

Solomon, 30: Public Transport User



Location

Solomon will be going to events across the city this summer and always uses public transport to get around.

He will use whatever transport gets him closest to the venue so buses, trains and the subway are what he normally chooses.



History

Solomon uses public transport every day but often gets caught in queues which waste time.

Sometimes he uses one transport system when another would actually be quicker. He is looking for a way to know in advance what public transport is the least busy at peak times.



First Thoughts

What ways could information about public transport be broadcast for members of the public to see?

How could Solomon be alerted if one mode of public transport was very busy and he should head for another one?

Solomon, 30: Public Transport User



I'll be using public transport to get to all the events this summer but I don't want to get stuck in queues. I need a way of knowing what services are the least busy when I want to use them. This would allow me to avoid the crowds and get about the city faster.



Hack Task: Transport

Suyin, 30: Carer



Location

Suyin will be going to events across the city this summer with the person she cares for and always uses public transport to get around.

She normally uses the train as there is more room on the carriage for a wheelchair.



History

Suyin uses the train all the time but cannot get a wheelchair on without a ramp. The ramps are kept in a locked box and only members of staff have access.

She has sometimes missed the train because she cannot find anyone to unlock the ramp.



First Thoughts

Is there a way that Suyin can alert the station before she arrives?

Is there a system that would allow Suyin to have access to the ramp without needing a member of staff?

Hack Task: Transport

Suyin, 22: Carer



As a carer I am always taking wheelchairs on and off public transport. I often have to find someone at the train station and ask them to get the ramp. I would like a way to let the public transport operators know what time I will need the ramp in advance so I don't have to look for help.



José, 30: Public Transport User



Location

Jose will be travelling all over the city during the games and needs to be able to get about with no English.



History

Jose could use his phone but doesn't want to use all his data while he is abroad so would prefer to use public signs as much as possible.

He is looking for information on what types of transport are available, where to find the timetable and points of local interest.



First Thoughts

Are there other ways without English that Jose could find his way around the city?

How will he notice the information?

Jose, 30: Public Transport User



I am visiting Glasgow for the championships and will be using public transport to get around. I find English difficult to read as it is not my first language. This makes reading signs and notices difficult. I need a way to easily understand what stop to get off when I use the bus or train.



Hack Task: Transport

Lee, 57: Driver



Location

Lee is a new post man in the city centre. He makes deliveries across the city every day but is still learning all of the routes.



History

Lee is starting to know the city centre well but road closures throw him off. He is not allowed a phone or sat nav while on the job and has to find his way by reading the street signs.

Lee finds that by the time he realises a street is closed he has already turned into it.



First Thoughts

Is there an easy way to highlight when a street is closed?

How will Lee find his way about the city without a sat nav?

Hack Task: Transport

Lee, 57: Driver



I drive a post van in the city centre and find that sports events make delivering parcels very difficult. There are so many roads closed that I can't always keep up. I need something that directs me about the city and avoids closed roads. I do not own a sat nav or a



Mark, 40: Volunteer and Cyclist



Location

Mark is volunteering at the European Championships this summer and will be working at multiple venues.

He regularly cycles about the city but finds there is not always enough room at the bike rack. There is normally space for about 5 bikes but he is always too late.



History

Mark has locked his bike to fences and lampposts in the past but his bike has been stolen.

He thinks there must be a way that you can store more bikes without taking up any more ground space.



First Thoughts

What do bike racks look like in Glasgow now?

How can multiple bikes be stored without taking up lots of space?

Mark, 40: Volunteer and Cyclist



This summer I will be volunteering at the European Championships. I'd like to cycle my bike to most of the venues but there is only one bike rack which is always full and I don't want my bike to get stolen.

