

**Information Provision Conditions Based on the Survey of the Usefulness of  
Guidance on the Train Congestion during Train Traffic Disruption**

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Passengers' interests in train congestion have been growing up. In our previous research, we confirmed that passengers tend to be interested in both highly congested trains and low congested trains during train traffic disruptions. Therefore, we conducted a Web-based survey to understand the usefulness of providing information on the predicted train congestion. As a result of the survey, we obtained conditions for providing information during train traffic disruptions. In this paper, we describe an overview of the Web questionnaire, the results of the analysis, and the method of setting conditions for providing information that passengers are highly interested in, during traffic disruptions.