

## **Improvement in Provision of Information at Stations upon Suspended Train Services in PA System**

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The purpose of this study is to obtain the back data to be used in establishing the policy of improvement in provision of information upon suspended train services due to some accidents. First, the requirements of the passengers were identified by a passenger questionnaire survey. As a result, it found that many passengers require the information concerning the resumption of services as soon as possible. Second, we conducted a questionnaire survey of the station staff belonging to a railway company in the Tokyo metropolitan zone. As a result, it found that there are five types of announcement way of information on the resumption of train services, and that the usage rate of each type of announcement way is different among branch offices. However, there is much similarity of announcement way within each branch office. Third, we verified that the announcement rule about prospective information on the resumption of train services that we have proposed is more useful than the conventional way of announcement.