

Interviews Analysis

Questions:

Question 1: On a scale of 1-10, how would you rate your overall experience travelling via train in Germany?
(1 is terrible, 10 is perfect)

Question 2: On a scale from 1-10, how would you rate your experience at the train stations you travel from and to?

Question 3: Which part or parts of a train station do you experience as the most problematic?

Question 4: Would you evaluate changes at train platforms as a step to make your travelling experience more pleasant, yes or no?

Question 5: What ideas do you have to improve the user experience at German train platforms?

Highlights:

Date : 24/01/2026
Location: Berlin Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Sechs

Answer 2: Sieben

Answer 3: Bahnhofsvorplatz

Answer 4: Ja

Answer 5:

Highlights:

Date : 24/01/2026
Location: Berlin Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Seven

Answer 2: Six

Answer 3: The area closely around the train station

Answer 4: Ja

Answer 5: Better investments in the entire system

Highlights:

Date : 24/01/2026
Location: Berlin Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Vier

Answer 2: Fünf

Answer 3: Unzuverlässige Anzeigen an den Bahnsteigen, Schlechte Ausschilderung

Answer 4: Ja, mehr Ausschilderung zum Beispiel am Boden würde helfen

Answer 5: Einsteigehilfe für Leute mit Behinderungen verbesserte Barrierefreiheit

Highlights:

Date : 26/01/2026
Location: Munich Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Two

Answer 2: Five

Answer 3: No closed spaces for being warm at train platforms, Warm spaces are too small and too little, more places to sit all over the station

Answer 4: Yes

Answer 5: More signs, more different languages, more seating areas, faster help at the information point

Highlights:

Date : 26/01/2026
Location: Munich Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Drei

Answer 2: Zwei

Answer 3: Service Center

Answer 4: Ja

Answer 5: Bessere Pünktlichkeit

Highlights:

Date : 26/01/2026
Location: Munich Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Drei

Answer 2: Drei

Answer 3: Warten am Bahnsteig

Answer 4: Ja

Answer 5: Bessere Kommunikation, weniger Ausreden

Highlights:

Date : 26/01/2026
Location: Munich Main Station
Recording/Transcription link:

Biggest surprises: Biggest pains: Biggest delights:

Answers:

Answer 1: Six

Answer 2: Five point five

Answer 3: Not enough places to sit down, loud, crowded

Answer 4: Yes

Answer 5: More sitting areas, more places for food and drinks, integrate more green into the station