Ipsos MORI
Scotland

Perceptions of the Trunk Road Network in Scotland

October 2011

Contents

Executive Summary

Ipsos MORI was commissioned by Transport Scotland to undertake a survey of trunk road users in Scotland, building on similar surveys conducted in 2007, 2009 and 2010. A total of 2,017 Scottish adults were interviewed face to face over two phases (to avoid seasonal effects). The first phase was conducted between 23rd February and 17th April 2011, and the second phase between 15th June and 22nd July 2011.

Perceptions of trunk roads

Satisfaction with trunk road surfaces has continued to decline since the last survey; indeed, less than a third (29%) of respondents now say they are very or fairly satisfied with surfaces, while 62% say they are very or fairly dissatisfied.

Consistent with the declining level of satisfaction with road surfaces, there has been a significant increase in the proportion saying that they 'always' experience unsafe defects since the last survey (from 19% to 26%). As in previous years, the most commonly experienced defect was by far potholes, followed by uneven surfaces and poor repairs.

Perceptions of the management of vegetation, the amount of litter and debris, and congestion levels have improved since the 2009 research. However, drainage, speed of repairs and their quality are attracting greater criticism.

The feature of trunk roads which respondents would most like to see improved was general condition of road surfaces; the proportion mentioning this feature has increased by eight percentage points since 2010. The speed with which defects are repaired and the quality of repairs were the next most common responses and, again, the proportions mentioning each are higher than a year ago.

Perceptions of road works and winter maintenance

While users are increasingly critical of the quality of road surfaces, there has been a positive shift in perceptions of road works on trunk roads since 2010. Thus around half of road users expressed satisfaction with the planning and co-ordination of diversions (52%) and with the planning and co-ordination of lane closures (50%). That said, over a third (37%) expressed satisfaction with the frequency with which they encounter road works.

Levels of satisfaction with aspects of winter maintenance on the trunk road network have continued to decline: only 36% of respondents were satisfied with the promptness with which roads are cleared; a reduction of eight percentage point since 2010. Similarly, only 39% were satisfied with the promptness with which roads are gritted; a reduction of five percentage points over the same period.

The aspects of road works and winter maintenance respondents were most keen to see improved were the promptness with which roads are cleared (58%) and gritted (56%) in winter, followed by the frequency of road works (34%).

Lighting, marking and signage on the trunk roads

Lighting, markings and signage on the network remain well-regarded by trunk road users. Specifically, 73% of road users expressed satisfaction with the provision of lighting along roads, and the same proportion (73%) expressed satisfaction with the visibility of road signage. Approximately two thirds of road users were satisfied with the provision of directional signs (68%) and electronic message boards (62%). The comparable figure for visibility of road markings was 59%.

Asked which of these aspects they would most like to see improved, views were fairly divided. Over a third (38%) said the visibility of road markings, a quarter (25%) mentioned the visibility of road signage and similar proportions mentioned the provision of directional signs (23%) and lighting along roads (22%). Eighteen per cent said electronic message boards.

Perceptions of cycle lanes and footways

Questions about cycle lanes and footways were put only to respondents who said they had used these facilities - 3% (53 respondents) in the case of cycle lanes and 8% (163 respondents) in the case of footways.

Views on these aspects of provision were fairly divided. Thus, whereas 37% of those asked expressed satisfaction with the condition of cycle lanes, the same proportion expressed dissatisfaction. Similarly, while 45% of pedestrians were satisfied with the condition of footways, 42% were dissatisfied.

Perceptions of other features of cycle lanes were fairly negative. Fewer than half (47%) of cyclist were satisfied with the availability of dropped kerbs; only around a third were satisfied with the provision of lighting on cycle lanes (36%) and amount of guard railing

(34%); only around a quarter were satisfied with the quality of cycle lane repairs (27%), the availability of cycle lanes (27%) and availability of cycle crossing points (26%); and only 19% were satisfied with the speed with which cycle lane defects are repaired.

The results for footways were a little more positive with a majority of those asked saying that they were satisfied with the availability of footways (73%), the availability of pedestrian crossing points (63%), the availability of dropped kerbs and (62%), lighting on footways (62%) and the amount of guard railing (57%). Still, smaller proportions were satisfied with the quality of footway repairs (42%) and the speed with which footway defects are repaired (32%).

The aspect of cycle lanes and footways respondents would most like to see improved was the general condition of footways surfaces (mentioned by 32%), followed by the quality of footways repairs (mentioned by 19%) and the speed with which footways defects are repaired (18%).

Overall priorities for improving the trunk road network

Consistent with previous surveys, the improvements that respondents would most like to see made to the network all related to road surfaces, specifically: the general condition of road surfaces (45%), the speed with which defects are repaired (38%) and the quality of repairs (35%).

Traffic information

Respondents were asked from which sources they received the majority of their information about the status and condition of roads during the cold spells of winter 2010-11. Around two in five (42%) respondents said they received most of their information from television, the same proportion (42%) said radio and 11% said by word of mouth. No other single source was mentioned by more than one in ten respondents.

A third (33%) of respondents with access to the internet said that they had used the Traffic Scotland website, and this is a notable increase from previous waves of the survey (27% in 2010 and 24% in 2009). Over four in five (83%) of those who had used the website rated it as fairly or very good, while just 5% rated it as very or fairly poor. These results represent an improvement on the already very positive ratings recorded in 2010.

To explore perceptions of the website in more detail, respondents were presented with a number of statements about it and asked to what extent they agreed or disagreed with each. Reflecting the ratings reported above, the findings were mainly positive: 82% of those asked agreed that the content of the site is clear and easy to understand, 79% agreed that most of the information provided is up to date and around three quarters (71%) agreed that the site looks and feels well designed. Meanwhile, a similar proportion *disagreed* that they have difficulty finding their way around the site (75%) and that it takes too long to find the information they need (73%).

Still, views were more divided on the statement: “The website is generally better than other sources of travel information” - 48% agreed with this, while 14% disagreed and 33% neither agreed nor disagreed.

Concessionary travel

Among respondents who are eligible under the concessionary travel schemes (i.e. those who are aged 18 years old or 60 years old and over), over four in five (86%) said that they have a national entitlement card and only 13% said that they did not have one.

Over half (57%) of those asked said that they used buses more than they would otherwise do, as a result of having a national entitlement card. Specifically, 35% said that they used buses a lot more and 22% said that they used buses a little more. However, around two in five (42%) said that the card has made no difference to how much they use buses.

1 Introduction

This report presents the findings of a survey of trunk road users in Scotland, conducted by Ipsos MORI on behalf of Transport Scotland. The survey is the latest in a series, with previous waves conducted in 2007, 2009 and 2010.

1.1 The survey questionnaire

The questionnaire was largely the same as that used in the 2009 and 2010 waves, and the specific themes covered included:

- road conditions and defects
- road works and winter maintenance
- road lighting, markings and signage
- cycle lanes and footways
- traffic information and the Traffic Scotland website
- concessionary travel

A copy of the questionnaire is provided in Appendix A.

1.2 Methodology

Ipsos MORI interviewed a representative quota sample of 2,017 adults (aged 18 and over) across Scotland. All interviews were conducted face to face in respondents' homes, using CAPI (Computer Assisted Personal Interviewing).

Fieldwork was conducted in two phases 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 phase was conducted between 23rd February and 17th April 2011, and the second phase between 15th June and 22nd July 2011.

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, either as a passenger or driver. 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 survey data have been weighted by age, gender and working status using the 2009 ONS mid-year census estimates.

All fieldwork and project management was carried out to ISO20252 standards.

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.

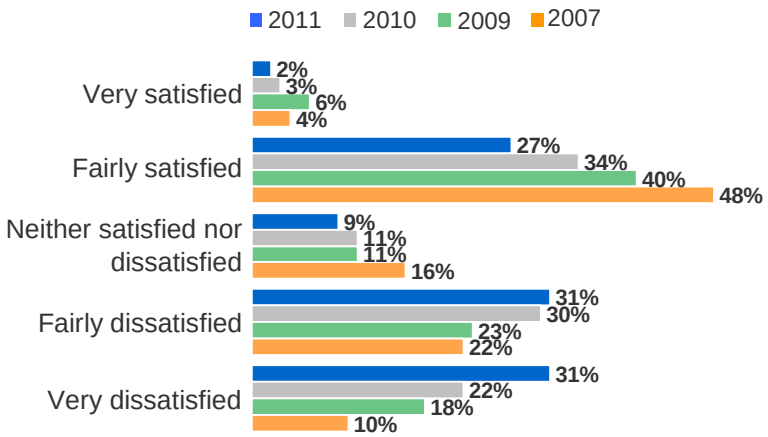
2 Perceptions of trunk roads

2.1 Satisfaction with trunk road surfaces

Satisfaction with trunk road surfaces has continued to decline since the last survey; indeed, less than a third (29%) of respondents now say they are very or fairly satisfied with surfaces, while 62% say they are very or fairly dissatisfied (figure 2.1). This may partly reflect the very harsh weather conditions of 2010/11 which caused significant damage to the road network across the country.

Figure 2.1: Satisfaction with trunk road surfaces, 2007 – 2011

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



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861 2007: 1,843)

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As in previous waves of the survey, trunk road users in the South West expressed a significantly higher level of dissatisfaction with roads surfaces on the network than those in other areas (73% compared with 60% in the North West, 57% in the South East and 52% in the North East).

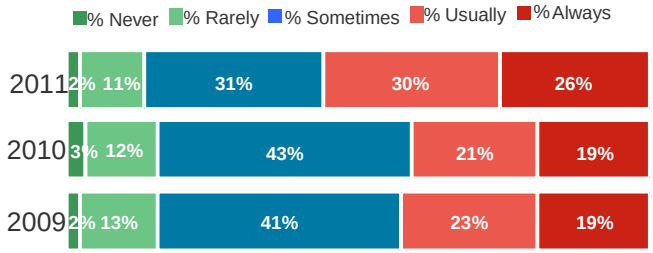
2.2 Experience of defects

All respondents who expressed dissatisfaction with trunk road surfaces were asked how often they experience defects that make them feel unsafe. Consistent with the declining level of satisfaction with road surfaces, there has been a significant increase in the proportion saying that they 'always' experience such defects since the last survey (from 19% to 26%). The proportions saying that they 'usually' or 'sometimes'

experience defects have similarly increased by nine and twelve percentage points respectively (figure 2.2).

Figure 2.2: Experience of defects, 2009 – 2011

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 condition of road surfaces (2011:1,253; 2010:1,050; 2009:758)

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Trunk road users in the North West and South West were more likely than those in the North East and South East to say that they 'always' encounter defects (32% and 29% compared with 20% and 22% respectively).

As in previous years, the most commonly experienced defect was potholes, mentioned by 77%, followed by uneven surfaces, mentioned by 8%, and poor repairs, mentioned by 8% (table 2.1). The proportion mentioning potholes has continued to increase, from 73% in 2010. Again, this rise may partly reflect the harsh weather conditions in 2010/11 which resulted in significant damage to the network.

Table 2.1: Types of defects experienced most often, 2009 – 2011

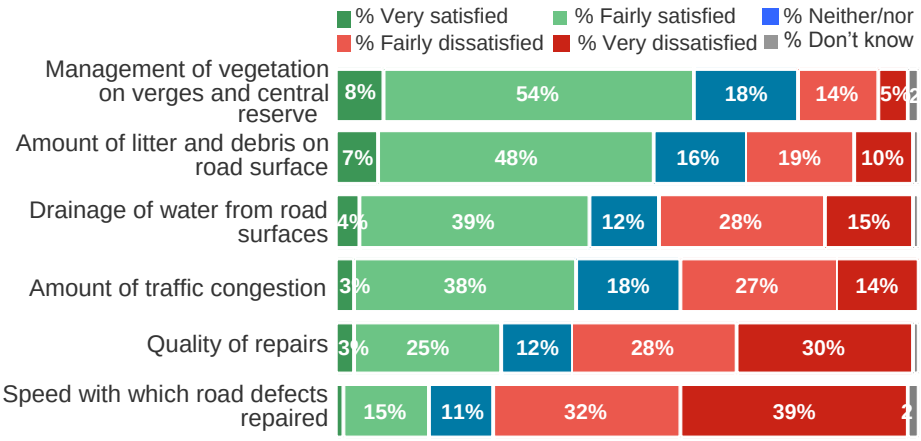
	2009	**2010**	**2011**
	%	%	%
Potholes	62	73	77
Uneven or bumpy surfaces	14	12	8
Poor repairs	9	5	8
Slippery roads caused by ice or snow	2	3	2
Water on roads	3	2	1
Cracking	2	2	1
Ironwork in need of repair	1	1	1
Deterioration of road edge	2	1	1
Poor skid resistance	1	*	*
Base: All who experiences defects when travelling on the trunk road network	*729*	*998*	*1,221*

2.3 Satisfaction with other features of the trunk road network

The results in respect of other features of the trunk road network were fairly mixed. In terms of the more positive findings: 62% expressed satisfaction with the management of vegetation on verges and central reserve and over half (55%) expressed satisfaction with the amount of litter and debris on the road surface (figure 2.3). Meanwhile, less than half were satisfied with the drainage of water from road surfaces (43%), the amount of traffic congestion (41%) and the quality of repairs (28%). Moreover, only 16% said they were satisfied with the speed with which road defects are repaired; a majority (71%) expressed *dissatisfaction* with this aspect of provision.

Figure 2.3: Satisfaction with features of the trunk road network

Q. Thinking about the general state and condition of trunk roads, overall how satisfied or dissatisfied you are with…?



Base: All who have travelled on a trunk road in the last 12 months (2,017)

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As table 2.2 shows, perceptions of the management of vegetation, the amount of litter and debris, and congestion levels have improved since the 2009 research. However, drainage, speed of repairs and their quality are attracting greater criticism.

Table 2.2: Satisfaction with features of the trunk road network, 2010 – 2011

	2009		2010		2011	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
	%	%	%	%	%	%
The management of vegetation on verges and central reserve	58	18	58	19	62	19
The amount of litter and debris on the road surface	50	31	52	31	55	29
The drainage of water from road surfaces	48	31	45	36	43	43
The quality of repairs	42	41	36	50	28	59
The amount of traffic congestion	36	43	33	45	41	41
The speed with which road defects are repaired	28	52	21	64	16	71
Base: All who had travelled on a trunk road in the last month	*1,861*		*2,009*		*2,017*	

Reflecting their higher levels of dissatisfaction with the condition of road surfaces, trunk road users in the South West were significantly more likely than those in other areas to express dissatisfaction with the speed with which defects are repaired and the quality of repairs. They were also more likely to express dissatisfaction with the amount of congestion.

Table 2.3: Levels of dissatisfaction with features of the trunk road network, by region

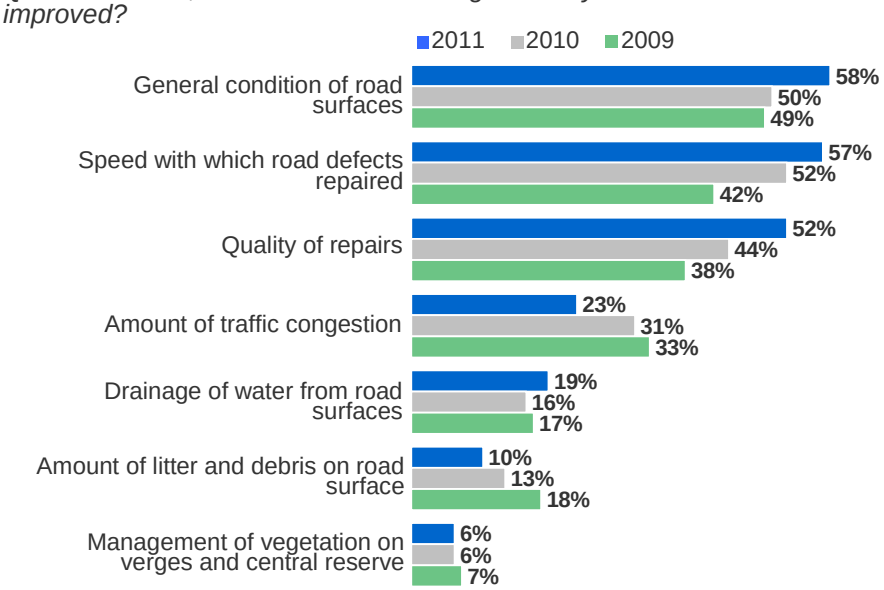
	All users	North West	North East	South West	South East
	%	%	%	%	%
The speed with which road defects are repaired	72	71	66	79	67
The quality of repairs	59	57	50	69	54
The amount of traffic congestion	41	41	32	52	34
Base: All who had travelled on a trunk road in the last 12 months	*2,017*	*196*	*590*	*766*	*463*

2.4 Priorities for improving trunk roads

Respondents were shown a list of all the features of trunk roads covered in this chapter and asked to select the two or three that they would most like to see improved. The general condition of road surfaces emerged as the top response this time around; indeed, the proportion mentioning this feature has increased by eight percentage points since 2010 (figure 2.4). The speed with which defects are repaired and the quality of repairs were the next most common responses and, again, the proportions mentioning each are higher than a year ago.

Figure 2.4: Priorities for improving trunk roads, 2009 – 2011

Q. From this list, which two or three things would you most like to see improved?



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861)

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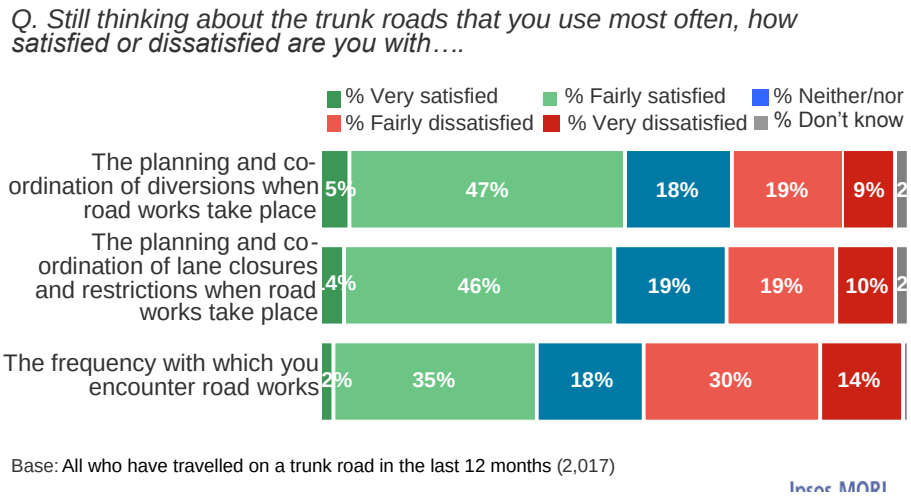
Consistent with other findings, a higher than average proportion of trunk road users in the South West mentioned the general condition of road surfaces (68% compared to 58% overall) and the quality of repairs (58% compared to 52% overall).

3 Road works and winter maintenance

3.1 Road works

Opinions regarding road works on the trunk road network were fairly mixed. Around half of road users expressed satisfaction with the planning and co-ordination of diversions (52%) and with the planning and co-ordination of lane closures (50%), while only around a third (37%) expressed satisfaction with the frequency with which they encounter road works (figure 3.1).

Figure 3.1: Satisfaction with road works



Base: All who have travelled on a trunk road in the last 12 months (2,017)

There has been a positive shift in perceptions in road works on trunk roads since 2010. Indeed, there have been notable increases in the proportions saying that they are satisfied with each of the features shown in table 3.1.

Table 3.1: Satisfaction with road works, 2009 – 2011

	2009		2010		2011	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
	%	%	%	%	%	%
The planning and co-ordination of diversions when road works take place	45	27	49	28	52	28
The planning and co-ordination of lane closures and restrictions when road works take place	43	28	44	30	50	29
The frequency with which you encounter road works	31	44	31	45	37	44
Base: All who had travelled on a trunk road in the last month	*1,861*		*2,009*		*2,017*	

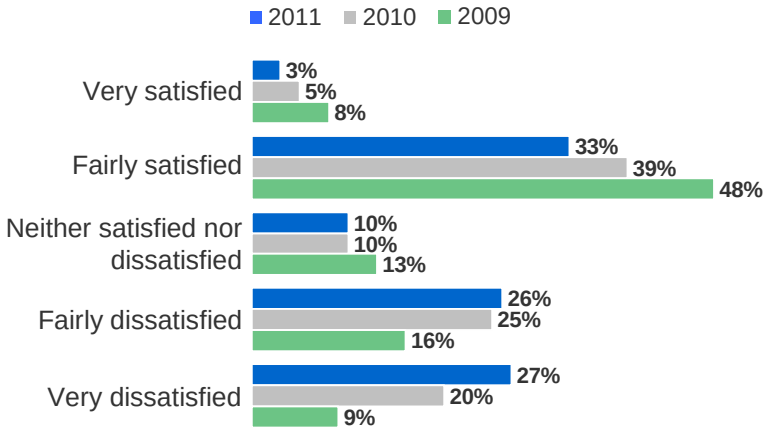
Trunk road users in the North West and the North East were more likely than those in the South West and South East to express satisfaction with the frequency with which they encounter road works (45% and 48% versus 29% and 34% respectively).

3.2 Winter maintenance

Levels of satisfaction with aspects of winter maintenance on the trunk road network have continued to decline: only 36% of those asked were satisfied with the promptness with which roads are cleared; a reduction of eight percentage point since 2010. Similarly, only 39% were satisfied with the promptness with which roads are gritted; a reduction of five percentage points over the same period (figures 3.2 and 3.3).

Figure 3.2: Satisfaction with the promptness with which roads are cleared, 2009 – 2011

Q. Still thinking about the trunk roads that you use most often, how satisfied or dissatisfied are you with the promptness with which roads are cleared in winter?



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861)

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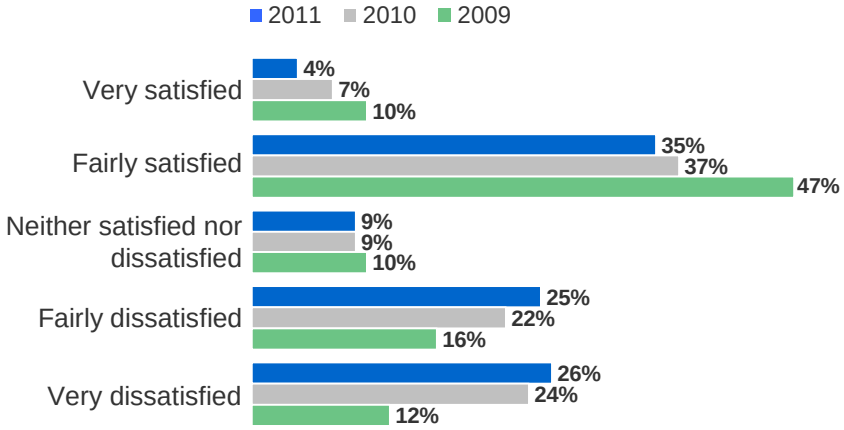
Figure 3.3: Satisfaction with the promptness with which roads are gritted, 2009 – 2011

Q. Still thinking about the trunk roads that you use most often, how satisfied or dissatisfied are you with the promptness with which roads are gritted in winter?



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861)

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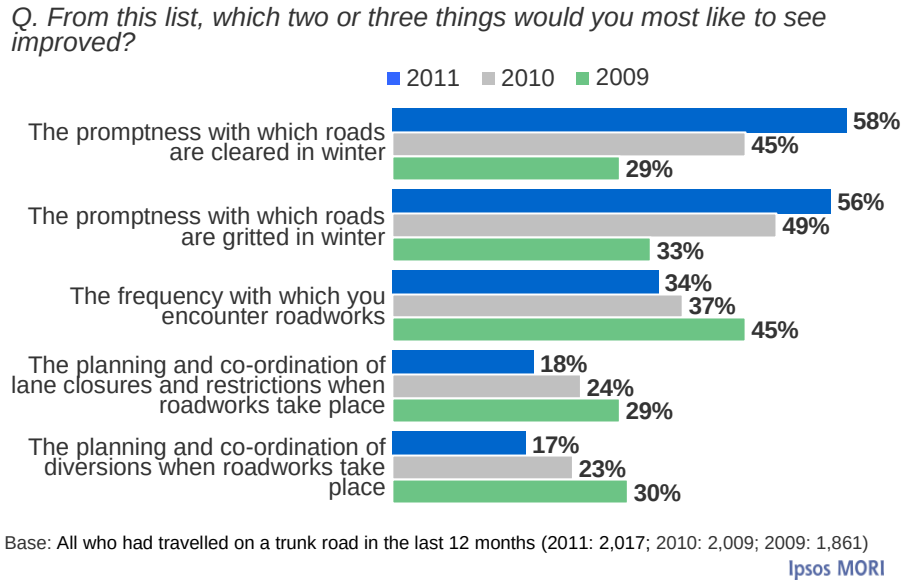
As with the findings in relation to trunk road works, road users in North West and North East were more likely than those in the South West and South East to express satisfaction with the promptness with which roads are cleared in winter (43% and 41% versus 33% and 34% respectively).

3.3 Improving road works and winter maintenance

When asked to identify from a list the two or three aspects of road works and winter maintenance they would most like to see improved, over half of respondents mentioned the promptness with which roads are cleared (58%) and gritted (56%). Over a third of respondents (34%) mentioned the frequency with which they encounter road works, while smaller proportions mentioned the planning and co-ordination of lane closures and restrictions (18%) and the planning and co-ordination of diversions (17%). While this rank ordering is largely the same as that recorded in 2010, the proportions mentioning the promptness with which roads and cleared and gritted have increased significantly, by 13 and seven percentage points respectively (figure 3.4).

Figure 3.4: Priorities for improving road works and winter maintenance, 2009 – 2011



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861)

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Higher than average proportions of road users in the South West and South East mentioned the frequency with which they encounter road works (42% and 39% respectively compared with 34% overall).

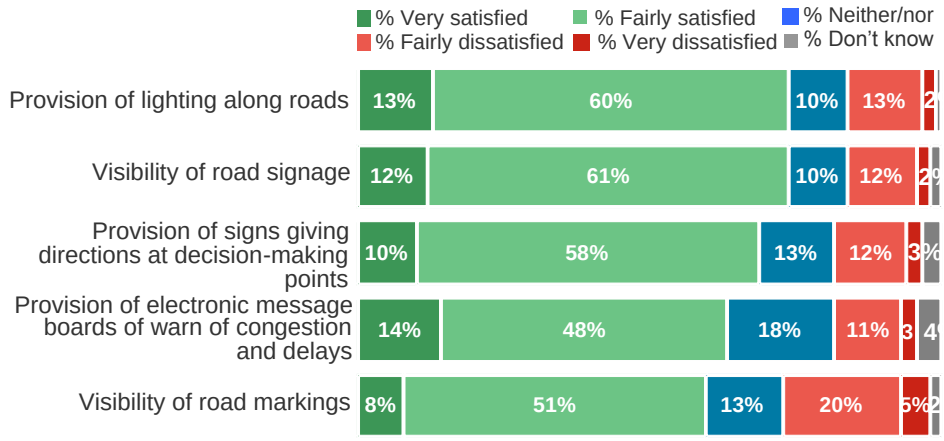
4 Lighting, markings and signage

4.1 Satisfaction with lighting, markings and signage

Lighting, markings and signage on the network remain well-regarded by trunk road users. Specifically, 73% of road users expressed satisfaction with the provision of lighting along roads, and the same proportion (73%) expressed satisfaction with the visibility of road signage (figure 4.1). Approximately two thirds of road users were satisfied with the provision of directional signs (68%) and electronic message boards (62%). The comparable figure for visibility of road markings was 59%.

Figure 4.1: Satisfaction with lighting, markings and signage

Q. Again, thinking about the trunk roads you use most often, how satisfied or dissatisfied you are with…?



Base: All who have travelled on a trunk road in the last 12 months (2,017)

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While these findings are broadly consistent with the comparable results in 2010, levels of satisfaction with the provision of lighting and with the provision of directional signs have increased (table 4.1).

Table 4.1: Satisfaction with lighting, markings and signage, 2009 – 2011

	2009		2010		2011	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
	%	%	%	%	%	%
Provision of lighting along roads	66	16	67	17	73	15
Visibility of road signage	72	12	71	13	73	15
Provision of signs giving directions at decision making points	65	14	65	18	68	15
Provision of electronic message boards to warn of congestion and delays	61	14	59	15	62	14
Visibility of road markings	64	18	61	22	59	25
Base: All who had travelled on a trunk road in the last 12 months	*1,861*		*2,009*		*2,017*	

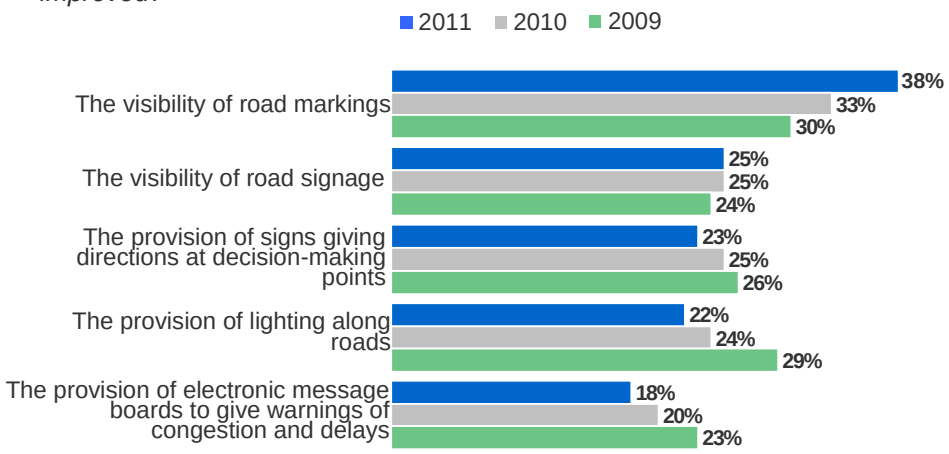
Road users in the North East were more likely than the sample as a whole to express satisfaction with the visibility of road signage (77% versus 73% overall); the provision of directional signs (73% versus 68%); and the visibility of road markings (67% versus 59% overall). Meanwhile, a higher than average proportion of respondents who use trunk roads in the South West were satisfied with the provision of electronic message boards (65% versus 62% overall).

4.2 Improving trunk road lighting, markings and signage

Respondents were asked to identify the two or three features discussed in this chapter that they would most like to see improved. As in previous years of the survey, views were fairly divided and no single feature was mentioned by a majority of respondents. In 2011, we found that just over a third (38%) mentioned the visibility of road markings, a quarter (25%) mentioned the visibility of road signage and similar proportions mentioned the provision of directional signs (23%) and lighting along roads (22%). A smaller proportion (18%) mentioned the provision of electronic message boards on the network.

Figure 4.2: Priorities for improving trunk road lighting, markings and signage, 2009 – 2011

Q. From this list, which two or three things would you most like to see improved?



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009; 2009: 1,861)

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The only notable subgroup difference in the results was that a higher than average proportion of trunk road users in the South West mentioned improving the visibility of road markings (42% versus 38% overall).

5 Cycle lanes and footways

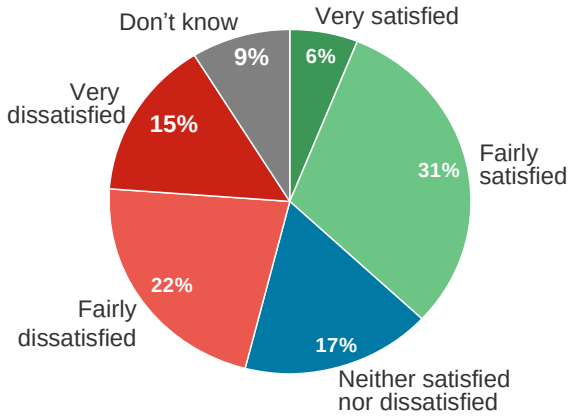
As in previous waves of the research, respondents who had used cycle lanes and / or footways on the network (3% and 8% of the sample respectively) were asked about their views of these provisions. Given the small number of respondents who had used cycle lanes (53 people), the findings for this provision should be treated as indicative rather than representative, and comparisons with the results from previous surveys should be avoided.

5.1 Satisfaction with cycle lane and footway surfaces

As shown in figure 5.1, views on the condition of cycle lane were fairly evenly split. Thus, whereas 37% of those asked expressed satisfaction with the condition of cycle lanes, the same proportion expressed dissatisfaction.

Figure 5.1: Satisfaction with the general condition of cycle lanes surfaces

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



Base: All who had used cycle lanes (53)

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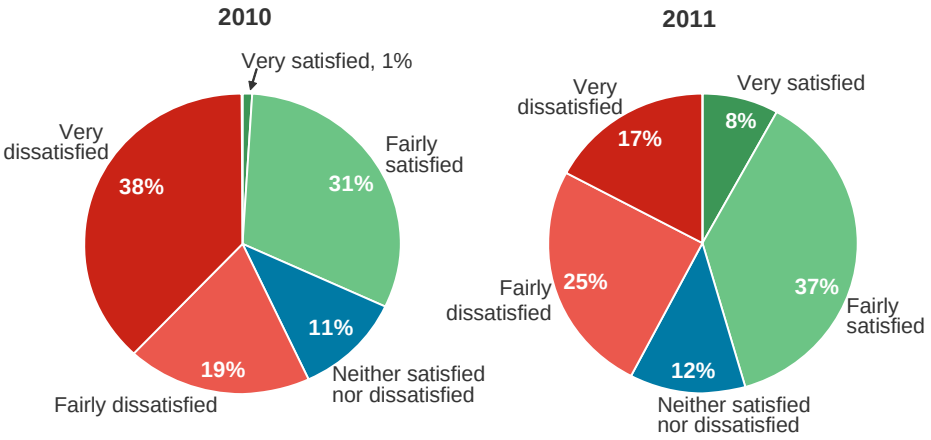
Turning to footway surfaces, 45% of pedestrians were fairly or very satisfied with this provision on the network, while a similar proportion (42%) were fairly or very dissatisfied. As figure 5.2 shows, these results represent a positive shift in views since the last wave of the survey, when 32% were satisfied and 57% were dissatisfied.

Figure 5.2: Satisfaction with the general condition of footway surfaces, 2010 & 2011

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



Base: All who had used footways (2010: 113; 2011: 163)

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5.2 Experience of defects

Respondents who were dissatisfied with the condition of cycle lane and / or footway surfaces were asked how often they encounter any defects which make them feel unsafe. In the case of cycle lanes, five respondents said they “always” do, nine said they “usually” do and five said they “sometimes” do. Only one respondent said that he / she “rarely” encounters defects and none said that they “never” do so when using cycle lanes.

The specific types of cycle lane defect most commonly experienced were: potholes (mentioned by 12 respondents); uneven or bumpy surfaces (mentioned by five respondents); cracking (mentioned by two respondents); and poor repairs (one respondent).

Among those who said they were dissatisfied with footway surfaces (68 respondents), half (50%) said “always”, around a third (34%) said “usually” and 13% said “sometimes”. Only 3% said that they “rarely” or “never” encounter defects when using footways.

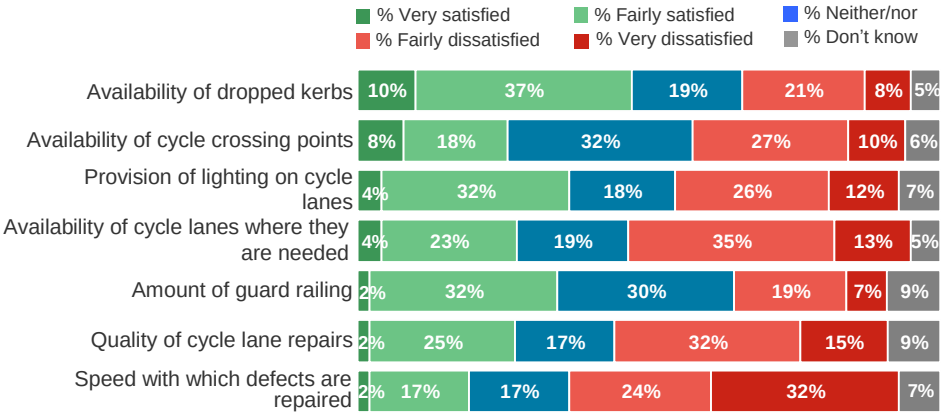
In terms of specific footways defects, uneven or bumpy surfaces emerged as the top response (mentioned by 39%), followed by wobbly paving slabs (mentioned by 19%), potholes (mentioned by 15%), cracking (mentioned by 14%) and poor repairs (mentioned 12%).

5.3 Satisfaction with other features of cycle lanes and footways

Overall, perceptions of other features of cycle lanes were fairly negative. Fewer than half (47%) of cyclist were satisfied with the availability of dropped kerbs; only around a third were satisfied with the provision of lighting on cycle lanes (36%) and amount of guard railing (34%); only around a quarter were satisfied with the quality of cycle lane repairs (27%), the availability of cycle lanes (27%) and availability of cycle crossing points (26%); and only 19% were satisfied with the speed with which cycle lane defects are repaired.

Figure 5.3: Satisfaction with the other features of cycle lanes

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 (53)

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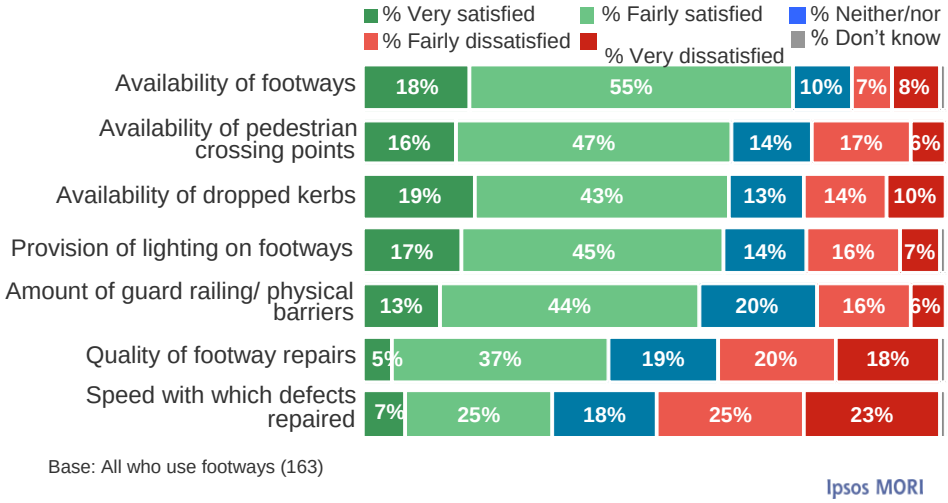
The results for footways were more positive, with a majority of those asked saying that they were satisfied with the availability of footways (73%), the availability of pedestrian crossing points (63%), the availability of dropped kerbs and (62%), the lighting on footways (62%) and the amount of guard railing (57%). Still, smaller proportions were satisfied with the quality of footway repairs (42%) and the speed with which footway defects are repaired (32%).

Figure 5.4: Satisfaction with the 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 use footways (163)

Ipsos MORI

Reflecting the positive shift in perceptions of footway surfaces reported above, there have been notable increases in levels of satisfaction with: lighting on footways; quality of footway repairs; availability of footways where they are needed; and the speed with which footway defects are repaired (table 5.1).

Table 5.1: Satisfaction with the other features of footways, 2010 & 2011

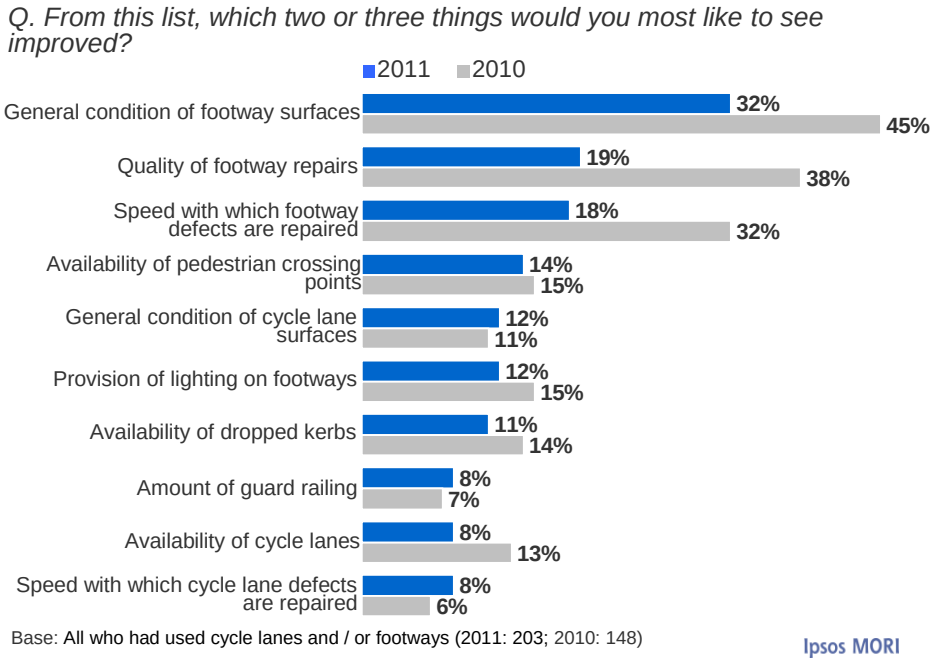
	2010		2011	
	Satisfied	**Dissatisfied**	**Satisfied**	**Dissatisfied**
	%	%	%	%
Availability of footways where they are needed	59	30	73	15
Availability of pedestrian crossing points	57	35	63	23
Availability of dropped kerbs	50	30	62	24
Provision of lighting	43	43	61	23
Amount of guard railing	60	29	57	22
Quality of footway repairs	25	55	42	38
Speed with which footways defects are repaired	19	69	32	48
Base: *All who had used footways*	*113*		*163*	

5.4 Priorities for improving cycle lanes and footways

Respondents who had used cycle lanes and / or footways on the network were also asked to identify, from a pre-defined list[1], the two or three aspects of provision they would most like to see improved. As figure 5.5 shows, views were fairly split and no single feature was mentioned by a majority of respondents. The general condition of footway surfaces emerged as the top response (mentioned by 32%), followed by the quality of footway repairs (19%), speed with which footways defects are repaired (18%) and the availability of pedestrian crossing points (14%). Around one in ten mentioned the general condition of cycle lane surfaces (12%), the provision of lighting along footways (12%) and the availability of dropped kerbs (11%). The remainder of the features were mentioned by fewer than ten per cent of respondents.

While the broad ranking of improvements remains unchanged since 2010, there have been notable decreases in the proportions mentioning the quality of footways repairs and the speed with which footways defects are repaired.

Figure 5.5: Priorities for improving cycle lanes and footways, 2009 – 2011



[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

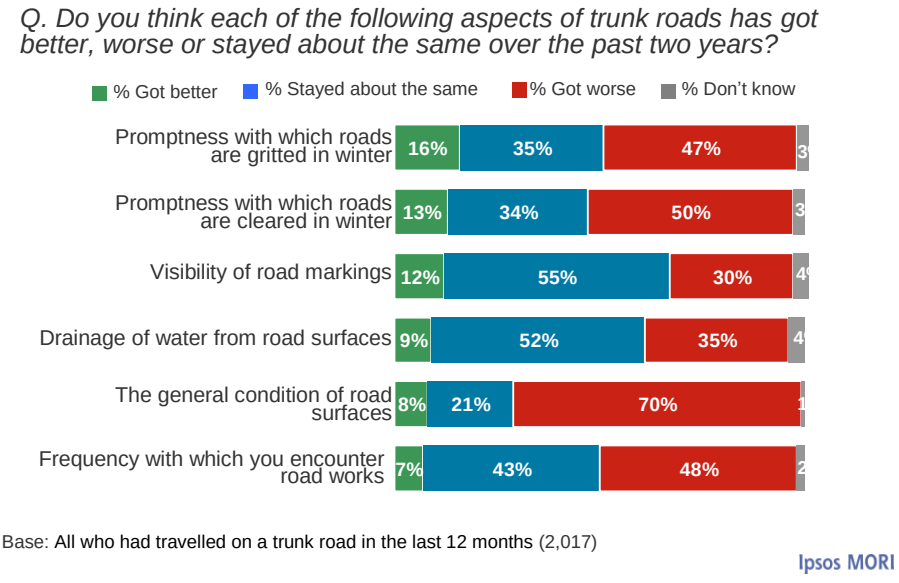
The preceding chapters examined respondents' priorities for improving different features of the trunk road network. This chapter focuses on respondents' *overall* priorities for the network. First, it looks at views on whether specific features of the network have improved or deteriorated over the past two years.

6.1 Changes to the trunk road network over past two years

Respondents were asked to consider whether a number of features of the trunk road network had got better, worse or stayed about the same over the past two years. As shown in figure 6.1, the majority of respondents felt that each feature had either stayed the same or worsened.

Consistent with the declining levels of satisfaction with the general condition of road surfaces and the promptness with which roads are cleared and gritted in winter reported in earlier chapters, the majority of road users felt that these features had *worsened* over the past two years. Meanwhile, almost half felt that the drainage of water from road surfaces and the visibility of road markings had stayed the same over the past two years. Views were more divided in respect of the prevalence of road works.

Figure 6.1: Changes to features of trunk road network over last two years



Base: All who had travelled on a trunk road in the last 12 months (2,017)

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Aside from the prevalence of road works, there have been notable increases in the proportion of respondents saying that the features in figure 6.1 had worsened since the first time this question was asked in 2009 (table 6.1).

Table 6.1: % saying each aspect has "got worse" in the past two years, 2009 – 2011

	2009	2010	2011
	%	%	%
The general condition of road surfaces	43	61	70
Promptness with which roads are cleared in winter	22	42	50
Frequency with which you encounter road works	46	50	48
Promptness with which roads are gritted in winter	24	42	47
Drainage of water from road surfaces	24	29	35
Visibility of road markings	19	25	30
Base: All who had travelled on a trunk road in the last 12 months	*1,861*	*2,009*	*2,017*

As shown in table 6.2, respondents in the South West were more likely than the sample as a whole to say that provision has worsened over the past two years.

Table 6.2: % saying each aspect has "got worse" in the past two years, by region

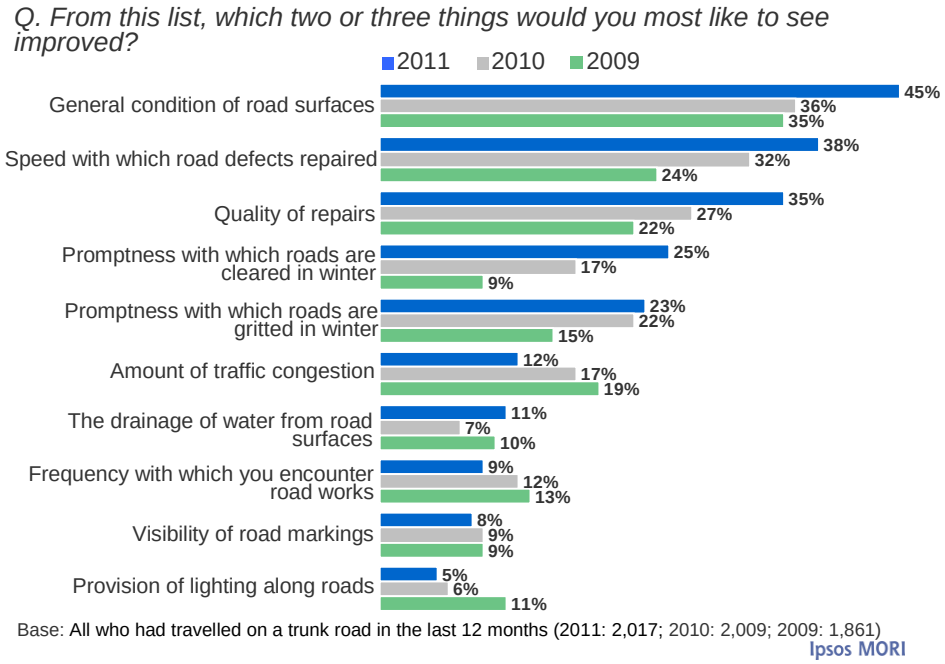
	All users	South West
	%	%
The general condition of road surfaces	70	76
Frequency with which you encounter road works	48	58
Promptness with which roads are gritted in winter	47	50
Promptness with which roads are cleared in winter	50	53
Visibility of road markings	30	34
Drainage of water from road surfaces	35	39
Base: All who had travelled on a trunk road in the last 12 months	*2,017*	*766*

6.2 Future improvements to the trunk road network

In order to identify respondents' *overall* priorities for improvements to the trunk road network, they were presented with a merged list of all the priorities they had identified over the course of the survey (in respect of: features of trunk roads; road works and winter maintenance; lighting, markings and signage; and, where applicable, cycle lanes and footways) and asked to select from these the two or three improvements they would *most* like to see made. The top 10 responses are set out in figure 6.2 below.

Consistent with previous surveys, the top three responses related to improvements to road surfaces, specifically: the general condition of road surfaces (45%), the speed with which defects are repaired (38%) and the quality of repairs (35%). The next most frequently mentioned improvements were the promptness with which roads are cleared (25%) and gritted (23%) in winter, the amount of congestion (12%) and the drainage of water from road surfaces (11%). The remainder of the improvements were mentioned by fewer than one in ten respondents.

Figure 6.2: Overall priorities for improving the trunk road network, top 10 mentions, 2009 – 2011



In addition to the priorities identified in figure 6.2, respondents were presented with a list of statements on other potential areas for improvement which Transport Scotland could focus on. For each statement, respondents were asked to indicate how important they perceive these to be by giving a score of 1 to 10, where 1 indicates "not all

essential" and 10 indicates "absolutely essential". The mean scores for each statement are shown in table 6.3.

The mean scores for all the statement were around the mid-point of the scale indicating that trunk road users attach a degree of importance to these areas of improvement, but at the same time they are not considered as essential. In relative terms, the greatest importance was attached to the statement "the overall network should look good" with a mean score of 6.67.

Table 6.3: Importance ratings for other potential areas for improvement

	Mean score
The overall network should look good	6.67
The road surface should be quiet to travel on	6.24
Information should be provided on how people can minimise their noise and air emissions when using the trunk roads	5.27
The air quality on the network should be improved	5.23
Base: All who had travelled on a trunk road in the last 12 months	*2,017*

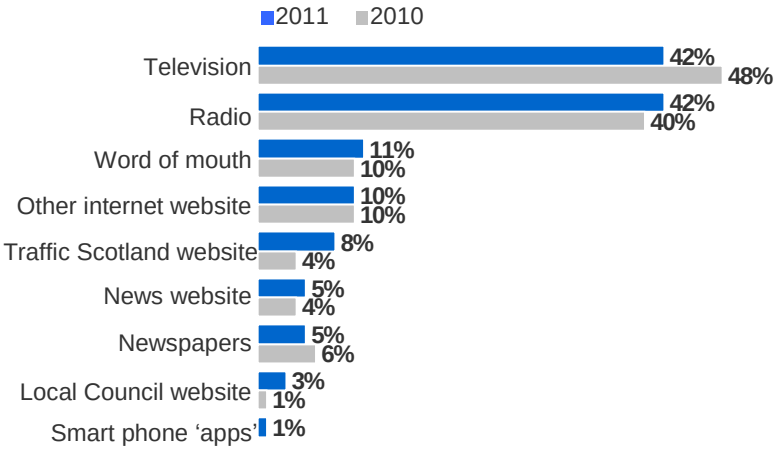
7 Traffic information

7.1 Sources of information on the status and condition of roads

Respondents were asked from which sources they received the majority of their information about the status and condition of roads during the cold spells of winter 2010-11. Around two in five (42%) respondents said they received most of their information from television, the same proportion (42%) said radio and 11% said by word of mouth. No other single source was mentioned by more than one in ten respondents. Since the 2010, there has been a slight decrease in the proportion of respondents mentioning television (from 48%), while the proportion mentioning the Traffic Scotland website has doubled (from 4% to 8%).

Figure 7.1: Sources of information on status and condition of roads, 2010 & 2011

Q. During the cold spells we had over last winter, from which sources, if any, did you receive the majority of your information about the status and condition of trunk roads?



Base: All who had travelled on a trunk road in the last 12 months (2011: 2,017; 2010: 2,009)

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There was some notable regional variation in the findings. Trunk road users in the South West were on average more likely to mention television (47% versus 42% overall) and word of mouth (14% versus 11% overall). Meanwhile, a higher than average proportion of respondents in the North West mentioned the Traffic Scotland website (14% versus 8% overall).

As table 7.1 shows, there was further variation by age: respondents under 65 were more likely than those over 65 to mention internet websites, while those over 65 were more likely to mention television.

Table 7.1: Top 5 sources of information on the status and condition of roads, by age

	18-24	25-34	35-54	55-64	65+
	%	%	%	%	%
Radio	36	43	49	41	32
Television	39	37	36	44	54
Word of mouth	14	13	11	11	10
Other internet websites	13	14	12	10	4
Traffic Scotland website	5	16	11	6	2
News websites	6	6	6	6	3
Newspapers	8	4	3	4	7
Local council website	3	4	4	2	*
Base	*232*	*322*	*740*	*302*	*421*

Analysis by social class reveals that C2DEs were more likely than ABC1s to mention television (45% compared with 39%), while ABC1s were more likely than C2DEs to mention the radio (44% versus 339%), the Traffic Scotland website (12% versus 5%) and other websites (14% versus 6%).

7.2 Use and perceptions of the Traffic Scotland website

A third (33%) of respondents with access to the internet said that they had used the Traffic Scotland website, and this is a notable increase from previous waves of the survey (27% in 2010 and 24% in 2009). Use of the site was more common among:

- respondents aged between 25 and 64 years old (39% of 25 - 34 year olds; 40% of 35 - 54 year olds; 30% of 55 - 64 year olds compared with 21% of 18 - 24 year olds and 21% of those over 65 years old)
- people belonging to social grades ABC1 (40% compared with 24% of C2DEs)
- road users in the South East (38% compared with 33% overall)

Over four in five (83%) of those who had used the website rated it as fairly or very good, while just 5% rated it as very or fairly poor. As table 6.2 illustrates, these results represent an improvement on the already very positive ratings recorded in 2010.

Table 7.2: Ratings of the Traffic Scotland website, 2009 – 2011

	2009	2010	2011
	%	%	%
Very good	20	23	21
Fairly good	51	52	62
Neither good nor poor	17	15	10
Fairly poor	5	4	4
Very poor	3	2	1
All who had used the Traffic Scotland website	*319*	*387*	*517*

To explore perceptions of the website in more detail, respondents were presented with a number of statements about it and asked to what extent they agreed or disagreed with each. Reflecting the ratings reported above, the findings were mainly positive: 82% of those asked agreed that the content of the site is clear and easy to understand, 79% agreed that most of the information provided is up to date and around three quarters (71%) agreed that the site looks and feels well designed. Meanwhile, a similar proportion *disagreed* that they have difficulty finding their way around the site (75%) and that it takes too long to find the information they need (73%).

Still, views were more divided on the statement: “The website is generally better than other sources of travel information” - 48% agreed with this, while 14% disagreed and 33% neither agreed nor disagreed.

Table 7.3: Attitudes towards the Traffic Scotland website

	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
	%	%	%	%	%	%
The website content is clear and easy to understand	22	60	8	5	2	3
Most of the information provided on the website is up to date	22	57	7	8	2	5
The website looks and feels well designed	15	56	15	7	1	6
The website is generally better than other sources of travel information	14	34	33	11	3	6
It usually takes me a long time to find the information I need	3	11	11	49	24	3
I have difficulties finding my way around the website	2	9	10	46	29	3

Base: All who had used the Traffic Scotland website (517)

Users of the website were also presented with a list of different types of information provided on the site and asked which they find particularly useful. The top answer was information about trunk roads that are affected by weather, mentioned by 57%, followed by incidents on the trunk road network, weather forecasts or warnings, and current or planned road works, mentioned by 54%, 51% and 45% respectively. As figure 7.2 illustrates, this rank ordering is different to that recorded in 2010, when road works were ranked first and trunk roads affected by weather was ranked third. As with other findings presented in this report, these differences are likely to reflect the fact that weather conditions were particularly severe last winter, thus raising the prominence of associated road problems in respondents' minds.

Figure 7.2: Perceptions of information available on Traffic Scotland website, 2010 & 2011

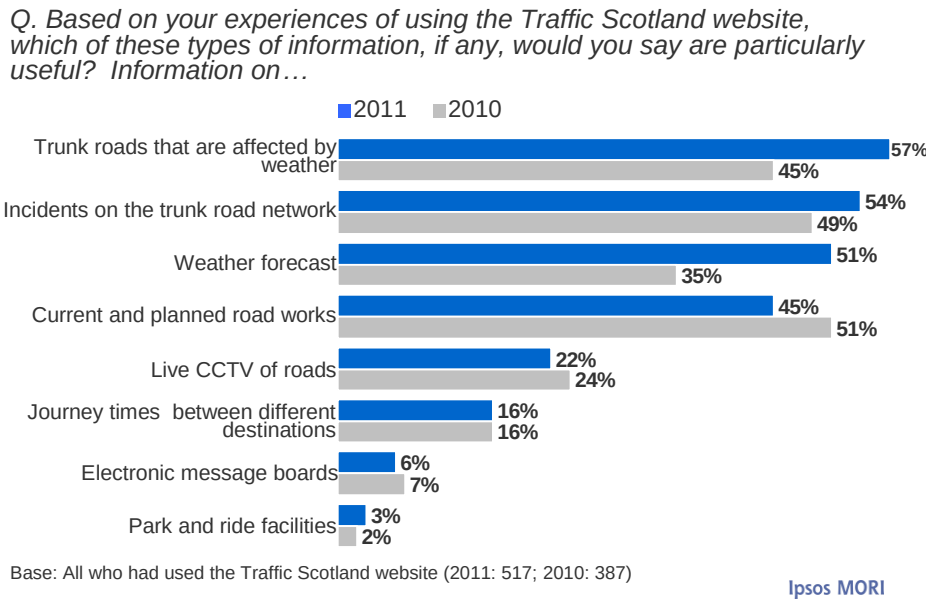
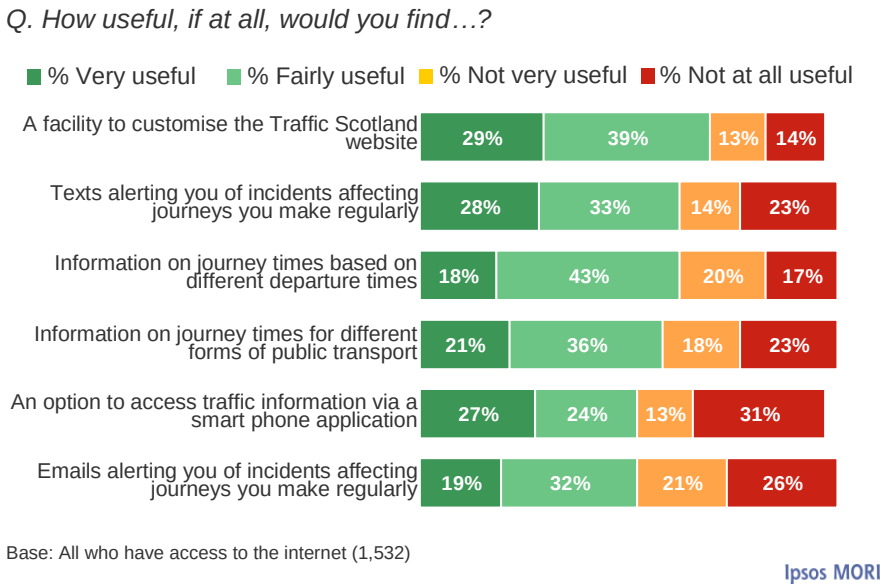


Figure 7.3 shows respondents' appetite for a number of new services that could be provided through the Traffic Scotland website. The services that the highest proportions of respondents said they would find useful were a facility to customise the website (68% said they would find this 'very' or 'fairly useful'), text messages alerting them of incidents affecting journeys they make on a regular basis (61%) and information on journey times based on different departure times (61%). At least half of respondents also felt it would be useful if the site provided information on journey times for different forms of public transport (57%), an option to access traffic information via a Smartphone application (51%) and emails alerting them of incidents affecting journeys they make on a regular basis (51%). Levels of interest in all the services in figure 6.4 have remained largely stable since 2010.

Figure 7.3: Appetite for new services that could be provided on Traffic Scotland website



Once again, and as table 7.4 shows, levels of interest in almost all of the potential new services decreases with age.

Table 7.4: Appetite for new services that could be provided on Traffic Scotland website

	18-24	25-34	35-54	55-64	65+
	% who would find each service useful				
A facility to customise the website	77	77	70	60	50
Text messages alerting you of incidents affecting journeys that you make regularly	75	71	64	49	35
Information on journey times based on different departure times	70	68	60	57	52
Information on journey times for different forms of public transport	74	64	52	53	53
An option to access the traffic information via a Smartphone application	72	71	52	34	19
Emails alerting you of incidents that affect journeys you make on a regular basis	61	58	49	43	38
Base: All who have access to the internet	*209*	*288*	*639*	*226*	*170*

8 Concessionary travel

This final section of the report focuses on the national concessionary travel scheme which is overseen by Transport Scotland. Under the scheme, younger and older people are entitled to free or discounted travel on public transport.

Among respondents who are eligible under the concessionary travel schemes (i.e. those who are aged 18 years old or 60 years old and over[2]), over four in five (86%) said that they have a national entitlement card and only 13% said that they did not have one. Notably, levels of uptake increased with age: 79% of those aged between 60 and 64 years olds said they had a national entitlement card, while the proportion who said the same rose to 92% among those aged 65 years or older.

Respondents who said that they had a national entitlement card were asked about how often they used this card. As shown in table 8.1, around a third (37%) said that they use their entitlement card two days a week or more. Around three in ten (31%) said that they used the card less than once a month.

Table 8.1: Frequency of using the national entitlement card

	%
5 or more days a week	13
2 to 4 days a week	24
Once a week	11
Less than once a week but more than once a month	10
Less than once a month	31
Base: All who had a national entitlement card	*524*

When asked about for what types of journey they used their national entitlement card, respondents most commonly mentioned shopping (55%) followed by travelling to leisure activities (14%) and visiting friends or relatives (13%).

[2] Only 1% of respondents were aged 18 years old (29 respondents), while 30% of respondents were aged 60 or over. The findings in this section are therefore largely based on the views of older respondents.

Table 8.2: Types of journey for which respondents used their national entitlement card

	%
Shopping	55
Travelling to leisure activities	14
Visiting friends or relatives	13
Day trip or holiday	8
Visits to hospital or doctor	7
Travelling to place of work	2
Travelling to place college or university	1
Base: All who had a national entitlement card	*524*

Over half (57%) of those asked said that they used buses more than they would otherwise do, as a result of having a national entitlement card. Specifically, 35% said that they used buses a lot more and 22% said that they used buses a little more. However, around two in five (42%) said that the card has made no difference to how much they use buses.

Appendix A: Survey questionnaire

TIME STAMP
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 15 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
QTS1. **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 QTS1
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

QTS2. SHOWCARD A **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 QTS2 (CODES 1 OR 3) AND WHO SAY THEY USE THE TRUNK ROAD NETWORK AT LEAST ONCE A WEEK AT QTS1 (CODES 1, 2 OR 3)

OTHERS GO TO QTS3

QTS2B **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

QTS3. SHOW MAP AGAIN **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 QTS3
OTHERS GO TO PREABLE BEFORE QTS5

QTS4. SHOW MAP AGAIN **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 QTS4 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.**

QTS5. **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

QTS6. SHOWCARD B **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 reserve**	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

QTS7. SHOWCARD C **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 reserve	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

QTS8. SHOWCARD D **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) – 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)	**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)	**Promptness with which roads are cleared in the winter**	1	2	3	4	5	6	7
e)	**Promptness with which roads are gritted in winter**	1	2	3	4	5	6	7

QTS9. SHOWCARD E **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
The promptness with which roads are cleared in the winter	4
The promptness with which roads are gritted in winter	5
Other write in	6
None of these	7
Don't know	8

QTS10. SHOWCARD F **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 **Provision of electronic message boards to give warnings of congestion and delays**	1	2	3	4	5	6	7

QTS11. SHOWCARD G **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 QTS2
OTHERS GO TO QTS14A

FOR THOSE WHO CYCLE **AND** USE FOOTWAYS (CODE 6+7) AT QTS2 INSERT <**cycle lanes and footways**> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS A-N

FOR THOSE WHO **ONLY CYCLE** (CODE 6) AT QTS2 INSERT <**cycle lanes**> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS A-H

FOR THOSE WHO **ONLY USE FOOTWAYS** (CODE 7) AT QTS2 INSERT <**footways**> INTO QUESTION WORDING, THEY SHOULD BE ASKED OPTIONS I-P

QTS12. SHOWCARD H **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 QTS2
OTHERS GO TO QTS14A

FOR THOSE WHO CYCLE **AND** USE FOOTWAYS (CODE 6+7) AT QTS2, 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 QTS2, 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 QTS2, CAPI SCREEN SHOULD SHOW OPTIONS I-P AND INTERVIEWER INSTRUCTIONS SHOULD SAY: SHOWCARD K FOR THOSE WHO ONLY USE FOOTWAYS

QTS13. **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

QTS14A **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 QTS7, QTS9, QTS11 and QTS13
MULTICODE UP TO 3 ONLY

QTS14B SHOWCARD L **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)-d)
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 air quality on the network should be improved	1	2	3	4	5	6	7	8	9	10	DK
c)	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
d)	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

QTS15. SHOWCARD M **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

ASK ALL WHO SAY THAT THEY ARE FAIRLY/VERY DISSATIFIED WITH THE GENERAL CONDITION OF ROAD SURFACES (CODES 4 OR 5) AT QTS6A
OTHERS GO TO QTS18

QTS16 SHOWCARD N **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 QTS16, OTHERS GO TO QTS18

QTS17 SHOWCARD O **And what is the specific defect in <u>most</u> 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 WHO SAY THAT THEY ARE FAIRLY/VERY DISSATIFIED WITH THE GENERAL CONDITION OF CYCLE LANES (CODES 4 OR 5) AT QTS12A
OTHERS GO TO QTS20

QTS18 SHOWCARD P **You mentioned that you were dissatisfied with the general condition of cycle lane surfaces. When using the cycle lanes how often, if at all, do you encounter 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 QTS18
OTHERS GO TO QTS20

QTS19 SHOWCARD Q **And what is the specific defect in <u>most</u> 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 cycle lane edge	6
G	Slippery cycle lanes caused by ice/snow	7
H	Water on cycle lanes	8
I	Poor cycle lane makings	9
J	Loose/damaged/missing kerbs	10
K	Dropped kerb not at the same level as the road surface	11
	Other –write in	12
	Don't know	13

ASK ALL WHO SAY THAT THEY ARE FAIRLY/VERY DISSATIFIED WITH THE GENERAL CONDITION OF FOOTWAYS (CODES 4 OR 5) AT QTS12I
OTHERS GO TO QTS22

QTS20 SHOWCARD R **You mentioned that you were dissatisfied with the general condition of footway surfaces. When using the footways how often, if at all, do you encounter 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 ON AT LEAST RARELY (CODES 1-4) AT QTS20
OTHERS GO TO QTS22

QTS21 SHOWCARD S **And what is the specific defect in <u>most</u> of these cases**? **Please 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	Slippery footways caused by ice/snow	6
G	Water on footways	7
H	Wobbly paving slabs	8
I	Loose/damaged/missing kerbs	9
J	Dropped kerb not at the same level as the road surface	10
	Other –other write in	11
	Don't know	12

ASK ALL

The next few questions are about different ways people access information about the trunk road network in Scotland.

QTS22 **During the cold spells we've had over last winter, from which sources, if any, did you receive the majority of your information about the status and condition of trunk roads?**

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.

DO NOT PROMPT. CODE 3 MAX

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

ASK ALL WHO DO NOT MENTION A WEBSITE AT QTS22 (IE THOSE WHO CODE A COMBINATION OF 1, 2, 8, 9, 10, 11) OTHERS GO TO QTS24

QTS23 **Do you have access to the internet at all?**

SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK ALL WHO HAVE INTERNET ACCESS (CODE 1) AT QTS23
AND THOSE WHO DO NOT MENTION TRAFFIC SCOTLAND WEBSITE BUT MENTION ANOTHER WEBSITE OR SMARTPHONE APPS AT QTS22 (I.E THOSE WHO CODE 3, 5,6 OR 7 AND DO NOT CODE 4)
OTHERS GO TO PREABLE BEFORE QTS25A

QTS24 **Have you ever used the Traffic Scotland web site?**

SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1) AT QTS24 OR MENTION THE TRAFFIC SCOTLAND WEBSITE AT QTS22 (CODE 4)
OTHERS GO TO QTS28

QTS25A SHOWCARD T **Thinking about your experiences of using the Traffic Scotland web site, how would you rate it?**

SINGLE CODE

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

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1) AT QTS24 OR MENTION THE TRAFFIC SCOTLAND WEBSITE AT QTS22 (CODE 4)
OTHERS GO TO QTS28

QTS25B SHOWCARD U **I am now going to read out some statements about the Traffic Scotland website. Still thinking about your experiences of using the website, to what extent do you agree or disagree with each statement?**
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

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1) AT QTS24 OR MENTION THE TRAFFIC SCOTLAND WEBSITE AT QTS22 (CODE 4)
OTHERS GO TO QTS28

QTS26 SHOWCARD V **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 <u>particularly</u> 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 road works	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
	Don't know	9

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1) AT QTS24 OR MENTION THE TRAFFIC SCOTLAND WEBSITE AT QTS22 (CODE 4)
OTHERS GO TO QTS28

QTS27 **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 WHO HAVE ACCESS TO THE INTERNET AT QTS23 (CODE 1) AND THOSE WHO MENTION A WEBSITE AT QTS22 (CODE 3, 4, 5 OR 6)
OTHERS GO TO QTS29

FOR THOSE WHO HAVE **NOT** USED THE TRAFFIC SCOTLAND WEBSITE AT QTS24 (CODE 2) OR THOSE WHO DO NOT MENTIONED TRAFFIC SCOTLAND WEBSITE BUT MENTION ANOTHER WEBSITE AT QTS22 (I.E THOSE WHO CODE 3, 5 OR 6 AND DO NOT CODE 4) READ: **The Traffic Scotland website provides up to date information on traffic conditions on the motorways and main roads of Scotland. We are interested in views on some additional services that could be provided through the Traffic Scotland website.**

FOR THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE AT QTS24 (CODE 1) OR MENTIONED THE TRAFFIC SCOTLAND WEBSITE AT QTS22 (CODE 4) READ:
We are interested in views on some additional services that could be provided through the Traffic Scotland web site.

QTS28 SHOWCARD W **How useful, if at all, would you find…**
READ OUT a) – e)
SINGLE CODE EACH ROW
RANDOMISE ORDER

		Very useful	Fairly useful	Not very useful	Not at all useful	Don't know	N/A
a)	**Emails alerting you of incidents that affect the journeys you make on a regular basis**	1	2	3	4	5	6
b)	**Text messages alerting you of incidents that affect the journeys you make on a regular basis**	1	2	3	4	5	6
c)	**Information on journey times based on different departure times**	1	2	3	4	5	6
d)	**Information on journey times for different forms of public transport**	1	2	3	4	5	6
e)	**A facility to customise the Traffic Scotland website to only show information that is relevant to you**	1	2	3	4	5	6
f)	**An option to access the traffic information via a smartphone application**	1	2	3	4	5	6

ASK ALL

The last few questions are about free travel or reduced fares on public transport that some people are eligible for under a government scheme.

QTS29 **Could you please tell me your 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

ASK ALL WHO SAY THEY ARE 18 (CODE 1) OR 60 AND OVER (CODES 7-9) AT QTS29
OTHERS SHOW: **In that case, you are not eligible under the scheme** THEN GO TO QA

QTS30 FOR THOSE WHO WRITE IN 18:
SHOWCARD CC **Do you have one of these cards which allows you to get money off bus and train fares?**

FOR THOSE WHO WRITE IN 60 OR OVER:
SHOWCARD DD **Do you have one of these cards which allows you to travel free on buses?**
SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK ALL WHO HAVE CARD AT QTS30 (CODE 1) OTHERS GO TO QA

QTS31 **And how regularly do you use this card?**
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
Don't know	7

ASK ALL WHO HAVE CARD AT QTS30 (CODE 1) OTHERS GO TO QA

QTS32 SHOWCARD X **Here is a list of different types of journey people make. On which of these types of journey, if any, do you use this card?**
SINGLE CODE

Travelling to place of work	1
Travelling to college or university	2
Shopping	3
Visits to hospital or doctor	4
Visiting friends or relatives	6
Travelling to leisure activities	7
Day trip or holiday	8

ASK ALL WHO HAVE CARD AT QTS30 (CODE 1) OTHERS GO TO QA

QTS33 SHOWCARD Y **Has having this card resulted in you using buses more than you would if you didn't have it, or has it made no difference? Please select your answer from this list.**

Yes, a lot more	1
Yes, a little more	2
It's made no difference	3
Don't know	6

TIME STAMP

DEMOGRAPHICS SECTION

ASK ALL

QA CODE RESPONDENTS GENDER
SINGLE CODE

Male	1
Female	2

QC **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

QD **Occupation of Chief Income Earner**

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

QE **Class:**
SINGLE CODE

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

QF **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

QG **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

QH SHOWCARD Z **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 that £100	Less that £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

QIA WRITE IN NUMBER OF ADULTS IN THE HOUSEHOLD

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

ASK IF CHILDREN IN THE HOUSEHOLD AT QIB

QIC **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

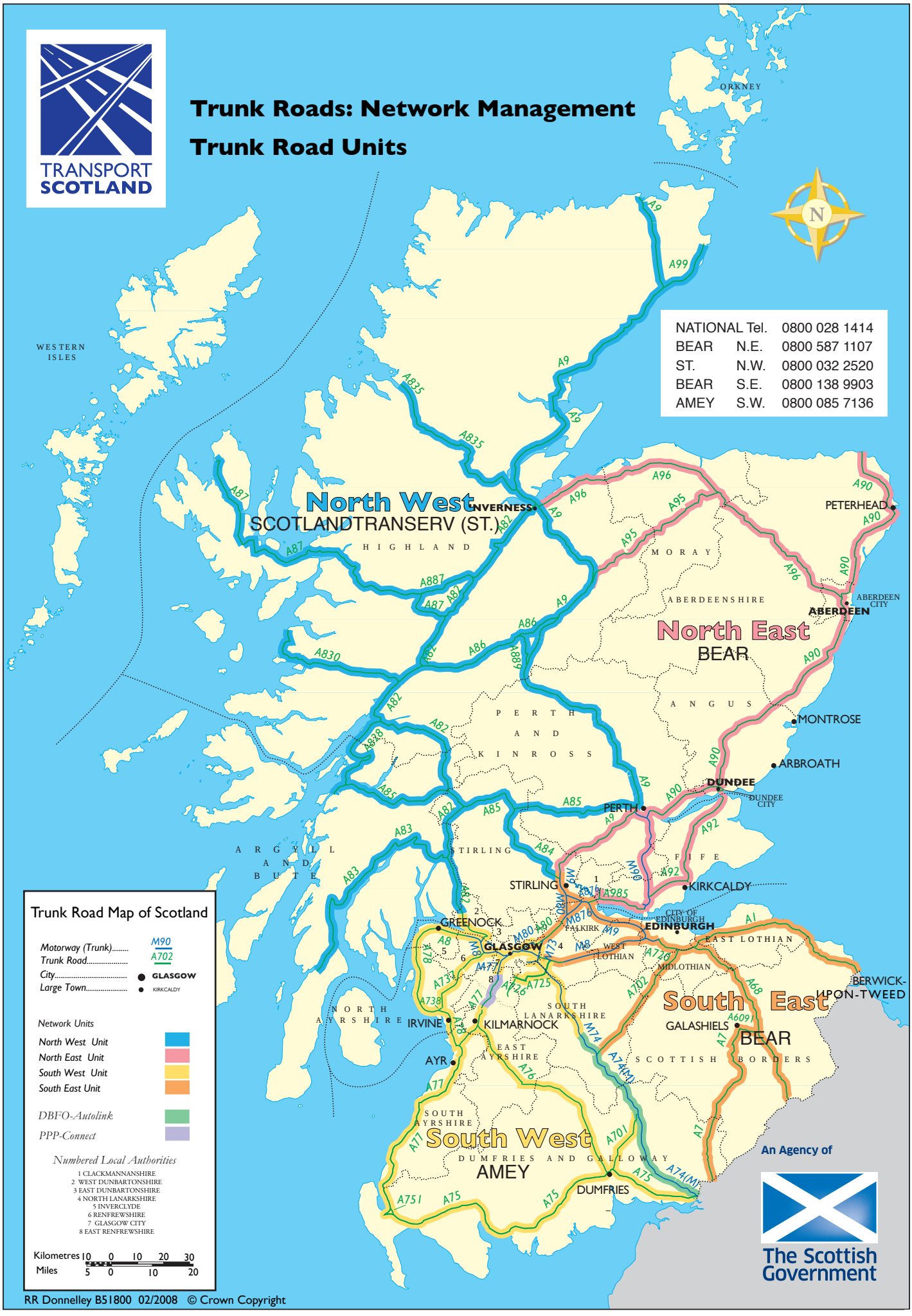
ASK ALL
QJ SHOWCARD AA **Which of these best describes the ownership of your home? Please read out the letter that applies.**
SINGLE CODE ONLY.

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*****

Appendix B: Map of the trunk road network in Scotland


TRANSPORT SCOTLAND
Trunk Roads: Network Management
Trunk Road Units
N
NATIONAL Tel. 0800 028 1414
BEAR N.E. 0800 587 1107
ST. N.W. 0800 032 2520
BEAR S.E. 0800 138 9903
AMEY S.W. 0800 085 7136
North West
SCOTLANDTRANSERV (ST.)
North East
BEAR
South East
BEAR
South West
AMEY
ORKNEY
WESTERN ISLES
HIGHLAND
MORAY
ABERDEENSHIRE
ANGUS
PERTH AND KINROSS
ARGYLL AND BUTE
STIRLING
FIFE
EAST LOTHIAN
MIDLOTHIAN
WEST LOTHIAN
SOUTH LANARKSHIRE
NORTH AYRSHIRE
EAST AYRSHIRE
SOUTH AYRSHIRE
SCOTTISH BORDERS
DUMFRIES AND GALLOWAY
INVERNESS
PETERHEAD
ABERDEEN CITY
ABERDEEN
MONTROSE
ARBROATH
DUNDEE CITY
DUNDEE
PERTH
STIRLING
KIRKCALDY
GREENOCK
FALKIRK
CITY OF EDINBURGH
EDINBURGH
GLASGOW
IRVINE
KILMARNOCK
AYR
GALASHIELS
BERWICK-UPON-TWEED
DUMFRIES
Trunk Road Map of Scotland
Motorway (Trunk)..... M90
Trunk Road..... A702
City..... GLASGOW
Large Town..... KIRKCALDY
Network Units
North West Unit
North East Unit
South West Unit
South East Unit
DBFO-Autolink
PPP-Connect
Numbered Local Authorities
1 CLACKMANNANSHIRE
2 WEST DUNBARTONSHIRE
3 EAST DUNBARTONSHIRE
4 NORTH LANARKSHIRE
5 INVERCLYDE
6 RENFREWSHIRE
7 GLASGOW CITY
8 EAST RENFREWSHIRE
Kilometres 10 0 10 20 30
Miles 5 0 10 20
An Agency of
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