

## Overview of codes used:

The following codes were used during the thematic analysis.

Code	Description
Service staff	Function at NS
Main conductor	Function at NS
Taxi driver	Function at NS
>20 daily	Staff helps disabled people over 20 times a day
>3 weekly	Staff helps disabled people over 3 times weekly
Escort on station	Way of helping disabled people
Guiding/guarding safety	Way of helping disabled people
Short reporting time (+)	Advantage of system is short time required to report for the service if you are disabled
No disadvantages (+)	Staff reports there are no disadvantages to the system
Localization disabled (+)	Staff reports ability to know position of disabled person in train as advantage
Train disruptions (-)	Staff reports system fails in case of train disruptions (=disadvantage)
Improve: (...)	Improvements for current situation -better operability of bridge -communication with taxi company -faster train transit (mentioned by disabled person) -at all stations accessible -accessible whenever you want it
Negative about concept	Staff was generally negative about new concept
Losing job	Staff mentioned being scared of losing their job to the new system
Current boarding time(+)	Staff mentioned they experienced the current time needed for boarding as positive
Current boarding time(-)	Staff mentioned they experienced the current time needed for boarding as too long
Avoid rush hour	Staff remarked that obliging disabled people to avoid rush hour would help
<10 trips yearly	Disabled person travels by train less than 10 times a year
No travel	Disabled person does not travel by train ever
<30 min preparation	Preparing for a train journey takes disabled person less than 30 minutes
No difficulties(+)	Disabled person has had no difficulties in planning train journey

Difficulties(-)	Disabled person experiences difficulties when travelling by train
Little room train(-)	Disabled person mentions seating room in train is very small
Arrive on time(+)	Disabled person mentions arriving on time as an advantage
Change <10 min	Changing trains takes disabled person less than 10 minutes
Change >30 min	Changing trains takes disabled person more than 30 minutes
Positive about concept	Disabled person is positive about concept
Challenge different users	Disabled person mentions there are many different disabilities to be aware of
Fast process aspect	Fast process is aspect of good service according to disabled person
Influence of user aspect	Having personal influence on the process is an important aspect of good service to disabled person
Extending shelf	Type of help with boarding the train that would be most appreciated by disabled person
Lift	Type of help with boarding the train that would be most appreciated by disabled person