**Interview to experts**

**Summary:**

The research focuses on improving the way train station problems are managed by using data from user feedback, such as online reviews. I analyze this feedback with advanced techniques like **sentiment analysis**, which identifies whether reviews are positive, neutral, or negative, and **topic modeling**, which groups the feedback into themes like cleanliness, safety, or comfort. The goal is to create a system that helps train station managers identify and prioritize issues based on their urgency—whether they need an immediate fix, short-term adjustments, or long-term improvements. This approach combines technology with practical decision-making to make stations more user-friendly and efficient.

**Questions:**

**Current Problem Management Processes**

1. **Issue Categorization**:

• How do you categorize issues or challenges at train stations?

• Are categories predefined (e.g., cleanliness, safety, comfort)? How were these established?

• Do categories vary based on station size, passenger volume, or unique characteristics?

**Sources of Feedback and Information**

1. **Feedback Channels**:

• What are your primary sources of feedback for identifying issues?

• Do you monitor user feedback on social media platforms (e.g., Google Maps reviews, Twitter)?

• What role do formal surveys, complaints, or direct passenger feedback play?

**Urgency Levels and Categories**

1. **Prioritization**:

• How do you prioritize issues for resolution?

• Are issues classified by urgency (e.g., immediate, short-term, long-term)? How is urgency determined?

• What criteria decide whether a problem needs immediate attention or can wait?

2. **Examples**:

• Can you share examples of handling urgent problems?

• How are safety concerns prioritized compared to issues like cleanliness or comfort?

• Are there specific categories that consistently require immediate action?

3. **Protocols and Processes**:

• What systems or protocols do you use to prioritize feedback?

**Social Media and Ai Models:**

• Do you think that social media (eg, X, Facebook, Google reviews) could help feed the system to identify issues and concerns on train stations?

• What challenges might arise in implementing social media?

• Do you see value in Ai for analyzing passenger feedback?

• How could these tools help your organization prioritize and act on concerns more effectively?

• What challenges might arise in implementing such methods?

Additionally, any documentation that you could share on categories, urgency levels, or how issues are tracked would be highly appreciated. This documentation will only be used to train the model and demonstrate the concept of a management system that uses social media and voluntary user-generated feedback to help solve problems on the Stammstrecke.