**Session 1 – Focus Group – 15/02/13**

**User Centre**

* Groups go on travels and share photos
* Often family are not interested about their trips
* Many people take videos of their trips
* Like to share pictures, videos and memories with friends who have been on trips
* May meet people on trips but do not have a contact with them and no way to share when they get home
* Like to share interesting things that people may not tend to see
* Would be nice to share what were the good and bad parts of the trip
* Users take bus most days especially during summer
* Relatives don’t often want to go on the same trips as them so would be good to meet other trip-goers before travelling
* Would like to see a timeline where people can upload travels from the past, e.g. before the Tay Bridge was built
* Would like to see maps of destination before going with points of interest displayed
* Particularly keen on accessibility: toilets being the main worry
* Would like to see churches and hospitals displayed and accommodation reviews aimed at older people
* Would be useful to leave a ‘trail’ of your route
* Some older people go on study holidays to university’s
* Some use Club 55 on the trains however times are very specific
* Would like information about local safety tips from local police
* It became apparent that it would be useful to have discussions with local tourist attractions, police, tourist information centres and tour operators to see what range of questions and information requests they receive
* Fisher Tours in Dundee offer regular trips which is mainly used by the elderly