

Train carriages / capacity

- Not enough carriages at peak times. Carriages are too overcrowded to get on and off the train safely and comfortably. Don't mind standing for part of the journey but often trains are so busy that its very difficult to move out of the way or move around each other. Also had occasions where I couldn't get on the train because there is no room, which has made me late for work.
- My usual train (0823 Milngavie to Motherwell) is getting busier than ever, particularly during term-time with schoolchildren and students. I believe that train use is on the rise, which is a good sign but this demand must be met by more carriages. Conditions often unbearable, brief respite when schoolchildren alight at Anniesland for Glasgow Academy but train fills up again at Hyndland/Partick
- I have contacted First Scotrail twice with my concerns and was told that an audit would be carried out on this route, but so far no improvement since emails in 2009 and 2011.
- Heating on trains makes conditions very uncomfortable and not good for health - have been on train when people have fainted due to lack of ventilation and overheating. No need to heat trains as people are wearing outdoor clothes and enough people to generate heat/use up oxygen already. I try to open windows, but not easy. Health problems associated with poor air quality and proximity to passengers who cough/sneeze without covering their mouth/nose - sickness absence rates increase and has effect on workforce/business.

Passenger Information / Announcements

- Low level train line is complex with all different destinations and possible train changes. Some trains are express and go straight through stations and it can be confusing even for people who use the line regularly. Passengers must be able to find out accurate information about train destination, calling points and times so that they are given opportunity to change trains in time if required.
- Passenger information notices and announcements are often non-existent, inaccurate or given too late. Common to sit on a train and the announcements are wrong, too quiet or far too loud. Or the sound system just crackles and issues feedback. Disconcerting to sit on train with no announcement, either visual or audio, as there are many line or services changes occurring on low level system. Regularly have to stand at train doors, ready to get off train before getting confirmation about whether train is stopping at your destination or not. Impossible to see platform information from the train door to check you are on the right train.
- Frequent announcement blip is at Hyndland at about 1730 hours as I am there every weekday to change trains. Announcement warns passengers about a train approaching platform 2 at high speed, but the train has already gone 3 minutes prior.
- Information boards have been replaced, which is good. However for many stations that still have the TV box on a pole, this needs changed. The TVs are outdated and difficult to see especially in sunlight and often break down so all you have is blank screen or scrawled data.

- Information boards and train times should be on separate boards. By all means you may need information that a lift is out of order, but you need train times/calling points instantly and constantly. This information is display too quickly and the screen flips over to information about weather conditions. It is very difficult to make a decision about what train you are getting on, when the information board has only given you milliseconds to read it.

Accessibility / facilities

- Why are some stations so inaccessible? Why have a train station (Hyndland) that is next to a hospital but only accessible by stairs? It seems illogical that Anniesland station has a ramp on one side, but steep stairs to and from the other platform. This must be sorted out. Train station waiting rooms should have automated doors, not like Hyndland station where you have to battle with the door to get in or out.
- Although it is good to have Partick station renovated, it is annoying that such a busy and connected transport hub has no toilets. I would gladly use and pay for, toilets at this station as there are no public toilets in this area at all. Please also consider installing more ATMs at train stations. Also when you are standing on the platform, the roof overhang has been specifically designed not to offer any shelter from the rain. You need some kind of shelter as it is an elevated platform and gets all weathers.
- I think people are mad to bring their bikes onto a busy train, sometimes it cannot be avoided. Proper bike storage on the carriage would help a lot - these are on the Glasgow Central to East Kilbride trains - otherwise bikes just get in the way and at worse, you get bike oil on your clothes as you go past. As on the East Kilbride to Central train I used to use to get to work, bike storage areas are good for storing passengers like cattle when there aren't enough seats.
- Improve mobile phone reception on the low-level train lines - there is often troublesome passengers on the train and no ticket collector around to assist. I have Transport Police number on my phone but this is useless when you can't use your mobile. Some may complain that people will chatter away and make calls all the time, but I think this is a small price to pay for passenger safety, especially as a woman travelling on my own.

Tickets / value for money

- Its an obvious and repeated point, but I feel that with ticket price rises I am paying for a service that is not improving and in some cases, getting worse. Its not value for money and to experience this with any other service you'd get annoyed and complain. But I feel that nobody can do anything about it, its quite frustrating. Why does this happen with public transport in the UK? Its not like you have much option - how else do I get to work? Use the bus - but its slow, high levels of road traffic and buse services is also run by First Group. There is no consumer choice. You feel this particularly when trains aren't running properly and yet you still get charged full price for your journey. Or buy a season ticket and feel that you've paid for something upfront but not getting your side of the bargain.
- I buy a season ticket from home to work. Its called a monthly ticket (but its really a 30 day ticket, its not marketed accurately) which I have to buy in one place - at a manned ticket booth. I can't buy it at the machine or on the train,

even if I use a credit card and its not available to get online. So I think that this is very limiting and inconvenient. Ideally, I would like to order a season ticket online and collect it at the nearest station or ticket machine. That would be excellent. Or be able to buy it on the train because it would be a credit card transaction and the ticket collector wouldn't have to carry £58 cash around with them. More ideally, I'd like to pick the dates of the season ticket to tie in with work times. But apparently I can't do that unless I am getting a season ticket for 2 months or thereabouts. Its all fine to ask about tickets at the booth, but it takes time to think about all the options and costs while there is a queue behind you. I'd like more transparency about what is available - show me it online and I can sit and see the figures for myself and make a choice.

- Communication with a ticket seller is difficult when they are behind the glass barrier, I have trouble hearing them when the station is noisy. There is some attempt with the microphone/speaker but its not ideal. Sometimes I have trouble with numbers, so again I'd be very pleased to be able to buy tickets from the website or a machine as it is much easier to interpret numbers when you see them in print.
- Another major point is that when I'm buying a ticket at the machine at the station, you can only buy a ticket FROM that station. I have a season ticket from Anniesland to Bridgeton so when I'm travelling to East Kilbride, all I need is a return from Central to EK. But I can't buy that at Anniesland machine, I've to go to the ticket office (if its open) or wait to get to Central. The train connection times are so tight that I have about 4-6mins to get from low level train to high level platform (not knowing which platform until I get up the stairs) so there is very very little time to get a ticket. Surely the ticket machines should be able to issue tickets from and to any destination to reduce queuing and help with train connections. This is made particularly difficult as you have ticket barriers on each platform but no machine or ticket person to buy a ticket from. Its very frustrating.
- When trains are cancelled or very delayed, there should be some kind of compensation for passengers. With a season ticket, I am not aware of any options for refunds but it would seem that people who buy tickets ad-hoc are able to get a refund. Loyalty should be rewarded and in times of sub-standard train services, we should be able to get compensation such as £2 off our next season ticket. At the time of delay or cancellation, the next option would be to get a bus. Since the trains and buses are run by the same company, how about train ticket holders being able to transfer to a bus instead? Why should we have to pay the same company again for a journey?
- If I was buying a ticket for any other service and the service was not provided through no fault of my own, I would expect a refund or replacement. First Scotrail should step up and help their loyal customers. Train use is not an option, it is a necessity and as I've said before, First has a monopoly on the transport in Greater Glasgow, and beyond.
- Similarly with SPT, all this marketing about joining up journeys, it is doesn't feel very connected when you are buying separate tickets for things and being charged more than you'd really need to pay. More connection between transport providers please, think more about how people make journeys and transport behaviours.

Customer service

- Ticket collectors at the stations seem to spend most of their time standing around gossiping about their nights out. I don't want to hear about how much they drank on Saturday night. They are doing a job that is in the public eye and representing their company, so should be respectful and more perceptive about who is hearing their conversations. They should also be more mindful about swearing in front of passengers, it is unacceptable.
- Train station staff do a good job keeping the station clean and tidy, but please do they have to pick up litter at peak times when the station is busiest? If I can only buy my season ticket from the station staff, how does this work when they have closed the office? Again, the need for more flexible ways to buy a season ticket are essential to free up the ticket office.
- I've never been unpleasant to a member of staff, so why are they so grumpy and unpleasant to customers? I've been lectured, snapped at and experience some very bad attitudes but I can't think of any cause to be like this when all I've done is be polite. A simple thing such as supplying a reliable, value for money service goes a long way for customers and in turn, this would make a more pleasant atmosphere between passengers and staff. There will always be someone who gets annoyed in some way, but reduce these opportunities and you find it difficult to complain about things. I've travelled on other transport services around the world and still get embarrassed and dismayed with the level of service that we have in the UK. Considering the level of privatisation, these companies should be more competitive and make a real effort to provide excellence, rather than supplying just enough to get their contract renewed. Good enough is not good enough.
- Yes please ban alcohol on the trains but how will this be enforced? It would be very good to see Transport Police presence at key times on the train ie Friday, Saturday evenings. Its common to get on the train and find empty drinks cans and bottles strewn everywhere and I've had unpleasant experience of sitting down on a seat to find that someone has spilled cider all over it. Worse still, having a drunk person bothering people on the train is very annoying, and sometimes alarming. How do passengers alert Transport Police so that they can intercept the train and deal with troublemakers? Again, improving communication/mobile phone reception may help this. Could you alert Transport Police by text so that you aren't overheard reporting someone? This could be open to misuse, but at least it would alert someone to look at the train CCTV and verify that an incident was taking place and action was to be taken.