



1. Information stall at Central Station, Copenhagen

The Copenhagen Central Station is visited by more than 100,000 people daily. Some use the station for shopping or to meet friends, others as train passengers.

Even though traffic information and way showing is dynamic and excessive, many people seek additional information.

The information stall is centrally located in relation to the large customer flow. The purpose of the stall, apart from giving information, was to introduce a human touch in a busy and hectic environment. Customers in general know how to read signs and monitors, but want reassurance and personal contact. Records of transactions taking place at the stall reveal that many customers simply want to make sure – again – that the information they have is correct. The stall thus serves a social, comforting, reassuring, service-oriented purpose.

Copenhagen Central Station was built in 1911 and is a listed building. Establishing a modern and attractive service function while respecting the listed building was therefore a key priority in the design of the information stall.

The information stall has been in use for approx. 2 years and is a success in terms of both customers and finances.





2. Timetables, S-train

DSB S-trains introduced a new, improved timetable with increased frequency and yet a timetable more simple for passengers to access.

The overall objective of rethinking the timetable was to create one media including all the information passengers need. Both timetable, departure time and network maps are accessible on the same board. Furthermore line colours and lettering used on the timetable, now corresponds to dynamic monitors, and way showing at platforms and on trains. This provide an intuitive and user friendly travel planning.

To ensure that the timetable was designed to meet customer needs, a user centred design process was carried out.

Customer observations after introducing the new timetable shows that many customers get information easier than before and fewer turn to staff and information stalls for help. As a an extra but important bonus the fair colour scheme increases the amount of reflected light and thus adds to the feeling of security amongst passengers.



3. Art at Central Station, Copenhagen

In connection to the establishment of two extended platform sections under the Copenhagen Central Station, a completely new passenger function has been created.

For many years DSB has used art and decorations, recognising that the value of travel experiences is of great importance to our customers. By offering passengers an artistic experience parallel to the strictly functional qualities of the reconstructed area, the time spend awaiting trains, can now be spend enjoying artwork in unexpected surroundings.

The main purpose of the decoration is to extend the spatial perception across tracks and platforms, and creating intimacy in relation to the large space.

Recognising that the decoration can never be experienced in its entity, because of either construction elements or trains obscuring the view, the decoration has been composed of series of smaller units, which can be seen in different combinations when moving along the platforms.

The materials used in the decoration are robust and familiar to the original building. The copper cladding is in fact the rear surface of the old roofing on the Central Station. The decoration therefor embodies a historical element.

The two platform gables are central to the decoration. They differ in appearance, however both contains impressions, characteristics and materials from the two friezes running longitudinally to the platforms.

One is covered in patinated copper and is intersected by narrow, vertical lines of LEDs, that gradually change colour including the entire spectrum.

The other holds a glazed frieze of inlaid bands and pieces of glass. The glass panels are mounted on horizontally, intersected by a band of waving neon tubes in various shades of white.

