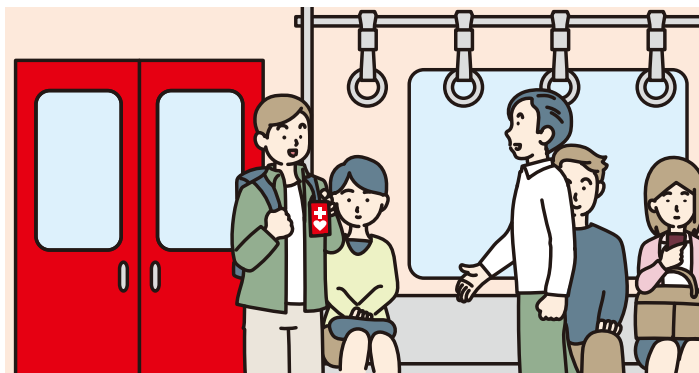


Free space



What is the Help Mark?

The Help Mark is worn by individuals who may need assistance or consideration, even if this is not apparent from their appearance (as defined by JIS standards). JR Kyushu displays stickers in some train cars to raise awareness.



Maternity Mark



The Maternity Mark is worn by pregnant women when using public transportation to help those around them offer appropriate care and consideration.

?

I saw a poster at the station asking people to **stand still and not walk on the escalator**.

Why isn't it okay to walk?



!

Walking on escalators can lead to **unexpected accidents or injuries, such as falls or trips**.

Please **hold onto the handrail and remain still** while using the escalator.



?

I saw a poster at the station saying we should **stop walking while using smartphones**.

Why is it not allowed?

歩きスマホ禁止



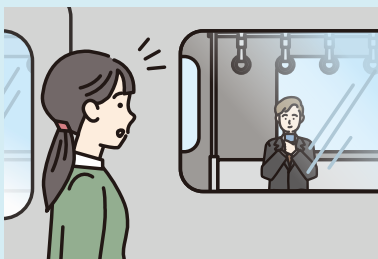
!

Using a smartphone or handheld game while walking can lead to **unexpected troubles or accidents**, such as **colliding with other passengers or falling onto the tracks**.



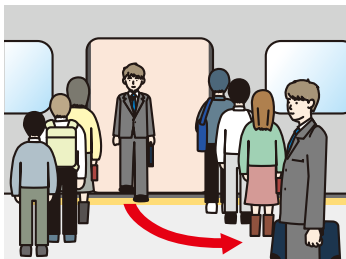
?

I saw someone stay on the train as it turned around for the return trip. Is that allowed?

Disembarkation
StationBoarding
StationFinal Stop
(Turnaround Station)

!

On some JR Kyushu trains, the train may continue as a return service after reaching the final stop. **To travel to the turnaround station, you must have a valid ticket that covers that section of the return journey.**



Even if you have a round-trip ticket, we kindly ask that you disembark at the final stop, as other passengers will be boarding there. Thank you for your cooperation.

?

Since the seat is empty, it's okay to place my **luggage** there, right?



!

When boarding the train with luggage, if you are taking a seat, please place your **luggage** **on your lap** or in the **overhead rack** so that as many people as possible can be seated. We appreciate your cooperation.



Limited express trains also have designated luggage spaces, as shown in the photo.



?

It's okay to listen to music at a loud volume as long as I'm using headphones, right?



!



When listening to music with headphones or working on a computer aboard the train, please be considerate of others and keep the volume low to avoid disturbing nearby passengers.

?

Backpacks get in the way when it's crowded.
Is there a correct way to carry them?



!

When using a backpack, please either hold it **in your hand** or **place it on the luggage rack** to avoid inconveniencing those around you. Thank you for your consideration.



?

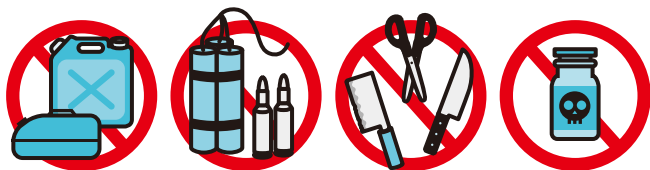
I heard there are **things you're not allowed to bring** onto trains. What kinds of items are prohibited?



!

Knives, certain chemicals, and other **dangerous items** that may pose a threat to passengers, or **items that could cause inconvenience to others**, are prohibited on board.

Prohibited Items



You may not bring on board hazardous materials, knives (*1), stoves or heaters, animals, human remains, unsanitary items, items with strong odors, or any items that may cause harm to other passengers or damage the train interior.

※1 Excluding knives that are properly packaged to ensure they pose no danger to others. The definition of applicable knives and proper packaging methods are specified in the "Guidelines for Packaging Knives When Bringing Them on Trains" (issued by the Railway Bureau of the Ministry of Land, Infrastructure, Transport and Tourism, December 2018). For details, please refer to the Ministry's website.

Permitted Items

You may bring up to two pieces of carry-on luggage, each with a total dimension (length + width + height) of no more than 250 cm (with the longest side not exceeding 2 meters) and a weight of no more than 30 kilograms.

Personal items such as umbrellas, canes, and handbags are not counted toward this limit.



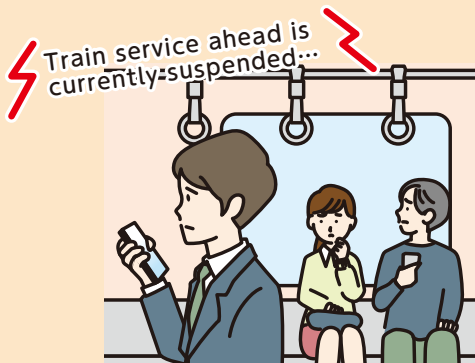
Efforts to Ensure Safe and Stable Operations



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The train I'm on has stopped.

Do I just have to wait until service resumes?



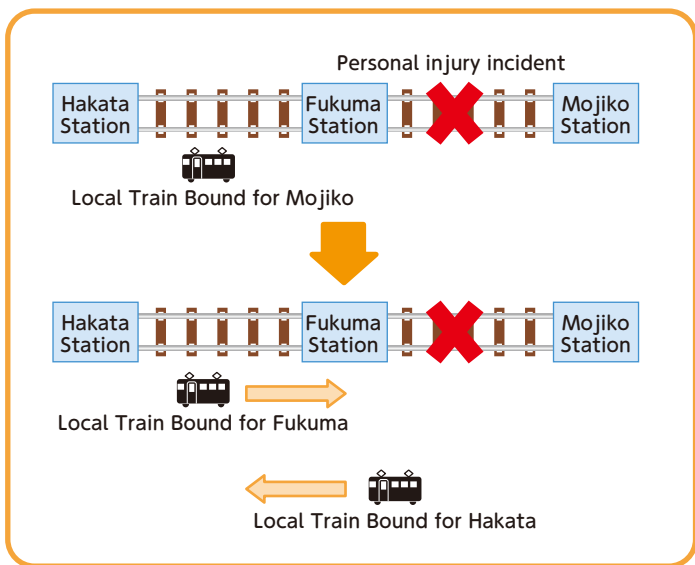
!

When train operations are suspended, we strive to resume service as quickly as possible and provide timely updates.



Turnback Operation

When a turnback is possible, we promptly implement turnback operations at the nearest available station. This helps to **minimize the suspended service area** and reduce the overall impact as much as possible.



Dangers on the Tracks

If a train is expected to stop between stations for an extended period, passengers will only be guided to disembark once it is confirmed that they can be led to a safe location.

Please follow staff instructions carefully in such cases.



Emergency Drills

We conduct training to ensure that evacuation guidance can be carried out promptly in the event of an emergency.



?

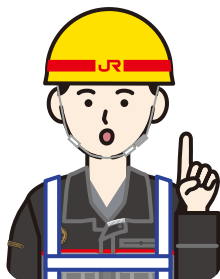
What exactly happens during a **signal system failure**?



!

Trains cannot stop suddenly. The signaling equipment that controls train operations ensures that trains are **running at a safe speed** and that the **route ahead is clear** before displaying a proceed signal. Specifically, this includes equipment such as track switches and ATS systems used to stop trains.

A signal system failure means that these **safety-critical systems are not functioning properly**.



?

Why does it take so long to **resume service after a personal injury accident?**

!

In the event of a personal injury accident, **rescue efforts to save the injured person are given top priority.** Service cannot resume until **police have completed their on-site investigation** and granted permission to proceed, which results in significant delays.



Rescue operations
by emergency services



On-site investigation
by the police



Inspection of trains
and track equipment



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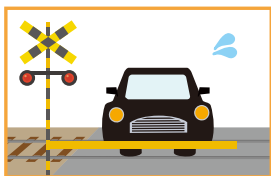
JR always suspends service for a
“**safety check!**”

What exactly is a safety check?

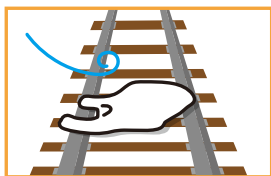


!

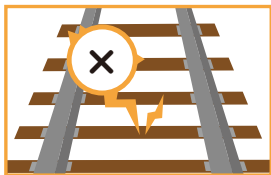
A safety check involves identifying the cause and determining when it is safe to resume operations. This is carried out in situations such as when an **emergency stop button is pressed** at a station, on a train, or at a crossing, or when an **emergency stop signal is wirelessly received** from a nearby train.



A person or vehicle stuck
at a level crossing



Objects blown
onto the tracks



Track-related trouble



?

I only found out train service was suspended after arriving at the station.

If I had known earlier, I could have changed my plans.

Are there any **tools** I can use to check service information in advance?

運転見合わせ

運転見合わせ

!

Service updates are available on the **JR Kyushu website**, the **JR Kyushu app**, and the official **JR Kyushu service information account on X**.



JR Kyushu website



JR Kyushu app



X (formerly Twitter)



JR九州 列車運行情報（福岡・北九州エリア）【公式】
1.1万 件のポスト



フォロー



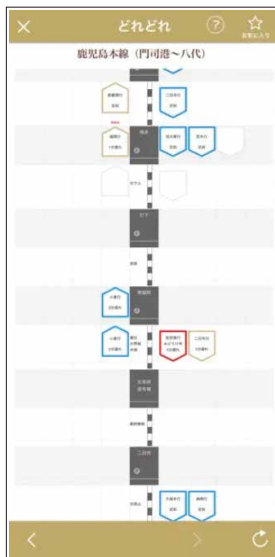
JR九州 列車運行情報（福岡・北九州エリア）【公式】
@jrkyushufukhok

福岡・北九州地区の新幹線及び在来線の運行情報をお知らせします。事故・災害等による列車の遅れや運転見合わせが見込まれる場合に情報提供を行っています。詳細は「JR九州 列車運行情報」をご確認ください。

Norimono Info (transportation info)

九州のりものinfo.com		
三		
<div>     </div>		
鉄 道 バ ス フェリー 航 空		
■運行（船）情報一覧		
日付	事業者名	更新概要
12/19 14:30	九州旅客鉄道（株）	< 関門による運転見合わせ >
12/19 14:03	九州産交バス（株）	運行情報
12/19 13:49	天草エアライン （株）	条件付運航
12/19	空知市	運航格型
■案内情報一覧		
日付	事業者名	更新概要
12/19 09:09	奄美海運（株）	フェリーあまみ条件付運航
12/19 09:01	九州郵船（株）	運航情報
12/19 05:35	三島村	運航案内

Dore Dore
(train location & congestion status)



Measures Against Natural Disasters



?

Sometimes trains slow down or temporarily stop running on windy days—why is that?



!



Because **strong winds** can pose serious dangers, such as causing a train to **derail** or **overturn**.



Wind Strength and Service Restrictions

When winds become strong, trains operate at reduced speeds, and if winds grow stronger, service may be suspended.

Normal operation

…Wind conditions allow for safe operation

Trains run as usual



Reduced speed operation

…Caution is required due to strong winds

Trains operate at reduced speeds, paying attention to wind patterns



Service suspension

…Wind conditions reach a level that poses a danger to train operation

Service is suspended until winds weaken and it is safe to resume



*The thresholds for implementing restrictions vary depending on the line and equipment.

Even after winds subside, speed restrictions or service suspensions may continue for inspections of the tracks and overhead wires.

?



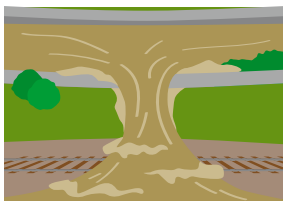
Why do trains **slow down** or **suspend service** during **heavy rain**?

!

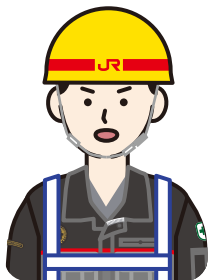
Because during heavy rain, the **risk of accidents such as derailment** increases due to **landslides and mudflows**.



Landslides



Mudflows



Rising river levels

Rain Intensity and Service Restrictions

When rain intensifies, trains operate at reduced speeds, and if it gets heavier, service may be suspended.

Normal operation

...When the rain is light enough to allow safe operation

Trains run as usual



Reduced speed operation

...When temporary heavy rain or prolonged rainfall may affect railway facilities

Trains operate at reduced speeds
Facility staff ride the train and patrol designated sections at regular intervals



Staff monitor the condition of the infrastructure in predesignated sections* at regular intervals.



*Predesignated sections refer to locations where there is a higher risk of disasters, and these are inspected intensively.

Service suspension

...When heavy rain, such as a downpour, continues for an extended period and poses a high risk of damage to railway infrastructure.

Service will resume once the rain subsides and safety can be confirmed.



Inspections are conducted at regular intervals to check the condition of tracks, slopes, and other railway facilities to ensure safety.



*Rain-related operating thresholds are set based on the condition of railway facilities on each line. Even after rain subsides, speed restrictions or service suspensions may continue for inspections of the tracks and overhead wires.

Additionally, service may be suspended in the event of rising river levels.



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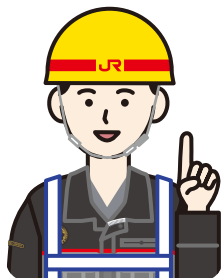
I understand that train service is suspended during heavy rain, but **sometimes it doesn't resume immediately even after the rain stops**—why is that?

!

After the rain stops, train service resumes only after inspections **confirm that no disasters** such as landslides or mudflows have occurred.



We also carry out **countermeasure works**—such as reinforcing **slopes with concrete**—to **improve safety** and shorten suspension times.



?



I've heard that **train service is sometimes suspended in advance** when a **major typhoon** approaches. Why is that done?

!

Planned Suspension of Service

If it's expected to be difficult to transport passengers safely to their destinations, **train service may be suspended in a planned manner** based on information from the Japan Meteorological Agency and private weather services.

Potential Typhoon-Related Issues

Damage from strong winds such as fallen trees or flying debris, and damage to infrastructure such as tracks and bridges from heavy rain, as well as flooding of rail yards that may damage trains, are anticipated.



Track washouts Bridge washouts Train flooding

These decisions are made based on information from the Japan Meteorological Agency and private weather services.

Typhoons and Service Restrictions

Train Operations During Approaching Typhoons The Process From Suspension to Resumption



① Service Suspension Announcements

We provide updates on our website, at stations, and via social media.



② Service Suspension



③ After the storm subsides, we inspect the tracks for fallen trees, debris, and other damage to railway facilities.



④ Trains are gradually moved out from the depots, including non-passenger repositioning runs, to confirm whether operations can safely resume.



⑤ We then gradually increase the number of operating trains back to normal levels and resume service.



Please note that immediately after service resumes, there may be fewer trains running at wider intervals, leading to heavy crowding at stations.

To help **passengers travel with peace of mind**, we provide estimated resumption times accordingly.

*Information on suspensions and resumptions will be shared through our real-time service updates.

?

When it snows, train services are delayed or suspended—**what kind of impact** does snow have?



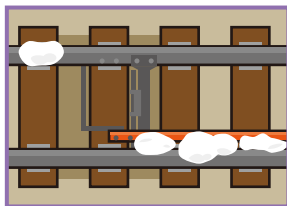
!

It makes the wheels more prone to slipping, which reduces acceleration and makes **braking less effective**.

Potential Snow-Related Issues



Overhead wire freezing



Track switches failing to operate



Trees falling due to snow damage

When heavy snowfall is expected, we **reduce the number of operating trains** and may fix track switches in place to minimize disruptions.

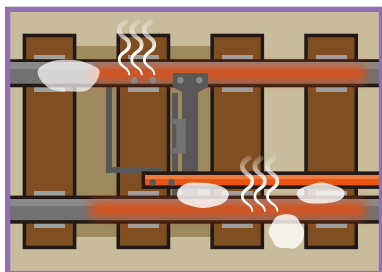
Planned Operations During Snowfall

On snowy days, various factors such as snow accumulation preventing track switches from operating, or fallen trees and bamboo, may cause train service to be suspended or slowed.



Countermeasures for Frozen Track Switches

Snow can prevent the track switches that control train routing from functioning properly, leading to transport disruptions. To address this, snow melting devices are used to melt snow on the switch points using heat generated by fire or electricity.



Electric snow melting device

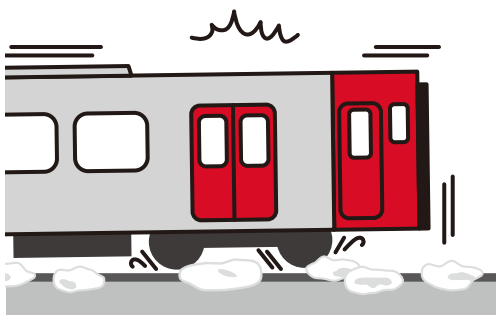
Melts snow on the track switches using electric heat.

?

They say the train is delayed due to “**wheel slip**”—but what exactly is that?



!



Wheel slip refers to the train's wheels spinning on the rails without gripping properly, causing slippage.

When this happens, the train may lose speed or have difficulty stopping or moving forward.

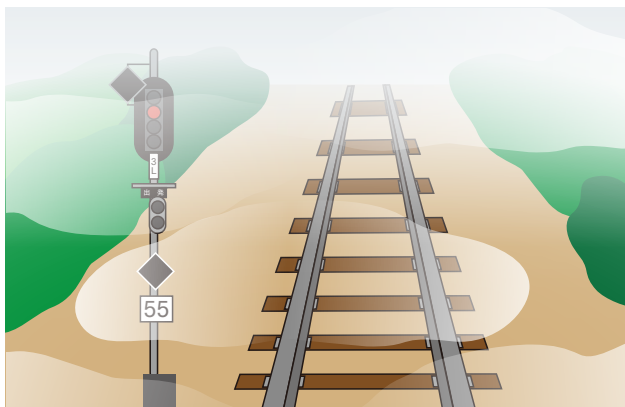
To prevent wheel slip, we take measures such as **polishing the rails, applying anti-slip sand to the rail surface, and clearing vegetation.**

?

Why do trains get delayed
in **dense fog**?



!



In dense fog, visibility may be limited, making it difficult to see ahead. To ensure safe operation, trains may run at **reduced speeds** or, in severe cases, **suspend service** altogether.

As a result, delays or service cancellations may occur.

?

What should I do if a **tsunami** occurs while I'm on a train?

!

Please remain calm and follow the crew's instructions. You will be guided to disembark from the train and **evacuate to higher ground** under the crew's direction.



?

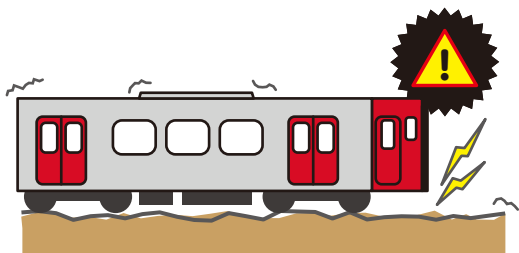
I'm worried because there are so many **earthquakes**.

Is it safe to be on a train during an earthquake?



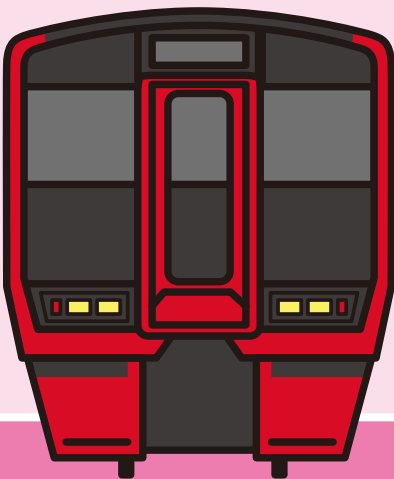
!

If the crew receives an emergency earthquake alert, the train will to **stop immediately**, avoiding hazardous areas such as bridges, level crossings, and tunnels.



Depending on the magnitude of the earthquake, **train service may be suspended on the spot**. If service is suspended, staff will inspect structures and track conditions within the affected area before resuming operations. Trains that are able to continue running will do so at reduced speed, while checking for issues such as track warping.

All About Railways



?

What kinds of **trains** are available on JR Kyushu?

Are there any **additional fees**?



!

Local•Semi-Rapid•Rapid

When sitting in a reserved seat, a seat reservation ticket is required in addition to the base fare.



Limited Express•Shinkansen (Bullet Train)

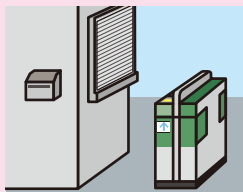
When using a Limited Express or Shinkansen, a limited express ticket is required in addition to the base fare.

When using a Green Car, a Green Car ticket is also required.



?

What should I do if something happens at an **unstaffed station**?



!

Emergency Contact

Please call the number posted at the station entrance or on the platform.

SSS (Smart Support Station) ※Available in limited areas only.

At Smart Support Stations, surveillance cameras and intercoms are installed. From the first to the last train of the day, operators at the Support Center monitor safety through cameras and provide assistance via intercom.

Support Center



Cameras



Ticket gates



Platforms

Operators monitor passenger safety from the first to the last train.

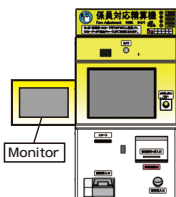
Intercom



Intercom

For ticket purchases or any questions, you can speak with an operator via the intercom.

Staff-Supported Fare Adjustment Machine



Monitor

You can communicate with an operator via monitor to handle fare adjustments or recharge IC cards.

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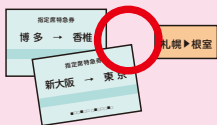


What can you do at a
Midori ticket machine?

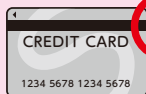
!

You can purchase reserved seat limited express tickets and other **JR tickets for routes across Japan**. **Credit cards** are accepted (with some exceptions), and you can also purchase or renew **commuter passes**.
※Unavailable on certain machines.
In addition, you can pick up other **travel products and services**.

Purchase JR tickets nationwide



Credit cards accepted



New purchase and renewal of commuter passes



Other



Travel product pickup

Arrange transportation and accommodations during your trip,
book local sightseeing tours
Additional services, package tours

?

What should I do if I
lose something within
the JR Kyushu network?



!

You can search for lost items from JR Kyushu
trains or stations via **LINE**!

Lost Item Inquiry Chat: find chat

Service Hours: / 9:00~17:30 (Available year-round)



LINEでお忘れ物を探す



LINE ID

@jrkyushu_find



STEP 01

Add the official LINE
account "find chat"
as a friend.



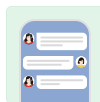
STEP 02

Tap the inquiry banner
or link in the
chat screen.



STEP 03

Enter information
about your
lost item.



STEP 04

The Support Center will
assist you via LINE using
the details you provide.



STEP 05

If your item is found, a reference number will be issued,
and you'll be informed of the storage location.

Phone Inquiries

JR Kyushu Lost & Found Information Dial: 0570-00-2937

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I saw someone riding without a valid ticket.
Are there penalties for fare evasion?



!



If fare evasion is discovered, the passenger will be required to pay additional fares and surcharges as stipulated in the transportation agreement.

At JR Kyushu stations, we also conduct occasional ticket checks at ticket gates during hours when staff are not normally present. Additionally, posters are displayed to raise awareness and prevent fare evasion. We are also considering further measures, including cooperation with the police.

?

How do I buy a ticket in advance if I'm boarding at a station without a ticket machine??



!

At stations without ticket machines, please scan the QR code posted at the station with your smartphone. When you get off, show the boarding certificate to the station staff.



?

The doors closed **even though it wasn't departure time yet!**
Isn't that a mistake?



!

Please arrive early, as the **departure time refers to when the train actually starts moving.**

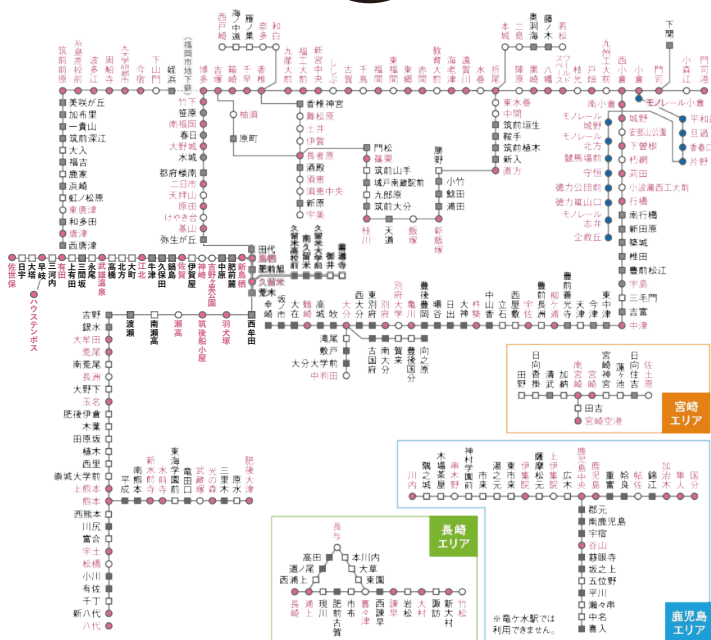


?

Are there places where
SUGOCA can't be used?

!

福岡・佐賀・大分・熊本エリア



● SUGOCA cannot be used **outside the designated area** shown above.

You cannot **ride beyond the coverage area** or **settle fares using SUGOCA** outside the area.

*As of April 1, 2025(For details, please visit our website.)

- **Travel across different areas** such as the Fukuoka–Saga–Oita–Kumamoto Area, Nagasaki Area, Kagoshima Area, and Miyazaki Area is not possible with SUGOCA.

- **You cannot use SUGOCA card balance to ride the Kyushu Shinkansen or West Kyushu Shinkansen. If you are using a commuter pass to board the Shinkansen, please purchase a magnetic commuter pass instead.**

If you have a SUGOCA Ticket or SUGOCA Commuter Pass, you must purchase a separate base fare ticket and limited express ticket to ride the Shinkansen.



- **You cannot use SUGOCA in combination with other tickets.**

- **For trips that cross between SUGOCA areas or involve a transfer to the Shinkansen, please purchase tickets in advance for the entire journey.**



?

Sometimes the **door wouldn't open** when I was trying to get off.
Can that really happen?



!

Yes—it can. When there is a wait before departure, some **doors may be closed to help maintain the temperature inside the train according to the condition.**



In certain areas, passengers are required to **press a button** themselves to **open the door.**



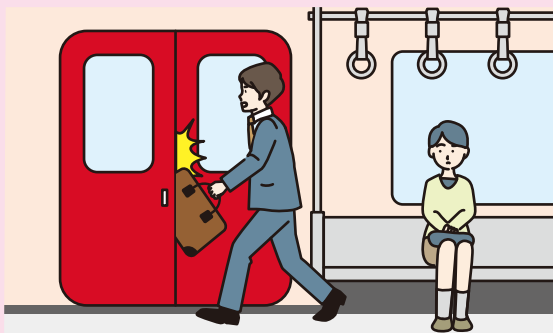
On one-person operated trains, at some stations passengers must **disembark from the front car** so the crew can check fares or commuter passes.



?

I stuck my bag in the closing door to allow myself to get off in time.

Why didn't the door reopen?



!

Train doors do not reopen automatically (except on certain cars).

Placing your hand or belongings in the closing door may result in personal injury or damage to your property.

This is extremely dangerous behavior, so please refrain from doing so.



*In case of an emergency, please press the emergency button located in each car. A crew member will respond.

We conducted a passenger survey!

Top concerns about manners and the environment in stations and on trains

1st Place

How people sit
(e.g., occupying multiple seats,
placing luggage on seats)

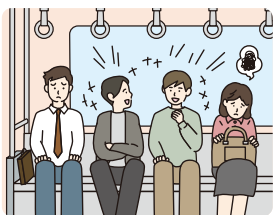
Don't put your luggage
on the seat



2nd Place

Loud conversations
on the train

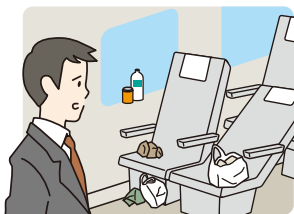
Don't speak loudly



3rd Place

Littering

Please keep seats clean



4th Place

Using a smartphone
while walking
NO cellphone use while walking



5th Place

Loud audio through
headphones
Please prevent sound leakage



Please be mindful of your manners so that
everyone can enjoy a comfortable journey.
Thank you for your cooperation.