

**TravelWatch raised the following concerns in its original objection to the plans for the Bus Station and has asked Department of Infrastructure for details of what actions have been taken on the following issues**

1. Adequate waiting areas – of an appropriate size to accommodate passengers; sufficient seating and appropriate heating and ventilation.
2. Information and help points for services and ticketing
3. Adequate number of free Toilets – including baby changing facilities
4. Adequate security – CCTV
5. Refreshments
6. Adequate lighting
7. Sufficient canopies/shelters to provide adequate weather protection.
8. All Facilities must be suitable for passengers with disabilities including disabled toilet access.
9. Particular account should be taken of the need to accommodate pushchairs/buggies and wheelchairs.
10. Adequate space for servicing all passenger facilities which will require regular cleaning and maintenance.
11. Waiting and toilet areas for passengers should be at least comparable in space and other standards with those provided for bus Staff.