

Predicting Customer Satisfaction with Train Schedules

Akiko MURAKOSHI Taketoshi KUNIMATSU Ayano SAITO

We conducted a questionnaire survey of passengers, in which we asked the passengers the level of transport service they receive on a daily basis, satisfaction with the service and train schedules. Based on analysis of the data obtained, we revealed the structure of customer (passenger) satisfaction with train schedules, and developed a predicting formula of each passenger's satisfaction with train schedules based on the level of transport service he or she has received. After applying this formula to an actual line in the metropolitan area, the difference between the predictions by this formula and passengers' utility function was discussed.