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Perceptions of the trunk road network in Scotland

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Executive Summary

Perceptions of trunk roads

Satisfaction with trunk road surfaces has returned to the level seen in 2012, at 40% (from 32% in 2013). Reflecting this, the proportion of respondents *dissatisfied* with road surfaces has decreased, from 57% to 47%.

Of all those who were dissatisfied with road surfaces, the majority (94%) had encountered defects which they felt were unsafe. This is in line with previous waves of the survey. A total of two in five said that they had always (18%) or usually (26%) encountered such defects, which is a little lower than the comparable result for 2013 (50%).

Views on other aspects of the general state and condition of trunk roads were fairly mixed. On the one hand, the majority of respondents were satisfied with the management of vegetation on verges and central reserves (62%) and the amount of litter and debris on the road surface (60%). On the other hand, the majority were *dissatisfied* with the speed with which defects such as potholes were repaired (64%) and with the quality of repairs. Views on drainage of water from road surfaces and the amount of traffic congestion were fairly evenly split between satisfaction and dissatisfaction.

Road works and winter maintenance

Views of most road works-related issues were mixed. In line with previous waves of the survey, satisfaction with these aspects never exceeded 50%. A quarter or more respondents continued to be *dissatisfied* with most aspects.

Satisfaction with winter maintenance was higher than with other aspects of road works and maintenance. The majority of respondents were satisfied with both the promptness with which roads were gritted (60%) and the promptness with which roads were cleared in the winter (56%). The former figure represents a continuation of the positive trend identified over the last two waves of the survey. In terms of the promptness of road clearing, there has been no change on this measure over the last year.

Lighting, marking and signage

Respondents had mainly positive views in respect of the lighting, markings and signage on trunk roads. They were most satisfied with the provision of lighting along roads (70%), the visibility of road signage (70%) and the provision of signs giving directions at decision making points (65%), followed by the provision of electronic message boards (62%) and the visibility of road markings (56%).

Perceptions of cycle lanes and footways

Respondents who had used cycle lanes were a little more likely to be dissatisfied than satisfied with the general condition of cycle lane surfaces (47% compared to 42%). The reverse was the case for footway surfaces, with users more likely to be satisfied than dissatisfied with this aspect of provision (49% compared to 37%).

Around three quarters (74%) were dissatisfied with the availability of cycle lanes where they were needed and half were dissatisfied with the availability of cycle crossing points. Just under a half (45%) were dissatisfied with the speed with which cycle lane defects were repaired.

The majority of footway users were satisfied with: the availability of pedestrian crossing points (62%); the availability of footways where needed (60%); the provision of lighting (57%); and the amount of guard railing or other physical barriers (52%). However, views were a little more negative in respect of the speed with which footway defects were repaired: 45% said they were dissatisfied with this aspect of provision while 34% said they were satisfied.

Perceived changes to the trunk road network over past two years

No more than three in ten respondents thought there had been improvements to trunk roads over the last two years, while in most cases the majority felt that things had stayed the same. The only exceptions to this were the general condition of road surfaces and the frequency of road works, with 51% and 42% respectively saying that these aspects had got worse.

The proportions of respondents who perceived improvements in the promptness with which roads were gritted and cleared in winter was lower than in 2013 (29% compared to 32% for gritting, and 23% compared to 29% for clearing). Correspondingly, the proportions who felt these aspects had stayed the same were higher (50% compared to 43% for gritting, and 55% compared to 48% for clearing).

Overall priorities for improving the trunk road network

Respondents were presented with a list of the priorities they had identified over the course of the interview and asked to select the two or three they thought were the *most* important. As in previous years, the general condition of road surfaces, the speed with which road defects were repaired and the quality of repairs emerged as the top priorities, chosen by 40%, 35% and 35% respectively.

Disruption due to weather

Over the last year or so, almost half (48%) had experienced disruption due to heavy rain or hail and around two in five had experienced disruption due to high winds (44%), snow or ice (40%) or floods (39%). A smaller proportion – 6% – had experienced disruption due to a landslide. In terms of the specific nature of the disruption respondents had experienced, a total of 62% had been delayed, while 27% had to use an alternative route, 18% had to cancel their journey and 7% had to use an alternative mode of transport.

Respondents were around four times more likely to be satisfied than dissatisfied with the accuracy of warnings and information about the likely condition of trunk roads before severe weather (59% compared to 14%), and with the availability of up to date information on the condition of roads during such weather (60% compared to 16%).

Around half of respondents were satisfied with measures taken to deal with disruptions on trunk roads after severe weather (51%) and with the availability of alternative routes and diversions at such times (47%). Seventeen per cent were dissatisfied with these aspects of provision.

Information about the trunk road network

The main sources of information from which respondents had obtained information about the status and conditions of trunk roads affected by severe weather were the radio (43%), television (35%), the Traffic Scotland website (17%) and news websites (10%).

Asked whether they had sought information about winter maintenance on trunk roads over the last 12 months, 15% of respondents said that they had. The most commonly consulted source of information about winter maintenance was the Traffic Scotland website (32%), followed by the radio (28%), television (18%) and word of mouth (14%).

Use of Transport Scotland's various information sources was stable on previous waves of the survey. Thus, around a third of respondents had used the Traffic Scotland website (34%), while around one in 20 had used the mobile website (5%) or the Smartphone App (5%), and around one in 40 had used the internet radio station (2%), the Twitter feed (2%) or the RSS feed (2%).

In line with previous waves of the survey, around nine in ten (89%) of those who had used the Traffic Scotland website rated it as good or very good, while just 2% rated it as poor or very poor. The figures for the mobile website were broadly similar, at 81% and 6% respectively.

Tyres

As in the 2013 survey, the most important consideration for respondents when choosing tyres for their car was how well the tyres braked on wet roads (identified as very or fairly important by 94%), followed closely by the cost of the tyres (86%) and the impact of the tyres on the car's fuel consumption (71%). Fewer than half (46%) of respondents identified as important the amount of noise the tyres made.

1 Introduction

This report presents the findings from a survey of trunk road users conducted by Ipsos MORI on behalf of Transport Scotland. This is the seventh time the survey has been conducted since 2007. This report presents the findings from the 2014 wave of the survey, with reference to data from previous waves where appropriate.

1.1 The survey questionnaire

The questionnaire covered the same topics as the previous wave; namely:

- Road conditions and defects
- Road works
- Road lighting, marking and signage
- Cycle lanes and footways
- Disruption due to weather
- Information about the trunk road network and perceptions of the Traffic Scotland website
- Factors influencing drivers' choice of tyre

A copy of the questionnaire is included in Appendix A.

1.2 Methodology

Ipsos MORI interviewed a representative quota sample of 2,005 adults (aged 18 and over) across Scotland. All interviews were conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI).

Fieldwork for the survey was carried out in two waves to minimise the potential impact of seasonal effects– the tendency for respondents to give different answers depending on the time of the year. The first wave was conducted between 8th March and 11th May 2014; and the second wave between 6th July and 31st August 2014.

Only individuals who had travelled on the trunk road network over the previous 12 months were eligible to take part in the survey. To establish eligibility, interviewers showed respondents a map of the trunk road network in Scotland (see Appendix B) and asked them how often they had travelled on a trunk road in the last 12 months, (including as a passenger). People who answered “never” were screened out. Throughout the interviews, respondents were reminded to base their answers on their experiences of using trunk roads only, as opposed to roads in general, when answering questions.

The data have been weighted by age, gender and working status using the latest Office for National Statistics mid-year estimates.

All aspects of the study were carried out to the international quality standard for market research, ISO20252.

1.3 Presentation and interpretation of the findings

The survey findings represent the views of a sample of Scottish adults, and not the entire population of Scotland. As such they are subject to sampling tolerances meaning that differences between sub-groups or over time may not always be statistically significant. Throughout the report, we have only commented upon differences which are statistically significant (at the 0.05 level) – i.e. where we can be reasonably certain that they are unlikely to have occurred by chance.

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. An asterisk (*) denotes any value of less than half a per cent but more than zero, while a dash (-) denotes zero.

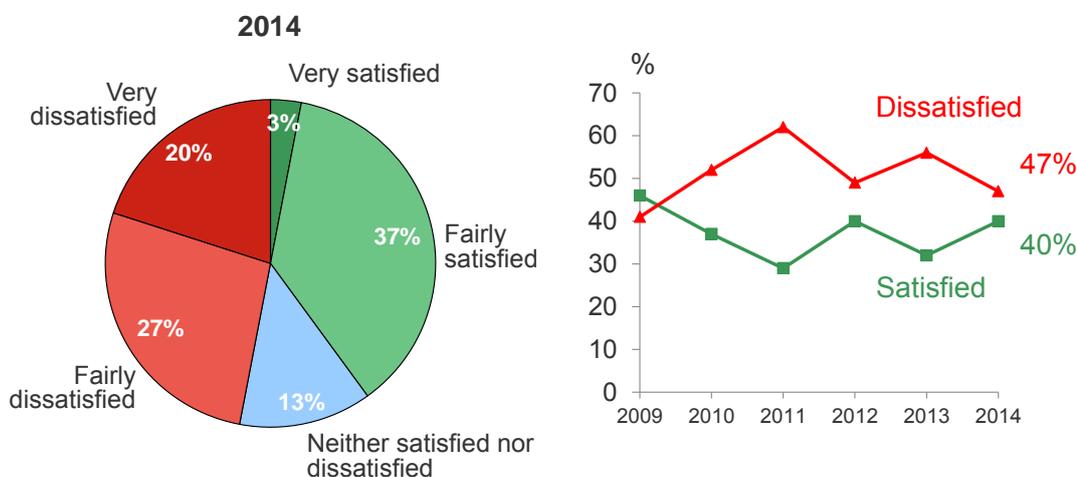
2 Perceptions of trunk roads

2.1 Satisfaction with trunk road surfaces

Following a decrease in 2013, satisfaction with trunk road surfaces has returned to the level seen in 2012, at 40% (from 32% in 2013). Reflecting this, and as shown in Figure 2.1, the proportion of respondents *dissatisfied* with road surfaces has decreased, from 57% to 47%.

Figure 2.1 – Satisfaction with trunk road surfaces

Q. How satisfied or dissatisfied are you with the general condition of trunk road surfaces?



Base: All who used trunk roads in the past year (2014: 2,005; 2013: 1,999; 2012: 2,00; 2011: 2,017; 2010: 2,009; 2009: 1,861)

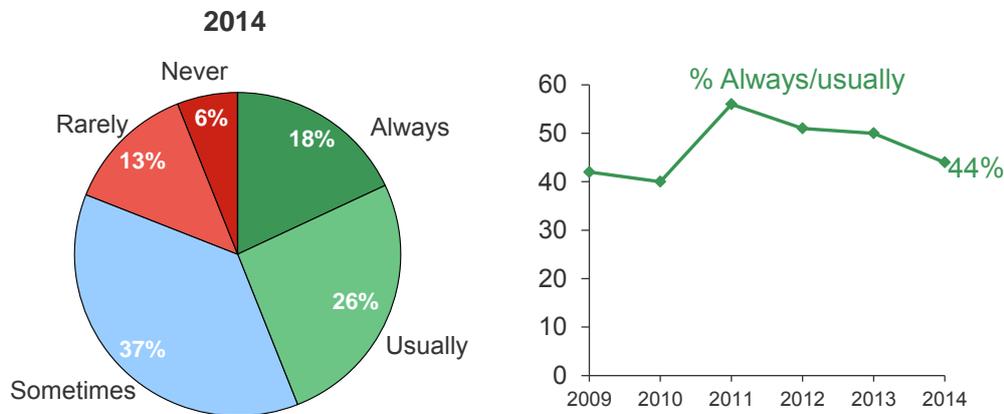
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Notwithstanding this improving picture, dissatisfaction with road surfaces was higher among respondents in the North West and South West (54% and 55% respectively) than in the North East and South East (39% and 41%).

Of all those who were dissatisfied with road surfaces, the majority (94%) had encountered defects which they felt were unsafe. This is in line with previous waves of the survey. As shown in Figure 2.2, a total of two in five said that they had always (18%) or usually (26%) encountered such defects, which is a little lower than the comparable result for 2013 (50%).

Figure 2.2 – Experience of road defects

Q. When using trunk roads, how often, if at all, do you encounter road defects which you feel are unsafe?



Base: All who were dissatisfied with the general condition of road surfaces (2014: 946; 2013: 1,123; 2012: 989; 2011: 1,253; 2010: 1,050; 2009: 758)

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Potholes were once again by far the most commonly experienced type of road defect (by 72%) as shown in Table 2.1 below.

Table 2.1 – Specific road defects experienced, 2009-2014

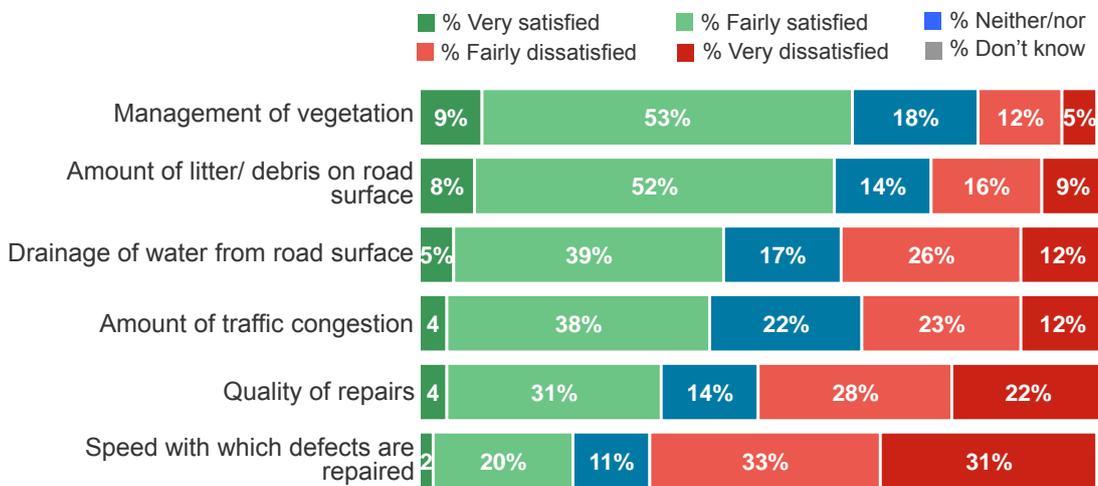
	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
Potholes	62	73	77	75	76	72
Uneven/bumpy surfaces	14	12	8	8	7	9
Poor repairs	9	5	8	8	8	8
Water on roads	3	2	1	1	2	2
Slippery roads caused by ice/snow	2	3	2	1	2	2
Deterioration of road edge	2	1	1	1	1	1
Ironwork in need of repair	1	1	1	1	1	1
Poor road markings	1	*	*	1	1	1
Cracking	2	2	1	2	1	1
Poor skid resistance	1	*	*	*	1	*
Base: All dissatisfied with trunk road surfaces and who had experienced defects	729	998	1,221	947	1,061	885

2.2 Satisfaction with other aspects of the trunk road network

As shown in Figure 2.3, views on other aspects of the general state and condition of trunk roads were fairly mixed. On the one hand, the majority of respondents were satisfied with the management of vegetation on verges and central reserves (62%) and the amount of litter and debris on the road surface (60%). On the other hand, the majority were *dissatisfied* with the speed with which defects such as potholes were repaired (64%) and with the quality of repairs. Views on drainage of water from road surfaces and the amount of traffic congestion were fairly evenly split between satisfaction and dissatisfaction.

Figure 2.3 – Satisfaction with other aspects of the trunk road network

Q. How satisfied or dissatisfied are you with the following aspects of the general state and condition of trunk roads?

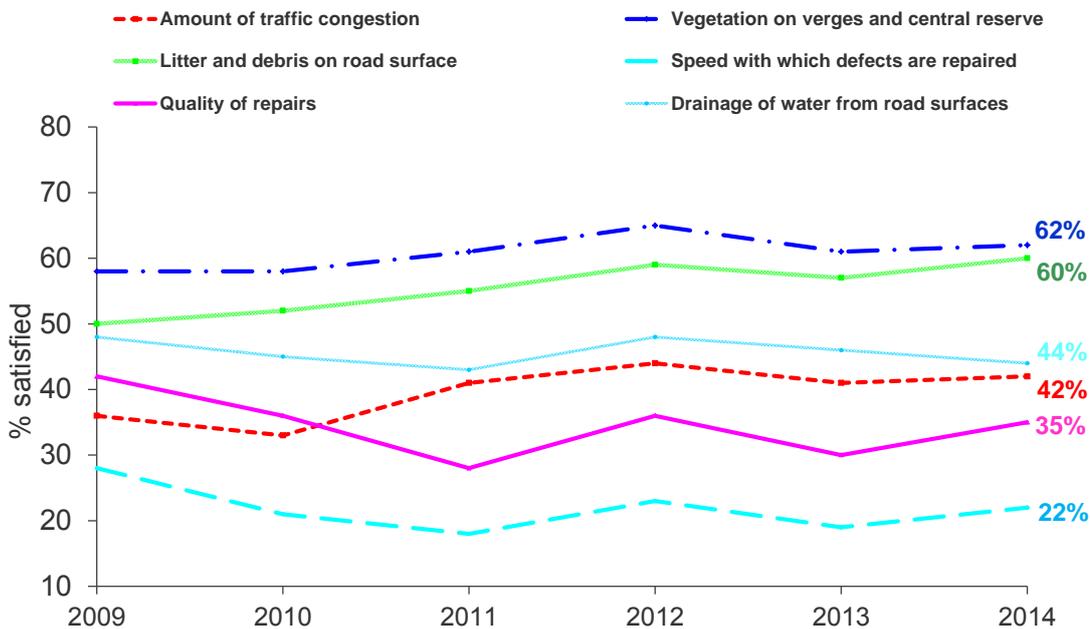


Base: All who had used trunk roads in the past year (2,005)

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The levels of satisfaction with the quality of repairs and the speed with which defects were repaired were a little higher than in 2013 (30% compared to 35% and 19% compared to 22% respectively) (Figure 2.4). The other results were largely stable.

Figure 2.4 – Trends in satisfaction with aspects of the trunk road network



Base: All who used trunk roads in the past year (2014: 2,005; 2013: 1,999; 2012: 2,001; 2011: 2,017; 2010: 2,009; 2009: 1,861)

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Respondents in the North West expressed higher than average levels of satisfaction with the level of traffic congestion (51% compared to 42% overall). Respondents in the South West expressed higher than average levels of dissatisfaction with the speed with which defects were repaired (70% compared to 64% overall) and the quality of repairs (58% compared to 50% overall).

2.3 Priorities for improvement

Respondents' priorities for improving the state and condition of trunk roads very much reflected the satisfaction scores reported above. The key priorities were: the general condition of trunk road surfaces (52%), the speed with which defects such as potholes were repaired (50%) and the quality of repairs (48%). While this rank ordering is consistent with that recorded in 2013, the absolute proportions identifying each of the three areas as priorities have decreased slightly (Table 2.2). In terms of other priorities, it is notable that the proportion mentioning the drainage of water from road surfaces is higher than last year (17% compared to 22%).

Table 2.2 – Priorities for improvement, 2009-2014

	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
General condition of road surfaces	49	50	58	55	59	52
Speed with which defects are repaired	42	52	57	51	54	50
Quality of repairs	38	44	52	47	53	48
Amount of traffic congestion	33	31	23	25	24	22
Drainage of water from road surfaces	17	16	19	19	17	22
Amount of litter and debris on road surface	18	13	10	13	11	11
Management of vegetation	7	6	6	6	7	8
<i>Base: All who had used trunk roads at some point last year</i>	1,861	2,009	2,017	2,001	1,999	2,005

Respondents in the North West and South West were more likely than average to prioritise the general condition of road surfaces (63% and 58% compared to 52% overall) and the quality of repairs (54% and 57% compared to 48% overall). Meanwhile, respondents in the North East were more likely than those in other regions to view traffic congestion as a priority (30% compared to 22% overall).

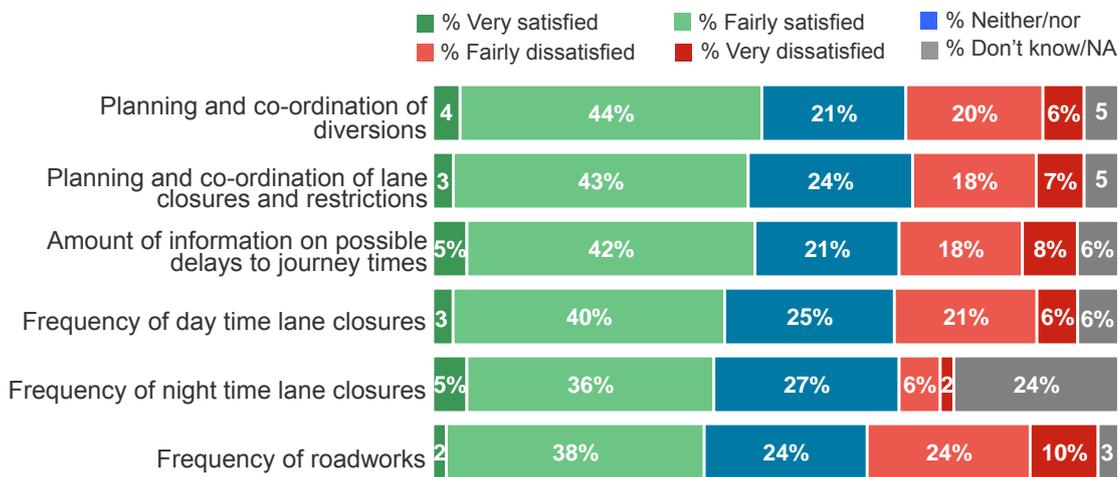
3 Road works and winter maintenance

3.1 Road works

Views of most road works-related issues were mixed (Figure 3.1). In line with previous waves of the survey, satisfaction with these aspects never exceeded 50%. A quarter or more respondents continued to be *dissatisfied* with most aspects. For each area of provision, levels of satisfaction were at a similar level to last year (Figure 3.2).

Figure 3.1 – Satisfaction with road works and related issues

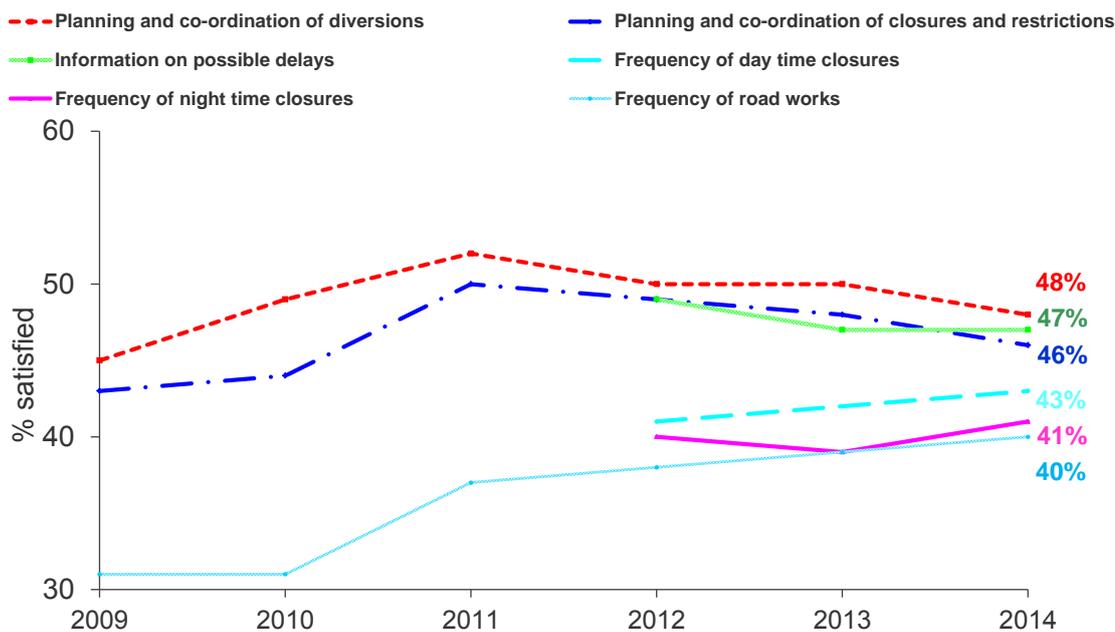
Q. How satisfied or dissatisfied are you with the following aspects of road works and the maintenance of trunk roads?



Base: All who had used trunk roads in the past year (2,005)

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Figure 3.2– Trends in satisfaction with road works and related issues



Base: All who used trunk roads in the past year (2014: 2,005; 2013: 1,999; 2012: 2,001; 2011: 2,017; 2010: 2,009; 2009: 1,861)

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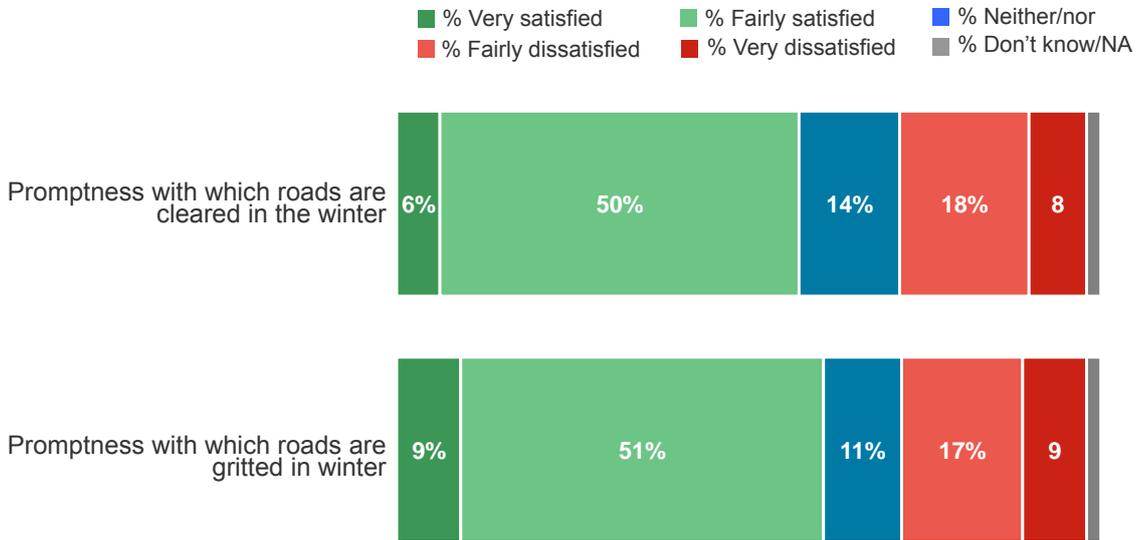
Dissatisfaction with the frequency of road works was higher among respondents in the South West and South East (37% in both regions) than in the North West and North East (30% and 27% respectively).

3.2 Winter maintenance

Satisfaction with winter maintenance was higher than with other aspects of road works and maintenance. As Figure 3.3 shows, the majority of respondents were satisfied with both the promptness with which roads were gritted (60%) and the promptness with which roads were cleared in the winter (56%). The former figure represents a continuation of the positive trend identified over the last two waves of the survey (Figure 3.4). In terms of the promptness of road clearing, there has been no change on this measure over the last year.

Figure 3.3 – Satisfaction with winter maintenance

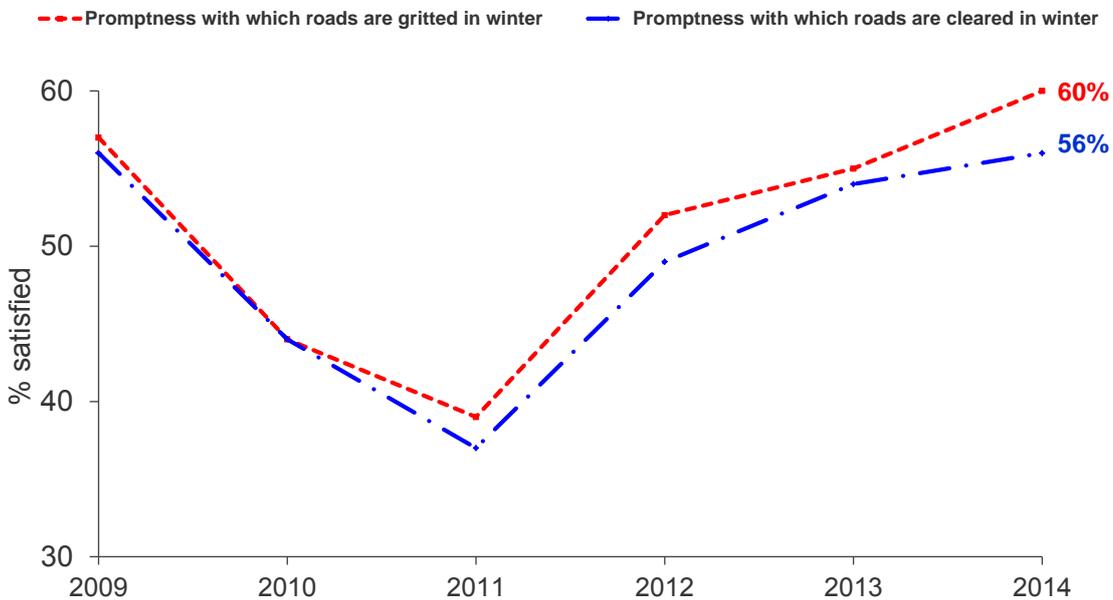
Q. How satisfied or dissatisfied are you with the...?



Base: All who had used trunk roads in the past year (2,005)

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Figure 3.4 – Trends in satisfaction with winter maintenance



Base: All who used trunk roads in the past year (2014: 2,005; 1,999; 2012: 2,001; 2011: 2,017; 2010: 2,009; 2009: 1,861)

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Respondents in the South West were more *dissatisfied* than average with the promptness with which roads were cleared in winter (29% compared with 26% overall).

3.3 Priorities for improvement

Of all aspects of road works and maintenance on trunk roads, the top priorities for improvement this year were the frequency of road works (30%), the promptness with which roads were gritted in winter (28%) and the promptness with which roads were cleared in winter (26%). The rank ordering of these top three priorities was different to that recorded in 2013, reflecting a decrease in the proportions prioritising winter maintenance this year (Table 3.1).

Table 3.1 – Priorities for improving road works and winter maintenance, 2009-2014

	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
Frequency of road works	45	37	34	32	29	30
Promptness with which roads gritted in winter	33	49	56	31	36	28
Promptness with which roads cleared in winter	29	45	58	39	33	26
Frequency of day time lane closures	-	-	-	21	19	21
Planning & co-ordination of diversions	30	23	17	17	18	19
Amount of information on possible delays	-	-	-	19	21	19
Planning & co-ordination of closures/restrictions	29	24	18	16	15	15
Frequency of night time closures	-	-	-	7	6	7
<i>Base: All who had used trunk roads at some point last year</i>	1,861	2,009	2,017	2,001	1,999	2,005

Respondents in the South West and South East were more likely than average to view the frequency of road works as a priority for improvement (35% and 32% respectively compared to 30% overall). Meanwhile, those in the North West and the North East were more likely than average to prioritise the promptness with which roads were cleared in the winter (38% and 30% respectively compared to 26% overall) and the promptness with which roads were gritted in the winter (40% and 33% compared to 28% overall).

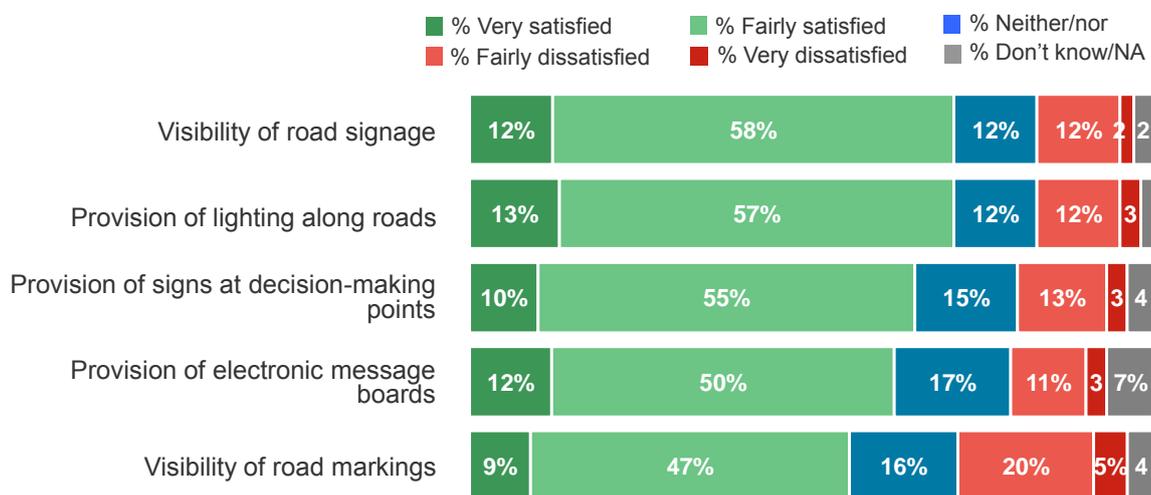
4 Lighting, marking and signage

4.1 Satisfaction with lighting, markings and signage

Respondents had mainly positive views in respect of the lighting, markings and signage on trunk roads, as shown in Figure 4.1. They were most satisfied with the provision of lighting along roads (70%), the visibility of road signage (70%) and the provision of signs giving directions at decision making points (65%), followed by the provision of electronic message boards (62%) and the visibility of road markings (56%).

Figure 4.1 – Satisfaction with lighting, markings and signage

Q. How satisfied or dissatisfied are you with the following aspects of trunk roads?

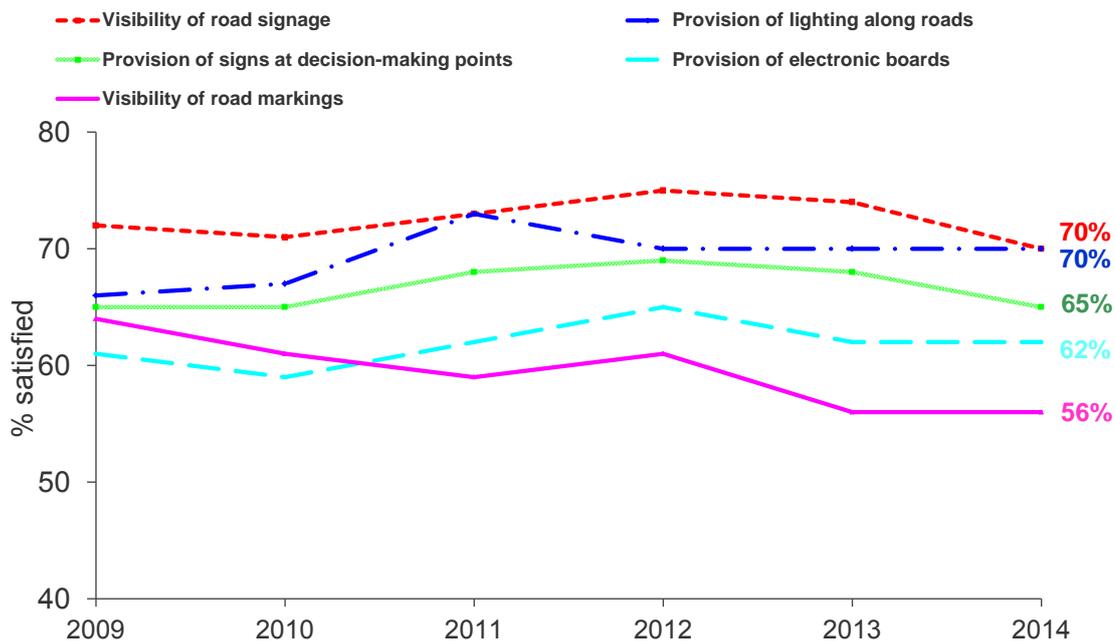


Base: All who had used trunk roads in the past year (2,005)

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These findings are broadly in line with those from 2013, notwithstanding a slight decrease (of four percentage points) in the proportion satisfied with the visibility of road signage (see Figure 4.2).

Figure 4.2 – Trends in satisfaction with lighting, markings and signage



Base: All who used trunk roads in the past year (2014:2,005 2013: 1,999; 2012: 2,001; 2011: 2,017; 2010: 2,009; 2009: 1,861)

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The following variations were found by region (see Table 4.1):

- satisfaction with lighting was lower than average in the North West (63% compared to 70% overall)
- satisfaction with the provision of signs giving directions at decision making points was higher than average in the North East (71% compared to 65% overall) and lower than average in the South West (60% compared to 65% overall)
- satisfaction with the provision of electronic message boards was higher than average in the South West (66% compared to 62% overall) and lower than average in the North East (58% compared to 62% overall)
- satisfaction with the visibility of road markings was higher than average in the North East (60% compared to 56% overall) and lower than average in the South West and North West (53% and 47% respectively, compared to 56% overall)

Table 4.1 – Satisfaction with lighting, markings and signage, by region

	All users	North West	North East	South West	South East
	%	%	%	%	%
Provision of lighting along roads	70	63	70	72	72
Visibility of road signage	70	67	72	69	69
Provision of signs at decision making points	65	66	71	60	67
Provision of electronic message boards	62	62	58	66	61
Visibility of road markings	56	47	60	53	58
<i>Base: All who had used trunk roads at some point in the last year</i>	2,005	131	514	836	523

4.2 Priorities for improvement

Respondents were asked to choose the two or three aspects of lighting, marking and signage on trunk roads that they would most like to see improved. As in previous years, the visibility of road markings was the top priority, selected by 36% of respondents, followed by the provision of signs giving directions at decision making points and the provision of lighting along roads, selected by 25% and 23% respectively (see Table 4.2).

Table 4.2 – Priorities for improving lighting, markings and signage, 2009-2014

	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
Visibility of road markings	30	33	38	38	38	36
Provision of signs at decision making points	26	25	23	28	22	25
Provision of lighting along roads	29	24	22	28	25	23
Visibility of road signage	24	25	25	25	22	22
Provision of electronic message boards	23	20	18	21	19	18
<i>Base: All who had used trunk roads at some point in the last year</i>	1,861	2,009	2,017	2,001	1,999	2,005

Respondents in the North West and South West were more likely than average to select the visibility of road markings as a priority (48% and 40% respectively, compared to 36% overall). Respondents in the North West were also more likely than average to select the visibility of road signage (30% compared to 22% overall). Respondents in the North East were more likely than those in the other regions to select the provision of electronic message boards (23% compared to 18% overall).

5 Cycle lanes and footways

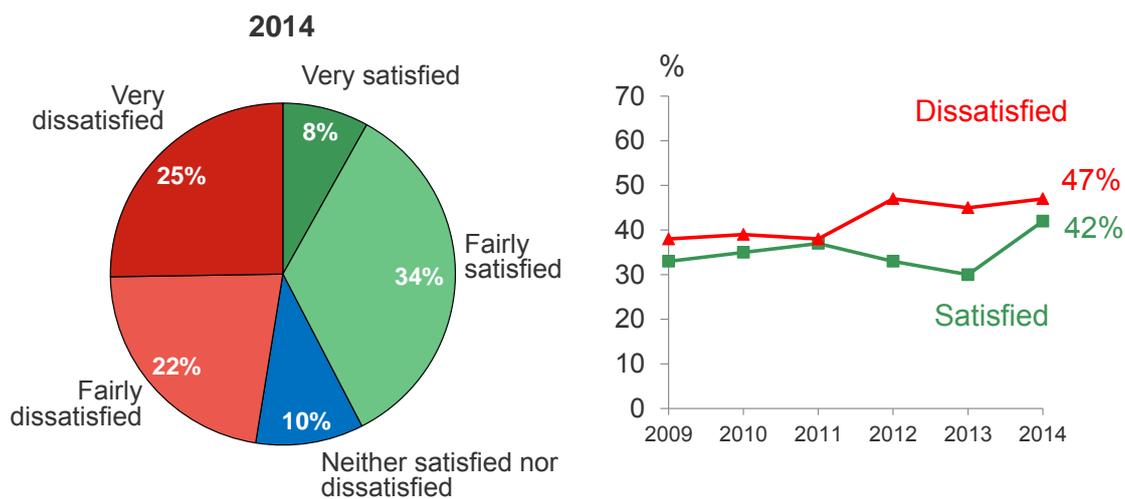
This section examines views of cycle lanes and footways on trunk roads among those who had used them over the past 12 months – 4% and 7% of the sample respectively. Due to the small base size of cycle lane users (76 respondents), the results for this group should be considered indicative rather than representative of the views of cycle lane users in Scotland.

5.1 Satisfaction with cycle lane and footway surfaces

As shown in Figure 5.1, respondents who had used cycle lanes were a little more likely to be dissatisfied than satisfied with the general condition of lane surfaces (47% compared to 42%). The level of satisfaction this year (42%) was higher than the level recorded in 2013 (30%).

Figure 5.1 – Satisfaction with the general condition of cycle lane surfaces

Q. How satisfied or dissatisfied are you with the general condition of cycle lane surfaces?



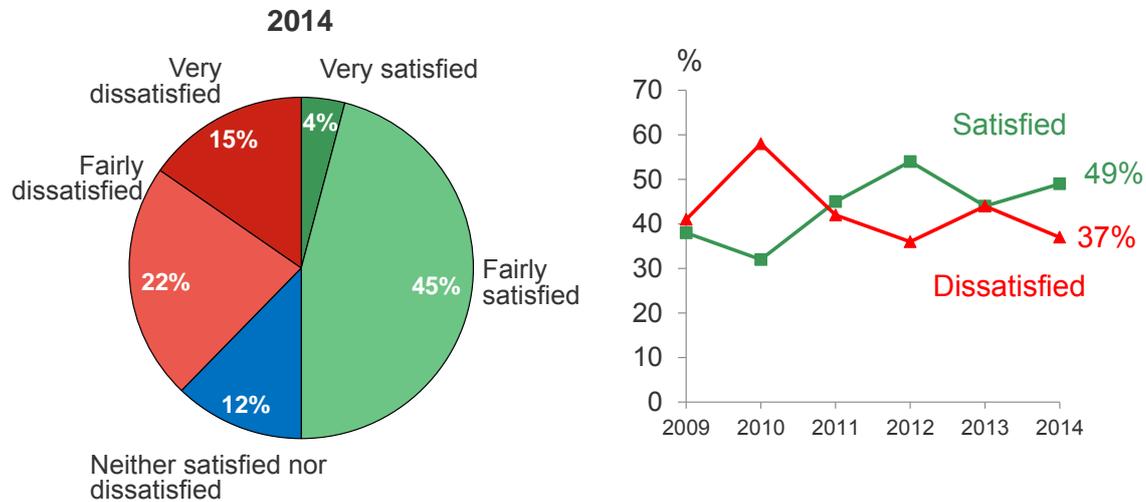
Base: All who had used a cycle lane on trunk roads in the last 12 months (2014:76; 2013:44; 2012:64; 2011:53; 2010:46; 2009:48)

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In relation to footway surfaces, users were more likely to be satisfied than dissatisfied with this aspect of provision (49% compared to 37%). This result is consistent with findings from previous waves of the survey (Figure 5.2).

Figure 5.2 – Satisfaction with the general condition of footway surfaces

Q. How satisfied or dissatisfied are you with the general condition of footway surfaces?



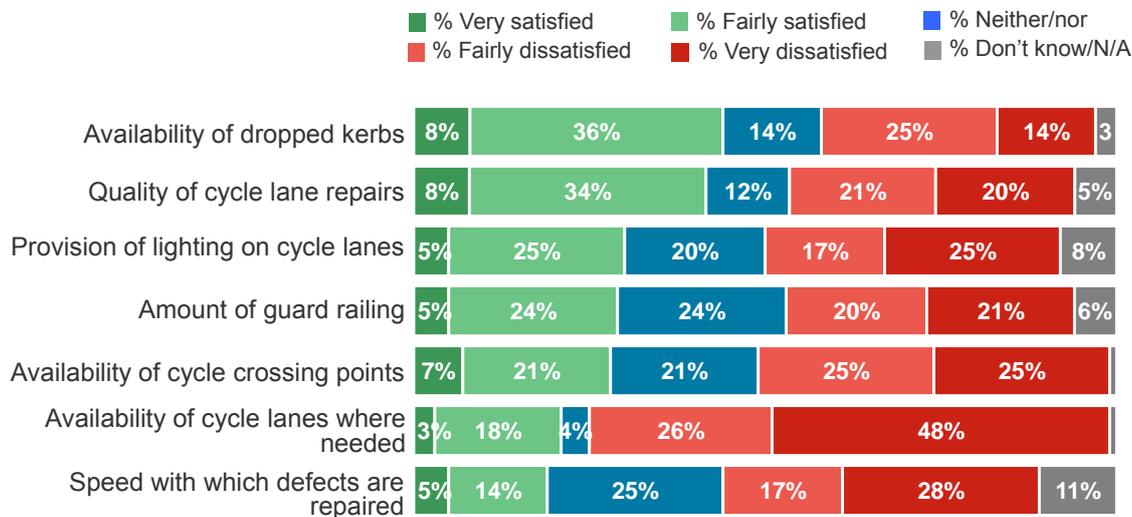
Base: All who had used a footway on trunk roads in the last 12 months (2014:130; 2013:173; 2012:148; 2011:163; 2010:113; 2009:69)

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5.2 Satisfaction with other features of cycle lanes and footways

In terms of other features of cycle lanes on trunk roads, users were again generally more likely to be dissatisfied than satisfied (see Figure 5.3). Indeed, around three quarters (74%) were dissatisfied with the availability of cycle lanes where they were needed and half were dissatisfied with the availability of cycle crossing points. Just under a half (45%) were dissatisfied with the speed with which cycle lane defects were repaired.

Q. Thinking about the cycle lanes on trunk roads you use most often, overall how satisfied or dissatisfied you are with...?



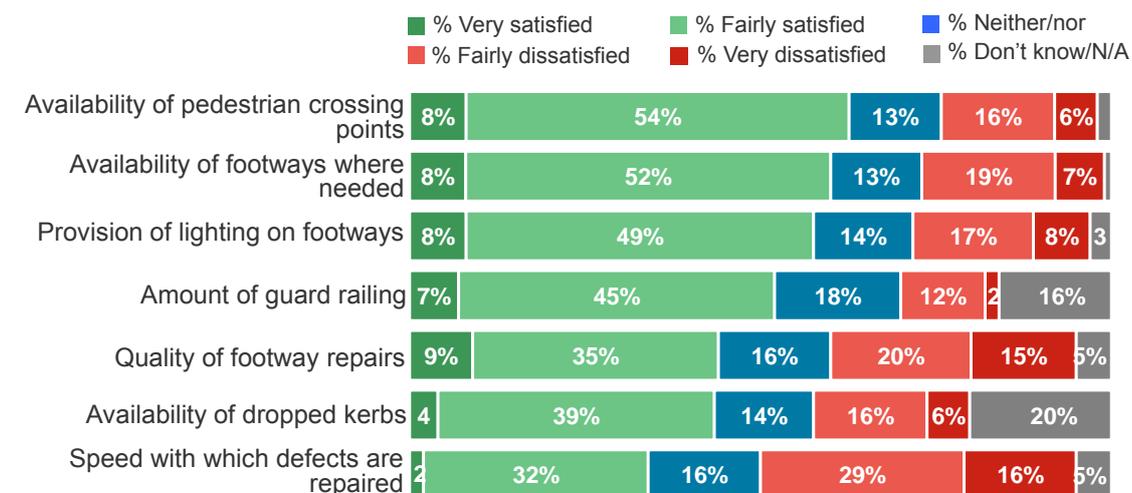
Base: All who had used cycle lanes (76)

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Looking at the comparable results for footways, the picture is again more positive. As shown in Figure 5.4, the majority of footway users were satisfied with: the availability of pedestrian crossing points (62%); the availability of footways where needed (60%); the provision of lighting (57%); and the amount of guard railing or other physical barriers (52%). However, views were a little more negative in respect of the speed with which footway defects were repaired: 45% said they were dissatisfied with this aspect of provision while 34% said they were satisfied.

Figure 5.4 – Satisfaction with other features of footways

Q. Thinking about the footways on trunk roads you use most often, overall how satisfied or dissatisfied you are with...?



Base: All who had used footways (130)

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5.3 Priorities for improving cycle lanes and footways

All users of cycle lanes and/or footways on trunk roads were asked to select, from a predefined list¹, the two or three features that they would most like to see improved. The two main priorities identified by users were the general condition of footway surfaces (25%) and the availability of cycle lanes (22%) (see Table 5.1).

Table 5.1 – Priorities for improving cycle lanes and footways – top ten responses

	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
General condition of footway surfaces	25	45	32	30	27	25
Availability of cycle lanes where needed	30	13	8	18	12	22
Quality of footway repairs	17	38	19	20	28	17
Speed with which footway defects are repaired	24	32	18	15	14	17
Availability of dropped kerbs	-	14	11	15	17	16
Provision of lighting on footways	25	15	12	15	16	14
Availability of pedestrian crossing points	-	15	14	17	16	13
Availability of footways where needed	23	11	7	6	8	13
General condition of cycle lane surfaces	14	11	12	12	10	12
Amount of guard railing or other physical barriers	-	7	8	11	13	11
<i>Base: All respondents who had used cycle lanes and/or footways in the last year</i>	<i>101</i>	<i>148</i>	<i>203</i>	<i>200</i>	<i>205</i>	<i>190</i>

Among cycle lane users specifically, the main priorities were: the availability of cycle lanes (57%); the general condition of cycle lanes (31%); the availability of cycle crossing points (25%); and the speed with which cycle lane defects were repaired (22%).

For footway users, the main priorities were: the general condition of footways surfaces (36%); the speed with which footway defects were repaired (25%); and the quality of footway repairs (25%).

In terms of regional variation, users in the South West were more likely than average to say that the general condition of footway surfaces should be improved (39% compared to 25% overall), while users in the North East were more likely than average to say that they would like to see improvement in the availability of cycle lanes (36% compared to 22% overall).

¹ The list varied depending on whether the respondent had used cycle lanes or footways or both. Those who had used only cycle lanes were presented with a list comprising cycle lane improvements only, while those who had used only footways were presented with a list comprising exclusively footway improvements. Those who used both were presented with a merged version of these two lists.

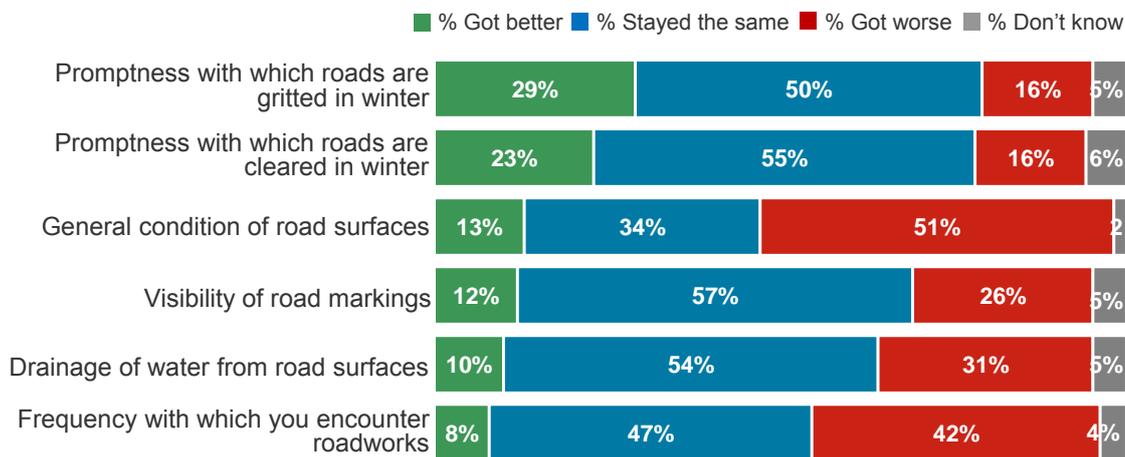
6 Improving the trunk road network

6.1 Perceived changes to the trunk road network over past two years

All trunk roads users were asked whether specific aspects of the trunk road network had got better, worse or had stayed the same over the past two years. Similar to last year’s findings, opinion was fairly mixed (Figure 6.1). No more than three in ten respondents thought there had been improvements over the last two years, while in most cases the majority felt that things had stayed the same. The only exceptions to this were the general condition of road surfaces and the frequency of road works, with 51% and 42% respectively saying that these aspects had got worse.

Figure 6.1 – Changes to features of trunk road network over past two years

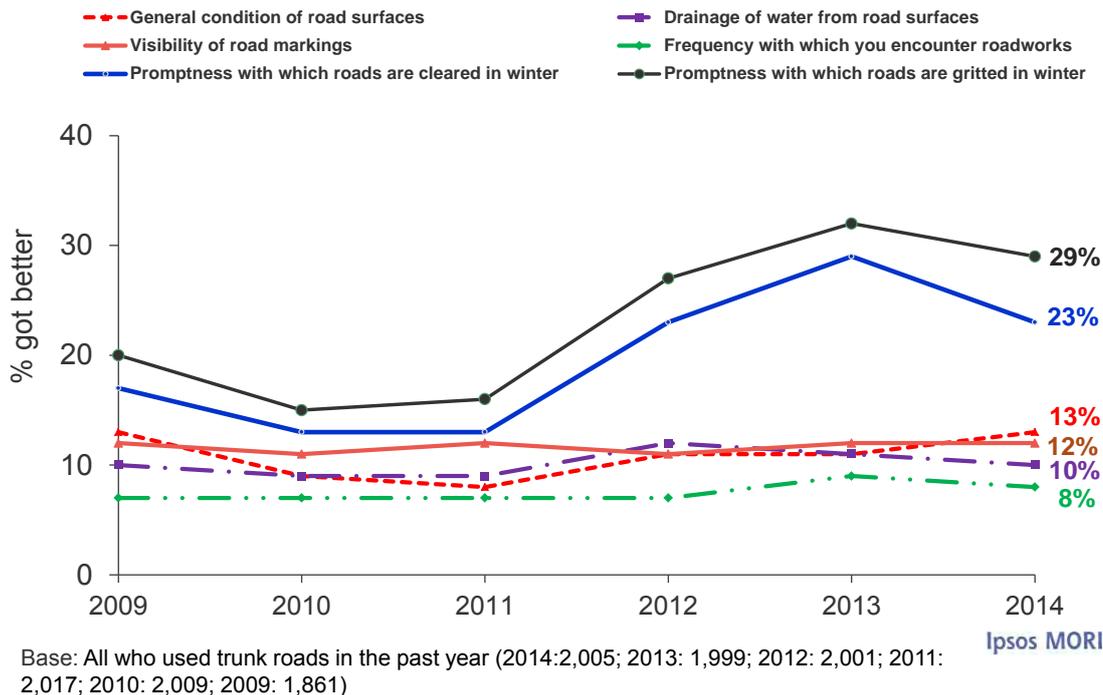
Q. Do you think that each of the following aspects of trunk roads have got better, worse, or stayed the same over the past two years?



Base: All who had used trunk roads in the past year (2,005)

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As Figure 6.2 shows, the proportions of respondents who perceived improvements in the promptness with which roads were gritted and cleared in winter was lower than in 2013 (29% compared to 32% for gritting, and 23% compared to 29% for clearing). Correspondingly, the proportions who felt these aspects had stayed the same were higher (50% compared to 43% for gritting, and 55% compared to 48% for clearing).



Respondents in the North West and the South West were more likely than average to say that the general condition of road surfaces had *got worse* over the last two years (62% and 55% respectively, compared to 51% overall). Those in the South West were also more likely than average to say that the visibility of road markings had got worse (29% compared to 26% overall).

Respondents in the North West were more likely than average to think that winter maintenance had got worse over the past two years. Twenty seven per cent of respondents in the North West said that the promptness with which roads were gritted in winter had got worse, compared to 16% overall, and 23% said that the promptness with which roads were cleared had got worse, compared to 16% overall.

6.2 Future improvements to the trunk road network

In order to identify respondents' overall priorities for the trunk road network, they were presented with a list of the priorities they had identified over the course of the interview ² and asked to select the two or three they thought were the *most* important. As in previous years, the general condition of road surfaces, the speed with which road defects were repaired and the quality of repairs emerged as the top priorities, chosen by 40%, 35% and 35% respectively (see Table 6.1).

² Priorities identified in relation to: features of trunk roads; road works and winter maintenance; lighting, markings and signage; and, where applicable, cycle lanes and footways

Table 6.1: Overall priorities for improving the trunk road network – top 10 mentions, 2009 – 2014

	2009	2010	2011	2012	2013	2014
	%	%	%	%	%	%
General condition of road surfaces	32	36	45	43	44	40
Speed with which roadway defects are repaired	21	32	38	34	37	35
Quality of repairs	20	27	35	33	37	35
The drainage of water from road surfaces	9	7	11	10	10	13
Amount of traffic congestion	17	17	12	13	13	13
Visibility of road markings	8	9	8	10	11	11
Promptness with which roads are gritted in winter	13	22	23	15	16	11
Promptness with which roads are cleared in winter	8	17	25	14	12	9
Frequency with which you encounter road works	12	12	9	7	7	8
The provision of lighting along roads	10	6	5	8	7	7
<i>Base: All respondents who used trunk roads at some point in the past year</i>	<i>2,043</i>	<i>2,009</i>	<i>2,017</i>	<i>2,001</i>	<i>1,999</i>	<i>2,005</i>

Respondents were presented with a list of other possible improvements to the trunk road network, and asked to indicate on a scale of one to ten, how important they felt each was, with ten indicating “absolutely essential” and one indicating “not at all essential” (Table 6.2). As in previous waves of the survey, the overall ‘look’ of the trunk road network was identified as the most important aspect, with a mean score of 7.04. This represents a continued increase since 2011. The quietness of the road surface to travel on was the next most important area, with a mean score of 6.24, while the provision of information on how to minimise noise and air emission was again the least important area, with a mean score of 5.46.

Table 6.2: Importance ratings for other potential areas for improvement, 2011 compared with 2013

	2011	2013	2014
	Mean score	Mean score	Mean score
The overall road network should look good	6.67	6.89	7.04
The road surface should be quiet to travel on	6.24	6.26	6.24
Information should be provided on how people can minimise their noise and air emissions when using trunk roads	5.27	5.19	5.46
<i>Base: All respondents who used trunk roads at some point in the past year</i>	<i>2,017</i>	<i>1,999</i>	<i>2,005</i>

The overall ‘look’ of the road network was considered important by a higher than average proportion of respondents in the South West (7.22 compared to 7.04 overall), along with the provision of information on how to reduce noise and air emissions (5.72 compared to 5.46 overall).

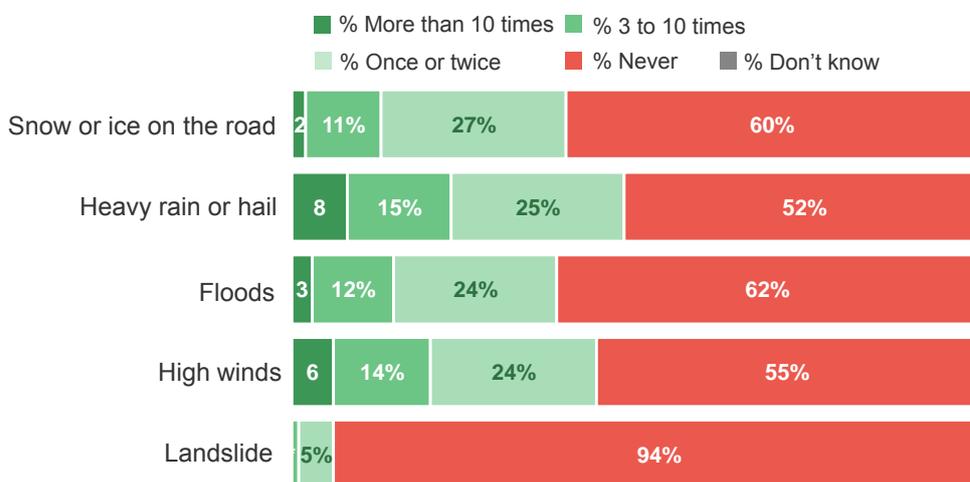
7 Disruption due to weather

7.1 Experience of severe weather disruption

Significant proportions of trunk road users had experienced disruption to their journeys over the last year or so as a result of severe weather. As Figure 7.1 shows, almost half (48%) had experienced disruption due to heavy rain or hail and around two in five had experienced disruption due to high winds (44%), snow or ice (40%) or floods (39%). A smaller proportion – 6%– had experienced disruption due to a landslide.

Figure 7.1 – Experience of severe weather disruption

Q: In the last 12 months or so, how often would you say that journeys that you make on trunks roads have been disrupted by the following... ?



Base: All respondents who used trunk roads at some point in the last year (2,005)

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The proportion who had experienced disruption due to snow or ice was significantly lower than in the 2013 survey (by 23 percentage points), while the proportion who had experienced disruption due to high winds was higher (by ten percentage points). For the other forms of severe weather disruption the results were unchanged.

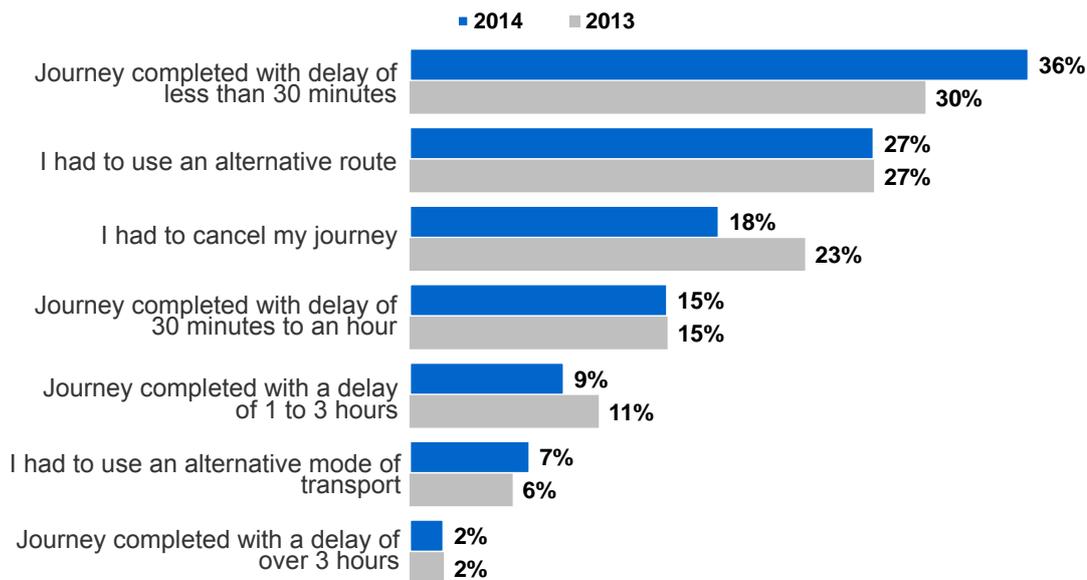
Trunk road users in the North East remained more likely than those in other areas to have experienced disruption due to snow or ice (46% compared to 38% in the North West and South East, and 36% in the South West). Those in the North West, meanwhile, were more likely than those in other areas to have experienced disruption due to a landslide (14% compared to 5% in each of the other regions).

In terms of the specific nature of the disruption respondents had experienced, a total of 62% had been delayed, while 27% had to use an alternative route, 18% had to cancel their journey and 7% had to use an alternative mode of transport. These results are largely consistent with those from the 2013 survey, notwithstanding a five percentage point decrease in the proportion saying that they had to cancel their journey (Figure 7.2).

A higher than average proportion of trunk road users in the North East had to cancel their journey (22% compared to 21% in the North West, 17% in the South East and 15% in the South West) or had experienced delays of between 30 minutes and three hours (38% compared to 29% in the North West and South East and 18% in the South West)

Figure 7.2 Impact of severe weather disruption on journeys

Q. Thinking back to the last time your journey was disrupted as a result of [severe weather conditions], in which of these ways were you affected?



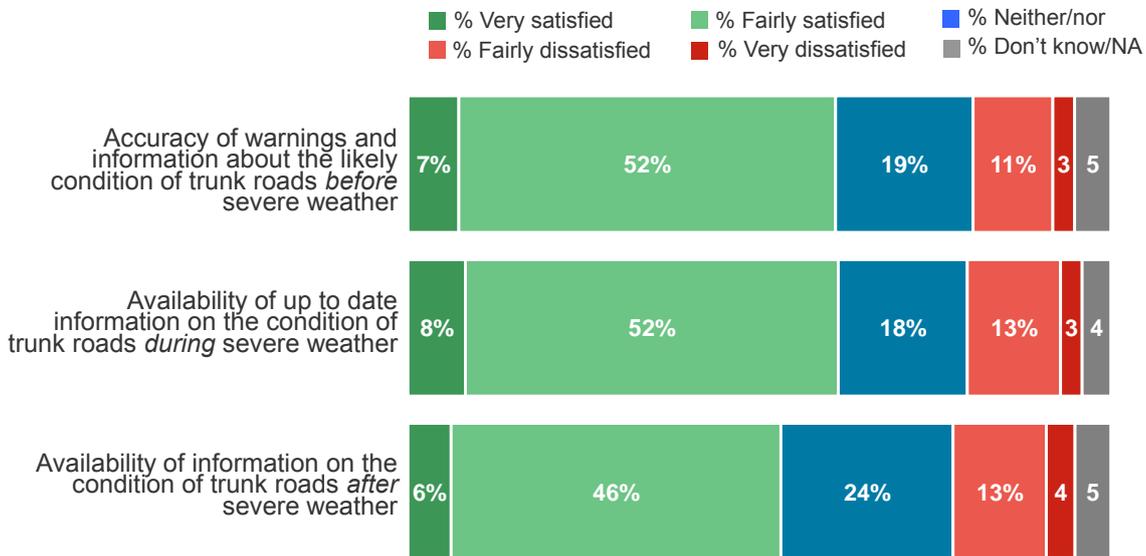
Base: All who had experienced disruption to at least one journey in the past year as a result of severe weather (1,365)

7.2 Satisfaction with information about the condition of trunk roads before, during and after severe weather

As Figure 7.3 shows, respondents were around four times more likely to be satisfied than dissatisfied with the accuracy of warnings and information about the likely condition of trunk roads before severe weather (59% compared to 14%), and with the availability of up to date information on the condition of roads during such weather (60% compared to 16%). They were around three times more likely to be satisfied than dissatisfied with the availability of up to date information on the condition of roads after severe weather (52% compared to 17%). These results are in line with those recorded in the 2013 survey.

Figure 7.3 – Satisfaction with information before, during and after severe weather

Q. How satisfied or dissatisfied are you with the...?



Base: All who had used trunk roads in the past year (2,005)

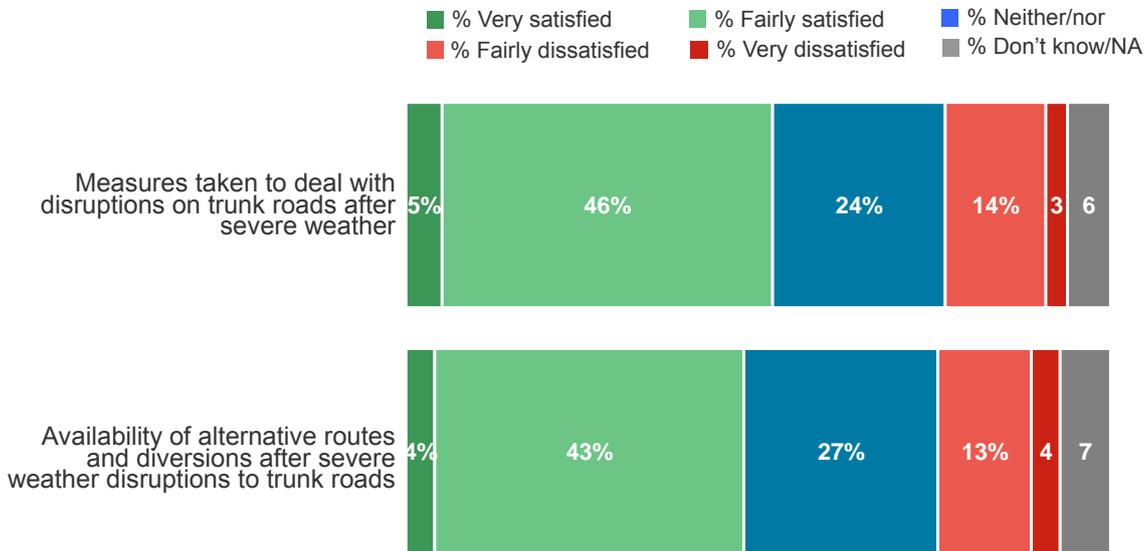
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7.3 Satisfaction with measures to deal with severe weather disruption

Around half of respondents were satisfied with measures taken to deal with disruptions on trunk roads after severe weather (51%) and with the availability of alternative routes and diversions at such times (47%). Seventeen per cent were dissatisfied with these aspects of provision (Figure 7.4).

Figure 7.4 – Satisfaction with measures to deal with severe weather disruption

Q. How satisfied or dissatisfied are you with the...?



Base: All who had used trunk roads in the past year (2,005)

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While the level of satisfaction with measures to deal with disruption was stable on that recorded in the 2013 survey, there was a five percentage point increase in the proportion expressing satisfaction with the availability of alternative routes and diversions.

That said, the latest aggregate results conceal some notable regional variation: respondents in the North West and North East were less likely than those in the South West and South East to express satisfaction with measures taken to deal with disruption (39% and 47% compared to 51% and 56% respectively) and with the availability of alternative routes and diversions (27% and 43% compared to 49% and 52% respectively).

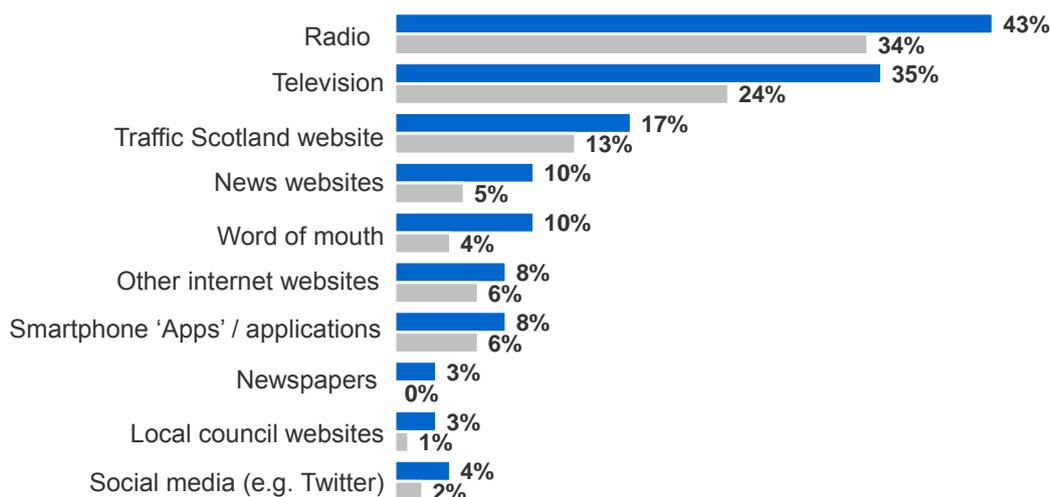
8 Information about the trunk road network

8.1 Sources of information on the status and condition of trunk roads during severe weather

As Figure 8.1 shows, the main sources of information from which respondents had obtained information about the status and conditions of trunk roads affected by severe weather were the radio (43%), television (35%), the Traffic Scotland website (17%) and news websites (10%).

Figure 8.1 – Sources of information on the status and condition of trunk roads during severe weather

- Q. Over the last 12 months, from which sources, if any, did you obtain information about the status and condition of trunk roads affected by severe weather conditions?
- Q. From which one would you say you received the majority of your information?



Base: All who had used trunk roads in the past year (2,005)

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The above ranking very much reflects that uncovered in the 2013 survey, notwithstanding slight decreases in the absolute numbers mentioning radio and television (of five percentage points and eight percentage points respectively).

Respondents in the North East tended to have obtained information from a wider range of sources than those from other regions. Specifically, and as Table 8.1 shows, they were more likely to have obtained information from the radio, news websites, Smartphone Apps, words of mouth and newspapers. Together with those in the North West, they were also more likely to have obtained information from the Traffic Scotland website. Respondents from the South East, meanwhile, were more likely than those in other regions to have obtained information from the television.

Table 8.1 – Sources of information on the status and condition of trunk roads during severe weather by region

	All regions	North West	North East	South West	South East
	%	%	%	%	%
Radio	43	42	48	42	39
Television	35	19	34	34	40
News websites	10	10	16	8	7
Traffic Scotland website	17	25	23	14	15
Word of mouth	10	11	17	6	9
Other websites	8	5	8	10	8
Smartphone Apps	8	8	11	6	6
Local council website	3	2	3	3	4
Newspapers	3	2	9	1	2
Social media	4	5	8	2	4
<i>Base:</i>	<i>2,005</i>	<i>131</i>	<i>514</i>	<i>836</i>	<i>523</i>

There was further variation in the results by age. Most notably, the older respondents were, the more likely they were to have obtained information from the television (47% of those aged 65 and over, compared to, for example, 33% of those aged 35 to 54 and 25% of those aged 18 to 24). Conversely, the younger they were, the more likely they were to have obtained information from Smartphone Apps (15% of those aged 25 to 34 compared to 7% of those aged 35 to 54 and 2% of those aged 65 and over) and social media (8% of those aged 18 to 34, compared with 5% of those aged 35 to 54 and 1% of those aged 65 and over).

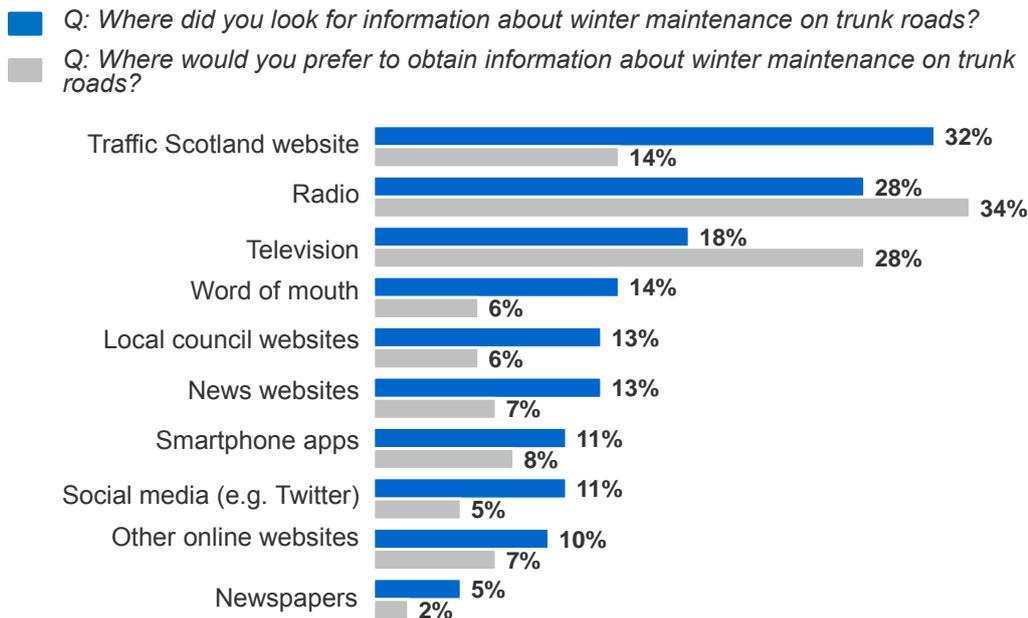
Analysis by socio-economic status reveals that more ABC1s than C2DEs had obtained information from the radio (46% versus 40%), the Traffic Scotland website (23% versus 11%), news websites (13% versus 7%) and other internet websites (11% versus 6%). C2DEs, meanwhile, were a little more likely than ABC1s to have obtained information from the television (39% versus 32%).

8.2 Sources of information about winter maintenance on trunk roads

Asked whether they had sought information about winter maintenance on trunk roads over the last 12 months, 15% of respondents said that they had – with the figure rising to 23% among respondents in the North East (compared to 16% in the North West, 15% in the South East and 10% in the South West). As Figure 8.2 shows, the most commonly consulted source of information about winter maintenance was the Traffic Scotland website (32%), followed by the radio (28%), television (18%) and word of mouth (14%).

Among respondents who had *not* sought information about winter maintenance, preferred sources of such information were similarly the radio (34%), television (28%) and the Traffic Scotland website (14%). No other single source was mentioned by more than one in ten (Figure 8.2).

Figure 8.2 – Sources of information about winter maintenance on trunk roads



Base: All who have looked for information on winter maintenance (302); All who have not looked/don't know if looked for information on winter maintenance (1,703).

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Respondents in the North West and the North East were more likely than those elsewhere to have consulted, or to express a preference for, information provided on the Traffic Scotland website (27% and 23% respectively, compared to 15% in the South East and 13% in the South West).

In terms of age-based variation, and reflecting findings reported above, people aged 55 and over were more likely than younger groups to have consulted, or to express a preference for, information provided on the television (29% of people aged 55 to 64 and 39% of people aged 65 and over, compared to 24% of people aged 35 to 54 and 21% of those aged 16 to 24). In contrast, younger respondents were more likely to have consulted, or to express a preference for, information provided on:

- social media (13% of those aged 18 to 24 and 10% of those aged 25 to 34 compared to 6% of those aged 35 to 54, 2% of those aged 55 to 64 and 1% of those aged 65 and over).
- Smartphone Apps (13% of those aged 18 to 24 and 14% of those aged 25 to 34 compared to 9% of those aged 35 to 54, 7% of those aged 55 to 64 and 1% of those aged 65 and over).

Analysis by socio-economic status again reveals that ABC1 respondents were more likely than C2DEs to use, or express a preference for, information provided on the Traffic Scotland website (23% versus 10%), local council websites (9% versus 6%) and other websites (10% versus 5%), whereas C2DEs were more likely to have used, or express a preference for, information provided on television (34% versus 20%).

8.3 Information provided by Traffic Scotland

Use of Transport Scotland's various information sources was stable on previous waves of the survey (Table 8.2). Thus, around a third of respondents had used the Traffic Scotland website (34%), while around one in 20 had used the mobile website (5%) or the Smartphone App (5%), and around one in 40 had used the internet radio station (2%), the Twitter feed (2%) or the RSS feed (2%).

Table 8.2 – Use of Traffic Scotland information sources

	2012	2013	2014
	%	%	%
Main website	35	35	34
Mobile website	4	5	5
Smartphone App	4	7	5
Internet radio	3	3	2
Twitter feed	2	3	2
RSS feed	2	1	2
<i>Base</i>	<i>1,558</i>	<i>1,617</i>	<i>1,735</i>

Reinforcing findings reported above, use of the main Traffic Scotland website was highest among:

- those in the North West and the North East (53% and 39% respectively, compared to 29% in the South West and 31% in the South East)
- those aged to 35 to 64 (39% of 35 to 54 year olds and 40% of 55 to 64 year olds compared to 19% of those aged 18 to 24, 31% of those aged 25 to 34 and 29% of those aged 65 and over)
- ABC1s (41% compared to 24% of C2DEs)

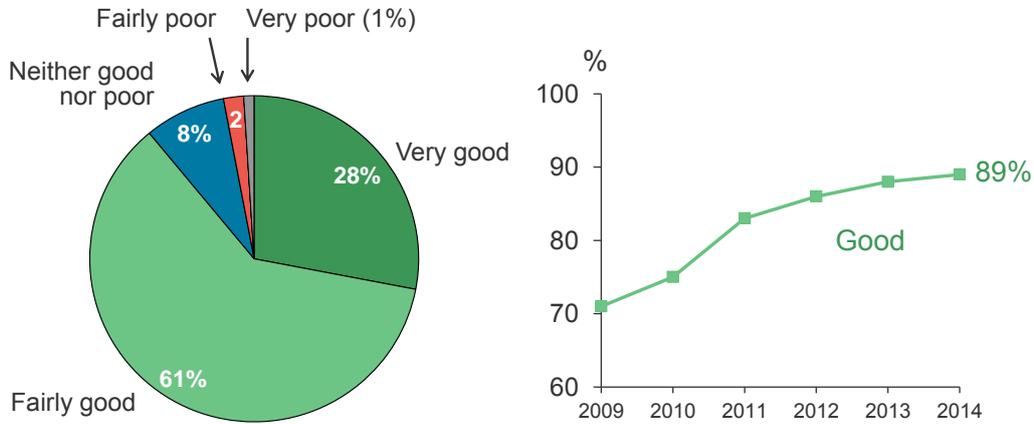
In terms of the other Traffic Scotland information sources, users were predominantly ABC1s and aged 25 to 54 – though it was notable that use of the Twitter feed was also higher than average among those aged 18 to 24 (6% of this age group has used the feed compared to 3% of those aged 25 to 54 and 0% of those aged 55 and over).

8.4 Perceptions of the Traffic Scotland website

In line with previous waves of the survey, around nine in ten (89%) of those who had used the Traffic Scotland website rated it as good or very good, while just 2% rated it as poor or very poor (Figure 8.3). The figures for the mobile website were broadly similar, at 81% and 6% respectively (Figure 8.4).

Figure 8.3 – Ratings of the Traffic Scotland website

Q. Thinking about your experiences of using the Traffic Scotland website, how would you rate it?

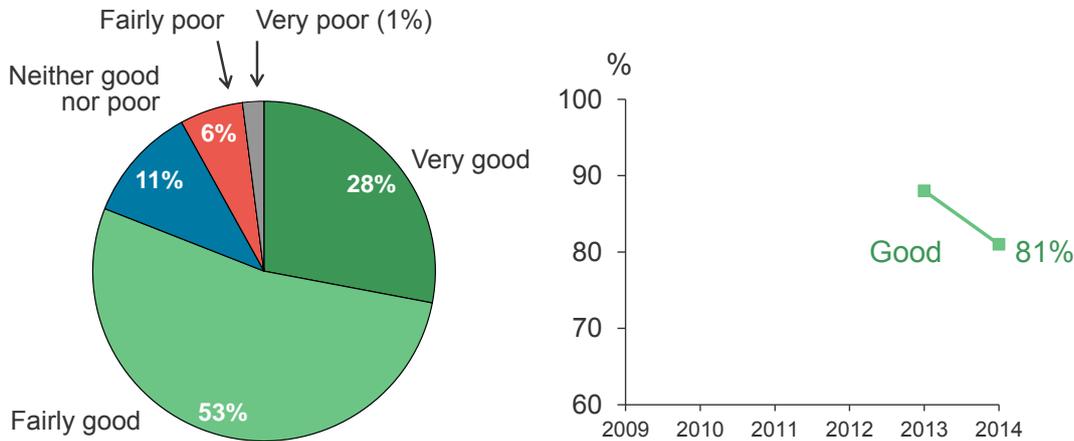


Base: All who used or mentioned the Traffic Scotland website (2014: 591; 2013: 573; 2012: 583; 2011: 517; 2010: 387; 2009: 319)

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Figure 8.4 – Ratings of the Traffic Scotland mobile website

Q. Thinking about your experiences of using the Traffic Scotland mobile website, how would you rate it?



Base: All who used or mentioned the Traffic Scotland website (2014:86; 2013:85)

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of

the Traffic Scotland website. Specifically, a majority agreed that the website content was clear and easy to understand (85%), that most of the information provided was up-to-date (79%), that the site looked and felt well-designed (72%) and that it was generally better than other sources of travel information (56%). Further a majority *disagreed* that the website was difficult to navigate (73%) and

that it took a long time to find information (65%). There has been no change in these results since the last wave of the survey.

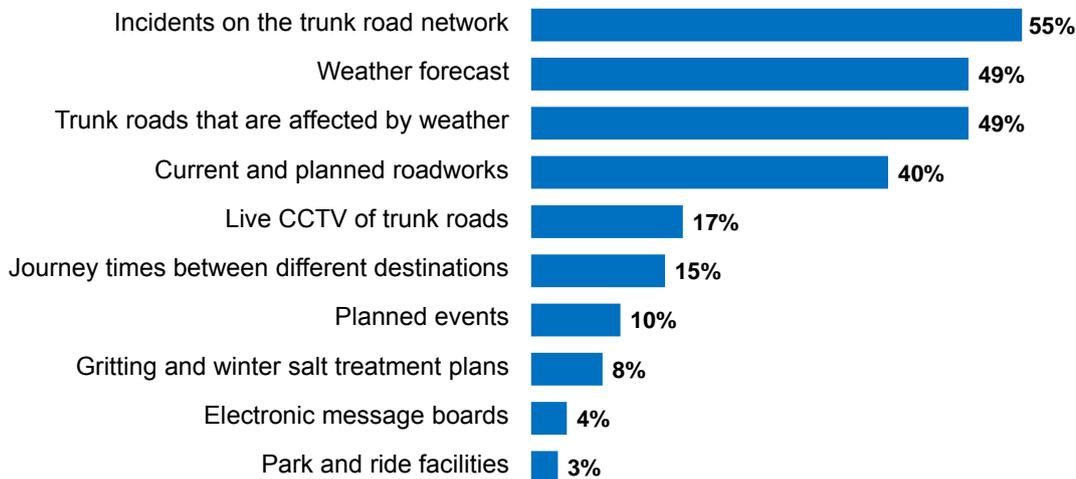
Table 8.3 – Evaluations of specific aspects of the Traffic Scotland website

	Strongly Agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	%	%	%	%	%	%
The content is clear and easy to understand	29	56	8	4	1	1
Most of the information provided is up-to-date	27	52	12	6	1	2
The website looks and feels well designed	21	51	18	6	1	3
The website is generally better than other sources of travel information	18	38	28	9	1	6
It usually takes me a long time to find the information I need	5	13	14	42	23	2
I have difficulties finding my way around the website	6	8	12	40	33	2
<i>Base: All who had used the Traffic Scotland website (591)</i>						

Asked which types of information provided on the website they found particularly useful, respondents most commonly said incidents on the trunk road network (55%), trunk roads that are affected by weather (49%), weather forecasts (49%) and current and planned road works (40%) (Figure 8.5). Again, these results are unchanged on the last wave of the survey.

Figure 8.5 – Evaluations of information provided on the Traffic Scotland website

Q. Based on your experiences of using the website, which of these types of information, if any, would you say are particularly useful?



Base: All respondents who have used the Traffic Scotland website (591)

Asked if there were any other types of information that they would like to see on the website, only around a fifth of respondents (19%) said there were. As in 2013, the most commonly mentioned types of information were:

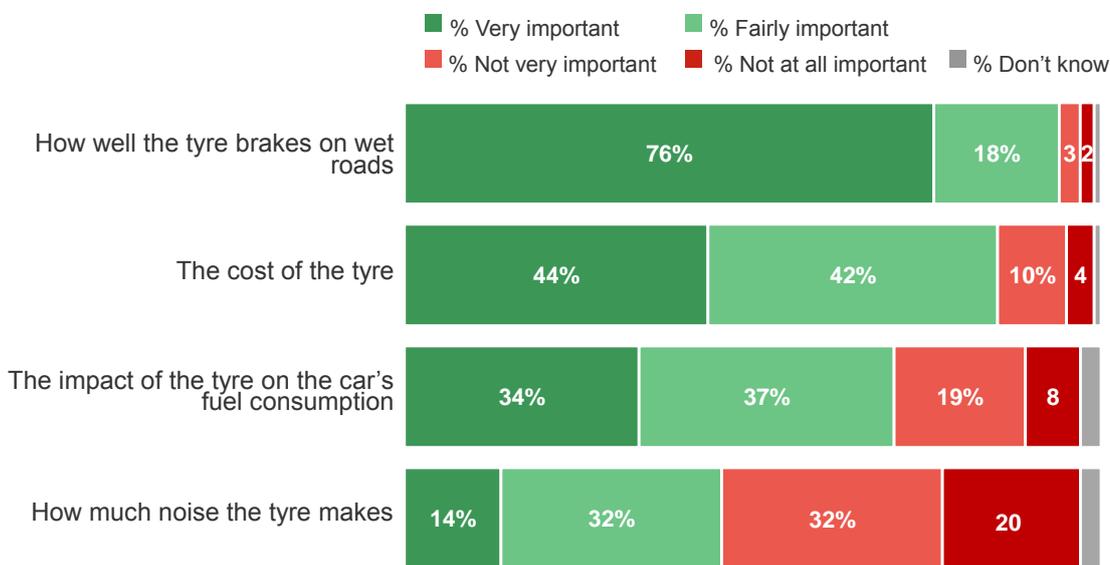
- more detailed and up to date information about proposed upcoming and current road works and road closures
- more CCTV cameras on trunk roads
- more regular website updates and real time information on the condition and status of trunk roads
- additional information to aid the planning of journeys; such as the provision of alternative routes, live journey times and a journey planner on the smartphone app.

9 Tyres

As in the 2013 survey, the most important consideration for respondents when choosing tyres for their car was how well the tyres braked on wet roads (identified as very or fairly important by 94%), followed closely by the cost of the tyres (86%) and the impact of the tyres on the car’s fuel consumption (71%). Fewer than half (46%) of respondents identified as important the amount of noise the tyres made.

Figure 9.1 – Relative importance of factors influencing tyre choice

Q. Thinking about when you choose tyres for your car, how important, if any, are each of the following factors to you?



Base: All respondents who are responsible for buying car tyres (1,174)

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10 Appendix A: Survey questionnaire

INTRODUCTION

Good morning/afternoon/evening. My name is from Ipsos MORI, the research organisation, and we are carrying out a survey about aspects of life in Scotland. The interview will take about 20 minutes.

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

PRESENT RESPONDENT WITH MAP OF TRUNK ROAD NETWORK

This is a map of Scotland's trunk road network. Trunk roads include motorways and A roads.

ASK ALL

Q1. How often have you travelled on a trunk road in Scotland in the last 12 months, either as a passenger or a driver?

SINGLE CODE

5 or more days a week	1
2-4 days a week	2
Once a week	3
Less than once a week but more than once a month	4
Once a month	5
Less than once a month	6
Never	7
Don't know	8

ASK ALL WHO USE TRUNK ROADS AT SOME POINT (CODES 1-6) AT Q1

OTHERS GO TO SCREEN SHOWING:

In that case, you are not eligible to take part in the survey. However, thank you for your time.

THEN CLOSE SURVEY

SHOWCARD A Q2. In which of these ways do you travel on the trunk roads? Please read out the letters that apply.

MULTICODE OK

A	As a driver of a car/van	1
B	As a passenger in a car/van	2
C	As a driver of a goods vehicle, bus or coach	3
D	As a passenger in a bus or coach	4
E	As a motorcyclist	5
F	As a cyclist	6
G	Walking on footways alongside trunk roads	7
	Other (PLEASE WRITE IN AND CODE '8')	8
	Don't know	9

ASK ALL WHO SAY THEY DRIVE ON THE TRUNK ROAD NETWORK AT Q2 (CODES 1 OR 3) AND WHO SAY THEY USE THE TRUNK ROAD NETWORK AT LEAST ONCE A WEEK AT Q1 (CODES 1, 2 OR 3)

OTHERS GO TO Q4

Q3. You mentioned that you drove on the trunk road network. In an average week, how many miles do you cover by driving on the trunk road network?

READ OUT a) – c)

SINGLE CODE

- | | | |
|----|--------------------------|---|
| a) | Less than 25 miles | 1 |
| b) | Between 25 and 100 miles | 2 |
| c) | Over 100 miles | 3 |
| | Don't know | 4 |

ASK ALL

SHOW MAP AGAIN **Q4. Within which of these regions do you use trunk roads most often?** SINGLE CODE

- | | | |
|--|------------|---|
| | North West | 1 |
| | North East | 2 |
| | South West | 3 |
| | South East | 4 |
| | Don't know | 5 |

ASK ALL WHO MENTION A REGION (CODES 1-4) AT Q4

OTHERS GO TO PREABLE BEFORE QTS5

SHOW MAP AGAIN **Q5. And on which of the specific trunk roads within this region do you most frequently travel?** PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1) 1

Don't know X

ASK ALL

FOR THOSE WHO CODE DON'T KNOW (CODE 5) AT QTS3, OR WHO CODE DON'T KNOW (CODE 3) AT Q5 READ OUT: For the remaining questions, I'd like you to focus on the trunk roads in Scotland you use most often.

FOR ALL OTHERS READ OUT: For the remaining questions, I'd like you to focus on these trunk roads in Scotland you use most often.

Q6. Do you mainly travel on these roads..

READ OUT a) – c)

SINGLE CODE

- | | | |
|----|--|---|
| a) | During rush hours (7am-9am and/or 4pm to 7pm) | 1 |
| b) | During off peak hours (9am to 4pm and/or 7pm to 7am) | 2 |
| c) | During both periods | 3 |
| | Other | 4 |
| | Don't know | 5 |

SHOWCARD B Q7. I'm now going to read out a number of aspects of the general state and condition of trunk roads and I'd like you to tell me how satisfied or dissatisfied you are with each.

READ OUT a) – g)

SINGLE CODE EACH ROW

RANDOMISE ORDER

	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	Don't know	N/A
a) The general condition of road surfaces	1	2	3	4	5	6	7
b) The management of vegetation on verges and central reserves	1	2	3	4	5	6	7
c) The amount of litter and debris on the road surface	1	2	3	4	5	6	7
d) The speed with which road defects such as potholes are repaired	1	2	3	4	5	6	7
e) The quality of repairs	1	2	3	4	5	6	7
f) The drainage of water from road surfaces	1	2	3	4	5	6	7
g) The amount of traffic congestion	1	2	3	4	5	6	7

SHOWCARD C Q8. Here is a list of the things we just talked about. From this list, which 2 or 3 would you most like to see improved?

MULTICODE UP TO 3 ONLY

The general condition of road surfaces	1
The management of vegetation on verges and central reserves	2
The amount of litter and debris on the road surface	3
The speed with which road defects such as potholes are repaired	4
The quality of repairs	5
The drainage of water from road surfaces	6
The amount of traffic congestion	7
Other write in	8
None of these	9
Don't know	10

SHOWCARD D Q9. For the next few questions I'd like you to think about road works and the maintenance of trunk roads. Still thinking about the trunk roads that you use most often, how satisfied or dissatisfied are you with the....

READ OUT a) – h)

SINGLE CODE EACH ROW

RANDOMISE ORDER

		Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	N/A
a)	Frequency with which you encounter road works	1	2	3	4	5	6	7
b)	Planning and coordination of diversions when road works take place	1	2	3	4	5	6	7
c)	Planning and coordination of lane closures and restrictions when road works take place	1	2	3	4	5	6	7
d)	Frequency of day time lane closures for road works	1	2	3	4	5	6	7
e)	Frequency of night time lane closures for road works	1	2	3	4	5	6	7
f)	Amount of information available on possible delays to journey times because of road works that are taking place	1	2	3	4	5	6	7
g)	Promptness with which roads are cleared in the winter	1	2	3	4	5	6	7
h)	Promptness with which roads are gritted in winter	1	2	3	4	5	6	7

SHOWCARD E Q10. Here is a list of the things we just talked about. From this list, which 2 or 3 would you most like to see improved?
MULTICODE UP TO 3 ONLY

The frequency with which you encounter road works	1
The planning and coordination of diversions when road works take place	2
The planning and coordination of lane closures and restrictions when road works take place	3
Frequency of day time lane closures for road works	4
Frequency of night time lane closures for road works	5
Amount of information available on possible delays to journey times because of road works that are taking place	6
The promptness with which roads are cleared in the winter	7
The promptness with which roads are gritted in winter	8
Other write in	9
None of these	10
Don't know	11

SHOWCARD F Q11. We are also interested in your opinions of some other aspects of trunk roads. Again, thinking about the trunk roads you use most often how satisfied or dissatisfied are you with the...

READ OUT a) – e)

SINGLE CODE EACH ROW

RANDOMISE ORDER

	Very Satisfied	Fairly Satisfied	Neither satisfied Nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	N/A
a) Provision of lighting along roads	1	2	3	4	5	6	7
b) Visibility of road markings	1	2	3	4	5	6	7
c) Visibility of road signage	1	2	3	4	5	6	7
d) Provision of signs giving directions at decision making points	1	2	3	4	5	6	7
e) INSERT ON CAPI SCREEN							
INSTRUCTION FOR INTERVIEWERS : SHOW RESPONDENTS SHOWCARD BB WITH DEFINITION	1	2	3	4	5	6	7
Provision of electronic message boards to give warnings of congestion and delays							

SHOWCARD G Q12. Here is a list of the things we just talked about. From this list, which 2 or 3 would you most like to see improved?
MULTICODE UP TO 3 ONLY

The provision of lighting along roads	1
The visibility of road markings	2
The visibility of road signage	3
The provision of signs giving directions at decision making points	4
The provision of electronic message boards to give warnings of congestion and delays	5
Other write in	6
None of these	7
Don't know	8

ASK ALL WHO SAY THEY CYCLE OR USE FOOTWAYS OR BOTH (CODES 6 OR 7 OR 6+7) AT Q2 OTHERS GO TO Q15

FOR THOSE WHO CYCLE AND USE FOOTWAYS (CODE 6+7) AT Q2 INSERT <cycle lanes and footways> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS A-N

FOR THOSE WHO ONLY CYCLE (CODE 6) AT Q2 INSERT <cycle lanes> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS A-H

FOR THOSE WHO ONLY USE FOOTWAYS (CODE 7) AT Q2 INSERT <footways> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS I-P

SHOWCARD H Q13. For the next few questions, I'd like you to think about the <INSERT APPROPRIATE TEXT FROM ABOVE> on trunk roads you use most often. Overall how satisfied or dissatisfied would you say you are with the...
SINGLE CODE EACH ROW
RANDOMISE ORDER

		Very Satisfied	Fairly Satisfied	Neither satisfied Nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	N/A
a)	general condition of cycle lane surfaces	1	2	3	4	5	6	7
b)	provision of lighting on cycle lanes	1	2	3	4	5	6	7
c)	speed with which cycle lane defects such as potholes are repaired	1	2	3	4	5	6	7
d)	quality of cycle lane repairs	1	2	3	4	5	6	7
e)	availability of cycle lanes where they are needed	1	2	3	4	5	6	7
f)	availability of dropped kerbs (that is when the edge of the pavement is lowered to help with pushing bikes up or down the pavement)	1	2	3	4	5	6	7

g)	availability of cycle crossing points where they are needed	1	2	3	4	5	6	7
h)	amount of guard railing or other physical barriers on trunk roads	1	2	3	4	5	6	7
i)	general condition of footway surfaces	1	2	3	4	5	6	7
j)	provision of lighting on footways	1	2	3	4	5	6	7
k)	speed with which footway defects are repaired	1	2	3	4	5	6	7
l)	quality of footway repairs	1	2	3	4	5	6	7
m)	availability of footways where they are needed	1	2	3	4	5	6	7
n)	availability of pedestrian crossing points where they are needed							
o)	availability of dropped kerbs (that is when the edge of the pavement is lowered to help with crossing the road)	1	2	3	4	5	6	7
p)	amount of guard railing or other physical barriers on trunk roads	1	2	3	4	5	6	7

ASK ALL WHO SAY THEY CYCLE OR USE FOOTWAYS OR BOTH (CODES 6 OR 7, 6+7) AT Q2
OTHERS GO TO Q15

FOR THOSE WHO CYCLE **AND** USE FOOTWAYS (CODE 6+7) AT Q2, CAPI SCREEN SHOULD SHOW OPTIONS A-N AND INTERVIEWER INSTRUCTIONS SHOULD SAY: SHOWCARD I FOR THOSE WHO USE CYCLE AND USE FOOTWAYS

FOR THOSE WHO **ONLY** CYCLE (CODE 6) AT Q2, CAPI SCREEN SHOULD SHOW OPTIONS A-H AND INTERVIEWER INSTRUCTIONS SHOULD SAY: SHOWCARD J FOR THOSE WHO ONLY CYCLE

FOR THOSE WHO **ONLY** USE FOOTWAYS (CODE 7) AT Q2, CAPI SCREEN SHOULD SHOW OPTIONS I-P AND INTERVIEWER INSTRUCTIONS SHOULD SAY: SHOWCARD K FOR THOSE WHO ONLY USE FOOTWAYS

Q14. Here is a list of the things we just talked about. From this list, which 2 or 3 would you most like to see improved?

MULTICODE UP TO 3 ONLY

NOTE FOR SCRIPTING: DO NOT SHOW LETTERING A)-P) ON SCRIPT

a)	The general condition of cycle lane surfaces	1
b)	The provision of lighting on cycle lanes	2
c)	The speed with which cycle lane defects such as potholes are repaired	3
d)	The quality of cycle lane repairs	4
e)	The availability of cycle lanes where they are needed	5
f)	availability of dropped kerbs (that is when the edge of the pavement is lowered to help with pushing bikes up or down the pavement)	6
g)	availability of cycle crossing points where they are needed	7
h)	amount of guard railing or other physical barriers on trunk roads	8

i)	The general condition of footway surfaces	9
j)	The provision of lighting on footways	10
k)	The speed with which footway defects are repaired	11
l)	The quality of footway repairs	12
m)	The availability of footways where they are needed	13
n)	availability of pedestrian crossing points where they are needed	14
o)	availability of dropped kerbs (that is when the edge of the pavement is lowered to help with crossing the road)	15
p)	amount of guard railing or other physical barriers on trunk roads	16
	Other write in	17
	None of these	18
	Don't know	19

ASK ALL

Q15. Here is a list of all the improvements you said you would like to see made over the last few questions. From this list, which are the 2 or 3 most important ones?

TURN CAPI MACHINE TO RESPONDENT

SHOW LIST OF ALL IMPROVEMENTS MENTIONED FROM Q8, Q10, Q12 and Q14 (if applicable) MULTICODE UP TO 3 ONLY

SHOWCARD L Q16. Do you think that each of the following aspects of trunk roads has got better, worse or stayed the same over the past two years?

READ OUT a) – f)

SINGLE CODE EACH ROW

RANDOMISE ORDER

		Got better	Got worse	Stayed about the same	Don't know
a)	General condition of road surfaces	1	2	3	4
b)	Drainage of water from road surfaces	1	2	3	4
c)	Visibility of road markings	1	2	3	4
d)	Frequency with which you encounter road works	1	2	3	4
e)	Promptness with which roads are cleared in the winter	1	2	3	4
f)	Promptness with which roads are gritted in winter	1	2	3	4

QTS2013A SHOWCARD M **Q17. I am now going to read a list of some other improvements that could be made on the trunk road network. Please say how essential you feel each is by giving a score of 1 out of 10, where 1 is not at all essential and 10 is absolutely essential.**

READ OUT a)-c)

SINGLE CODE EACH ROW

RANDOMISE ORDER

a)	The road surface should be quiet to travel on	1	2	3	4	5	6	7	8	9	10	DK
b)	The overall road network should look good, i.e. verges, roads, bridges, signs etc.	1	2	3	4	5	6	7	8	9	10	DK
c)	Information should be provided on how people can minimise their noise and air emissions when using trunk roads	1	2	3	4	5	6	7	8	9	10	DK

ASK ALL WHO SAY THAT THEY ARE FAIRLY/VERY DISSATISFIED WITH THE GENERAL CONDITION OF ROAD SURFACES (CODES 4 OR 5) AT Q7
OTHERS GO TO Q20

SHOWCARD N **Q18. You mentioned that you were dissatisfied with the general condition of road surfaces. When using trunk roads how often, if at all, do you encounter road defects which you feel are unsafe?**

SINGLE CODE

Always	1
Usually	2
Sometimes	3
Rarely	4
Never	5
Don't know	6

ASK ALL WHO SAY AT LEAST RARELY (CODES 1-4) AT Q18, OTHERS GO TO Q20

SHOWCARD O **Q19. And what is the specific defect in most of these cases? Just read out the letter that applies.**

SINGLE CODE

A	Uneven/bumpy surface	1
B	Potholes	2
C	Poor repairs	3
D	Cracking	4
E	Ironwork in need of repair (i.e. manholes, drain covers etc.)	5
F	Deterioration of road edge	6
G	Slippery roads caused by ice/snow	7
H	Poor skid resistance	8
I	Water on roads	9
J	Poor road makings	10
	Other – write in	11
	Don't know	12

ASK ALL

SHOWCARD P Q20. The next few questions focus on disruptions to trunk roads caused by severe weather. How satisfied or dissatisfied are you with the....

READ OUT a) – e)

SINGLE CODE EACH ROW

	Very Satisfied	Fairly Satisfied	Satisfied	not dissatisfied	fairly dissatisfied	very dissatisfied	Don't know	N/A
a) Accuracy of warnings and information about the likely condition of trunk roads <u>before</u> severe weather	1	2	3	4	5	6	7	
b) Availability of up to date information on the condition of trunk roads <u>during</u> severe weather	1	2	3	4	5	6	7	
c) Availability of information on the condition of trunk roads <u>after</u> severe weather	1	2	3	4	5	6	7	
d) Measures taken to deal with disruptions on trunk roads <u>after</u> severe weather	1	2	3	4	5	6	7	
e) Availability of alternative routes and diversions <u>after</u> severe weather disruptions to trunk roads	1	2	3	4	5	6	7	

SHOWCARD Q Q21. In the last 12 months or so, how often would you say journeys that you make on trunk roads have been disrupted by the following...? By disruption, I mean anything from having to use an alternative mode of transport to being delayed or having to cancel a journey.

READ OUT

SINGLE CODE EACH ROW

RANDOMISE ORDER

	Once or twice	3 to 10 times	More than 10 times	Never	Don't know/ Can't remember
a) Floods	1	2	3	4	5
b) Landslide	1	2	3	4	5
c) Snow or ice on the road	1	2	3	4	5
d) Heavy rain or hail	1	2	3	4	5
e) High winds	1	2	3	4	5

ALL WHO HAVE EXPERIENCED DISRUPTION TO AT LEAST ONE JOURNEY IN THE PAST YEAR AT Q21 (CODES 1 THROUGH TO 3 AT ANY OF THE ITEMS) OTHERS GO TO Q23

FOR THOSE WHO HAVE EXPERIENCED DISRUPTION AS A RESULT OF MORE THAN ONE TYPE OF WEATHER INCIDENT AT Q21 (IE CODES 1 THROUGH TO 3 AT MORE THAN 1 OF THE ITEMS), CAPI SCRIPT RANDOMLY SELECT ONE INCIDENT TO ASK Q22 IN RELATION TO

SHOWCARD R Q22. And thinking back to the last time your journey was disrupted as a result of [INSERT SEVERE WEATHER INCIDENT EXPERIENCED AT QTS2013C], in which of these ways were you affected? Please just read out the letters that apply.

MULTICODE OK

A	I had to cancel my journey	1
B	I had to use an alternative mode of transport	2
C	I had to use an alternative route	3
D	I completed my journey with a delay of less than 30 minutes	4
E	I completed my journey with a delay of more than 30 minutes but less than hour	5
F	I completed my journey with a delay of 1 to 3 hours	6
G	I completed my journey with a delay of more than 3 hours	7
H	My journey was affected in another way (PLEASE WRITE IN)	8
	Don't know	9

ASK ALL

Q23. Over the last 12 months, from which sources, if any, did you obtain information about the status and condition of trunk roads affected by severe weather conditions? SHOW RESPONDENT TRUNK ROAD MAP AGAIN AND SAY:

Just a reminder that I'm talking about these A roads and motorways, not other local roads.

IF NECESSARY: By severe weather conditions, I mean things like strong winds or snow on roads which can affect your journeys on the network.

MULTICODE OK

ASK ALL WHO CODE MORE THAN ONE RESPONSE AT Q23 AND ONLY SHOW OPTIONS THAT HAVE BEEN CODED AT Q23

OTHERS GO TO Q25

Q24. And of the sources you just mentioned, from which one would you say you received the majority of your information about the status and condition of trunk roads during severe weather conditions?

SINGLE CODE

	QTS22A	QTS22B
Television	1	1
Radio	2	2
News websites	3	3
Traffic Scotland website	4	4
Local council website	5	5
Other internet websites, please write in	6	6
Smartphone 'Apps'/applications	7	7
Word of mouth	8	8
Newspapers	9	9
Social media (e.g. twitter)	10	10
Other, please write in	11	11
Did not receive any information	12	12
Don't know	13	13

Q25. Over the last 12 months, have you looked for any information about winter maintenance, such as salting and clearing, on trunk roads?

SINGLE CODE

Yes	1
No	2
Don't know	3

VARY Q26 WORDING BASED ON ANSWERS AT Q25

THOSE WHO HAVE LOOKED FOR INFORMATION ON WINTER MAINTENANCE AT Q25 (CODE 1) ASK:

Q26. Where did you look for information about winter maintenance on trunk roads?

MULTICODE OK

ALL OTHERS (CODES 2 OR 3 AT Q25) ASK:

Q26. And in future, where would you prefer to obtain information about winter maintenance on trunk roads?

MULTICODE OKA

Television	1
Radio	2
Social media like twitter	3
News websites	4
Local council websites	5
Other online website	6
Traffic Scotland website	7
Traffic Scotland internet radio	8
Traffic Scotland freephone	9
Care Line	
Smartphone apps	10
Newspapers	11
Word of mouth	12
Other write in	13
Wouldn't/didn't look for this	14
Don't know	15

Q27. Moving on slightly, can I just check whether you have access to the internet at all?

SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK ALL WHO HAVE ACCESS TO THE INTERNET AT Q27 (CODE 1) OTHERS GO TO Q34

SHOWCARD S Q28. I'd like to get your views on other types of information about trunk roads available to the public. Which of these sources of information, if any, have you used?

MULTICODE

Traffic Scotland website	1
Traffic Scotland mobile website	2
The Traveline smartphone app	3
Traffic Scotland internet radio station	4
Traffic Scotland twitter feed	5
Traffic Scotland RSS feed	6
None of these	7
Don't know	8

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1 OR CODE 2) AT Q28 OTHERS GO TO Q34

FOR THOSE WHO HAVE USED BOTH THE TRAFFIC SCOTLAND WEBSITE AND THE MOBILE WEBSITE AT Q28 (CODES 1 + 2) PLEASE SHOW:

SHOWCARD T Q29. Thinking about your experiences of using the Traffic Scotland web site, how would you rate it? By that I mean the website that you access mainly through a PC or laptop, as opposed to through your mobile phone.

SINGLE CODE

FOR THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE BUT NOT THE TRAFFIC SCOTLAND MOBILE WEBSITE (I.E.CODE 1 AND ANY OTHER CODES APART FROM CODE 2) SHOW:

SHOWCARD T Q29. Thinking about your experiences of using the Traffic Scotland web site, how would you rate it?

THOSE WHO HAVE USED THE TRAFFIC SCOTLAND MOBILE WEBSITE BUT NOT THE TRAFFIC SCOTLAND MAIN WEBSITE (IE CODE 2 AND ANY OTHER CODES APART FROM CODE 1) GO TO Q30.

ONLY ASK THOSE WHO SAID THAT THEY HAD ACCESSED THE TRAFFIC SCOTLAND MOBILE WEBSITE AT QTS24 (CODE 2 ANY COMBINATION) OTHERS GO TO QTS25C

SHOWCARD T AGAIN Q30. Thinking about your experiences of using the Traffic Scotland mobile website, how would you rate it?

SINGLE CODE

	TS25A	QTS25B
Very good	1	1
Fairly good	2	2
Neither good nor poor	3	3
Fairly poor	4	4
Very poor	5	5
Don't know	6	6

FOR THOSE WHO HAVE USED BOTH THE TRAFFIC SCOTLAND WEBSITE AND THE MOBILE WEBSITE AT Q28 (CODES 1 + 2) PLEASE SHOW:

SHOWCARD U I am now going to read out some statements about the main Traffic Scotland website. Just a reminder that by I mean the website that you access mainly through a PC or laptop, as opposed to through your mobile phone.

Q31. Still thinking about your experiences of using the website, to what extent do you agree or disagree with each statement?

FOR THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE BUT NOT THE TRAFFIC SCOTLAND MOBILE WEBSITE (I.E.CODE 1 AND ANY OTHER CODES APART FROM CODE 2) SHOW:

SHOWCARD U I am now going to read out some statements about the Traffic Scotland website.

Q31. Still thinking about your experiences of using the website, to what extent do you agree or disagree with each statement?

THOSE WHO HAVE USED THE TRAFFIC SCOTLAND MOBILE WEBSITE BUT NOT THE TRAFFIC SCOTLAND MAIN WEBSITE (IE CODE 2 AND ANY OTHER CODES APART FROM CODE 1) GO TO Q34.

SINGLE CODE EACH ROW
RANDOMISE LIST

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know N/A
I have difficulties finding my way around the website	1	2	3	4	5	6
The website looks and feels well designed	1	2	3	4	5	6
The website content is clear and easy to understand	1	2	3	4	5	6
It usually takes me a long time to find the information I need	1	2	3	4	5	6
Most of the information provided on the website is up-to-date	1	2	3	4	5	6
The website is generally better than other sources of travel information	1	2	3	4	5	6

SHOWCARD V Q32. Here is a list of some of the different types of information that are available on the Traffic Scotland website. Based on your experiences of using the website, which of these types of information, if any, would you say are particularly useful? Please just read out the letters that apply.

CODE 3 MAX

- A Incidents on the trunk road network 1
- B Trunk roads that are affected by weather 2
- C Current and planned roadworks 3
- D Journey times between different destinations 4
- E Park and ride facilities 5

F	Weather forecast or warnings	6
G	Electronic message boards	7
H	Live CCTV of trunk roads	8
I	Planned events	10
J	Gritting and winter salt treatment plans	11
	Other travel information	12
	Don't know	13

Q33. Is there any other information which could be provided through the Traffic Scotland website which you would find useful?

WRITE IN

Don't know X

ASK ALL

IF NO ACCESS TO THE INTERNET OR DK AT Q27 (CODE 2 OR 3) SHOW: **Q34. How many cars or light vans are there in your household?**

IF HAVE ACCESS TO THE INTERNET AT Q27 (CODE 1) SHOW: **Q34. Moving on slightly, how many cars or light vans are there in your household?**

SINGLE CODE

1 car or light van	1
2 cars/light vans	2
3+ cars/light vans	3
None	4
Refused/don't know	5

ASK ALL WHO SAY THAT THEIR HOUSEHOLD HAS A CAR AT Q34 (CODES 1 THROUGH TO 3)
OTHERS GO TO QA

Q35. And can I just check whether you are responsible for buying tyres for your car(s)?

SINGLE CODE

Yes	1
No	2
Refused/don't know	3

ASK ALL WHO SAY THAT THEY ARE RESPONSIBLE FOR CHOOSING CAR TYRES AT Q35 (CODE 1) OTHERS GO TO Q37

SHOWCARD W Q36. Thinking about when you choose tyres for your car, how important, if at all, are each of the following factors to you? Please select your answer from the scale on this card.

READ OUT a)-d)

SINGLE CODE EACH ROW

RANDOMISE ORDER

		Very important	Fairly important	Not very important	Not at all important	Don't know
a)	The cost of the tyre	1	2	3	4	5
b)	The impact of the tyre on the cars' fuel consumption	1	2	3	4	5
c)	How much noise the tyre makes	1	2	3	4	5
d)	How well the tyre breaks on wet roads	1	2	3	4	5

DEMOGRAPHICS SECTION

ASK ALL

Q37. CODE RESPONDENTS GENDER
SINGLE CODE

Male	1
Female	2

Q38. AGE
SINGLE CODE

18	1
19-24	2
25-34	3
35-44	4
45-54	5
55-59	6
60-64	7
65-74	8
75+	9

Q39. Working Status of Respondent:

Working - Full time (30+ hrs)	1
- Part-time (9-29 hrs)	2
Unemployed	3
Not working - retired	4
- looking after house/children	5
- invalid/disabled	6
Student	7
Other (PLEASE SPECIFY)	8

Q40. Occupation of Chief Income Earner

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

Q41. Class:
SINGLE CODE

A	1
B	2
C1	3
C2	4
D	5
E	6

Q42. Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

SINGLE CODE ONLY

Yes	1
No	2
Refused/don't know	5

SHOWCARD X Q43. What is your household's total income from all sources over the last 12 months? Just read out the letter from the card.

SINGLE CODE.

	Per Week	Per Year	
A	Less than £100	Less than £5,200	1
B	£100 to £199	£5,200 to £10,399	2
C	£200 to £299	£10,400 to £15,599	3
D	£300 to £499	£15,600 to £25,999	4
E	£500 to 699	£26,000 to 36,399	5
F	£700 to £949	£36,400 to £49,399	6
G	£950 to £1,199	£49,400 to £62,399	7
H	£1,200 to £1,499	£62,400 to £77,999	8
I	£1,500 or more	£78,000 or more	9

Q44. WRITE IN NUMBER OF ADULTS IN THE HOUSEHOLD

Q45. WRITE IN NUMBER OF CHILDREN IN THE HOUSEHOLD (UP TO 15 YEARS OLD)

ASK IF CHILDREN IN THE HOUSEHOLD AT Q45

Q46. What ages are the children in the household?

MULTICODE OK

0-4	1
5-7	2
8-10	3
11-15	4
Don't know	5

ASK ALL

SHOWCARD Y Q47. Which of these best describes the ownership of your home? Please read out the letter that applies.

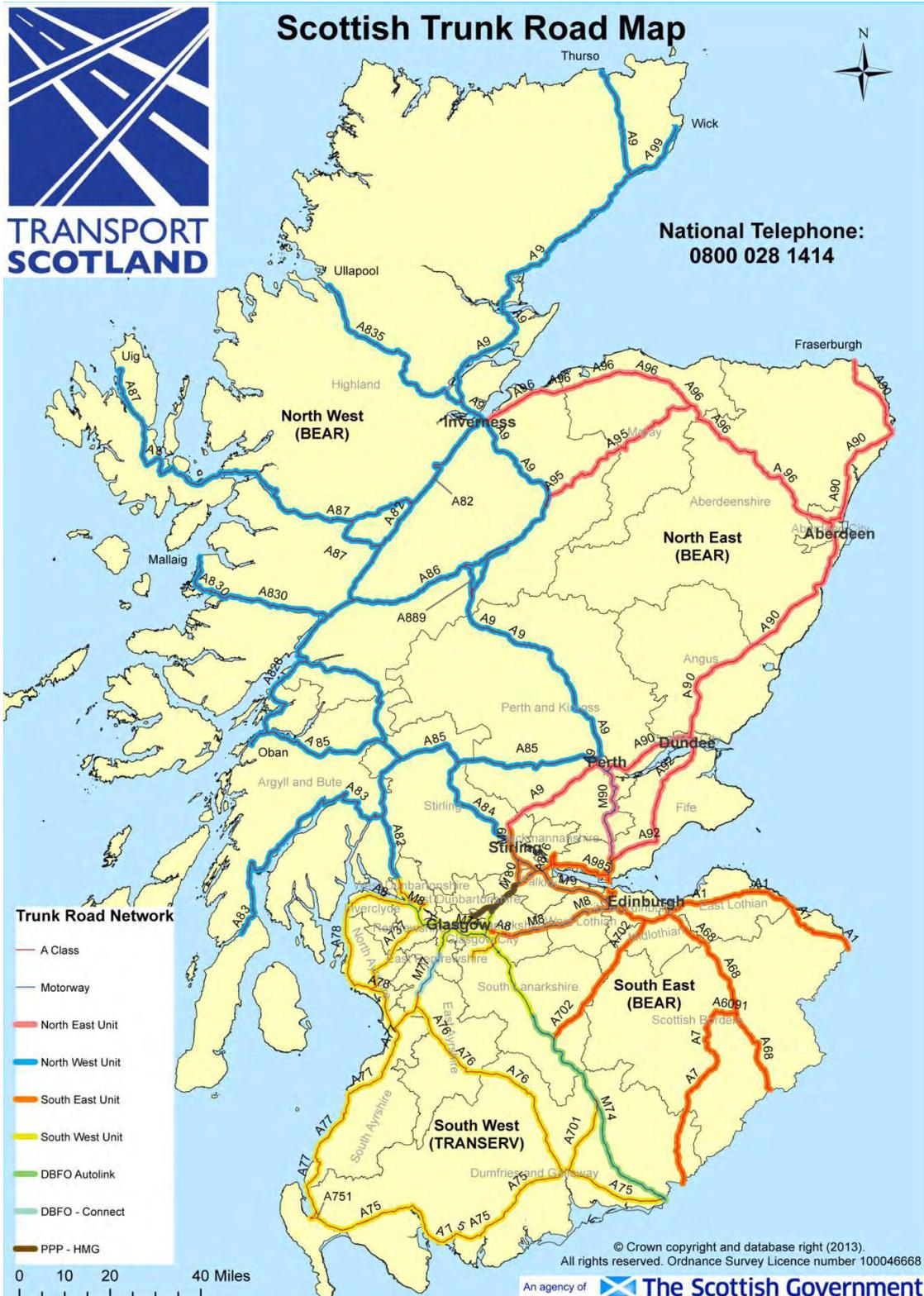
SINGLE CODE ONLY.

A	Owned outright (including leasehold)	1
B	Buying on mortgage	2
C	Rented from Council	3
D	Rented from housing association	4
E	Rented from private landlord	5
	Other	6

*****TIME STAMP*****

*****END OF INTERVIEW*****

11 Appendix B: Map of trunk road network in Scotland



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