

September 4, 2026

Central Japan Railway Company

Additional Verification of Security Cameras on Tokaido Shinkansen Trains to Improve Passenger Travel Convenience and Comfort

Last fiscal year, we conducted a verification test* using security camera footage from Tokaido Shinkansen trains, with the aim of analyzing passenger usage patterns and using the findings to improve our services. As a result, we confirmed the effectiveness of the verification. To further deepen our analysis, we will conduct additional verification.

Please note that the data acquired during this verification will not be used for any other purpose, will be managed under strict control, and will be promptly deleted upon completion of the verification. We kindly ask for your understanding and cooperation.

* Reference: Press release dated December 2, 2025, titled "Verification of the Use of Security Cameras on Tokaido Shinkansen Trains to Improve Passenger Travel Convenience and Comfort"

1. Overview

(1) Details of the implementation

To analyze passenger usage patterns on the Tokaido Shinkansen and use the findings for future service improvements, we will conduct the following verification:

- Assess whether information such as passenger clothing and belongings can be extracted from full-body images captured by onboard security cameras
- Assess whether AI can be used to estimate data such as passenger age group, gender, purpose of use (business, sightseeing, inbound tourism, etc.), and other information

* The details of this verification are the same as those of the verification conducted last fiscal year.

(2) Examples of how verification results can be used

Based on the results obtained through this verification, we will consider the potential application of the findings to service improvements, including the following:

- Enhancing family-oriented services on trains and during time periods with high proportions of passengers traveling with children
- Strengthening guidance and information provision during time periods and on sections with a high volume of inbound passengers
- Optimizing train scheduling and service offerings during hours with concentrated travel for sightseeing and events
- Exploring various other services tailored to actual passenger usage patterns

(3) Recording periods

To acquire seasonal data, recordings will be conducted during the following four periods:

- 1st period: October 20, 2026 (Tue.) – November 30, 2026 (Mon.)
- 2nd period: January 20, 2027 (Wed.) – February 28, 2027 (Sun.)
- 3rd period: March 20, 2027 (Sat.) – April 22, 2027 (Thu.)
- 4th period: June 20, 2027 (Sun.) – July 31, 2027 (Sat.)

(4) Recording section

Between Tokyo Station and Shin-Osaka Station

(5) Recording locations

- Inside the passenger compartments of Cars No. 1, 6, and 8 of the Tokaido Shinkansen N700S train

* This verification will not be conducted on any trainsets or in any cars other than those specified above. Please refer to the attached sheet for details.

2. Handling of data acquired in this verification

- The acquired data will be provided to Mitsubishi Electric Corporation (the “Contractor”) for the purpose of outsourcing verification. We will not provide the data to any third parties except for the Contractor. In addition, the data will not be used for any purpose other than this verification not only by us but also by the Contractor.
- The acquired data will be strictly managed in accordance with our privacy policy and the outsourcing contract, and it will be promptly deleted after the verification is completed.
- The estimated data created using the acquired data will not include any information that can identify a specific individual.

3. How to inform passengers

Information regarding this verification will be provided through our official website, official X account, digital signage and announcements at stations, posters displayed at ticket offices, and notifications through the EX Service.

4. Contact information for inquiries regarding video recording

Consultation Service Section, Central Japan Railway Company +81-50-3772-3910

Reception hours: 9:00–17:00 (excluding Saturdays, Sundays, national holidays, and year-end and New Year holidays)

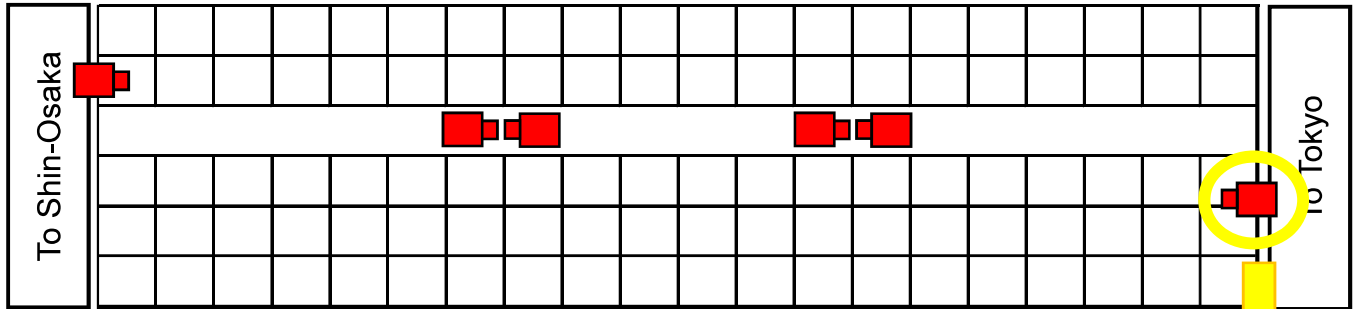
When calling, please follow the voice guidance and select “4.”

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[Locations of security cameras installed inside the passenger compartment]

- As shown in the figure below

 : In-car security camera



Camera image



[Recording periods]

- 1st period: October 20, 2026 (Tue.) – November 30, 2026 (Mon.)
- 2nd period: January 20, 2027 (Wed.) – February 28, 2027 (Sun.)
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- 4th period: June 20, 2027 (Sun.) – July 31, 2027 (Sat.)

[Recording section]

- Between Tokyo Station and Shin-Osaka Station

[Recording locations]

- Inside the passenger compartments of Cars No. 1, 6, and 8 of the Tokaido Shinkansen N700S train
- * This verification will not be conducted on any trainsets or in any cars other than those specified above.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
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 : Car Nos. subject to video recording

[Data to be acquired, extracted, and estimated from video footage]

- Full-body images of passengers will be captured via security cameras.
- From a full-body image, information that indicates the passenger's features (clothing, belongings, etc.) is extracted, and the passenger age group, gender, and purpose of use (business, sightseeing, inbound tourism, etc.) are estimated.
- The acquired data will be provided to Mitsubishi Electric Corporation (the "Contractor") for the purpose of outsourcing verification. We will not provide the data to any third parties except for the Contractor. In addition, the data will not be used for any purpose other than this verification not only by us but also by the Contractor.
- The acquired data will be strictly managed in accordance with our privacy policy and the outsourcing contract, and it will be promptly deleted after the verification is completed.
- The estimated data created using the acquired data will not include any information that can identify a specific individual.

Image of the data acquired through estimation

Car	Section		Age group	Gender	Purpose	Number of people
No. XX	Tokyo	Nagoya	20s	Male	Business	● people
	Tokyo	Nagoya	20s	Male	Sightseeing	▲ people
	Tokyo	Nagoya	20s	Male	Inbound tourism	★ people
	⋮	⋮	⋮	⋮	⋮	⋮