

How accessible are transportation facilities for people with dementia? A view from Belfast



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Executive summary

This research was completed by Rica in partnership with Innovations in Dementia (iD), Dementia NI and Translink. It is part of a three-year project funded by the John Ellerman Foundation to develop and carry out consumer research with people with dementia.

The aim of the research was to gain feedback on how accessible public transportation facilities are for people with dementia. The research was conducted at the Europa Bus Centre and the Great Victoria Street Railway Station complex in Belfast city centre.

The research was informed by seven participants from local Dementia NI empowerment groups and consisted of two parts:

1. A fieldwork session within the bus centre and railway station complex. Participants were split into two groups and asked to complete a scenario designed to replicate typical everyday use of the transport complex (see Appendix 1 and 2 for details).
2. A whole group workshop where the two sub-groups discussed their experiences from the previous session, provided feedback on positive and negative issues, and generated ideas on how to make the transport complex more dementia friendly.

Two Rica researchers facilitated both sessions and were supported by an empowerment officer from Dementia NI. Dementia NI's programme manager and Translink's access manager attended the first session only. Notes and audio recordings were taken in both sessions to help prepare this report. Pictures were taken during and after the two sessions.

Three key recommendations to make the transport complex more dementia friendly arise from the research:

- 1. Improve signage, which is often too small and difficult to read, locate signage at different heights and ensure the message being conveyed by signage is consistent at all times.**
- 2. Place members of staff throughout the transport complex to assist members of the public with wayfinding.**
- 3. Ensure clearer information is available for purchasing tickets.**

Acknowledgement

Central to this work is the willing collaboration of our participants to express their thoughts and feelings freely and to be open to further exploration of their opinions. We would like to thank all of our investigators, who entered into this spirit of open discourse and who were a pleasure to work with.

We would also like to thank our research partners:

Innovations in Dementia – a community interest company that works nationally with people with dementia, partner organisations, and professionals, with the aim of developing and testing projects that will enhance the lives of people with dementia. Innovations in Dementia facilitates the Dementia Engagement and Empowerment Project (DEEP), a UK network of groups of people with dementia who want to influence policy and practice. www.innovationsindementia.org.uk

Dementia NI – a membership organisation specifically for people living with dementia. Dementia NI was incorporated as a company on 15 January, 2015, by five people living with dementia, who wanted to ensure that the voice of people living with dementia is at the core of policy, practice and service delivery across Northern Ireland. The charity has established Dementia Empowerment Groups throughout Northern Ireland to provide a place for people with dementia to come together, share experiences, reflect and provide peer support.

Dementia NI members play a vital role in influencing how to make communities and neighbourhoods dementia friendly and contribute to societal issues which may affect them and others living with dementia.

Dementia NI members invite organisations including community groups, sports associations, retailers and various other service providers to consult on how they can make their services, environments and venues more appropriate for people with dementia to access. Members also advise how to make resources/leaflets more understandable and clear for people with dementia. www.dementiani.org

Translink – Northern Ireland's primary provider of public transport. Translink operates local and regional bus and train services connecting destinations across Northern Ireland and further afield to the Republic of Ireland and to Great Britain. www.translink.co.uk



Rica

Research Institute for Consumer Affairs (Rica) specialises in consumer research with older and disabled consumers. Founded through the Consumers Association, publishers of Which?, Rica became independent in 1991.

Rica has its own [consumer panel – the RicaWatch panel](#) – of over 750 people and is a disability-led organisation. Ten of the charity's twelve Trustees have a disability. Rica carries out [commissioned research work](#) with industry, other charities, service providers and policy makers to improve products and services. With grant funding Rica also publishes free [consumer reports](#) based on independent research.

www.rica.org.uk

1. Introduction

In 2018 Rica approached Dementia NI to gauge the possibility of completing a project based on accessible products and services for people with dementia.

The research is part of a three-year project funded by the John Ellerman Foundation, completed in partnership with Innovations in Dementia (iD) and local groups developed through the Dementia Engagement and Empowerment Project (DEEP).

Following a meeting with the Belfast empowerment group to discuss potential research topics, public transportation facilities were identified as an area of interest. Translink was approached by Rica to assist with the research and agreed to allow us access to the Europa Bus Centre and Great Victoria Street Railway Station complex in Belfast city centre.

The aim of the research was to gain feedback from people with dementia on their experiences of using the transportation complex and to produce recommendations to those designing and managing such facilities on how best to accommodate people with dementia. The research can be used by Translink to inform the development and design of the new Belfast hub transport interchange to create an environment that is dementia friendly.

2. Background

The Alzheimer's Society estimates that there are 850,000 people with dementia in the UK. People with dementia need and want to be consulted about environments, services, and products, just the same as other consumers. Conversations and surveys with people with dementia and their carers indicate that their main areas of concern relate to the practicalities of everyday living. Group work, especially with those living alone, reveals that it is the increasing inability to cope with day-to-day activities that frustrates and depresses them and leads them to withdraw from even trying.

Many people with dementia will plan their future needs shortly after diagnosis. This process might often involve giving up driving and becoming more reliant on public transport and related facilities in order to get around and participate in everyday activities.

This project was timely as issues surrounding accessible transportation facilities had been raised by Dementia NI members as an area of particular interest. It also coincided with wider changes to Belfast's transportation network. The Europa Bus Centre and Great Victoria Street Railway complex is due to be completely rebuilt on a nearby site as part of a larger regeneration project within Belfast city centre which will see the creation of a new 'Station Quarter' by 2022¹.

3. Participants and research environment

All names used in this report are pseudonyms.

Seven members from three local Dementia NI empowerment groups participated in the research. All had mild to moderate dementia or Alzheimer's.

Dementia NI Empowerment Officer Holly was in attendance across both sessions. Sam, Dementia NI's Programme Manager, and Translink's accessibility manager, Stephen, attended the field-work session only.

The research took place across two venues situated within Belfast city centre: the Europa Bus Centre and Great Victoria Street Railway Station complex (10 Glengall Street, Belfast BT12 5AH); and a meeting room in Grosvenor House (Grosvenor Hall, 5 Glengall Street, Belfast BT12 5AD) which is located directly opposite the bus centre.

¹ <http://www.translink.co.uk/Translink-Footer/the-hub/>

The transportation complex comprises both the Europa Bus Centre and Great Victoria Street Railway Station, a travel centre (selling day-trips and short breaks), and a number of shops and cafes. A wide range of bus and train services operate out of the complex, including local and regional buses and trains, intercity coaches, and airport and ferry connections. Services operate to destinations across Northern Ireland, Great Britain, and the Republic of Ireland. With this being one of Northern Ireland's primary transportation hubs, several of the participants had a degree of familiarity with the space, having passed through at some point in the past.

Grosvenor House, a conference and training centre, is the location of the Belfast empowerment groups' fortnightly meetings. A room on the third floor was made available for us and was accessible by both lift and stairs. The room was set up as a boardroom, with a large central table and chairs. Refreshments were provided and wayfinder signs were located in the main lobby, the lift and hallways.

4. Method

In advance of the research activities, a meeting was arranged for Thursday, 26 April, 2018, to meet with participants and brief them on the planned research activities. This meeting also permitted an opportunity to review and complete consent forms and payment forms.

The actual research took place on Tuesday, 1 May, 2018, at 10:30 am and lasted for approximately two hours. Two Rica researchers and a Dementia NI empowerment officer (Holly) attended both sessions. Dementia NI's programme manager (Sam) and Translink's accessibility manager (Stephen) attended the first session. Station staff had not been informed of our research activities in advance, ensuring all interactions were genuine and unrehearsed. Mid-morning had previously been agreed as an ideal time to conduct the fieldwork as the station complex is quieter after the morning commute, yet busy enough to offer an authentic insight.

As there are multiple entrances to the complex it was agreed in advance that we would meet participants at the Glengall Street entrance (this being directly opposite Grosvenor House) at 10:30 am. To begin the session, a Rica researcher briefly recapped the project and its aims and explained the format of the session. Additional consent forms were completed at this stage as some participants had been unable to attend the initial meeting, or were attending in place of participants who were now unavailable. Both sessions were audio recorded and notes and photos taken where necessary.

The research was informed by seven participants and consisted of two parts, with time set aside to relocate to the meeting room in Grosvenor House and a refreshment break in between:

1. A **fieldwork session** within the bus centre and railway station complex where participants were split into two groups and asked to complete a scenario designed to replicate typical everyday use of the facilities.
2. A **group workshop** where the two sub-groups discussed their experiences from the previous session, provided feedback on positive and negative issues, and generated ideas on how to make the transport complex more dementia friendly.

4.1 Fieldwork session

The group was split into two sub-groups. Based on previous discussions with participants, the group was split to ensure that there were some regular transport users in each sub-group. Both sub-groups had a researcher with them, who prompted discussion, and a representative from Dementia NI to provide additional support and reassurance as necessary. The representative from Translink primarily shadowed researcher 2. See Table 1 for the participant split.

After splitting, the researcher facilitating each of the sub-groups read out a hypothetical scenario (see Appendix 1 and 2) to each of their groups. These scenarios were designed to encourage participants to find information and use the facilities within the transport complex in a way which simulated the experiences of a typical passenger. Additional scenarios were available if time permitted for further exploration; however, these were not required.

Table 1: Participant group split for the fieldwork session

Researcher 1	Researcher 2
Patrick	Lynn
Jane	Mark
Emma	Simon
Sarah	Sam (Dementia NI)
Holly (Dementia NI)	Stephen (Translink)

The scenario documents provided researchers with suggested points on which to prompt participants (such as signage). However, the session was largely unstructured to allow participants to make their own decisions, identify relevant information and locate key places within the complex (ticket desks, for example). Encouragement and guidance from researchers and Dementia NI representatives was provided when necessary. Researchers also had a session plan (Appendix 3) which provided information on timings and general logistics.

4.2 Whole group workshop

This session offered a chance for both groups to collectively discuss their experiences from the fieldwork session. By means of a transition, participants were first asked to provide more general comments on the previous session: was it useful? How confident did they feel accessing the facilities and services? Participants were then encouraged to highlight positive and negative issues that they had encountered before moving on to discuss their own ideas on how to make the transport complex more dementia friendly. Finally, participants were asked to identify three key issues, based on their experiences, that they felt were the most important points to take away from the research.

5. Results and comment

The participant feedback and researcher observations across both sessions (the fieldwork and workshop) have been combined and arranged into two sections:

5.1 The facilities and environment

5.2 Finding information and staff contact

5.1 The facilities and environment

5.1.1 Wayfinding

The bus centre and railway station are accessed directly from street level (via Glengall Street or Hope Street), or through the Great Northern mall, which houses a number of shops and cafes. Entry from Glengall Street or the Great Northern mall places you directly within the bus centre. There are two entry points from Hope Street, one near the railway station ticket desk and the other at the end of a walkway where the railway station and bus centre meet. The railway station has a ticket desk, whereas the bus centre has both a ticket desk and an information desk.

Participants had no problem locating or identifying the information desk (see figure 1, below), which occupies a prominent position within the bus centre and is clearly labelled. The ticket desk in the railway station was also easily identifiable by virtue of its location. The ticket desk in the bus centre is signposted but is set slightly back, opposite the information desk. One participant commented that they had initially missed the bus centre ticket desk:

“I don’t think I would find this on the way in, it’s sort of tucked to the side isn’t it?” – Simon

A few of the participants frequently travel by train and were familiar with the location of the railway station relative to the bus centre. Most of the participants found the railway station difficult to locate; the volume and quality of signage were cited as the main reasons for this (see figure 2):

“That’s the only information about the train and it’s a tiny wee marker” – Mark

“They need a big sign saying ‘train station up there’” – Patrick

“The arrows are confusing because all you see when you look down there is that window” – Jane

“To be honest I never saw a train sign” – Emma

Figure 1: Information desk centrally located within the bus centre



Figure 2: Wayfinder signage located within the bus centre



At the railway station there are four platforms, labelled 1-4 accordingly. In the bus centre departure/arrival points are assigned a gate and stand number. Gates carry a letter, A, B, C and so on, while stands are numbered 1, 2, 3 etc (see figure 3). All gates led to multiple stands. Internally, the gates were easily identifiable; however the stands were less obvious:

“I think the gate is clear, so you know the gate at least” – Lynn

Figure 3: Sign displaying gate and stand information in the bus centre



Figure 4: Signs displaying stand numbers outside of the bus centre



Once outside, the stands became more obvious as there were signs specifically for these (see figure 4). Although participants could make sense of the numbers, they suggested it might be a good idea to have the stand letters and gate numbers positioned at eye level on the doors that you pass through to enter the outside area. It was also suggested that the stand number could be written on the ground in front of the bus bay where passengers wait to board the bus. It was noted that there are currently numbers in the bus forecourt, but that these are for the benefit of drivers, to help them locate the correct place to park their vehicles:

“There’s a number there but that’s not for us, it’s for the driver” – Patrick

“It wouldn’t do any harm having the number there [bus bay area]” – Jane

There was some confusion caused over signage for the two airport services departing from the bus centre. Signage inside the building indicated that participants were at the correct stand for services to Belfast city airport; however, outside of the building, a sign directing passengers to another stand for services to Belfast international (see figure 5) left participants feeling as though they were in the wrong place:

“If I were coming up here and going to city airport and I looked up at that and it said international airport, I would say, well where is city airport, I would have to go back in and check” – Emma

“You look up and see the sign for international and panic sets in” – Jane

Out of interest, participants took a look at the departure gate for services to Belfast international airport and the sign there stated that it was a departure point (see figure 6). They felt that the signage should be consistent across both services:

“So they should have ‘departure point’ on that one down there” – Patrick

Figure 5: Sign at the stand for services to Belfast city airport



Figure 6: Sign at the stand for services to Belfast international airport



Participants stated a preference for specific colours that should be used in signage and markings throughout the transport complex. They agreed that bright, primary colours were best:

“Bright colours” – Mark

“Red or yellow or something” – Patrick

“Yes, primary colours” – Jane

5.1.2 Queuing

A number of queuing systems were in operation throughout the complex. In the bus centre a snaking airport style queue was in place at the ticket desk, with fixed barriers and separate entrance and exit points. At the information desk there was no fixed queue, passengers either waited behind others or proceeded directly to the window. In the railway station removable barriers were positioned in a way that filtered passengers into a straight line as the barriers followed a pattern within the floor tiles (see figure 7, right). Participants liked this system in particular:

Figure 7: View towards the railway station ticket desk, illustrating the queuing system



Once you turned you could see where the ticket desk was and you were sort of led in, it wasn't winding, it was very direct." – Lynn

The queuing system at the ticket desk in the bus centre caused some confusion, with many participants finding the entrance sign ambiguous. Although the sign had an arrow pointing in the direction of the entrance, this was easily overlooked and could potentially be obscured by other passengers, especially at busy times:

"That sign makes it look like you go in this way" – Lynn

There was also an automatic barrier in place at the exit; however this remained open for extended periods (see figures 8 and 9). If there was no one in the queue and the barrier was open it was easy to mistake this for the entrance. It was observed that many people accidentally entered the queue this way, including one of the sub-groups.

One participant noted that once you joined the queue from the correct place there were arrows on the ground, directing people towards the ticket desk (see figure 10, below). This was a popular feature for some, although others had missed the arrows altogether:

"That's actually very good, it's a good indication of where you should be" – Jane

"I didn't see the arrows" – Mark

There was no electronic voice announcement or ticketing system in place in any of the queues, passengers simply waited their turn until they were called over by a member of staff.

Figure 8: View towards the bus centre ticket desk with open barriers



Figure 9: View towards the bus centre ticket desk with closed barriers

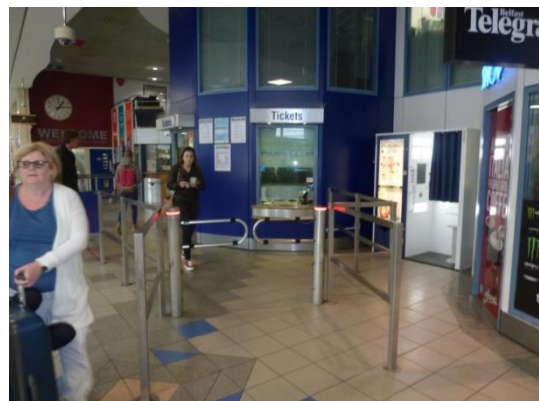


Figure 10: Queue at the bus centre ticket desk displaying barriers and direction arrows



Figure 11: Outside of the bus centre with a view of the seating areas and stand numbers



Seating and waiting areas

Seating and waiting areas are provided throughout the bus centre and railway station. At present there are no designated lounges, however these are planned when the complex is redeveloped. In the bus station there are seats located at each gate, both inside and outside of the building (see figure 11). At the railway station, seating is located in the area surrounding the ticket desk, inside of the building. There is no seating located on the station platforms. Passengers can wait on the platforms but we were informed by Translink that it is preferable for passengers to remain within the terminal building until their train is announced.

Participants stated an overwhelming preference to wait as close to their intended departure point as possible – the weather often determined whether or not people chose to wait inside or outside:

“I would try and find out where the bus would be and I’d sit there [seating area outside of the terminal building, directly next to the bus bay]” – Emma

“If the weather was better I’d wait out here” – Patrick

Participants framed this preference in terms of security and reassurance as many were concerned about missing their bus or train, or boarding the wrong bus or train entirely:

“I would feel safer in case it went away and left me” – Emma

“You can see the driver getting on and know that you’re ready to go” – Sarah

“It’s security” – Jane

One participant told us that they had previously travelled on the wrong train. Additionally, participants were aware of the events surrounding the death of a man with dementia who was believed to have become disoriented after alighting from a bus in an unfamiliar location.²

5.1.3 Audio announcements

Audio announcements were not well received by the group, although it was acknowledged that they have a purpose and may be of benefit to other passengers. They were typically described as being irritating:

“I find the noise goes right through me” – Lynn

“They’re very annoying” – Mark

Further issues concerned the quality of the announcements and the ability to actually hear them:

“I heard a few but I couldn’t tell you what they said” – Lynn

“I couldn’t make out what they were saying” – Emma

5.1.4 Toilets

There are two sets of toilets within the transport complex – one within the bus centre and another within the railway station. Both sets of toilets are located within close proximity of one another. Toilets are identifiable by the use of images on the doors and are signposted (see figures 12 and 13). Both sets of toilets are set to the side of public walkways. It was noted that the railway station toilets are easier to find due to better signposting, whereas the toilets within the bus centre were less easy to find:

“They’re quite hidden” – Mark

² See: <https://www.belfasttelegraph.co.uk/news/northern-ireland/brother-of-missing-man-john-conconnan-believes-human-remains-discovered-in-derry-is-that-of-sibling-35522193.html>

Figure 12: Signage for the toilets within the bus centre



Figure 13: Sign for the toilets within the railway station



5.2 Finding information and staff contact

5.2.1 Journey information

Participants collected journey information from timetables and from interactions with members of staff. Participants commented that staff were helpful and patient when providing information and responded positively to any additional requests, such as writing down timings or departure points:

“She wrote it down [the information] which is good because I’d already forgot what she’d said about the gate” – Emma

“The girl at information was really good because she wrote down the gate and stand on the timetable.” – Lynn

In addition to timetables located in designated areas, pocket timetables were also available from the information desk in the bus centre and from information stands in both the railway station and bus centre. Timetables were formatted in a number of different ways (see figure 14).

Pocket timetables were well received in terms of clarity of information; however, many participants often found the font size too small to read. After receiving a timetable from the information desk with service times to Belfast City airport (see figure 15), participants in one sub-group were asked what the number of the bus was. Despite its being printed on the front of the timetable, participants were unable to point this information out:

“I like that the timetable we were given was just for that [route] and that there wasn’t any conflicting information. I thought I’d be given a book that had others in it.” – Lynn

“I can’t even see that” – Emma

Figure 14: Assorted pocket timetables for rail and bus services

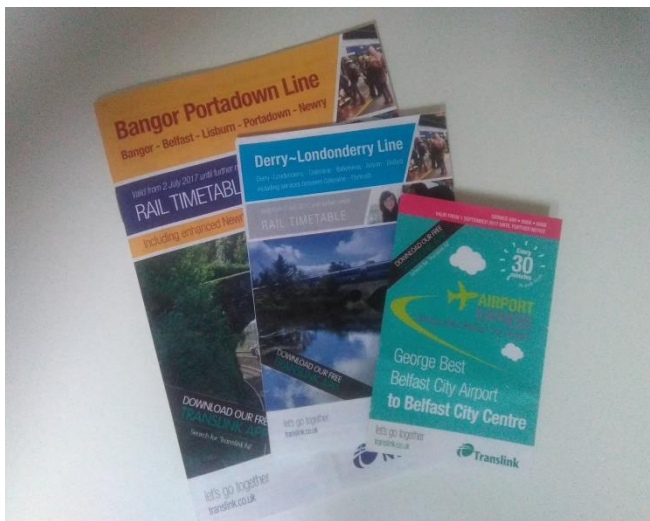


Figure 15: Pocket timetable for Belfast city airport



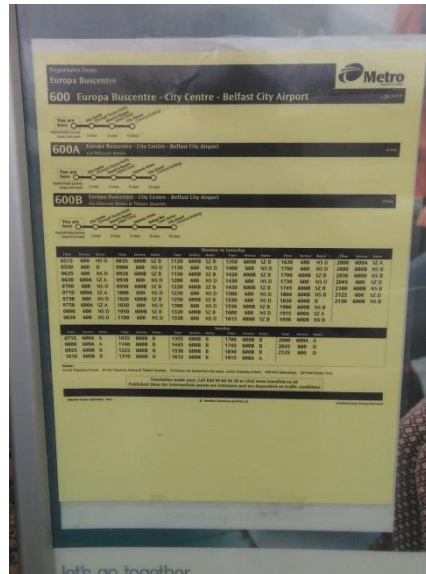
Timetables located in waiting areas were fixed at eye height. There were a number of different styles. The timetable for bus services to the international airport (see figure 16) was well received and participants found it easier to read and understand than most others. Comparisons were made with the timetable for Belfast city airport (see figure 17):

“It doesn’t stand out as much as the other one does, we would need a bigger one of those, with bigger lettering on for us” – Patrick

Figure 16: Bus timetable for Belfast international airport



Figure 17: Bus timetable for Belfast city airport



5.2.2 Purchasing tickets

As mentioned in section 3 (Participants and research environment), a wide range of services operate out of the transport complex. Different ticketing rules apply for different services; for example, train services and intercity bus services require a ticket to be purchased in advance of travel, although this varies according to the time of day and the operating hours of the ticket desks. Tickets to local services can be purchased from the driver when boarding the bus. Participants were typically aware that tickets for trains should be bought in advance of travel; however, the presence of the ticket desk in the bus centre caused some confusion over when tickets should be purchased, and for which services:

“Tickets for anywhere?” – Jane

“It says tickets so automatically you think tickets but I would assume you’d just get on the bus and pay your fare” – Emma

“With the train I would say you’d have to get a ticket before you get on the train first” – Patrick

There was some signage located at the gates in the bus centre which provided information on services that required passengers to purchase a ticket prior to travel (see figure 18); however none of the participants noticed this until a researcher pointed this out.

It was suggested that improved signage at the ticket desk, stating which destinations and services required a ticket to be purchased in advance, or designated queues and/or ticket desks for specific services would help clarify the situation:

“If there was one [queue] for the Derry line, Dublin line, you know you can’t go wrong” – Patrick

There was no consensus on whether or not it should be possible to purchase any ticket in advance of travel. Some participants thought this would be a good idea as it would minimise anxiety whilst boarding the bus (especially when dealing with money), whilst others worried they might misplace the ticket:

“I would find it less confusing if I could go and buy a ticket in the station because then when I go to get on the bus I’m not feeling like I’m holding people up behind me, or thinking about how much I have to pay, at the ticket desk I don’t feel as rushed” – Lynn

“I would lose it, or think ‘what did I do with it?’” – Sarah

There are no automatic ticket machines in either the railway station or bus centre. Participants pointed out they might find these difficult to use should they be installed at a future date.

Figure 18: Advance purchase ticket information in the bus centre



Figure 19: JAM Card poster located in the railway station



5.2.3 Disclosure

A particularly important area that participants were interested in exploring was that of disclosure and dementia. Dementia NI members have recently started using JAM ('Just A Minute') cards. These cards are designed to allow those who need it to discreetly ask for a little bit of extra time to process information, especially within customer service settings³. Translink has signed up to the scheme and their staff are trained to recognise and respond to the cards. Additionally, notices supporting the scheme can be found on public transport throughout Northern Ireland.

The participants were keen to test their cards during the fieldwork task and were actively looking for signs indicating that the transport complex was JAM friendly. Participants were disappointed to find very little notification of the scheme being in use. There were two signs in the railway station: one at the ticket desk and the other an advertisement beside a caretaker's cupboard (see figure 19, above). There were no signs in the bus centre.

When asked by participants if they recognised the card and understood its purpose, staff were well-informed:

"If anyone used the JAM card, we'd give them the extra time needed" – staff member at the information desk

Participants were confused by the discrepancy between the staff member's evident knowledge and a lack of signage advertising the scheme. It transpired that the signs had been removed in the bus centre, although no reason was given:

"They had been up but somebody had picked them off" – Lynn

Participants commented that having signs promoting the scheme in clearly located places was fundamental to its success. They noted that the signs gave them the confidence to use their disclosure cards and to access necessary services as they indicate that the person in the customer service role has been trained accordingly. Emphasis was placed on the hidden nature of dementia and the importance of communicating any additional needs in a discreet yet meaningful way:

"You can't see what's wrong with us, it's not visible" – Sarah

"It relieves you a wee bit if you're anxious" – Jane

"If we see something like that up, it's easier for people like us with dementia; just to encourage you to go to that desk" – Patrick

³ See: <http://www.belfastcity.gov.uk/News/News-90434.aspx>

5.2.4 Locating staff

Participants were very positive about their contact with staff. Several members of the group (who were infrequent users of the complex) were surprised that there was not a greater staff presence outside the information and ticket desks:

“I think they should have, what you do call them, ‘floaters’ [...] ‘here to help staff.’” – Emma

“I just thought there would be a lot more staff about the place that you could just go and ask, that once you’d gone away from the information desk there would be people standing around that you could just go up to.” – Lynn

Having additional staff patrolling the complex was once again framed within a context of security and reassurance. It was suggested that these members of staff would be able to offer assistance and reassurance to passengers as they moved around the two stations:

“They’d be able to maybe go with you and show you where you have to go.” – Lynn

6. Conclusions and recommendations

From the participant feedback and research observations, three main recommendations emerged regarding the accessibility of transportation facilities for people with dementia:

1. Improve signage, which is often too small and difficult to read; locate signage at different heights; and ensure the message being conveyed by signage is consistent at all times.

Signage was a major issue for all participants. Signage was often too small to read or unclear in its meaning. It was a cause of confusion and frustration. Suggested improvements largely focus on issues of placement, size and clarity of meaning.

Where possible, signage should be located at varying heights. Participants didn't respond well to signs that were placed at great heights, typically preferring signage to be at eye or ground level. When it came to the size of signs, bigger was always better. Participants wanted signs that were bold. Bright, primary colours that are easily distinguishable were considered ideal.

The signage for the airport bus services was particularly confusing, and created heightened levels of anxiety and self-doubt. Signage needs to be clearly understood and unambiguous. Information at the stand for each of the airports should be about that airport service exclusively. The message could be reinforced further with floor markings or posters in the outside waiting area – the current use of timetables is a good example.

Participants were disappointed that the JAM scheme wasn't being fully publicised. Displaying JAM logos and stickers at key interfaces would encourage more people to seek assistance and use the station facilities. It takes a great deal of confidence to disclose a hidden condition such as dementia; a simple sticker can be a very powerful tool for creating an inclusive and welcoming environment.

2. Place members of staff throughout the transport complex to assist members of the public with wayfinding.

The participants reported that their contact with staff was positive. Participants commented that staff were helpful, polite and patient. It was noted that staff were responsive to requests to provide information, writing this down when asked, and frequently pointed participants in the right direction - for example, gesturing towards appropriate locations such as departure points.

Some participants were surprised that there were no floating staff, assisting passengers away from the information and ticket desks. Participants strongly believed that having staff available in this way would be beneficial to those needing a little extra assistance when finding their way around the complex. This would provide added reassurance when locating facilities and departure points. It would be essential that such staff members were easily identifiable (wearing bright clothing for example) and could possibly form part of a wider assistance team with their own centrally located enquiries desk.

3. Ensure clearer information is available for purchasing tickets.

It was widely understood that tickets must be purchased in advance of travel on train services. It was less clear which services did and did not require a ticket to be purchased in advance of travel by bus. Although there were signs indicating that specific services required advanced purchase tickets, none of the participants noticed these signs until they were pointed out by a researcher. The presence of a ticket desk within the bus centre added further confusion, with many assuming that they would be able to buy tickets for any service in advance of travel.

This confusion could be reduced by having improved signage in and around the bus centre, including the area surrounding the ticket desk, explicitly stating which services and destinations require a pre-purchased ticket. Another option, resources permitting, would be to allow the pre-purchase of all tickets for all services. Several of the participants stated that this would be preferable to purchasing tickets directly from the driver, citing concerns such as holding up other passengers and worrying about having the correct change.

Participants typically liked having human contact and commented that if automatic ticket machines were to be introduced at any point in the future, they would have concerns about using them. It's therefore important to strike a balance between ticket machines and staffed ticket desks.

Appendix 1. Scenario 1

Scenario No. 1

You and your friends have decided to take a day trip to Derry/Londonderry. Find out what options you have to get there and back.

Things to consider:

- Can you take the bus and/or train?
- Which bus/train should you take?
- How much does it cost? Single/return journey
- Where should you purchase the ticket? Do you have to buy it in advance or can it be purchased on board?
- What time does the bus/train leave? How frequently do they leave?
- What time does the bus/train return?
- How long does the journey take?
- Where does the bus/train depart from? (Stand, gate and/or platform location)
- Is there any assistance available to help board/disembark

Prompts:

- Queuing – are queues obvious, is there a system?
- Moving around the station – is it quiet/busy? Is it easy/difficult to get around? Are there any obstacles?
- Payment and payment methods – how should people pay for their ticket? Card/cash? Are there cash machines?
- Location, availability and quality of seating and waiting areas – would people choose to wait in the public areas, or in a café? What are the reasons? Are there enough seats/waiting areas?
- Signage (this could include electronic information boards) – is it obvious where things are located? Are signs obvious, easy to read and correct? Are signs too high, too low? Is any signage contradictory?
- Facilities – are WC's easy to locate, for example
- Audio announcements – are there any? Is the message easily understood? What about the quality of the announcement?



- Staff – are there many staff members around? What type of staff is there? Are members of staff easy to identify? Are they helpful? What kind of information do they provide? (Staff might write down bus times and numbers/gate or platform numbers/give a timetable etc.) Do they respond to disclosure cards (Translink have signed up the JAM card scheme)

Additional Scenario:

A friend has just told you about receiving their 60+/Senior SmartPass (Concessionary Travel Card). You think that you might be eligible too and would like more information.

- How to apply: in person, online?
- What does it entitle you to?
- What is the application process?
- What details do they need from you? (e.g. Identification)
- Does it cost anything?
- Are there any restrictions on its use? Can it be used on trains and buses? Can it only be used on certain services/at specific times throughout the day?
- Does it ever expire/require updating?

Appendix 2. Scenario 2

Scenario No. 2

You are meeting a friend at Belfast City Airport, find out what options you have to get there and back.

Things to consider:

- Can you take the bus and/or train?
- Which bus/train should you take?
- How much does it cost? Single/return journey
- Where should you purchase the ticket? Do you have to buy it in advance or can it be purchased on board?
- What time does the bus/train leave? How frequently do they leave?
- What time does the bus/train return?
- How long does the journey take?
- Where does the bus/train depart from? (Stand, gate and/or platform location)
- Is there any assistance available to help board/disembark

Prompts:

- Queuing – are queues obvious, is there a system?
- Moving around the station – is it quiet/busy? Is it easy/difficult to get around? Are there any obstacles?
- Payment and payment methods – how should people pay for their ticket? Card/cash? Are there cash machines?
- Location, availability and quality of seating and waiting areas – would people choose to wait in the public areas, or in a café? What are the reasons? Are there enough seats/waiting areas?
- Signage (this could include electronic information boards) – is it obvious where things are located? Are signs obvious, easy to read and correct? Are signs too high, too low? Is any signage contradictory?
- Facilities – are WC's easy to locate, for example
- Audio announcements – are there any? Is the message easily understood? What about the quality of the announcement?



- Staff – are there many staff members around? What type of staff is there? Are members of staff easy to identify? Are they helpful? What kind of information do they provide? (Staff might write down bus times and numbers/gate or platform numbers/give a timetable etc.) Do they respond to disclosure cards (Translink have signed up the JAM card scheme)

Additional Scenario:

You and your friends would like to take a short trip away for a day or two. Find out what options are available.

Things to consider:

- Where can you access the relevant information?
- What types of trip are available? Locations/duration/overnight stays
- What type of travel is involved? Coach/bus/train/ferry
- What is included in the price? Hotel/travel/guided tour/entry fees etc.
- What is the itinerary?
- How do you book?

Appendix 3. Session Plan

Dementia NI Europa Bus Centre and Great Victoria Street Railway Station Field Work and Workshop Session

Session Plan

1. Field work at the transport interchange (45 minutes)
 - a. On arrival participants to be met by Rica researchers (Cath and Gareth) and Dementia NI staff (Holly, and possibly Sam). The access manager from Translink (Stephen Butler) will be attending as an observer. Meet by 10:30 at the Glengall Street entrance to the Europa Bus Centre
 - b. Introductions to the day. Participants have already been briefed on the day's activities and have completed consent forms but we will briefly revisit this and thank them for their participation (5 mins)
 - c. Split into two groups as designated below (5 mins):

Group 1	Group 2
Mark	Caroline
Emma	Brendan
Jane	Lynn
Simon	

- d. Each group given their scenario as detailed in documents 2 and 3 (5 mins)
- e. Groups to complete tasks as necessary to ensure successful outcomes to their scenarios (30 mins)
- f. Additional scenarios available if time permits
- g. Meet back at the Glengall Street entrance at 11:15



2. Break (30 minutes) We will have to move over the road to our meeting room in Grosvenor House, which is directly opposite the Glengall Street entrance to the bus centre. We will do this a whole group. The meeting room will be signposted. Some of the participants will know their own way as they use this venue for their empowerment meetings. We could also use this opportunity to complete payment forms.

3. Workshop in Grosvenor House (45 minutes)
 - a. Review the field work activities. How did it go? Was it a useful exercise? (5 mins)
 - b. Highlight positive and negative issues (10 mins)
 - c. Offer suggestions on how to make the interchange more dementia friendly (20 mins)
 - d. Highlight three priority areas (5 mins)
 - e. Summarise the day and thank everyone again for their contributions (5 mins)

There will be a whiteboard/flipchart in the room, one researcher to make notes whilst the other leads the discussion.

Make sure that we have all payment forms before people leave (Dementia NI do have bank account details of the participants so we can get this information from them, if necessary)



Appendix 4. Consent Form

Appendix 5. Payment Form