

**A Survey of the Actual Situation of Trust in Railway Companies by Each Cause of  
Train Accidents and Delays**

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Not only safety itself but also a sense of safety in the railway is important in facilitating train travels. Since the sense of safety is based on trust in railway companies, we conducted a survey to grasp the actual situation of trust of railway customers in railway companies as basic knowledge for measures to enhance the sense of safety. We requested railways customers to rate trust in railway companies by 37 causes of train accidents and delays. The result showed that 37 causes were classified into 5 cause groups (station yards & vicinities of the rail line, human mistakes, natural disasters, facilities & vehicles, terrorism). Furthermore, we compared the average ratings by 5 cause groups and found the difference of the ratings. In respect of “entrustment of control policies”, which is an item of trust, ratings by natural disasters and facilities & vehicles were higher than those by station yards & vicinities of the rail line and human mistakes.