

## **Guidelines for Making Emergency Announcements in Consideration of the Mental State of Passengers**

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The characteristics of the passengers' mental state when trains stop moving for reasons such as accidents, among others, were modelled. Then, guidelines for making announcements in consideration of the passengers' perspective were developed. These guidelines were developed with a focus on "organizing ability," "supporting ability," and "explaining ability." Furthermore, the effectiveness of the guidelines was examined based on the results of surveys conducted on passengers and station staff. The survey on passengers indicated that passengers considered that announcements following the guidelines were more flexible than conventional announcements. The survey on station staff indicated the guidelines were widely accepted by the staff, and were considered useful for improving announcement skills.