










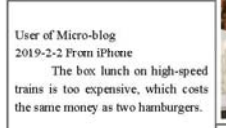


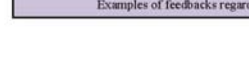

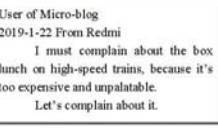
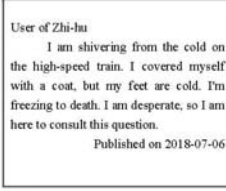


Supplementary information file F. The feedbacks extracted from online social media regarding different passenger demands.

 <p>微博用户 18-9-22 来自 Weibo 客户端 #带着微博去桂林# #高铁# 早上即磨早的凌晨高... 有点困, 想睡会, 没想到我们这趟车... 聚集了四五个小孩, 四五个大人, 在那裡大聲喧... 没有工作人员阻止, 一路上都好吵啊, 第一次遇到這種.....</p>	<p>User of Micro-blog 2018-9-22 From Weibo Intl I got up early in the morning to catch the high-speed train, so I wanted to have a nap on the train. Unexpectedly, four or five children and adults were talking loudly in our cabin. It was noisy all the way without the staff stopping it. This is the first time I've met with this kind of situation.</p>	 <p>微博用户 18-8-30 来自 iPhone 6s 咱们国家高铁真是棒极了, 而且高铁乘务员的服... 务态度一点也不比空乘差, 一样好!</p>	<p>User of Micro-blog 2016-8-30 From iPhone 6s The high-speed rail in our country is fantastic. And the service attitudes of high-speed rail attendants are not worse than that of flight attendants. They are both good.</p>	 <p>微博用户 18-10-27 来自 iPhone 7 Plus 高铁为啥没有电源插座的?? 只能坐在洗手池这... 里充电了.....</p>	<p>User of Micro-blog 2018-10-27 From iPhone 7 Plus Why is there no power outlet on the high-speed train? I can only sit in the bathroom to charge my phone.</p>
 <p>微博用户 18-9-29 来自 vivo 智能手机 #高铁# 真是一堆糟心事, 坐在旁边的大叔真的... 是忍不了了... 从上车就打电话, 又脱鞋, 还口... 臭!!! 这会儿又不知道在干嘛!!! 熏死... 了!!! 有木有有人管管??</p>	<p>User of Micro-blog 2018-9-29 From Vivo smartphone What a mess! I really can't tolerate the man sitting next to me. He's been on the phone since he got in the train. He took off his shoes. And he has a bad breath. I don't understand what he's doing now. It smells terrible! Is there anyone in charge?</p>	 <p>知乎用户 做为消费者我想问一下, 高铁乘务员是不是都... 这个素质, 每天正义凛然的按照他所了解的规... 章制度也不管别人了不了解上来就开腔, 花... 着钱买气受。</p>	<p>User of Zhi-hu As a consumer, I would like to know what quality the high-speed railway attendants should have. Ignoring the fact that passengers may not understand the rules and regulations, the attendants became angry at the very beginning. We are spending money on anger. Edited on 2018-05-14</p>	 <p>微博用户 2-9 来自 荣耀7X 全面屏手机 高铁上有WiFi就好了</p>	<p>User of Micro-blog 2019-2-9 From Honor 7X It would be fantastic to equip high-speed trains with WIFI.</p>
Examples of feedbacks regarding <i>Passenger Demand PD1</i>					
 <p>知乎用户 1.设计的过矮; 2.椅面塌陷; 3.腿伸不直 发布于 2018-06-01</p>	<p>User of Zhi-hu 1. The seats are designed to be too short. 2. The seat surface collapsed. 3. There is not enough room for legs to straighten out. Published on 2018-06-01</p>	 <p>微博用户 1-2 来自 iPhone 客户端 高铁盒饭好贵... 够我吃两顿汉堡王了!</p>	 <p>微博用户 1-22 来自 红米Redmi 必须吐槽必须吐槽... 高铁的盒饭又臭又难吃... 来大家吐槽一下高铁的盒饭吧#高铁盒饭#</p>	 <p>微博用户 18-11-7 来自 iPhone 客户端 现在高铁越坐体验越差了 车上味道重 空气质量... 差 厕所臭死人</p>	<p>User of Micro-blog 2018-11-7 From iPhone The experience with high-speed rails is getting worse. There is a heavy smell in the carriage, and the air quality is bad.</p>
 <p>微博用户 18-12-24 来自 HUAWEI P20 Pro 吐槽下中国铁路列车的座椅, 不论是普通火车还... 是高铁的二等座, 一等座都不符合人体工程学... 腰酸背痛。现在高铁的硬件都很好不能在软件... 上下点功夫! @中国铁路总公司 @中国南车</p>	<p>User of Micro-blog 2018-12-24 From HUAWEI P20 Pro I want to complain about the seats of high-speed trains in China. The design of seats is not ergonomic for either ordinary trains or first-class and second-class cabins of high-speed trains. The seat causes a pain in my waist and back. Now the hardware of high-speed rails is very good, and we should pay more attention to software.</p>	 <p>微博用户 2019-2-2 From iPhone The box lunch on high-speed trains is too expensive, which costs the same money as two hamburgers.</p>	 <p>微博用户 2019-1-22 From Redmi I must complain about the box lunch on high-speed trains, because it's too expensive and unpalatable. Let's complain about it.</p>	 <p>微博用户 1-2 来自 ZTE-中兴智能手机 高铁车厢里的温度好高呀! 脸都发热了... #衡阳# 我在高铁上被冻的瑟瑟发抖, 带了一件外套盖... 在身上, 脚还是冰凉, 冷的要死, 跑来知乎查... 这个问题, 我很绝望</p>	<p>User of Micro-blog 2018-12-30 From iPhone The speed and comfort of the Fuxing High Speed Rail are good, but the air quality is too bad.</p>
Examples of feedbacks regarding <i>Passenger Demand PD3</i>					
 <p>知乎用户 1.设计的过矮; 2.椅面塌陷; 3.腿伸不直 发布于 2018-06-01</p>	<p>User of Zhi-hu 1. The seats are designed to be too short. 2. The seat surface collapsed. 3. There is not enough room for legs to straighten out. Published on 2018-06-01</p>	 <p>微博用户 2019-1-22 From Redmi I must complain about the box lunch on high-speed trains, because it's too expensive and unpalatable. Let's complain about it.</p>	 <p>微博用户 2019-1-22 From Redmi I must complain about the box lunch on high-speed trains, because it's too expensive and unpalatable. Let's complain about it.</p>	 <p>微博用户 1-2 来自 ZTE-中兴智能手机 高铁车厢里的温度好高呀! 脸都发热了... #衡阳# 我在高铁上被冻的瑟瑟发抖, 带了一件外套盖... 在身上, 脚还是冰凉, 冷的要死, 跑来知乎查... 这个问题, 我很绝望</p>	<p>User of Zhi-hu I am shivering from the cold on the high-speed train. I covered myself with a coat, but my feet are cold. I'm freezing to death. I am desperate, so I am here to consult this question. Published on 2018-07-06</p>
Examples of feedbacks regarding <i>Passenger Demand PD5</i>					