	Questionnaire 1	Codes
Q1	How often do you travel by train?	
A1	Ongeveer 6 x per jaar	<10 trips yearly
Q2	How much time does it take you to plan your train journey?	
A2	15 min	<30 min preparation
Q3	How do you experience the current NS travel assistance service?	
A3	6	
Q4	What do you think could be improved in the current situation?	
A4	Snellere overstap mogelijk maken	Improve: faster train transit
Q5	Are you capable of getting on to the ramp without help?	
A5	Ja	
Q6	Do you experience difficulties in planning your train journey with regard to the NS travel assistance service?	
A6	Nee	No difficulties(+)
Q7	How much time do you generally need when changing trains?	
A7	5 a 6 min	Change <10 min
Q8	How do you experience travelling by train from 1 to 10, with 1 not pleasant and 10 very pleasant	
A8	7	
Q9	Can you clarify your answer for question 8?	
A9	Een rolstoelplek in de trein is heel krap. Je komt op tijd op de bestemming.	Little room train(-), arrive on time (+)
Q10	For this project, we aim to develop an automated system that functions as a ramp. By pressing a button on the platform, the robot will drive towards the train entrance and fold out to form a ramp. What would you think, of being aided with entering the train by a robot or automated system?	
A10	Beter.	Positive about concept
Q11	What are important aspects of good service for you?	
A11	Dat het snel gaat. Dat je zelf invloed hebt op hoe het gaat	Fast process aspect, influence of user aspect
Q12	What type of help with boarding the train would you appreciate most? (For example: ramp, lift, etc.)	
A12	Een uitschuifschans zoals bij de stadsbus	Extending shelf

Q13	Do you have any tips or remarks with regard to the current or new system?	
A13	Nee	

	Questionnaire 2	Codes
Q1	How often do you travel by train?	
A1	Nooit	No travel
Q2	How much time does it take you to plan your train journey?	
A2		
Q3	How do you experience the current NS travel assistance service?	
A3	1	
Q4	What do you think could be improved in the current situation?	
A4	Op elk station en wanneer je wilt	Improve: accessibility stations, improve: accessibility time
Q5	Are you capable of getting on to the ramp without help?	
A5	Nee	
Q6	Do you experience difficulties in planning your train journey with regard to the NS travel assistance service?	
A6	Ja	Difficulties(-)
Q7	How much time do you generally need when changing trains?	
A7	Minimaal 30 min	Change >30 min
Q8	How do you experience travelling by train from 1 to 10, with 1 not pleasant and 10 very pleasant	
A8	1	
Q9	Can you clarify your answer for question 8?	
A9	Lastig op het station te komen niet elk perron is toegankelijk	Improve: accessibility stations
Q10	For this project, we aim to develop an automated system that functions as a ramp. By pressing a button on the platform, the robot will drive towards the train entrance and fold out to form a ramp. What would you think, of being aided with entering the train by a robot or automated system?	
A10	Klinkt goed maar lijkt me lastig om met elke beperking rekening te houden	Positive about concept, challenge different users
Q11	What are important aspect of good service for you?	
A11		
Q12	What type of help with boarding the train would you appreciate most? (For example: ramp, lift, etc.)	
A12	Lift	Lift
Q13	Do you have any tips or remarks with regard to the current or new system?	
A13		