

### **Evaluation of Overall Comfort in Railways Based on Customer Experience**

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To increase the overall satisfaction of passengers, the comfort of railways was reconsidered from the perspective of passengers. We conducted a web-based survey twice (February and November 2020) on passenger comfort during several representative travel phase (from planning to destination) and developed a draft evaluation index to estimate the overall comfort from the comfort of each travel phase. We confirm that the draft of the evaluation index created in the first survey shows 70 to 80% estimation accuracy against the second survey data affected by COVID-19, and that the overall comfort is stably estimated from the comfort of each travel phase.