1. Company Overview

2. Business Activities (Transportation Segment)

3. Business Activities (Real Estate and Hotels Segment)

4. Business Activities (The Other Segment)

5. Data

6. Other

Transportation Segment — Overview

Notes: Figures from FY2011/3 to FY2019/3 show results under the former segment classification. (See page 15.)

Railway Services

<table>
<thead>
<tr>
<th>Number of train lines</th>
<th>Operating Kilometers</th>
<th>No. of Stations</th>
<th>Electrification Ratio(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shinkansen</td>
<td>1</td>
<td>288.9</td>
<td>100</td>
</tr>
<tr>
<td>Trunk Lines</td>
<td>2</td>
<td>203.9</td>
<td>95</td>
</tr>
<tr>
<td>Local Lines</td>
<td>13</td>
<td>491.2</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>22</td>
<td>2,273.0</td>
<td>59</td>
</tr>
</tbody>
</table>

Notes: Number of stations in parentheses represent the number of stations including stations served by both Shinkansen and conventional lines.

Revenues from Railway Transportation and Operating Income in the Railway Business

Bus Services

Hydrofoil Ferry Services

Full restoration of Hohi Main Line

April 2016: Damaged by 2016 Kumamoto earthquakes, operation suspended on Higo-Ozu ~ Bungo-Ogi segment.

July 2016: Operation restarted on Aso ~ Bungo-Ogi segment.

August 2020: Operation restarted on Higo-Ozu ~ Aso segment (Hohi Main Line: entire Kumamoto ~ Oita segment open)
Current Status of Railway Business

### Railway Transportation Revenues

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Shinkansen</td>
<td>573</td>
<td>551</td>
<td>533</td>
<td>531</td>
<td>531</td>
<td>533</td>
<td>531</td>
<td>529</td>
<td>523</td>
<td>517</td>
</tr>
<tr>
<td>Subtotal</td>
<td>562</td>
<td>540</td>
<td>523</td>
<td>521</td>
<td>521</td>
<td>523</td>
<td>521</td>
<td>517</td>
<td>511</td>
<td>505</td>
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<tr>
<td>Conventional Line</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Subtotal</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td>592</td>
<td>561</td>
<td>543</td>
<td>541</td>
<td>541</td>
<td>543</td>
<td>541</td>
<td>537</td>
<td>531</td>
<td>525</td>
</tr>
</tbody>
</table>

Note: Excluding steam locomotives and other rolling stock.

### Number of Rolling Stocks

#### Number of Rolling Stocks by Type (as of March 31, 2020)

<table>
<thead>
<tr>
<th>Type</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
<th>ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shinkansen</td>
<td>3</td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Conventional Lines</td>
<td>69</td>
<td>61</td>
<td>61</td>
<td>61</td>
<td>61</td>
<td>61</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Total</td>
<td>72</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>69</td>
</tr>
</tbody>
</table>

### Train-kilometers, Car-kilometers

<table>
<thead>
<tr>
<th>Car-kilometers</th>
<th>2020/4/1</th>
<th>2020/5/1</th>
<th>2020/6/1</th>
<th>2020/7/1</th>
<th>2020/8/1</th>
<th>2020/9/1</th>
<th>2020/10/1</th>
<th>2020/11/1</th>
<th>2020/12/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shinkansen</td>
<td>72</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>69</td>
<td>69</td>
<td>69</td>
</tr>
<tr>
<td>Conventional Lines</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Total</td>
<td>132</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
</tr>
</tbody>
</table>

### Current Status of Railway Business

- **Passenger-kilometers**
  - Shinkansen: 573, 551, 533, 531, 531, 533, 531, 529, 523, 517
  - Conventional Line: 4, 5, 7, 6, 6, 8, 7, 6, 6, 6
  - Total: 592, 561, 543, 541, 541, 543, 541, 537, 531, 525

- **Passenger-cars**
  - Shinkansen: 3, 9, 10, 10, 10, 9, 9, 9, 9, 9
  - Conventional Lines: 69, 61, 61, 61, 61, 61, 60, 60, 60, 60
  - Total: 72, 70, 70, 70, 70, 70, 69, 69, 69, 69

- **Train-kilometers**
  - Shinkansen: 72, 70, 70, 70, 70, 70, 69, 69, 69, 69
  - Conventional Lines: 60, 60, 60, 60, 60, 60, 60, 60, 60, 60
  - Total: 132, 130, 130, 130, 130, 130, 130, 130, 130, 130

### Notes
- Excluding steam locomotives and other rolling stock.
### Build Sustainable Railway Services through Improvement in Earnings

#### Background

**Declining population in Kyushu, where the pace of the decline exceeds that in the nationwide population**

<table>
<thead>
<tr>
<th>Year</th>
<th>Kyushu</th>
<th>Nationwide</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>100.0</td>
<td>106.0</td>
</tr>
<tr>
<td>2020</td>
<td>88.2</td>
<td>92.0</td>
</tr>
<tr>
<td>2025</td>
<td>76.7</td>
<td>86.0</td>
</tr>
<tr>
<td>2030</td>
<td>57.4</td>
<td>76.0</td>
</tr>
</tbody>
</table>

**Increasing natural disasters in Kyushu**

- Average annual number of incidents with 80 mm or more of precipitation in one hour in Kyushu

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Index</td>
<td>100.0</td>
<td>100.0</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Times</td>
<td>10.0</td>
<td>10.0</td>
<td>10.0</td>
<td>10.0</td>
</tr>
</tbody>
</table>

**Countmeasures for aging facilities**

- Natural phenomena causing notable damage in recent years
  - July 2017: heavy rain in southern Kyushu
  - July 2016: heavy rain in the rainy season front
  - July 2012: heavy rain in northern Kyushu
  - July 2011: heavy rain in northern Kyushu

**JR Kyushu will pursue earnings opportunities and work to increase future productivity in order to address market contraction due to a declining population, a decrease in the working population due to a declining birth rate and an aging population, the frequent occurrence / increased severity of natural disasters, and aging facilities.**

#### Pursuing Further Earnings Opportunities

- Increase online sales ratio by enhancing convenience of online train reservation system
- Increasing urban area earning power
- Bolster yield management
- Expand sales routes for JR Kyushu Rail Pass in cooperation with overseas travel agents and airlines
- Discovering tourism resources that utilize “Design & Story” trains

### Improve Productivity

#### Service

- Expansion of the Smart Support Station
  - Providing guidance to customers from support center operators using camera and intercom equipment installed in stations
- Introduction of Assist Mars
  - Providing customer support from remote operators using ticket sales machines equipped with intercoms and remote operation functions

#### Operations

- Experimentations involving automatic driving systems
  - Implementing verification testing targeting the realization of self-driving trains, with a train crew member in the front of the train, but no train driver on duty
- Expanding one-person operation
  - Advancing one-person operation while securing safety through the introduction of platform monitoring equipment and platform detection devices

#### Maintenance

- Maintenance and inspections utilizing drones and robots
- Scheduled removal of unnecessary assets
- Monitoring of railways for trains in operation
  - Promoting inspection labor saving with the installation of monitoring equipment on trains used to carry passengers

#### Energy

- Development and introduction of energy-saving train cars
  - Reducing energy expenses and maintenance expenses through the introduction of rolling stock with high energy efficiency
- Utilization of storage battery technology
  - Reducing electricity consumption through the effective use of regenerative electric power

#### Taking on the challenge of new mobility services (MaaS)

- With a focus on rolling out seamless mobility services, planning to implement business alliances and start verification testing
  - With the aim of business alliance agreement with Nishi-Nippon Railroad Co., Ltd., and TaiHC KOUTSU SANGYO Co., Ltd.
  - Implementation of “my route” smartphone MaaS app together with Toyota Motor Corporation and Nishi-Nippon Railroad Co., Ltd.
  - Announcement of plans for verification testing of MaaS
  - Targeting the establishment of a highly convenient public transportation network, JR Kyushu worked together with Nishi-Nippon Railroad Co., Ltd., to increase train/bus connection convenience (implemented at Shimosone Station from the March 2020 schedule revision)