

Q/A	Questionnaire 1	Codes
Q1	What is your specific function at the NS?	
A1	Servicemedewerkers	Service staff
Q2	How often do you help disabled people boarding or leaving the train? (1x per week, 1x per month, 1x per year, etc.)	
A2	±20 per dag	>20 daily
Q3	In what way do you help disabled people boarding and leaving the train?	
A3	Begeleiden op station en naar juiste perron en trein brengen.	Escort on station
Q4	What are the advantages of the current system?	
A4	Maar 1 uur aanmeldtijd is super voor de mindervaliden.	Short reporting time(staff)(+)
Q5	What are the disadvantages of the current system?	
A5	Geen.	No disadvantages(staff)(+)
Q6	How would you rate the system with regard to NS travel assistance from 1 to 10, with 1 very negative and 10 very positive?	
A6	10	
Q7	What could be improved in the current situation, to make your working experience more pleasant?	
A7	Beter te bedienen invalidebruggen.	Improve: better operability of bridge
Q8	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 is your first reaction to a system like this?	
A8	Oh jee, daar gaat een mooi gedeelte van mijn functie.	Negative about concept (staff), losing job
Q9	How do you experience the current time needed to help a disabled person board or leave the train? Too long/too short?	
A9	Prima.	Current boarding time(+)
Q10	Do you have any tips or remarks with regard to the current or new system?	
A10	Nee.	

Q/A	Questionnaire 2	Codes
Q1	What is your specific function at the NS?	
A1	Hoofdconductor	Main conductor
Q2	How often do you help disabled people boarding or leaving the train? (1x per week, 1x per month, 1x per year, etc.)	
A2	Minimaal 3x per week. Dat is de taak van de servicemedewerker. Ik begeleidt ze en hou de veiligheid in de gaten.	>3 weekly
Q3	In what way do you help disabled people boarding and leaving the train?	
A3	Zie (2) taak servicemedewerker, als ze zijn aangemeld worden ze opgewacht door taxibedrijf. Groote stations service medewerkers.	Guiding/guarding safety, taxi driver
Q4	What are the advantages of the current system?	
A4	Dat ze weten waar ze zijn (conducteurs worden op de hoogte gebracht dat ze meegaan). Door (mcc) medewerkerscontactcentrum.	Localization disabled(+)
Q5	What are the disadvantages of the current system?	
A5	Bij verstoringen (kan soms voordoen dat het taxi bedrijf niet klaar meer staat, dan nemen we ze mee naar groter station waar NS personeel aanwezig is)	Train disruptions (-)
Q6	How would you rate the system with regard to NS travel assistance from 1 to 10, with 1 very negative and 10 very positive?	
A6	Dikke 8 systeem werkt goed	
Q7	What could be improved in the current situation, to make your working experience more pleasant?	
A7	Communicatie met de taxicentrale	Improve: communication taxi
Q8	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 is your first reaction to a system like this?	
A8	Gaat te druk in Nederland en te veel verschillende materieel soorten.	Negative about concept
Q9	How do you experience the current time needed to help a disabled person board or leave the train? Too long/too short?	
A9	Gezien drukte in spits te lang. Buiten spitstijden is er meer tijd.	Too much time(-)
Q10	Do you have any tips or remarks with regard to the current or new system?	
A10	Ik ben voorstander laat invalide niet in de drukste tijden van de dag meereizen.	Avoid rush hour