

# **Perceptions of the Trunk Road Network in Scotland**

August 2012

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# Executive Summary

Ipsos MORI was commissioned by Transport Scotland to conduct a survey exploring perceptions of the trunk road network. The survey is the latest in a series, with previous waves conducted in 2007, 2009, 2010 and 2011. A representative quota sample of 2,001 adults (aged 18 and over) were interviewed across Scotland, with all interviews conducted face-to-face in respondents' homes, using CAPI (Computer Assisted Personal Interviewing).

## Perceptions of trunk roads

Satisfaction with trunk road surfaces has increased significantly since 2011, from 29% to 40% overall. Still, the current figure remains lower than that recorded in early waves of the survey, and half of respondents continue to report dissatisfaction with surfaces.

Just over half of those reporting *dissatisfaction* said that they “always” or “usually” experience defects which make them feel unsafe, while around a third said they sometimes do and 15% said they “rarely” or “never” do. Potholes remain the most commonly experienced type of defect by some way.

In terms of other aspects of the trunk road network, a majority of respondents were once again satisfied with the management of vegetation and the amount of litter and debris on road surfaces but fewer than half were satisfied with the other aspects. Overall, the latest figures represent a general improvement on those recorded last year.

## Road works and winter maintenance

As in previous surveys, respondents were somewhat divided in their opinions on road work and related issues on the trunk road network. Around half said they were satisfied with the planning and co-ordination of diversions, the planning and co-ordination of lane closures and the amount of information available on possible delays to journey times, while around a quarter in each case were dissatisfied. Similarly, whereas around 40% were satisfied with the overall frequency of road works and of daytime road closures, just over a quarter were dissatisfied. Views were a little more differentiated in respect of the frequency of night time lane closures, with 41% expressing satisfaction and just 9% expressing dissatisfaction.

Respondents were asked whether, during road works, they would prefer for the entire road to be closed completely for two to three days, or for parts of the road to be closed between 7.30pm and 6.30am. Two thirds (66%) preferred the latter option while around a quarter (23%) preferred the former. A further 11% had no preference either way.

Asked whether, in the event of an entire road *having* to be closed, they would prefer if this were done on a weekday or on a weekend, almost half of respondents had no preference. Meanwhile, around a third favoured weekend closures and roughly half as many favoured weekdays.

Satisfaction with winter maintenance on the trunk road network has increased significantly since 2011, despite declining steadily over previous waves of the survey. Around half (52%) of respondents were satisfied with the promptness with which roads are gritted (compared with 39% in 2011); and a similar proportion were satisfied with the promptness with which roads are cleared (compared with 36% in 2011).

### Lighting, marking and signage

Perceptions of lighting, markings and signage on the trunk road network are unchanged since the last wave of the survey. Around three-quarters of respondents continued to express satisfaction with the provision of lighting along roads and the visibility of road signage, while between 61% and 69% expressed satisfaction with the visibility of road markings, the provision of signs giving directions at decision making points, and the provision of electronic message boards to give warnings of congestion and delays.

### Perceptions of cycle lanes and footways

The findings in respect of cycle lanes and footways are based on only those who said that they had used these facilities in the last 12 months; 3% of the sample in the case of cycle lanes and 7% in the case of footways.

Views on the general condition of cycle lane surfaces on the trunk road network were somewhat negative: only a third (33%) of cyclists expressed satisfaction with cycle lane surfaces while around half (47%) expressed dissatisfaction. Further, the majority of cyclists expressed *dissatisfaction* with the availability of cycle lanes where they are needed (69%), the availability of cycle crossing points (60%), and the speed with which defects are repaired (56%).

Perceptions of footway surfaces have continued to improve since the last wave of the survey in 2011; indeed, over half (54%) of pedestrians were fairly or very satisfied with the condition of surfaces. The results for other features of footways were also largely positive with the majority of pedestrians saying that they were satisfied with the availability of footways (70%), the lighting along footways (66%), the availability of pedestrian crossing points (63%), the availability of dropped kerbs (59%) and the amount of guard railing (58%).

## Overall priorities for improving the trunk road network

Improvements relating to road surfaces remain respondents' top priorities for the network. These include improvements to: the general condition of road surfaces (43%), the speed with which defects are repaired (34%) and the quality of repairs (33%).

## Traffic information

Radio and television emerged as the most common sources of information about the status and condition of trunk roads during winter (mentioned by 43% and 40% respectively). The next most common sources were the Traffic Scotland website (13%), word of mouth (11%) and other internet websites (9%).

Encouragingly, there has been an increase in the proportion of road users who have accessed the Traffic Scotland website: around two in five of respondents with internet access (37%) said that they had used the website compared to 33% in 2011, 27% in 2010 and 24% in 2009.

Almost nine in ten (86%) of those who had used the Traffic Scotland website rated it as good, with 28% rating it as very good. Further, the majority of users agreed that "The website content is clear and easy to understand" (86%); "Most of the information provided on the website is up-to-date" (84%); and "The website looks and feels well-designed" (76%). At the same time, around three in four users *disagreed* with the statements "I have difficulties finding my way around the website" (74%) and "It usually takes me a long time to find the information I need" (73%).

# 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, 2010 and 2011.

## 1.1 The survey questionnaire

The questionnaire was largely the same as that used in previous 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

A copy of the questionnaire is provided in Appendix A.

## 1.2 Methodology

Ipsos MORI interviewed a representative quota sample of 2,001 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 3<sup>rd</sup> March and 29<sup>th</sup> April 2012, and the second phase between 16<sup>th</sup> June and 20<sup>th</sup> July 2012.

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 survey data have been weighted by age, gender and working status using the latest 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.

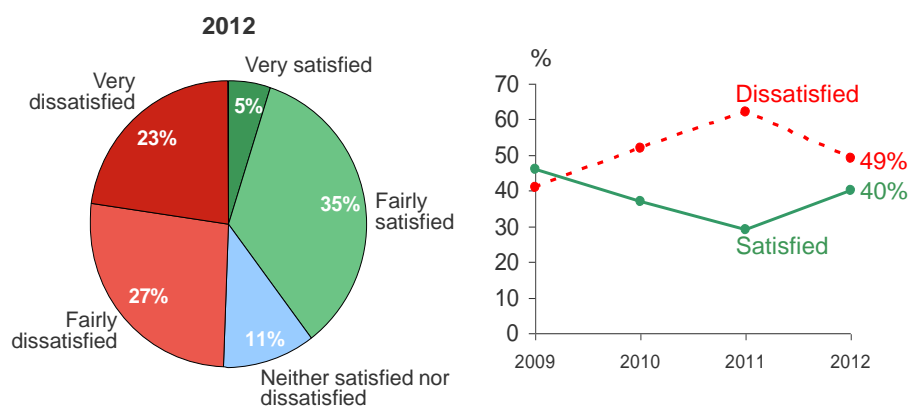
## 2 Perceptions of trunk roads

### 2.1 Satisfaction with trunk road surfaces

As figure 2.1 illustrates, satisfaction with trunk road surfaces has increased significantly since 2011, from 29% to 40% overall. Still, the current figure remains lower than that recorded in early waves of the survey, when around half of respondents were satisfied with surfaces.

**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 (2012: 2,001; 2011: 2,017; 2010: 2,009; 2009: 1,861)

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Looking at the latest results by region, satisfaction with trunk road surfaces was higher than average in the North East and South East (at 51% and 48% respectively) but notably lower than average in the South West (27%).

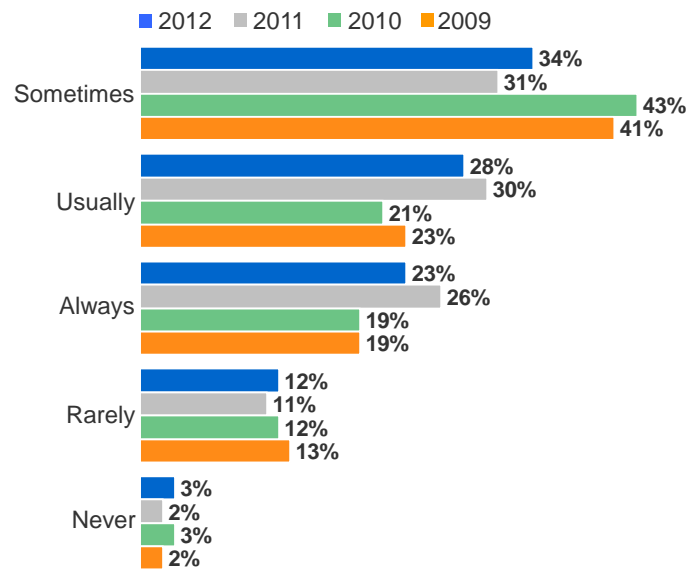
#### 2.1.1 Experience of road surface defects

All respondents expressing dissatisfaction with trunk road surfaces were asked how often they encounter defects that make them feel unsafe. Just over half said that they “always” or “usually” experience such defects, while around a third said they “sometimes” do and 15% said they “rarely” or “never” do. Consistent with the increase in satisfaction with road surfaces, discussed above, the proportion of respondents saying that they “always” or “usually” experience defects has decreased by six percentage points since 2011 (figure 2.2).



**Figure 2.2: Experience of road surface defects**

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



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

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In the 2011 survey, trunk road users in the North West and South West were more likely than average to say that they “always” experienced defects that made them feel unsafe. This wave, only those in the South West continued to report more negative experiences than the sample as a whole (27% said they always experience defects compared with 20% in the North East and North West, and 12% in the South East).

As table 2.1 shows, potholes remain the most commonly experienced type of defect by some way. Indeed, almost ten times more respondents mentioned them than mentioned the next most commonly experienced defect; poor repairs (8%).

**Table 2.1: Specific road surface defects experienced, 2009-2011**

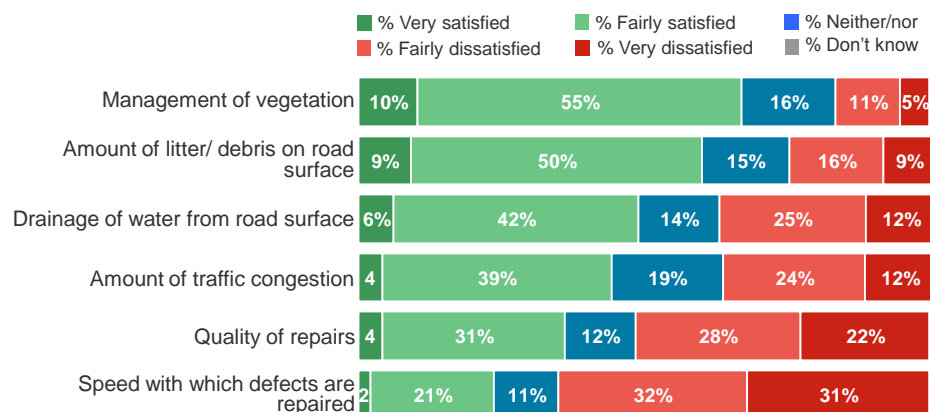
	2009	2010	2011	2012
	%	%	%	%
Potholes	62	73	77	75
Uneven or bumpy surfaces	14	12	8	8
Poor repairs	9	5	8	8
Slippery roads caused by ice/ snow	2	3	2	2
Water on roads	3	2	1	1
Cracking	2	2	1	1
Ironwork in need of repair	1	1	1	1
Deterioration of road edge	2	1	1	1
Poor skid resistance	1	*	*	*
<i>Base: All who had experienced defects</i>	<i>729</i>	<i>998</i>	<i>1,221</i>	<i>947</i>

## 2.2 Satisfaction with other aspects of the trunk road network

Figure 2.3 shows levels of satisfaction with other aspects of the trunk road network. As in previous waves of the survey, a majority of respondents were satisfied with the management of vegetation and the amount of litter and debris on road surfaces but fewer than half were satisfied with the other aspects. Still, and as figure 2.4 shows, the latest figures represent a general improvement on those recorded last year.

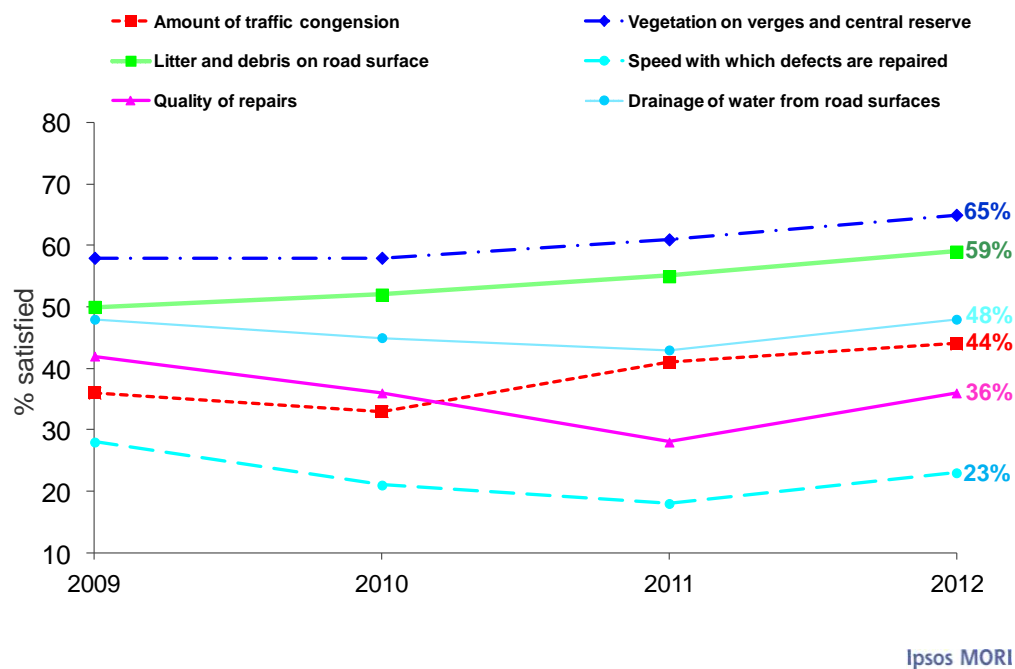
**Figure 2.3: Satisfaction with aspects of the trunk road network**

*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 (2,001)

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

Again, respondents in the South West were among those least likely to say they were satisfied with the various aspects covered in figures 2.3 and 2.4. Respondents in the North East, by contrast, were among those *most* likely to say they were satisfied (table 2.2).

**Table 2.2: Satisfaction with aspects of the trunk road network, by region**

	% very or fairly satisfied				
	All users	North West	North East	South West	South East
Management of vegetation	65	74	67	62	64
Amount of litter/ debris on road surface	59	60	65	58	54
Speed with which defects are repaired	23	27	29	17	26
Quality of repairs	36	37	45	26	43
Drainage of water	48	43	54	43	53
Amount of congestion	44	53	50	39	42
Base:	2,001	175	560	839	422

## 2.3 Priorities for improvement

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. Consistent with the findings from 2011, the top three responses were, respectively: the general condition of road surfaces; the speed with which defects are repaired; and the quality of repairs. However, there has been a significant decrease in the proportions of respondents suggesting the latter two options.

**Table 2.3: Priorities for improvement, 2009-2012**

	2009	2010	2011	2012
	%	%	%	%
The general condition of road surfaces	49	50	58	55
Speed with which defects are repaired	42	52	57	51
Quality of repairs	38	38	52	47
Amount of congestion	33	31	23	25
Drainage of water	17	16	19	19
Amount of litter/ debris on road surface	18	13	10	13
Management of vegetation	7	6	6	6
Base: All respondents	2,017	2,009	2,017	2,001

Respondents in the South West were more likely than average to prioritise improvements to the general condition of road surfaces (65% compared with 55% overall) and the quality of repairs (54% compared with 47%), while those in the North East were more likely than average to mention improvements to the drainage of water from road surfaces (23% compared with 19%).

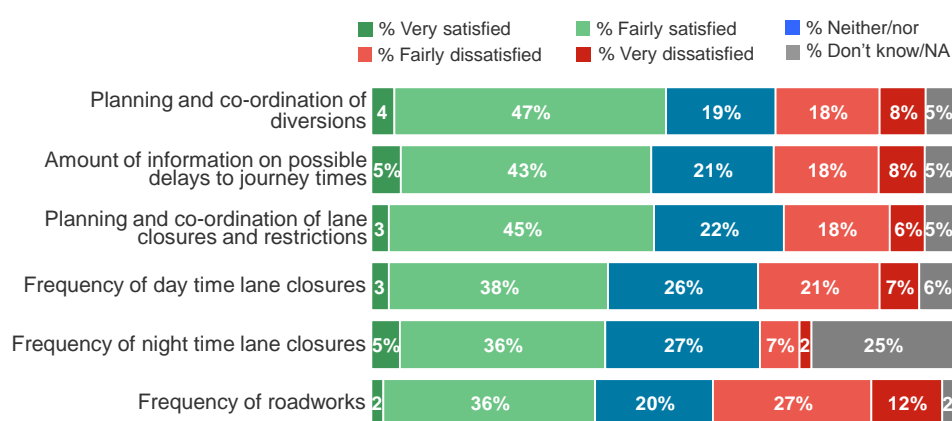
## 3 Road works & winter maintenance

### 3.1 Road works

As in previous surveys, respondents were somewhat divided in their opinions on road work and related issues on the trunk road network. Around half said they were satisfied with the planning and co-ordination of diversions, the planning and co-ordination of lane closures and the amount of information available on possible delays to journey times, while around a quarter in each case were dissatisfied. Similarly, whereas around 40% were satisfied with the overall frequency of road works and of day time road closures, just over a quarter were dissatisfied (figure 3.1). Views were a little more differentiated in respect of the frequency of night time lane closures, with 41% expressing satisfaction and just 9% expressing dissatisfaction. Where comparisons are possible, the results are in line with those obtained in the 2011 survey.

**Figure 3.1: Satisfaction with road works and related issues**

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



Base: All who had used trunk roads in the past year (2,001)

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As table 3.1 shows, significantly higher proportions of respondents in the South West and South East than in the Northern regions expressed dissatisfaction with the overall frequency of road works. Those in the South West were also more likely than those in *all* other regions to be dissatisfied with: the planning and co-ordination of diversions,

lane closures and restrictions; the frequency of road closures (day time and night time); and the amount of information available on possible delays.

**Table 3.1: Dissatisfaction with road works, by region**

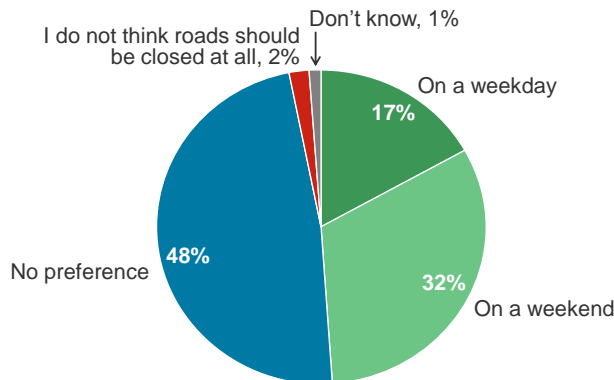
	% very or fairly dissatisfied				
	All users	North West	North East	South West	South East
Frequency of road works	40	31	25	48	45
Planning & co-ordination of diversions	25	18	17	32	27
Planning & co-ordination of closures/ restrictions	24	23	16	29	26
Amount of information on possible delays	26	18	23	29	27
Frequency of day time closures	27	22	20	32	31
Frequency of night time closures	9	7	6	12	9
Base:	2,001	175	560	839	422

Respondents were asked whether, during road works, they would prefer for the entire road to be closed completely for two to three days, or for parts of the road to be closed between 7.30pm and 6.30am. Two thirds (66%) preferred the latter option while around a quarter (23%) preferred the former. A further 11% had no preference either way.

Asked whether, in the event of an entire road *having* to be closed, they would prefer if this were done on a weekday or on a weekend, almost half of respondents had no preference. Meanwhile, around a third favoured weekend closures and roughly half as many favoured weekdays (figure 3.2).

**Figure 3.2: Preferences for road closures**

*Q. The cost of roadworks is paid for through taxation. It costs more to do roadworks at weekends. If an entire road that you use regularly were to be closed off for 24 hours for roadworks, would you prefer that this was done on a week day, a weekend, or do you not mind either way?*



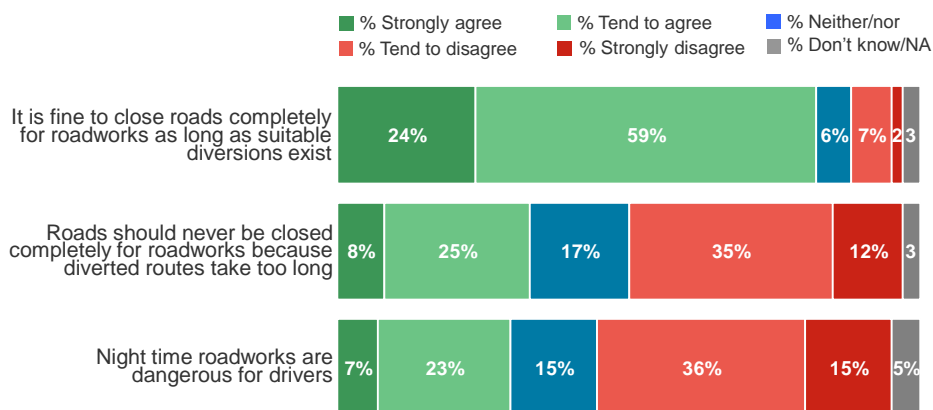
Base: All who had used trunk roads in the past year (2,001)

Ipsos MORI

Respondents were also presented with a number of statements relating to road works and asked to what extent they agreed or disagreed with each. While over four in five respondents agreed that 'it is fine to close roads completely for road works as long as suitable diversions exist', around a third also agreed that 'roads should never be closed completely because diverted routes take too long', and 'night time road works are dangerous for drivers' (figure 3.3).

**Figure 3.3: Attitudes to road works**

*Q. To what extent do you agree or disagree with the following statements about roadworks?*



Base: All who had used trunk roads in the past year (2,001)

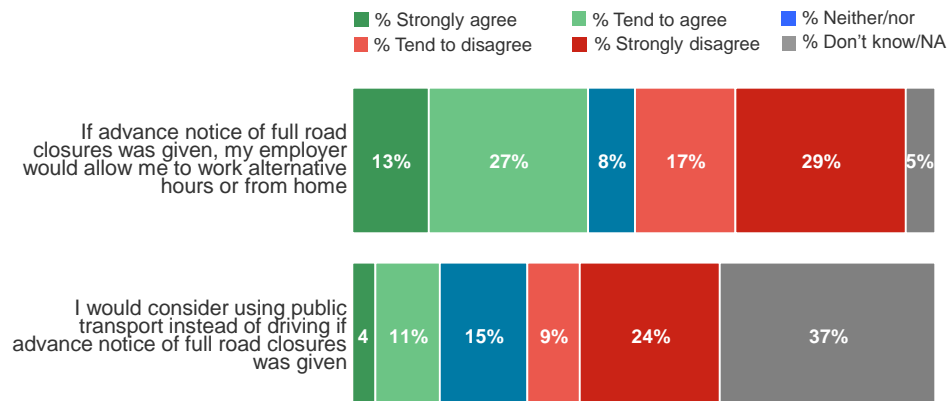
Ipsos MORI

Such ambivalent attitudes towards road works may in part reflect the fact that a significant proportions of respondents saw few viable alternatives to their daily car

commute: Approaching half *disagreed* that, if advance notice of full road closures was given, they would consider using public transport instead of driving, and a third disagreed that, under the same circumstances, their employer would allow them to work alternative hours or from home (figure 3.4).

**Figure 3.4: Attitudes to commuting alternatives**

*Q. To what extent do you agree or disagree with the following statements about roadworks?*



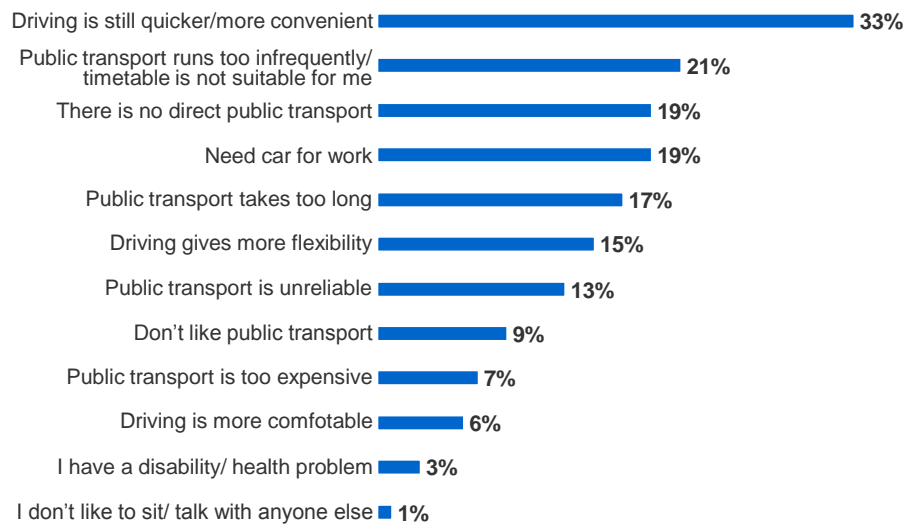
Base: All who drive on trunk roads (1,410); All who had used trunk roads in the past year (2,001) Ipsos MORI

Those respondents who disagreed that they would consider using public transport were asked why this was the case. As figure 3.5 shows, around a third said that driving is quicker or more convenient, while around 20% said that: public transport timetables are not convenient, there is no direct public transport available, public transport takes too long or they need their car for work. Other responses were given by relatively few participants.



**Figure 3.5: Reasons for not considering public transport**

*Q. You said that you would not consider using public transport in the event of a full road closure. Why is that?*



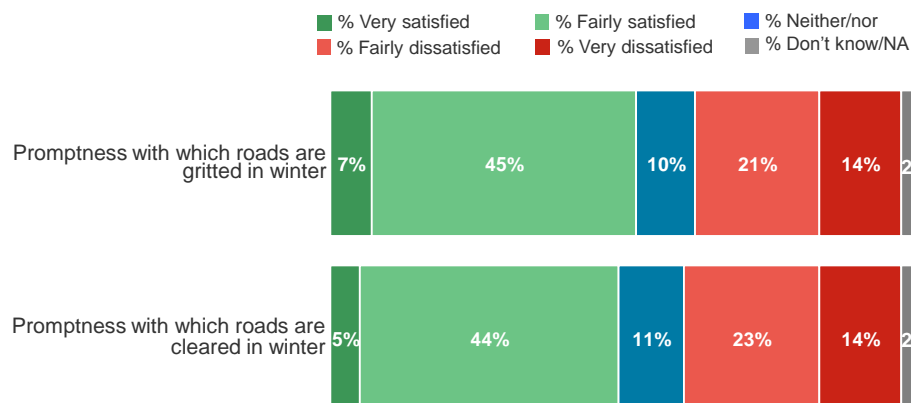
Base: All who would not consider using public transport in the event of a full road closure (652) Ipsos MORI

## 3.2 Winter Maintenance

Satisfaction with winter maintenance has increased significantly since 2011, despite declining steadily over previous waves of the survey. Around half (52%) of respondents were satisfied with the promptness with which roads are gritted (compared with 39% in 2011); and a similar proportion were satisfied with the promptness with which roads are cleared (compared with 36% in 2011). These increases may in part reflect the fact that winter weather conditions in 2011-2012 were much less severe than in the previous year, resulting in fewer problems on the roads.

**Figure 3.2: Opinion on winter maintenance on trunk road network**

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



Base: All who had used trunk roads in the past year (2,001)

Ipsos MORI

Again, however, views were a little less positive among respondents in the South West: 46% of this group were satisfied with the promptness of gritting, and 42% with the promptness of road clearing, while 44% and 46% respectively were dissatisfied.

### 3.3 Priorities for improvement

As in the case of road conditions, respondents were asked to identify, from a pre-defined list, two or three aspects of road works and winter maintenance on the trunk network that they would most like to see improved. As in 2011, the promptness with which roads are cleared and gritted in winter, and the frequency of road works were the top three answers. However, the proportions mentioning road clearing and gritting have declined significantly, which again may reflect the less severe winter weather conditions in 2011-2012, compared to the previous year (table 3.2).

**Table 3.2: Priorities for improving road works and winter maintenance**

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
	%	%	%	%
Promptness with which roads cleared in winter	29	45	58	39
Frequency of road works	45	37	34	32
Promptness with which roads gritted in winter	33	49	56	31
Frequency of day time lane closures	N/A	N/A	N/A	21
Amount of information on possible delays	N/A	N/A	N/A	19
Planning & co-ordination of diversions	30	23	17	17
Planning & co-ordination of closures/ restrictions	29	24	18	16
Frequency of night time closures	N/A	N/A	N/A	7
<i>Base: All respondents</i>	<i>1,861</i>	<i>2,009</i>	<i>2,017</i>	<i>2,001</i>

Once again, respondents in the South East and South West were more likely than those elsewhere to mention the frequency of road works (38% in each case compared with 29% in the North West and 18% in the North East). Those in the South West were also more likely to mention the frequency with which roads are cleared in winter (42% compared with 32% in the North East and South East, and 41% in the North East).

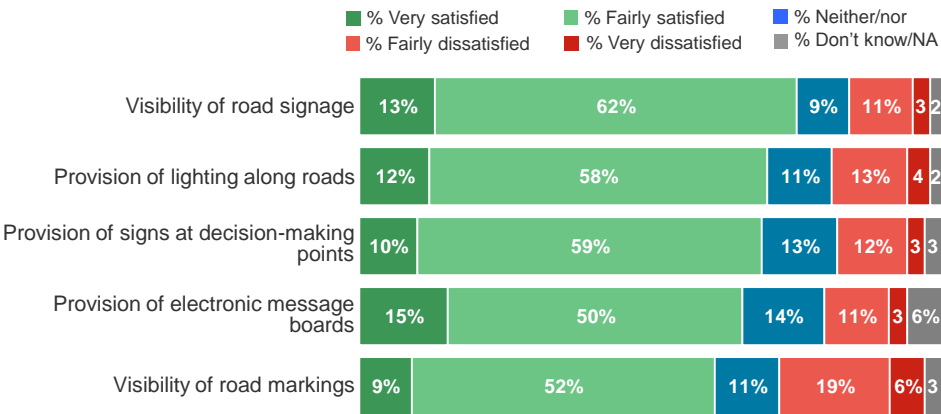
## 4 Lighting, markings and signage

### 4.1 Satisfaction with lighting, markings and signage

Perceptions of lighting, markings and signage on the trunk road network are unchanged since the last wave of the survey. As figure 4.1 shows, around three-quarters of respondents were satisfied with the provision of lighting along roads and the visibility of road signage, while between 61% and 69% were satisfied with the visibility of road markings, the provision of signs giving directions at decision-making points, and the provision of electronic message boards to give warnings of congestion and delays.

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 (2,001)

Ipsos MORI

As table 4.1 shows, respondents in the North East were more satisfied than those in other regions with the visibility of road markings, the visibility of signage and the provision of signs at decision-making points. However, they were more *dissatisfied* with the provision of electronic message boards.

**Table 4.1: Satisfaction with lighting, markings and signage, by region**

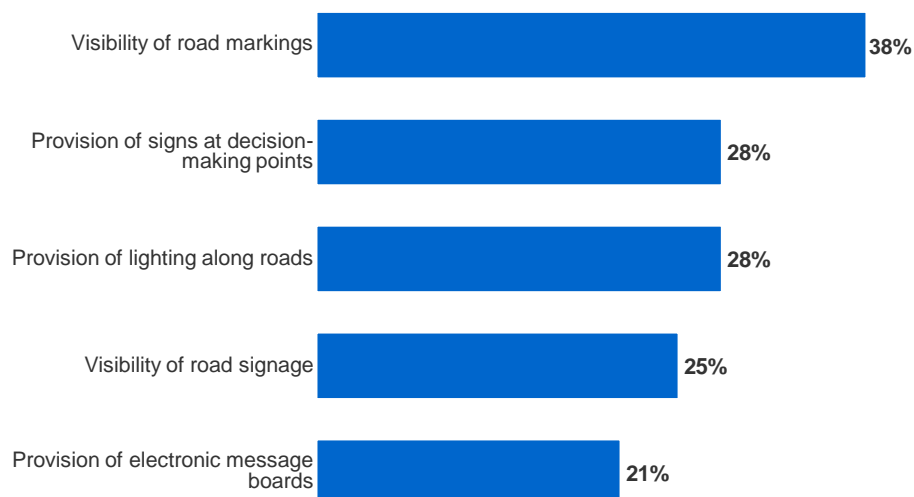
	All users	North West	North East	South West	South East
Visibility of road signage	75	77	78	71	78
Provision of lighting along roads	70	63	69	73	69
Provision of signs at decision-making points	69	74	77	67	65
Provision of electronic message boards	65	68	62	66	66
Visibility of road markings	61	63	69	57	61
Base:	2,001	175	560	839	422

## 4.2 Improving lighting, markings and signage

As with levels of satisfaction, there has been little change in respondents' priorities for improving lighting, markings and signage on the trunk road network. Around 4 in 10 people continued to favour improvements to the visibility of road markings, while around three in ten favoured improvements to the provision of signs and lighting, and the visibility of signs. Improving the provision of electronic message boards once again emerged as respondents' lowest priority (figure 4.2).

**Figure 4.2: Priorities for improving lighting, markings and signage**

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



Base: All who had used trunk roads in the past year (2,001)

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The rank ordering of the improvements was broadly consistent across the different regions.

## 5 Cycle lanes and footways

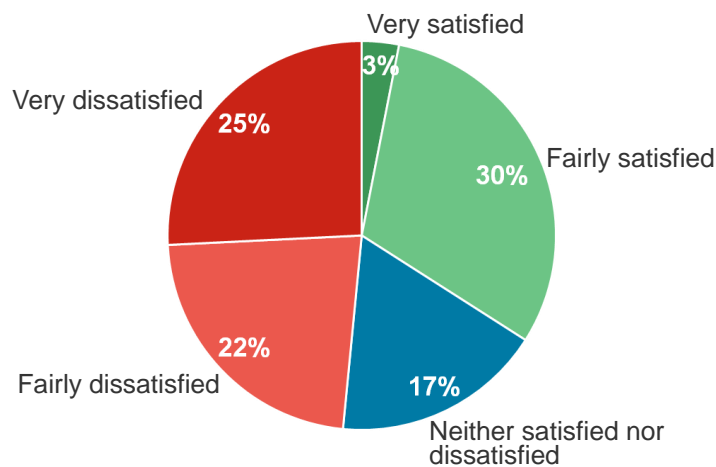
This section examines views of cycle lanes and footways on the trunk road network among respondents who had used these facilities in the last 12 months; 3% of the sample in the case of cycle lanes and 7% in the case of footways. The results for cycle lanes are only based on 64 people, therefore, these findings 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

Views on the general condition of cycle lane surfaces on the trunk road network were somewhat negative: only a third (33%) of cyclists expressed satisfaction with cycle lane surfaces while around half (47%) expressed dissatisfaction (figure 5.1).

**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?*



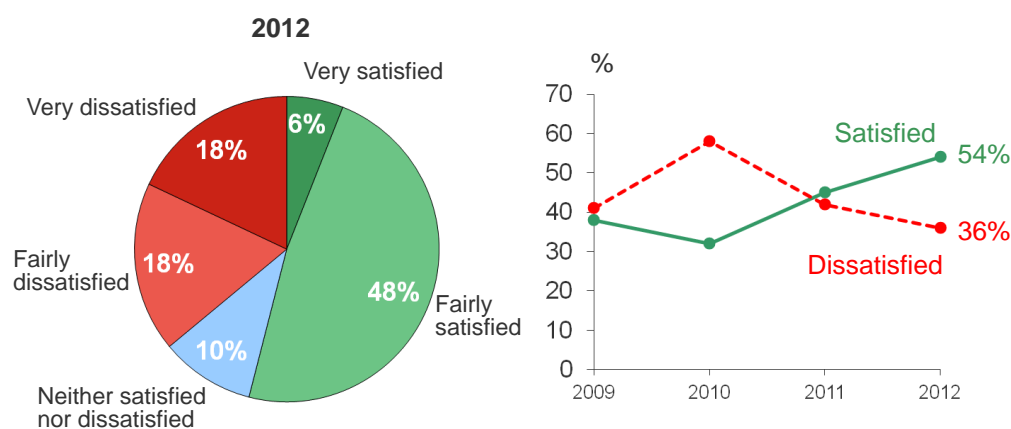
Base: All who had used a cycle lane on trunk roads in the last 12 months (64)

Ipsos MORI

Perceptions of footway surfaces have continued to improve since the last wave of the survey in 2011; indeed, over half (54%) of pedestrians were fairly or very satisfied with the condition of surfaces. That said, a significant proportion (36%) remained *dissatisfied* so there is clearly still room for improvement.

**Figure 5.2: Satisfaction with the general condition of footway surfaces, 2012 – 2009**

*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  
(2012: 148; 2011: 163; 2010: 113; 2009: 69)

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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 defects which make them feel unsafe. In the case of cycle lanes, 22 people said that they “always” or “usually” encounter such defects and eight said that they “sometimes” do. None said that they “rarely” or “never” encounter defects when using cycle lanes. Potholes and uneven or bumpy surfaces again emerged as the most commonly encountered defects on cycle lanes (mentioned by 10 respondents each), followed by poor repairs (mentioned by three respondents) and poor cycle markings (mentioned by two respondents).

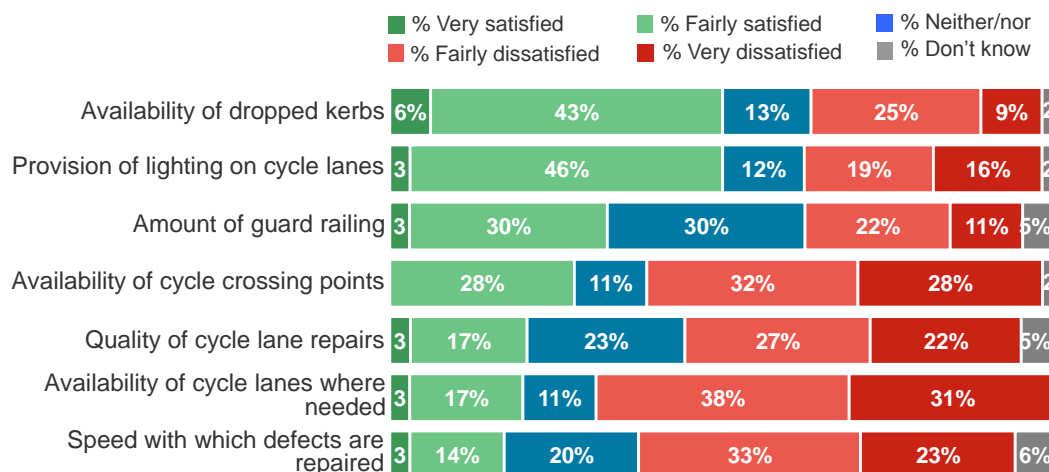
In the case of footway surfaces (53 respondents), the majority of those who expressed dissatisfaction said that they “always” (49%) or “usually” (27%) encounter unsafe defects, while around one in five (20%) said that they “sometimes” do and 4% said that they “rarely” do (no one said that they “never” experience defects). The specific types of footway defect most commonly encountered were: uneven or bumpy surfaces (mentioned by 40%); potholes (19%); cracking (15%); wobbly paving slabs (9%); and loose or damaged kerbs (7%).

### 5.3 Satisfaction with other features of cycle lanes and footways

In line with the low levels of satisfaction with cycle lane surfaces reported above, cyclists tended to hold fairly negative views in respect of other features of cycle lanes, as shown in figure 5.3. The majority expressed *dissatisfaction* with the availability of cycle lanes where they are needed (69%), the availability of cycle crossing points (60%), and the speed with which defects are repaired (56%). Significant proportions were also dissatisfied with the quality of repairs (49%), the availability of dropped kerbs (35%), the lighting on cycle lanes (34%) and the amount of guard railing (33%).

**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 (64)

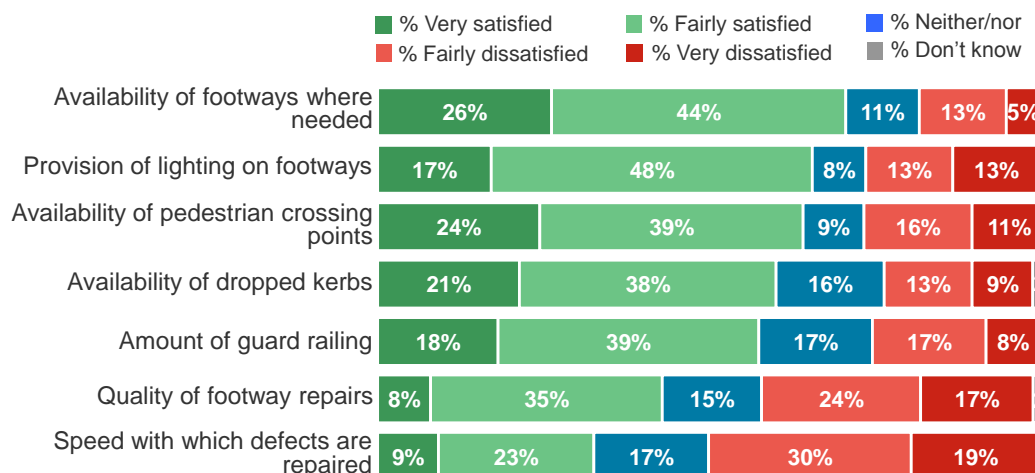
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The results for footways were much more positive, with the majority of pedestrians saying that they were satisfied with the availability of footways (70%), the lighting along footways (66%), the availability of pedestrian crossing points (63%), the availability of dropped kerbs (59%) and the amount of guard railing (58%). Still, smaller proportions were satisfied with the quality of footway repairs (43%) and the speed with which footway defects are repaired (32%). These results are very much in line with those recorded in the 2011 wave of the survey.



**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 had used footways (148)

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## 5.4 Priorities for improving cycle lanes and footways

In order to identify priorities for improving cycle lanes and footways, respondents who had used either or both of these facilities on the network were asked to identify, from a pre-defined list<sup>1</sup>, the two or three features they would most like to see improved. As shown in table 5.1, views were fairly split and no single feature was mentioned by a majority of respondents. The most common response was the general condition of footway surfaces (mentioned by 30%), followed by the quality of footway repairs (20%). Next came the availability of cycle lanes (18%), the availability of pedestrian crossing points (17%), the speed with which defects are repaired (15%), the provision of lighting on footways (15%) and the availability of dropped kerbs (15%). Other improvements were mentioned by fewer than 15% of respondents.

As can be seen from table 5.1, the rank order of the improvements has changed slightly since 2011 as a result of notable increases in the proportions mentioning improvements to the availability of cycle lanes (from 8% to 18%) and of cycle crossing points (5% to 10%).

<sup>1</sup> 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.

**Table 5.1: Priorities for improving cycle lanes and footways, top ten responses**

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
	%	%	%	%
General condition of footway surfaces	25	45	32	30
Quality of footway repairs	17	38	19	20
Availability of cycle lanes where needed	30	13	8	18
Availability of pedestrian crossing points	-	15	14	17
Speed with which footways defects are repaired	24	32	18	15
Provision of lighting on footways	25	15	12	15
Availability of dropped kerbs	-	14	11	15
General condition of cycle lane surfaces	14	11	12	12
Amount of guard railing	-	7	8	11
Availability of cycle crossing points where needed	-	-	5	10
<i>Base: All who had used cycle lanes and/or footways</i>	<i>101</i>	<i>148</i>	<i>203</i>	<i>200</i>

## 6 Improving the trunk road network

Building on the findings presented over previous chapters, this section explores respondents' *overall* priorities for enhancing the trunk road network. First though, it examines whether specific features of the network are perceived to have improved or deteriorated over the past two years.

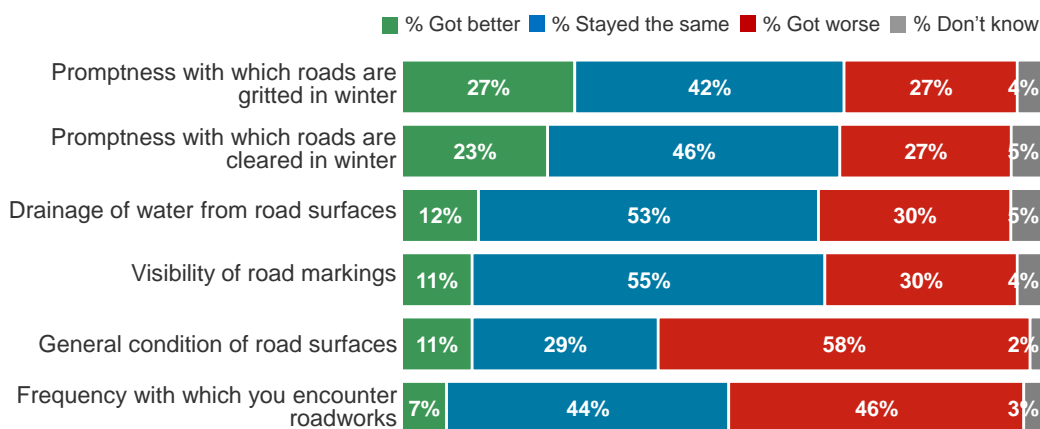
### 6.1 Changes to the trunk road network over past two years

Respondents were asked to consider whether the features shown in figure 6.1 had got better, worse or stayed about the same over the past two years. Overall, views were fairly mixed. The majority of respondents felt that the visibility of road markings and the drainage of water from road surfaces had stayed the same over the past two years (55% and 53% respectively), while around three in five (58%) felt that the condition of road surfaces had *worsened* over the same period. Views were more divided in respect of the prevalence of road works and the promptness with which roads are cleared and gritted in winter.

In line with the increases in levels of satisfaction with road surfaces, drainage and winter maintenance reported over previous chapters, there have been notable decreases in the proportions saying that these features had worsened since the last time this question was asked in 2011 (figure 6.2).

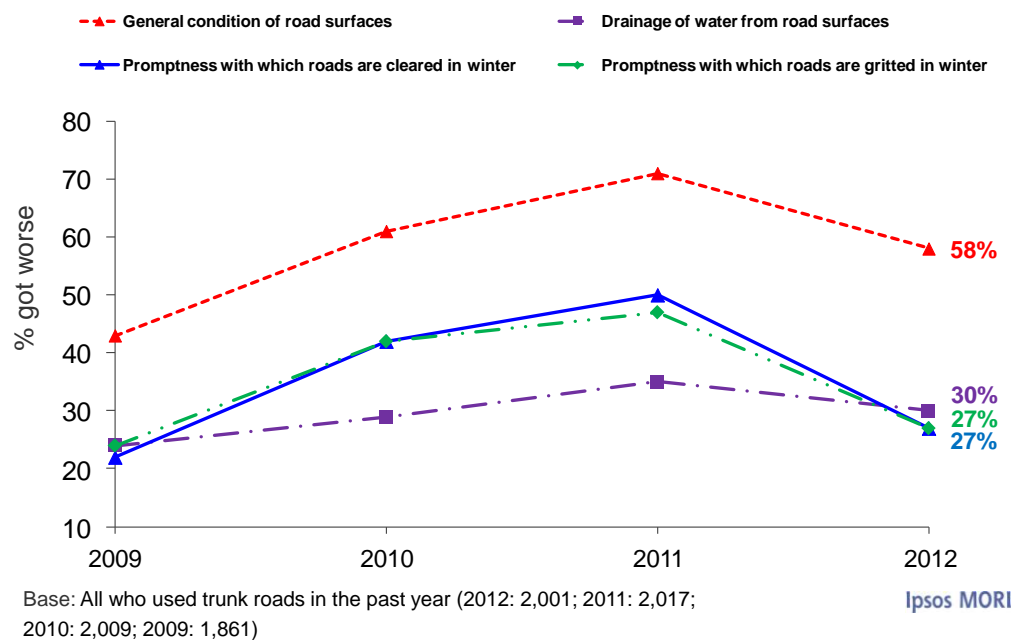
**Figure 6.1: Changes to features of trunk road network over last two years**

*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 (2,001)

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**Figure 6.2: % saying each feature has “got worse” in the past two years, 2009 – 2012**

As with the results from the 2011 wave of the survey, respondents in the South West were more likely than the sample as a whole to say that provision had worsened over the past two years (table 6.1).

**Table 6.1: % saying each feature has “got worse” in the last two years, by region**

	All users	South West
	%	%
The general condition of road surfaces	58	67
Frequency with which you encounter road works	46	52
Visibility of road markings	30	35
Drainage of water from road surfaces	30	35
Promptness with which roads are gritted in winter	27	31
Promptness with which roads are cleared in winter	27	31
<i>Base: All who had travelled on a trunk road in the last 12 months</i>	<i>2,001</i>	<i>839</i>

## 6.2 Future improvements to the trunk road network

In order to elicit respondents' *overall* priorities for the network, they were presented with a list of all the priorities they had identified over the course of the survey<sup>2</sup> and asked to select from this list the two or three improvements they would *most* like to see made. The top ten responses are shown in figure 6.2.

Improvements relating to road surfaces remain respondents' top priorities for the network. These include improvements to: the general condition of road surfaces (43%), the speed with which defects are repaired (34%) and the quality of repairs (33%). As with previous years, the next highest ranking improvements relate to the promptness with which winter maintenance is undertaken – 15% mentioned gritting and a similar proportion (14%) mentioned the clearing of roads – and the amount of traffic congestion (13%).

**Figure 6.2: Overall priorities for improving the trunk road network – top 10 mentions, 2009 – 2012**

	2009	2010	2011	2012
	%	%	%	%
The general condition of road surfaces	32	36	45	43
The speed with which road defects are repaired	21	32	38	34
The quality of repairs	20	27	35	33
The promptness with which roads are gritted in winter	13	22	23	15
The promptness with which roads are cleared in winter	8	17	25	14
The amount of traffic congestion	17	17	12	13
The drainage of water from road surfaces	9	7	11	10
The visibility of road markings	8	9	8	10
The provision of lighting along roads	10	6	5	8
The frequency with which you encounter road works	12	12	9	7
<i>Base: All who had travelled on a trunk road in the last 12 months</i>	2,043	2,009	2,017	2,001

<sup>2</sup> That is priorities they identified in relation to: features of trunk roads; road works and winter maintenance; lighting, markings and signage; and, where applicable, cycle lanes and footways

## 7 Traffic information

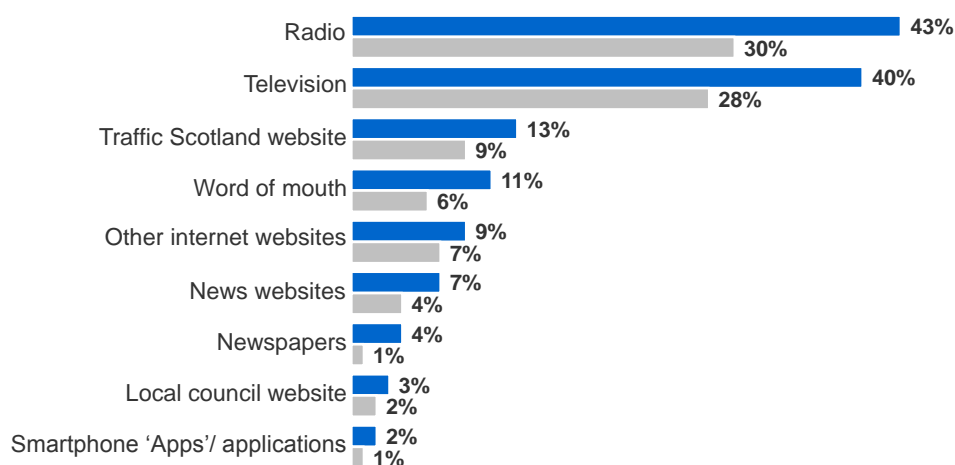
### 7.1 Sources of information on the status & condition of roads

Radio and television emerged as the most common sources of information about the status and condition of trunk roads during winter (mentioned by 43% and 40% respectively). The next most common sources were the Traffic Scotland website (13%), word of mouth (11%) and other internet websites (9%). While these findings are broadly in line with those from previous waves of the survey, the proportion mentioning the Traffic Scotland website has continued to increase (from 8% in 2011).

**Figure 7.1: Sources of information on the status & condition of roads**

*Q. During the extreme weather conditions we had towards the end of last year, from which sources, if any, did you receive information about the status and condition of trunk roads?*

*Q. And of the sources you just mentioned, from which one would you say you received the majority of your information?*



Base: All who had used trunk roads in the past year (2,001)

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There were some notable differences in the results by region, in particular:

- trunk road users in the North East were on average more likely to mention radio (48% versus 43% overall) and word of mouth (16% versus 11%)
- those in the South West were more likely to mention television (44% versus 40% overall)

- those in the North East were more likely to mention the Traffic Scotland website (23% versus 13% overall).

The results also varied by age: respondents under 65 years were more likely than those aged 65 years and over to mention internet websites, while those aged 65 years and over were more likely to mention television (table 7.1). Mention of the Traffic Scotland website was highest among those aged between 25 and 54 years.

**Table 7.1: Sources of information on the status and condition of roads, by age**

	<b>18-24</b>	<b>25-34</b>	<b>35-54</b>	<b>55-64</b>	<b>65+</b>
	%	%	%	%	%
Radio	32	44	47	46	38
Television	35	35	37	40	51
Traffic Scotland website	10	19	17	13	5
Word of mouth	17	14	10	9	10
Other internet websites	15	11	11	8	4
News websites	9	10	7	6	3
Newspapers	2	3	3	4	6
Local council website	3	5	4	3	2
Smartphone “Apps”	3	3	3	2	–
<i>Base:</i>	<i>241</i>	<i>303</i>	<i>696</i>	<i>305</i>	<i>456</i>

Analysis by social class reveals that ABC1s were more likely than C2DEs to mention the radio (46% versus 38% respectively), the Traffic Scotland website (18% versus 7%) and other websites (11% versus 8%). Meanwhile, C2DEs were more likely than ABC1s to mention television (45% compared with 36% respectively).

## 7.2 Information provided by Traffic Scotland

### 7.2.1 Use of digital sources of information provided by Traffic Scotland

In line with the increased proportion of respondents citing the Traffic Scotland website as one of their main sources of information about the status of trunk roads in winter, there has been a general increase in the proportion of road users who have accessed the site. Indeed, around two in five respondents with internet access (37%) said that

they had used the website compared to 33% in 2011, 27% in 2010 and 24% in 2009. Use of the site continues to be most prevalent among:

- men (41% versus 34% of women)
- respondents aged between 25 and 64 years (46% of 25 - 34 year olds; 41% of 35 - 54 year olds; 40% of 55 - 64 year olds compared with 26% of 18 - 24 year olds and 24% of those aged 65 and over)
- ABC1 respondents (43% compared with 28% of C2DEs)
- those who mainly travel on the network during rush-hour (54% versus 36% of those who mainly travel during off-peak hours).

Respondents with internet access were also asked whether they had used some of the other digital services provided by Traffic Scotland. Overall, uptake of the services was low: only 4% had accessed the Traffic Scotland mobile website; 4% had downloaded the Traffic Scotland smartphone 'app'; 3% had streamed the Traffic Scotland internet radio station; 2% had looked at the Traffic Scotland twitter feed; and 2% had used the Traffic Scotland RSS feed.

### 7.2.2 Perceptions of the Traffic Scotland website

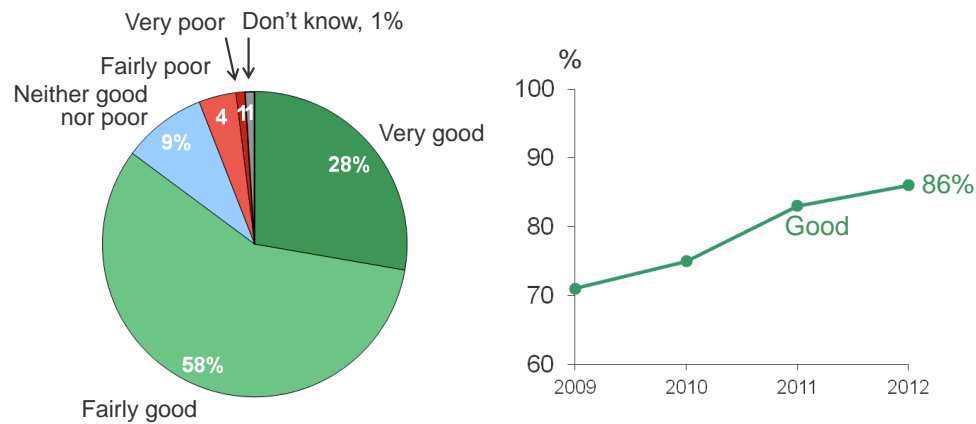
Almost nine in ten (86%) of those who had used the Traffic Scotland website rated it as good, with 28% rating it as *very good*. These results are consistent with those recorded in previous waves of the survey (figure 7.2).

The results for the Traffic Scotland *mobile* website were also mainly positive. As shown in figure 7.3, the majority (81%) of those who had used the mobile website rated it as fairly or very good, while 9% rated it as fairly or very poor.



**Figure 7.2: Ratings of the Traffic Scotland website, 2009 – 2012**

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

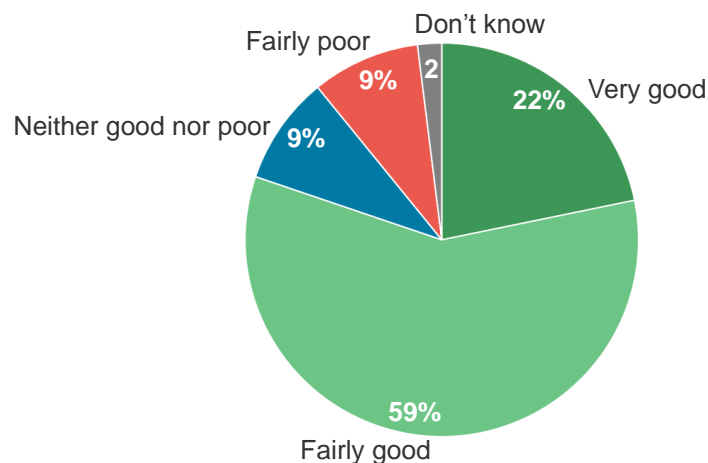


Base: All who used or mentioned the Traffic Scotland website (2012: 583; 2011: 517; 2010: 387; 2009: 319)

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**Figure 7.3: 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 have accessed the Traffic Scotland mobile website (68)

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In order to explore perceptions of the (main) Traffic Scotland website in more detail, users were presented with a number of statements about it and asked to what extent they agreed or disagreed with each. Reflecting the overall rating of the site reported above, the results were largely positive (table 7.2), with the majority of users agreeing that: “The website content is clear and easy to understand” (86%); “Most of the information provided on the website is up-to-date” (84%); and “The website looks and

feels well-designed" (76%). At the same time, around three in four users *disagreed* with the statements "I have difficulties finding my way around the website" (74%) and "It usually takes me a long time to find the information I need" (73%).

Still, views were more divided on the statement: "The website is generally better than other sources of travel information" – 56% agreed with this, while 11% disagreed and 28% neither agreed nor disagreed.

Since 2011, there have been increases in the proportions who agreed that the website content is clear and easy to understand (from 82% to 86%) and generally better than other sources of travel information (from 48% to 57%). The results for the remaining statements are unchanged.

**Table 7.3: Attitudes towards the Traffic Scotland website**

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
	%	%	%	%	%	%
The website content is clear and easy to understand	26	60	6	5	1	2
Most of the information provided on the website is up to date	23	61	8	3	1	4
The website looks and feels well designed	18	58	13	5	1	4
The website is generally better than other sources of travel information	16	40	28	10	1	5
It usually takes me a long time to find the information I need	3	13	9	49	24	2
I have difficulties finding my way around the website	2	10	12	41	33	3
<i>Base: All who had used the Traffic Scotland website (583)</i>						

Users of the website were also presented with a list of different types of information provided on the site (shown in table 7.4) and asked which of these they find *particularly* useful. Information on incidents on the trunk road network was the most common

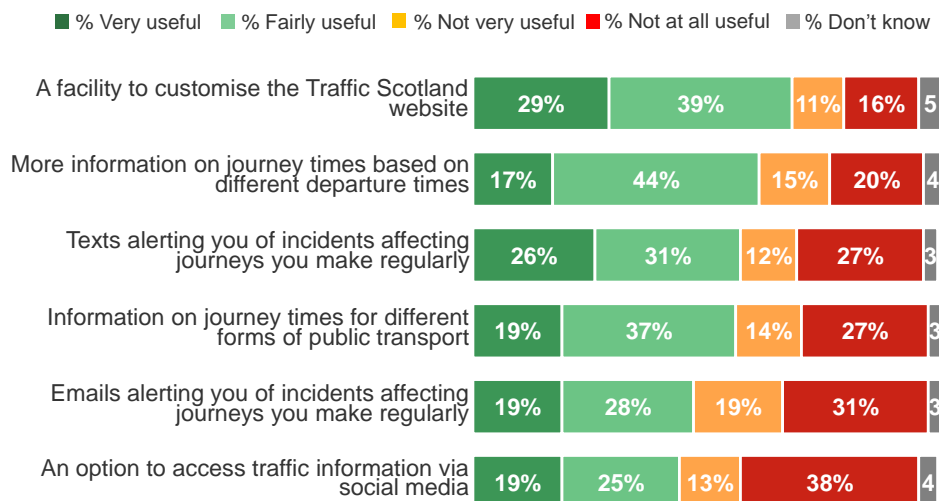
response (mentioned by 56%), followed by weather forecasts (53%), trunk roads affected by the weather (49%), and current or planned road works (42%).

This ranking is slightly different to that recorded in 2011, when trunk roads affected by weather ranked first, incidents on the trunk road network ranked second and weather forecasts ranked third. Once again, this variation may partly reflect the milder weather conditions in winter 2011-12.

**Table 7.4: Perceptions of information available on Traffic Scotland website, 2010 – 2012**

	2010	2011	2012
	%	%	%
Incidents on the trunk road network	49	54	56
Weather forecasts	35	51	53
Trunk roads affected by weather	45	57	49
Current and planned roadworks	51	45	42
Live CCTV of trunk roads	24	22	17
Journey times between different destinations	16	16	17
Planned events	N/A	N/A	10
Variable message signs	7	6	6
Park and ride facilities	2	3	2
<i>Base: All who had used the Traffic Scotland site</i>	387	517	583

All respondents with internet access, regardless of whether they had used the Traffic Scotland website, were presented with a list of new features that could be integrated into the site and asked how useful they would find each. As in 2011, the features that the highest proportions of respondents said they would find useful were a facility to customise the website (68% felt that this would be very or fairly useful) and more information on journey times based on different departure times (61%). Over half also said that it would be useful to receive text messages alerting them of incidents affecting journeys they make on a regular basis (57%) and information on journey times for different forms of public transport (56%). As shown in figure 7.3, views were more divided on the potential usefulness of *email* alerts about incidents and the option to access traffic information via social media websites. All of the figures in 7.3 are largely stable on those from 2011.

**Figure 7.3: Appetite for new services that could be provided on Traffic Scotland website***Q. How useful, if at all, would you find...?*

Base: All who have access to the internet (1,558)

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As in previous waves of the survey, levels of interest in all of the potential new services tended to decrease with age (table 7.5).

**Table 7.5: Appetite for new services that could be provided on Traffic Scotland website, by age**

	18-24	25-34	35-54	55-64	65+
	% who would find each service useful				
A facility to customise the website	77	79	71	59	46
Text messages alerting you of incidents affecting journeys that you make regularly	69	70	62	46	29
More information on journey times based on different departure times	68	71	63	52	44
Information on journey times for different forms of public transport	67	65	55	49	45
An option to access the traffic information via a social media websites	72	67	42	23	13
Emails alerting you of incidents that affect journeys you make on a regular basis	55	57	48	40	27
<i>Base: All who have access to the internet</i>	226	276	608	233	215

### 7.2.3 Traffic information on variable message signs

Traffic Scotland currently provides information on estimated journey times on variable message signs along the M8. Asked to consider whether they would like to see this type of information provided more widely on the network, almost three-quarters (73%) of respondents said 'yes' and 22% said 'no'.

## 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 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) | <b>Less than 25 miles</b>       | 1 |
| b) | <b>Between 25 and 100 miles</b> | 2 |
| c) | <b>Over 100 miles</b>           | 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) | <b>During rush hours (7am-9am and/or 4pm to 7pm)</b>        | 1 |
| b) | <b>During off peak hours (9am to 4pm and/or 7pm to 7am)</b> | 2 |
| c) | <b>During both periods</b>                                  | 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 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

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 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



**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) – 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)	<b>Frequency with which you encounter road works</b>	1	2	3	4	5	6	7
b)	<b>Planning and coordination of diversions when road works take place</b>	1	2	3	4	5	6	7
c)	<b>Planning and coordination of lane closures and restrictions when road works take place</b>	1	2	3	4	5	6	7
d)	<b>Frequency of day time lane closures for road works</b>	1	2	3	4	5	6	7
e)	<b>Frequency of night time lane closures for road works</b>	1	2	3	4	5	6	7
f)	<b>Amount of information available on possible delays to journey times because of road works that are taking place</b>	1	2	3	4	5	6	7
g)	<b>Promptness with which roads are cleared in the winter</b>	1	2	3	4	5	6	7
h)	<b>Promptness with which roads are gritted in winter</b>	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
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

**QTS9B SHOWCARD F I have some further questions on road works. In order to carry out road works on the network, it is sometimes necessary to close off roads. Which of the options on this card would you prefer?**  
SINGLE CODE

When conducting road works....

- |   |   |   |
|---|---|---|
| A | The entire road should be closed completely for 2 to 3 days                     | 1 |
| B | Only parts of the road should be closed between 7:30 pm and 6:30 am for 2 weeks | 2 |
|   | No preference   | 3 |
|   | Don't know  | 4 |

**QTS9C SHOWCARD G The cost of road works is paid for through taxation. It costs more to do road works at the weekends. If an entire road that you use regularly were to be closed off for 24 hours for road works, would you prefer that this was done on a week day, a weekend or do you not mind either way?**  
SINGLE CODE

- |  |  |   |
|--|--|---|
|  | On a week day                                    | 1 |
|  | On a weekend                                     | 2 |
|  | No preference                                    | 3 |
|  | I do not think roads should be closed off at all | 4 |
|  | Don't know                                       | 5 |

**QTS9D SHOWCARD H I am now going to read out some statements about road works. I'd like you to tell me to what extent do you agree or disagree with each statement.**  
READ OUT A - F  
SINGLE CODE EACH ROW  
RANDOMISE ORDER

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	N/A
a Night time road works are dangerous for drivers	1	2	3	4	5	6	7
b It is fine to close roads completely for road works as long as suitable diversions exist	1	2	3	4	5	6	7
c Roads should never be closed completely for road works because diverted routes take too long	1	2	3	4	5	6	7
d If advance notice of full road closures was given, my employer would allow me to work alternative hours or from home.	1	2	3	4	5	6	7

- e ONLY ASK THOSE WHO SAY THAT  
THEY DRIVE A CAR ON THE  
NETWORK AT QTS2 (CODE 1)  
OTHERS GO TO QTS9E:  
**I would consider using public  
transport instead of driving if  
advance notice of full road closures  
was given.**

1 2 3 4 5 6 7

ASK ALL WHO DISAGREED WITH STATEMENT E AT QTS9D (CODES 4 OR 5) OTHERS GO TO QTS10

QTS9E **You said that you would not consider using public transport in the event of a full road closure. Why is that?**  
MULTICODE OK

Driving is still more convenient/quicker	1
Driving gives more flexibility	2
Driving is more comfortable	3
Public transport takes too long	4
Public transport is unreliable	5
Public transport runs too infrequently/timetable not suitable for me	6
There is no direct public transport	7
Need car for work	8
Don't like to sit with/talk to anyone else	9
Public transport is too expensive	10
Have a disability/Health problem which prevents me doing this	11
Just don't like public transport	12
Other write in	13
Don't know	14

ASK ALL

QTS10. SHOWCARD I **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) <b>Provision of lighting along roads</b>	1	2	3	4	5	6	7
b) <b>Visibility of road markings</b>	1	2	3	4	5	6	7
c) <b>Visibility of road signage</b>	1	2	3	4	5	6	7
d) <b>Provision of signs giving directions at decision making points</b>	1	2	3	4	5	6	7
e) INSERT ON CAPI SCREEN INSTRUCTION FOR INTERVIEWERS : SHOW RESPONDENTS SHOWCARD BB WITH DEFINITION <b>Provision of electronic message boards to give warnings of congestion and delays</b>	1	2	3	4	5	6	7

QTS11. SHOWCARD J **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 K **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)	<b>general condition of cycle lane surfaces</b>	1	2	3	4	5	6	7
b)	<b>provision of lighting on cycle lanes</b>	1	2	3	4	5	6	7
c)	<b>speed with which cycle lane defects such as potholes are repaired</b>	1	2	3	4	5	6	7
d)	<b>quality of cycle lane repairs</b>	1	2	3	4	5	6	7
e)	<b>availability of cycle lanes where they are needed</b>	1	2	3	4	5	6	7
f)	<b>availability of dropped kerbs (that is when the edge of the pavement is lowered to help with pushing bikes up or down the pavement)</b>	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 L 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 M 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 N 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

QTS15. SHOWCARD 0 **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)	<b>General condition of road surfaces</b>	1	2	3	4
b)	<b>Drainage of water from road surfaces</b>	1	2	3	4
c)	<b>Visibility of road markings</b>	1	2	3	4
d)	<b>Frequency with which you encounter road works</b>	1	2	3	4
e)	<b>Promptness with which roads are cleared in the winter</b>	1	2	3	4
f)	<b>Promptness with which roads are gritted in winter</b>	1	2	3	4

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

QTS16 SHOWCARD P **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 Q **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 WHO SAY THAT THEY ARE FAIRLY/VERY DISSATISFIED WITH THE GENERAL CONDITION OF CYCLE LANES (CODES 4 OR 5) AT QTS12A  
OTHERS GO TO QTS20

QTS18 SHOWCARD R **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 S **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 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 DISSATISFIED WITH THE GENERAL CONDITION OF FOOTWAYS (CODES 4 OR 5) AT QTS12I

OTHERS GO TO QTS22

QTS20 SHOWCARD T **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 U **And what is the specific defect in most 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 extreme weather conditions we had towards the end of last year, from which sources, if any, did you receive 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.**

IF NECESSARY:

**By extreme weather conditions, I mean the strong winds we had towards the end of last year.**

MULTICODE OK

ASK ALL WHO CODE MORE THAN ONE RESPONSE AT QTS22 AND ONLY SHOW OPTIONS THAT HAVE BEEN CODED AT QTS22

OTHERS GO TO Q23

**QTS22B 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 the extreme 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
Other, please write in	10	10
Did not receive any information	11	11
Don't know	12	12

ASK ALL WHO DO NOT MENTION A WEBSITE AT QTS22 (ANY COMBINATION OF CODES 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 ACCESS TO THE INTERNET AT QTS23 (CODE 1) AND THOSE WHO MENTION A WEBSITE AT QTS22 (CODE 3, 4, 5 OR 6)

**QTS24 SHOWCARD V 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) AT QTS24

OTHERS GO TO QTS25B

QTS25 FOR THOSE WHO HAVE USED BOTH THE TRAFFIC SCOTLAND WEBSITE AND THE MOBILE WEBSITE AT QTS24 (CODES 1 + 2) PLEASE SHOW:  
 SHOWCARD W **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

OTHERS SHOW:

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

QTS25A ONLY ASK THOSE WHO SAID THAT THEY HAD ACCESSED THE TRAFFIC SCOTLAND  
 2 MOBILE WEBSITE AT QTS24 (CODE 2) OTHERS GO TO QTS25C  
 SHOWCARD W AGAIN **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

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

**QTS25B FOR THOSE WHO HAVE USED BOTH THE TRAFFIC SCOTLAND WEBSITE  
AND THE MOBILE WEBSITE AT QTS24 (CODES 1 + 2) PLEASE SHOW:**

**SHOWCARD X** 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.

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

**OTHERS SHOW:**

**SHOWCARD X** 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	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  
OTHERS GO TO QTS28

QTS26 SHOWCARD Y **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	Other travel information	11
	Don't know	12

ASK THOSE WHO HAVE USED THE TRAFFIC SCOTLAND WEBSITE (CODE 1) AT QTS24  
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  
SHOW: **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)  
SHOW:  
**We are interested in views on some additional services that could be provided through the Traffic Scotland web site.**

QTS28 SHOWCARD Z **How useful, if at all, would you find...**

READ OUT a) – f)

SINGLE CODE EACH ROW

RANDOMISE ORDER

	Very useful	Fairly useful	Not very useful	Not at all useful	Don't know	N/A
a) <b>Emails alerting you of incidents that affect the journeys you make on a regular basis</b>	1	2	3	4	5	6
b) <b>Text messages alerting you of incidents that affect the journeys you make on a regular basis</b>	1	2	3	4	5	6
c) <b>More information on journey times based on different departure times</b>	1	2	3	4	5	6
d) <b>Information on journey times for different forms of public</b>	1	2	3	4	5	6

- transport**
- |    |  |   |   |   |   |   |   |
|----|--|---|---|---|---|---|---|
| e) | <b>A facility to customise the Traffic Scotland website to only show information that is relevant to you</b> | 1 | 2 | 3 | 4 | 5 | 6 |
| f) | <b>An option to access more traffic information via social media websites e.g. twitter and facebook</b>      | 1 | 2 | 3 | 4 | 5 | 6 |

ASK ALL

QTS29 FOR THOSE WHO HAS USED THE TRAFFIC SCOTLAND WEBSITE AT QTS24 (CODE 1) SHOW:

**As well as providing information though the internet, Traffic Scotland provide information on estimated journeys times on electronic message boards on the M8. Would you like to see this type of information provided more widely on the network?**  
SINGLE CODE

ALL OTHERS ASK:

**Traffic Scotland provide information on estimated journeys times on electronic message boards on the M8. Would you like to see this type of information provided more widely on the network?**  
SINGLE CODE

Yes	1
No	2
Don't know	3

DEMOGRAPHICS SECTION
----------------------

ASK ALL

QA CODE RESPONDENTS GENDER  
SINGLE CODE

Male	1
Female	2

QB **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

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 AA **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

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 AB **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

**Thank you very much indeed for taking part in the survey. We very much appreciate your time.**

.....  
THEN SHOW ON SEPARATE SCREEN:

**Finally, because your views are important, Ipsos MORI may want to carry out follow-up research among particular groups of people, on behalf of Transport Scotland. The follow up research may be carried out by phone, email or postal questionnaire and will explore issues related to the trunk road network in Scotland, including how it could be improved. These exercises will help Transport Scotland to plan for the future.**

**Please be assured that any information you provide for this purpose will be securely held by Ipsos MORI only and will not be passed on to anyone else, including the Transport Scotland.**

**Would you be willing to be re-contacted sometime in the next 18 to 24 months for this follow up research?**

Consent given

IF CONSENT GIVEN COLLECT RECONTACT TELEPHONE NUMBER.

## **Appendix B: Map of the trunk road network in Scotland**





TRANSPORT  
SCOTLAND

## Trunk Roads: Network Management

### Trunk Road Units



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

#### Trunk Road Map of Scotland

Motorway (Trunk)..... M90  
Trunk Road..... A702  
City..... GLASGOW  
Large Town..... KIRKCALDY

#### Network Units

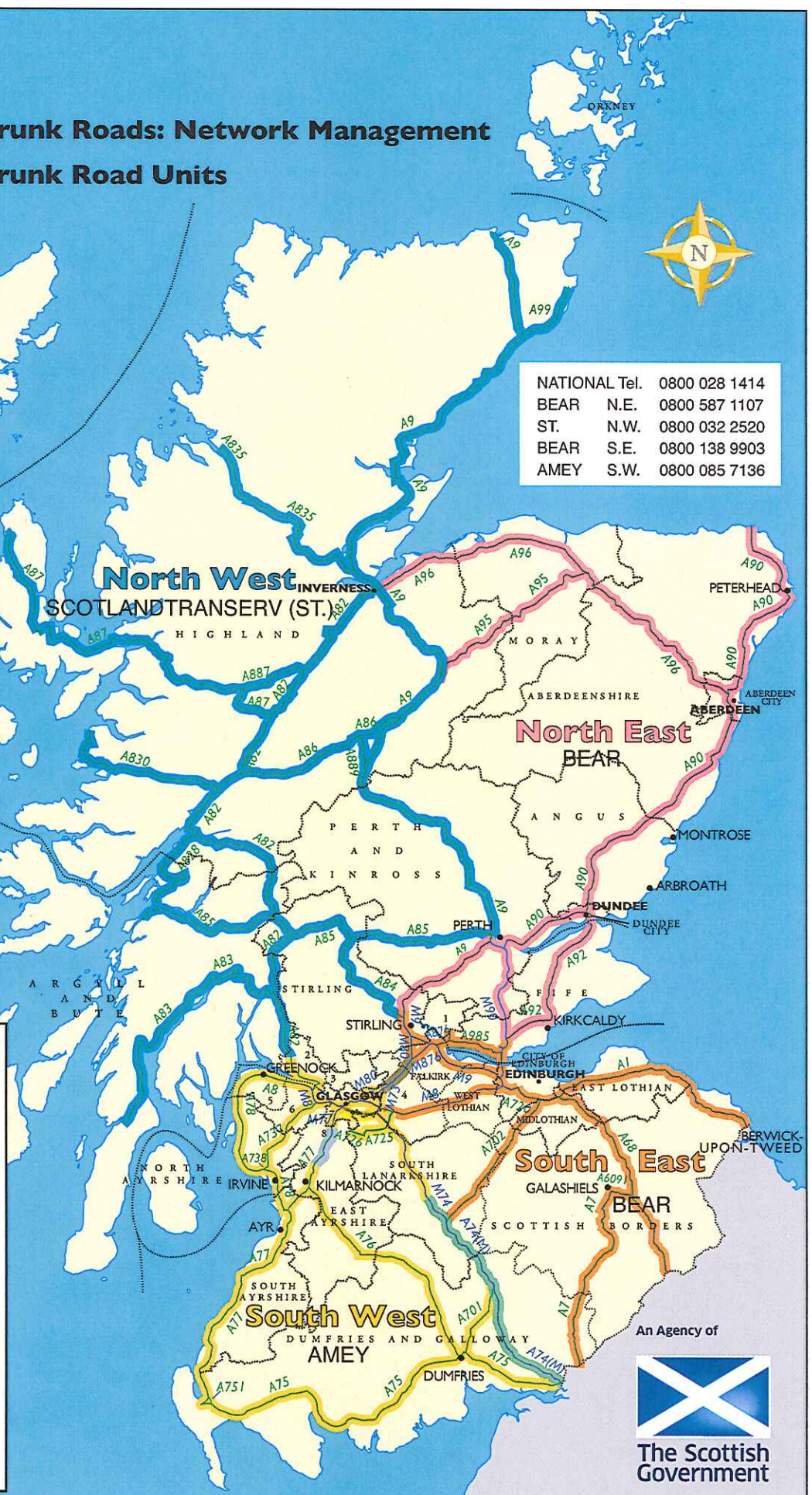
North West Unit  
North East Unit  
South West Unit  
South East Unit

DBFO-Antalink  
DBFO-HMG  
PPP-Connect

#### Numbered Local Authorities

- 1 GLASGOW
- 2 WEST DUNBARTONSHIRE
- 3 EAST DUNBARTONSHIRE
- 4 NORTH LANARKSHIRE
- 5 INVERCLIDE
- 6 RENFREWSHIRE
- 7 GLASGOW CITY
- 8 EAST RENFREWSHIRE

Kilometres 0 10 20 30  
Miles 5 0 10 20



An Agency of



The Scottish  
Government