

**The Investigation of Information Provision upon Suspended Train Services in Tokai
and Kansai Area**

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The purpose of this study is to obtain the back data to be used for establishing the policy of improvement in information provision upon suspended train services due to some accidents in Tokai and Kansai area. A total of 816 railway passengers in Tokai and Kasai area participated in the Web survey for this purpose. As a result, the participants checked and trusted the information from station staff announcements. Also, the participants required the rapid and accurate information on the expected restart of railway services. Further, the participants required the accounts for delay and the time shift of the information on the expected restart of railway services. These results suggested that the improvement in information provision from station staff announcements reduces the dissatisfaction of railway passengers who encounter suspended train services in Tokai and Kansai area.