

Jim, 42: Events Manager



As events manager it is my job to broadcast all the facts about the event I'm running to the public. This includes event times, venues and any other information attendees will need. I can't do this over social media as not everyone has that. I want to make sure I can reach as many people in the city as possible and make it interactive.



Jim, 42: Events Manager



Location

Jim will be based in the city centre but is in charge of broadcasting news about different Glasgow Life events to people across the city.



History

In the past Jim has used social media but not everyone has access to this.

He has also used billboards but these need updated too frequently. Jim is looking for a way to share information and keep the event news live and current.



First Thoughts

Where should Jim focus his efforts in the city?

What are the different ways of communicating information?

How do we keep information current?

Dani, 48: Event Photographer



As a photographer for the paper I'm always at local events. During the summer these events are often outside but Scottish weather means it's not always dry. I need something that will keep me and my camera dry but still allow me to move around so I can get the right shot. I also carry lots of equipment so I would need something that is easy to store.



Dani, 48: Event Photographer



Location

Dani will be photographing the events at outdoor events for various local papers.



History

As a photographer Dani regularly covers outdoor events. If it starts to rain she normally covers herself with a waterproof sheet.

This is effective but can make moving to get the right shot quite difficult. Dani wants a waterproof shield that will protect her and the camera but still allow her to move.



First Thoughts

How large does the shelter need to be?

What materials will it have to be made from?

Should it be light and compact?

Wes, 55: Museum Coordinator



As museum coordinator I need to know the number of people in the building at all times. I need a way to measure this throughout the day. I would also like to share this information with the public so that they know how many people are in the museum at the same time as them.



Wes, 55: Museum Coordinator



Location

Wes is based in the Kelvingrove Art Gallery and Museum.



History

In the past Wes has posted a member of staff at the door to keep track of numbers. He realised that this is too difficult to keep track of by one person.



First Thoughts

How can you tell if someone has entered/exited a building?

Is there a way to measure how many people are in a building?

How can this be shared with other visitors to the museum?

Amber, 29: Staff Coordinator



Being staff coordinator in the SSE Hydro is great because I get to see lots of different acts but it can be difficult to move staff about since it is so big. Sometimes I would like to move more staff to one area if it is busy but it takes time to call them. I would like a way to notify staff if they have to move area quickly.



Location

Amber is based in the SSE Hydro and coordinates staff in the building during concerts and events.



History

In the past if she sees an area in the venue getting busy she would call staff to move there. This is difficult during large noisy events as staff can't always hear her on the radio.



First Thoughts

Is there a way that Amber can keep track of where the crowds and staff in the venue are?

How can she quickly alert staff to move from one area to another?

Alex, 32: Box Office Attendant



I spend most of the day printing tickets for different tours around Glasgow. Most of these tickets end up in the bin or as rubbish on the street. I'd love if there was a more sustainable solution than giving out paper tickets. Not everyone has email or phones so it couldn't just be an ordinary electronic ticket.



Alex, 32: Box Office Attendant



Location

Alex is based in the city centre Scottish Tourism office.



History

Alex either prints tickets or sends them to the customers phone.

The paper tickets just end up in the bin or as rubbish which she thinks is a waste.

Not all customers have a phone so they can't use an electronic ticket.



First Thoughts

Is there a type of reusable ticket that Alex can give out?

If so how would customers return it?

Hannah, 27: Sightseeing Tour Bus Driver



I drive the Glasgow open top sightseeing tour bus. The bus is hop on hop off but a lot of my foreign customers don't know when to get off. It would be great if there was a way to alert them when we've reached their stop.



Hannah, 27: Sightseeing Tour Bus



Location

Hannah drives the Glasgow sightseeing tour bus so is constantly traveling around the city.



History

There is a banner that tells customers what stop they are at. This is in english but there wouldn't be enough time to flash through the stop in every language .



First Thoughts

Is there a way that customers could be alerted when they reach their stop?

How could all languages be catered for?

Mark, 41: Tourist



I'm traveling through Scotland alone but would love to meet up with other solo travellers while I'm in Glasgow. Is there a way that I can link up with others who are interested in the same events and sightseeing spots as me?



Mark, 41: Tourist



Location

Mark is traveling through Scotland solo and will be staying in Glasgow for a few days.



History

In the past he normally signs up for group tours but since most of the Glasgow venues are free he'll have to visit them himself.

He'd love to meet up with likeminded tourists.



First Thoughts

Could Mark use an app to link up with other tourists?

How would he identify them when he gets to the venue?

How would he ensure he was safe meeting a stranger?

Craig, 37: Waste Manager



As waste manager I coordinate the collection of the rubbish from venues and tourist spots all over the city. These are widely spread across the city so I only want to make trips out if I have to. I need a way to know if a bin needs emptied without visiting the site.



Craig, 37: Waste Manager



Location

Craig is in charge of clearing bins at tourist attractions across the city.



History

Normally Craig has a rota for collecting rubbish from across the city but the summer season brings more tourists so bins need emptied more often.

If bins overfill venue employees normally give him a call. However, not all bins are in areas that have staff.



First Thoughts

How can Craig be informed when a bin is full without going to the venue himself?

Can the hack be something that Craig has already has or can be easily added/attached to the bins?

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Samira, 19: Music Fan



After every gig there is always a massive queue to get on the train or bus. I've waited before in queues for nearly an hour in the rain with sore feet. I can't take an umbrella or a change of shoes as they would be a hassle to carry. I wish there were facilities that would make the journey home a bit more comfortable.



Samira, 19: Music Fan



Location

Samira goes to gig and music venues all over the city. She always uses public transport to get to and from the event.



History

Samira often gets caught waiting in a queue for the train or bus. If it's a large event then she can be waiting for up to an hour.

She is often caught in the rain or wearing heels which can be uncomfortable.



First Thoughts

What are Samira's main issues?

What would make her journey home more comfortable?

Mohammed, 48: Tourist



My friends and I love going to Glasgow's tourist attractions but always have to keep an eye out for pickpockets. We've had phones, bank cards and cash all stolen in the past. None of us want to carry a large secure bag but would like something that is small and hidden to help us carry our belongings safely.



Mohammed, 48: Tourist



Location

Pickpockets are not deterred by venue or time so Mohammed will need a solution that works at all times.



History

In the past Mohammed and his friends have lost phones, bank cards and cash to pickpockets. They are looking for a clever way to carry all these items but keep them safe from theft.

Mohammed and his friends do not usually carry bags so the more hidden your hack the better.



First Thoughts

What items do you want to keep safe?
Who is the target market?
What material will be used?
Will it be hidden or visible?

Samir, 26: Professional



Being stuck in an office all day isn't great, especially during the summer when the sun is out. I'd love to sit on the grass in the park across from my work and have my lunch but I would get my suit wet or dirty. There are some benches but these are usually taken by older people or children.



Samir, 26: Professional



Location

Samir works in an office across from Queens Park in the south side. He would like to sit on the grass during his lunch to get some sun. The park does have benches but as it is a popular destination for families and older citizens these are usually taken.



History

Samir has tried to use the park for lunch before but he ends up getting his suit wet or dirty. He has tried using a camping chair but this is too large and bulky for Samir to take to work every day.



First Thoughts

What are Samir's main concerns about sitting on the grass.
Should he bring something or should alternative seating be provided?

Michael, 22: Wheelchair User



I often visit Glasgow museums and venues at the weekend. I need a disabled parking space as I am a wheelchair user. People who do not have a blue badge park in the spaces all the time. I'd love a system that would make them stop them parking there in the first place.



Michael, 22: Wheelchair User



Location

Michael visits Glasgow attractions almost every weekend.

The venues do have disabled parking but people often park there when they are not meant to. This means Michael has to park in a much tighter space which he struggles to get out of.



History

Michael attends city tourist attractions often but regularly has issues with parking. People who illegally park in disabled spots do get tickets but this does not help Michael as he still has to park in a tighter space.

What he wants is a way to stop people parking in the disabled spaces in the first place.



First Thoughts

How can disabled spaces be restricted to cars which are allowed to park in them?

One of Michael's main issues is that after people have parked in a disabled space no one tells them to move their car. Is there a way that the owner can be contacted and made to move?

Siobhan, 35: Mother and Visitor



I often take my family to city wide events and venues but struggle when it's time to change my baby. There is normally just one baby changing cubical and there is always a queue. Ideally I would have access to a baby changing facility all the time without the hassle of carrying it.



Siobhan, 35: Mother and Visitor



Location

Siobhan loves sports and will be taking her family to multiple events over the period of the championships.

Some of the events she plans on going to are outdoors and do not have many baby changing facilities.



History

Siobhan always uses the baby changing facilities when attending large events but often has to wait in a queue.

She would like a way to change her baby even if she's sitting in the middle of Glasgow Green.



First Thoughts

What is needed in a baby changing facility?

What size would make the solution compact enough for Siobhan to travel with?

What does the baby need from the changing facility?

Weronika, 33: Catering Assistant



As a caterer at Glasgow Life venues I meet a lot of customers. Some are locals but many are tourists.

I try to label our products as best I can to alert those with allergies what is in the food but it can be difficult to help those who don't speak English.

I would love a system that customers could use that would tell them exactly what was in their food.



Weronika, 33: Catering Assistant



Location

Weronika is a catering assistant based at Glasgow Life venues around the city.



History

Products in the venues are labelled to tell customers what is in their food. This includes written descriptions and symbols but it is still difficult to ensure everyone understands.



First Thoughts

What food information do customers need to know?

Is there a way that they can check this themselves?

Kirsty, 44: Librarian



I love working in Glasgow libraries but wish there was an easier way for people to access our services. To borrow a book most people have to come in with their library card. Not everyone is able to make the journey to the library. Is there was a way I could engage with those who can't make it to the library in person.



Kirsty, 44: Librarian



Location

Kirsty is a librarian based at numerous libraries around Glasgow.



History

She hosts lots of community events to get people of all ages through the door but there are Glaswegians that she just can't reach.

She wants them to be able to access the services but doesn't know how.



First Thoughts

What services do Glasgow libraries offer?

Why would some people not be able to come to the library in person?

Giovanna, 60: Crutch User



Glasgow is a fantastic city for outdoor shopping however, the walk from Argyle Street to the top of Sauchiehall Street can be both steep and exhausting. As a crutches user it can take me quite a while to make it up the hill. I don't want to always pay for a taxi but would like something that would help me up the hill.



Giovanna, 60: Crutch User



Location

Giovanna often goes shopping in the city centre. The 'style mile' from Argyle Street to Sauchiehall Street is where most of the shops are but it is quite a steep hill for her to walk up.

There is no current service to help those with mobility issues up the hill.



History

She has on occasion used a taxi but this is too expensive to always use.



First Thoughts

What service could be easily implemented into the street?

Would it just have to benefit those with mobility issues?

Sam, 10: Museum Visitor



I love to visit the Riverside Museum at the weekend with my mum and dad. I want to explore the museum by myself but they say I have to stay near them. I think they would let me look about on my own if they were able to keep track of where I was.



Sam, 10: Museum Visitor



Location

Sam lives in Glasgow with his mum and dad and often visits Glasgow Life venues.



History

Sam is not allowed to wander or explore venues by himself as his mum and dad worry he'll get lost or leave the venue without them knowing.



First Thoughts

Is there a way Sam's mum and dad can keep track of him while he explores?

How could Sam be prevented from leaving the venue?

Is there a way for Sam to alert someone when he gets lost?

Charlotte, 23: Blind Visitor



I regularly visit Glasgow museums across the city. After a few visits I have a good idea of where things are and how to get about the venue. The problem is that some of them change the layout of their exhibits. This means I have to learn the layout all over again. I would like a facility that would help me better navigate the venue.



Charlotte, 23: Blind Visitor



Location

Charlotte is a regular visitor of Glasgow museums but is also blind.



History

After visiting a museum a few times she can remember the layout but would like a system in place to help her when the layout changes.

She's independent and does not want a member of staff to show her about.



First Thoughts

What tools does Charlotte already use to help her navigate?

Could something be installed in museums that would help guide Charlotte through?

Dan, 45: Wheelchair User



As a wheelchair user there are always obstacles that I need to overcome. Most venues have great facilities but it's still difficult for me to speak with staff at reception. Most reception desks are tall and I can't reach the top to sign in.



Dan, 45: Wheelchair User



Location

Dan visits numerous venues and buildings around the city.



History

He often finds that reception desks are too tall for him to reach up to or see over.

There are some reception desks that have lower areas but these are few and far between.



First Thoughts

Why does Dan need to reach to the top of the reception desk?

What would make it easier for Dan and the receptionist to speak?

Ralph, 22: Cyclist



I have lived in Glasgow my whole life and find that the easiest way to get about is on my bike. I often cycle to work and to meet friends. It used to be easy to store my bike but since moving to a flat I don't really have the room. I don't want to lock it up on the street as I've had one stolen before.



Ralph, 22: Cyclist



Location

Ralph has recently moved to a flat in Dennistoun. He takes his bike everywhere but is struggling to store it in his flat. There are no public bike lockers close by.



History

In the past Ralph has locked his bike up on the street but that has not prevented it being stolen.



First Thoughts

Is there a clever storage solution which Ralph could use in his flat?

Solomon, 30: Subway Driver



As a Glasgow Subway driver I help tourists and citizens get about the city all day. As I have to stay in the driver section I can't see when the carriages are full. Camera's don't work as they get easily blocked by passengers. I need a way to know when I can't take any more people.



Solomon, 30: Subway Driver



Location

Solomon is a driver for the Glasgow Subway and often has shifts during rush hour.



History

During busy times his subway often get overfilled which causes issues with the doors and delays the whole system.

The carriages do have cameras installed but they are easily blocked by passengers so they don't help him see when the carriage is full.



First Thoughts

What are the different ways that Solomon can assess how many people are on his subway?

How will he ensure that too many people won't get on.

Hack Task: Transport

Jose, 38: Carer



As a carer I often work with vulnerable groups. We use public transport but many of the people I work with do not like loud or busy spaces. It would be good if there was a facility that would let them be more comfortable when traveling.



Hack Task: Transport

Jose, 38: Carer



Location

Jose uses public transport across the city.



History

Jose is a regular user of public transport and often takes those in his care with him.

Public transport can be busy and loud. This can sometimes upset those that are with him.



First Thoughts

What is it that Jose really needs to help those in his care?

What facilities could public transport implement to cater for those Jose looks after?

Is there a way Jose could check how busy a service was before heading out?

Yasmin, 39: Next Bike User



I've started using the Next Bike service to get healthier and save some money. However, I've never had to pay attention to the rules of the road and I'm getting lost all the time. I tried using Google Maps on my phone but it just got soaked in the rain and kept falling off.



Yasmin, 39: Next Bike User



Location

Yasmin has started using the Next Bike service to get to work in the morning and go out at the weekend.



History

Yasmin has always used public transport so has never had to pay attention to the road routes around Glasgow.

She cycles on the road but often gets lost. She has tried using navigation on her phone but it just gets wet in the rain or falls off the stand.



First Thoughts

What are the issues that Yasmin has with using her phone?

Is there another navigation method she can use?

Remember that she rents the next bike every morning so cannot make permanent alterations to the bike.