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National Transport Strategy Early Engagement Consultation Survey

Analysis of Responses to the Public Consultation Exercise

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Contents

EXECUTIVE SUMMARY

This early engagement consultation survey is intended to shape the key themes of the National Transport Strategy (NTS) review. The survey was launched in December 2016 and closed in March 2017. A total of 614 responses were submitted, of which 76 were from groups or organisations and 538 from individual members of the public.

Relevance of current NTS outcomes

Around 4 in 5 respondents thought the current Strategy's outcomes (improved journey times and connections; reduced emissions; improved quality, accessibility and affordability) will still be relevant over the next 20 years.

Key themes for the revised National Transport Strategy

A number of key themes emerged from the analysis of further comments made.

Promoting cycling, walking and active travel: Respondents made a number of often connected points about increasing levels of active travel, cycling and walking. Key issues raised included the need to develop the infrastructure that supports active travel, including through increased investment. Particular reference was made to creating separate, dedicated spaces for cycling and walking. This was sometimes linked to making active travel, and particularly cycling, safer.

Environmental issues, including reduced emissions: Although comments tended to be brief, many respondents referenced sustainability and/or the importance of reducing levels of emissions. This was sometimes associated with reducing the number of car journeys through the increased use of public transport and increased rates of active travel. Issues around improved air quality were also key for respondents who noted the public health benefits to be derived from having cleaner air.

High quality, integrated public transport: Another frequently-raised issue concerned the need for high quality public transport services. This was sometimes connected to services being integrated. The quality and integration-related comments often referenced bus, train and/or ferry travel, although a number of respondents focused specifically on bus services. The main quality-related themes concerned the reliability of existing services and their frequency and timetabling. Another common theme was the need to protect and preserve existing services, and in particular bus services.

Rural and island transport: A number of respondents commented specifically on rural and island transport issues and challenges. It was suggested that there needs to be a commitment to address the transport-related challenges resulting from remoteness and rurality. As with the more general comments about public transport, respondents tended to focus on the importance of services being reliable and 'joined-up'. A number of respondents noted that public transport provides a vital lifeline to some of those living in rural areas and that they can be particularly important to older people.

Affordability and accessibility: Issues around affordability were also raised, although comments tended not to extend beyond the need for transport costs, and particularly public transport fares, to be affordable. The high costs associated with travelling to and from the Northern Isles were particularly noted.

In addition to transport being accessible from a cost perspective, some respondents commented on other barriers to use of transport and public transport in particular. Most frequently, they noted that age, disability or poor health can make it more difficult to use public transport and that the needs of all users need to be taken into account when designing services.

Use and quality of the road-network: Other comments focused primarily on the road network, including the quality of Scotland's roads. They included that there is a need to upgrade and modernise the road network. Other comments focused on reducing use of the roads and on there being fewer journeys.

Funding and resourcing pressures: There were calls for a shift of priority on funding towards public transport and active travel-related infrastructure and services. As well as relative spending priorities, some respondents commented on overall funding levels and the pressures on transport-related budgets.

Population and preference driven challenges and opportunities: The issue of Scotland's ageing population was raised, with comments suggesting that there will be an increasing need to deliver transport services which cater for people with mobility or health challenges.

Other comments focused on people's attitudes or behaviours. It was suggested that the impact of disruptive technologies (technologies that disrupt and displace established industries and markets) on how people chose to travel needs to be taken into account. In terms of how the overall system needs to respond, comments included that the NTS should acknowledge that the collaborative economy will have an impact. For example, it was suggested that more people will chose to purchase transport as and when they require it using options such as Uber.

Brexit-related challenges: Brexit-related challenges and opportunities identified included the agreements required to replace the current EU legal framework for aviation and also the impact on the haulage industry.

Other technology-related challenges and opportunities: In addition to technological changes in response to environmental challenges, a number of other changes to the way people travel or will travel were identified. Particular issues raised included the need to consider how to integrate driverless cars into the transport network.

Strategic links: A number of group respondents raised wider issues about the need to consider how the new NTS will interact with, or support the delivery of a range of other national strategic objectives. Particular areas highlighted included the relationship between the NTS and planning and land use policy, environmental policy and economic growth-related policies.

The final question asked respondents how they would like Transport Scotland to engage with them during the development of the future strategy. Around 1 in 3 identified email as being their preferred method of communication. Other preferred methods included via social media, mainstream media, through community meetings or via special interest groups.

1. INTRODUCTION

Background

1.1   This report presents the analysis of responses to an early engagement consultation survey, intended to shape the key themes and future engagement activity around the National Transport Strategy (NTS) review. It is intended that the NTS review will set out a vision for transport for the whole of Scotland in 20 years' time, how this can be achieved, and how to address strategic challenges facing the transport network.

1.2   In 2016, a 'refresh' of the 2006 NTS was published.[1] This exercise was not a full-scale review, but rather was designed to determine whether the 2006 document was still fit for purpose or whether a full review would be appropriate. The report concluded that while the five high level objectives and three key strategic outcomes set out in 2006 remain valid, both the strategic and transport contexts have changed significantly in the interim and that a full review of the NTS was required.

1.3   The early engagement survey represents part of this process, gathering the views of individuals, organisations and communities across Scotland, so giving them a say in the early stages of influencing the development of transport policy at local, regional and national level. Responses will inform ongoing work on the review, which will lead to a formal consultation exercise on a draft strategy.

1.4   The survey was launched on 20 December 2016 and closed on 31 March 2017. It asked a maximum of seven questions, some being routed according to respondent's answers to earlier questions. For individual respondents, there were also optional questions of a demographic nature – age, gender, employment status and ethnicity, plus a question on which modes of transport the respondent typically uses.

Profile of respondents

1.5   A total of 614 responses were submitted, of which 76 were from groups or organisations and 538 from individual members of the public. The majority of responses were received through Transport Scotland's web-based survey, with a small number of email or paper surveys also being returned.

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[1] The 2006 NTS is available at http://www.gov.scot/Publications/2006/12/04104414/0, and the report on the 2016 Refresh at https://www.transport.gov.scot/media/10310/transport-scotland-national-transport-strategy-january-2016-final-online.pdf.

1.6 A profile of respondents by type is set out in Table 1 below. Group respondents have been placed into one of seven respondent types by the analysis team[2]. Where possible, the team drew on the categorisation used in the 2016 NTS refresh. Otherwise, publicly available information, such as that on an organisation's website, was used to inform the respondent type decisions.

1.7 A list of all group respondents, along with the respondent type assigned, is attached to this report as Annex 1.

Table 1: Respondents by type

Type of respondent	Number
Groups:	
Action or Campaign Group	15
Local Authority	5
Other Public Bodies	8
Private Sector	18
Regional Transport Partnership	7
Third Sector Delivery Bodies	5
Voluntary, Social Economy or Community Groups	18
Total Groups	**76**
Individuals	**538**
TOTAL	**614**

Profile of individual respondents

<u>Demographic information</u>

1.8 The NTS survey asked individual respondents for further information concerning their gender, age, employment status and ethnic group, as well as for an indication of which of nine different modes of travel they typically use. No data is available for individual responses submitted on paper or by email[3], meaning the baseline for the demographic questions is 507 individual respondents.

1.9 In terms of gender balance, 55% were male, 40% were female, and 5% preferred not to say.

1.10 A breakdown of respondents by age group is set out in the Table 2 below.

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[2] Two responses were received from each of two organisations. Given the nature of this early engagement exercise and the high number of responses received, these have all been retained as group responses.

[3] Paper questionnaires did not include demographic questions to keep the survey to a manageable length, and those who submitted their response via an email statement did not provide demographic information.
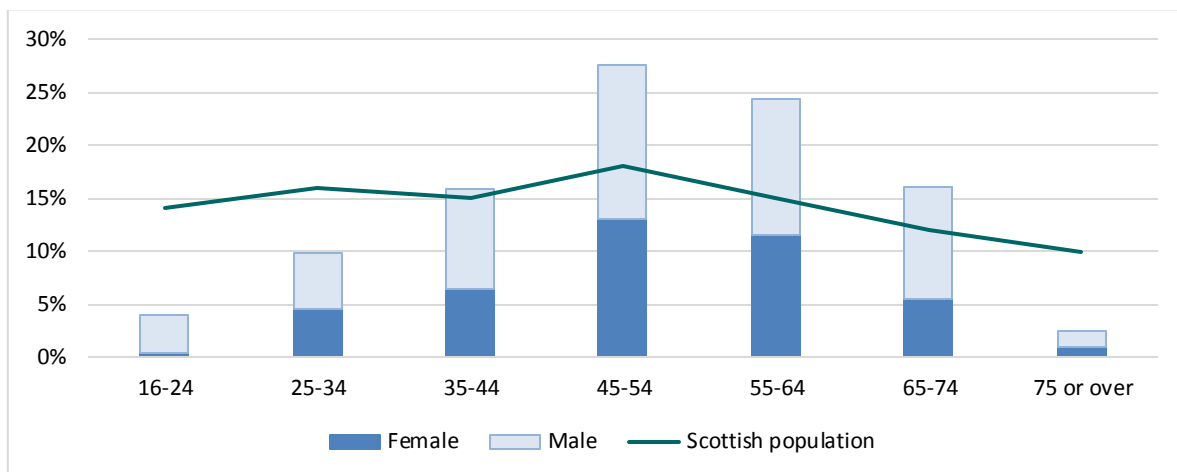
Table 2: Individual respondents by age

Age range	Total	%
16-24	22	4%
25-34	48	9%
35-44	80	16%
45-54	134	26%
55-64	123	24%
65-74	77	15%
75 or over	12	2%
Prefer not to say	11	2%
Total	**507**	**100%**

1.11 The 45-54 and 55-64 age ranges each accounted for around 1 in 4 respondents and 1 in 2 respondents were aged between 45 and 64 years. There were relatively few respondents on the youngest and oldest age groups.

1.12 Figure 1 below illustrates the distribution of individual respondents across the seven age groups, expressed as a percentage, with a breakdown by gender in each case. The respondent figures represent only those who provided both age and gender information[4].

Figure 1: Individual respondent age and gender

1.13 When compared to Scottish population figures[5] for the same age ranges, respondents in the 16-24, 25-34 and 75 or over categories are under-represented.

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[4] 480 individual respondents supplied both age and gender information.

[5] Taken from the Scottish Mid-Year Population Estimates 2015. Available at: https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates. Please note that these figures have been recalculated for the 16 and over population only.

1.14 In terms of employment status, the majority of individual respondents - 54% - were in full-time employment, with 21% in retirement and 11% in part-time employment. No other category was represented by greater than 3% of respondents.

1.15 Ethnicity data showed a significant majority - 65% - who described themselves as 'White - Scottish' with a further 22% described as 'White - Other British', while 5% of respondents preferred not to say. No other category was greater than 4%, with several less than 1%.

1.16 Full details of employment and ethnicity data, along with the figures on age and gender are presented in Annex 2.

Use of transport

1.17 Respondents were also asked which modes of transport they typically use. There was no limit on the number of options selected, so the potential maximum for each transport type is 507. Totals for all respondents are illustrated in Figure 2 below.

Figure 2: Modes of transport used by individual respondents
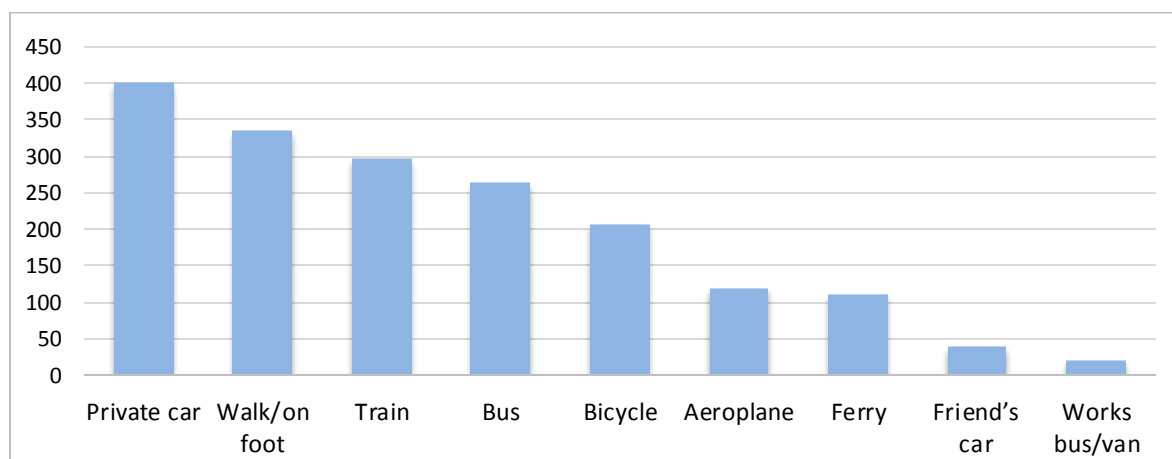
1.18 The most frequently-used mode of transport was the private car, recorded by 401 respondents (79%), followed by walking (335 respondents or 66%) and the train (297 respondents or 59%).

1.19 Analysis of transport use according to gender (Figure 3 below) showed that for private car, walking, and travel by train, bus and plane the gender balance was extremely close to that for respondents as a whole (i.e. 40% female, 55% male and 5% who preferred not to say). However, of those who reported cycling only 29% of respondents were female with 66% male. Respondents who travelled in a friend or colleague's car were more likely to be female, while those using a works bus or van were very much more likely to be male (although in these cases the totals are small and percentages should be treated with caution).

Figure 3: Use of transport according to gender
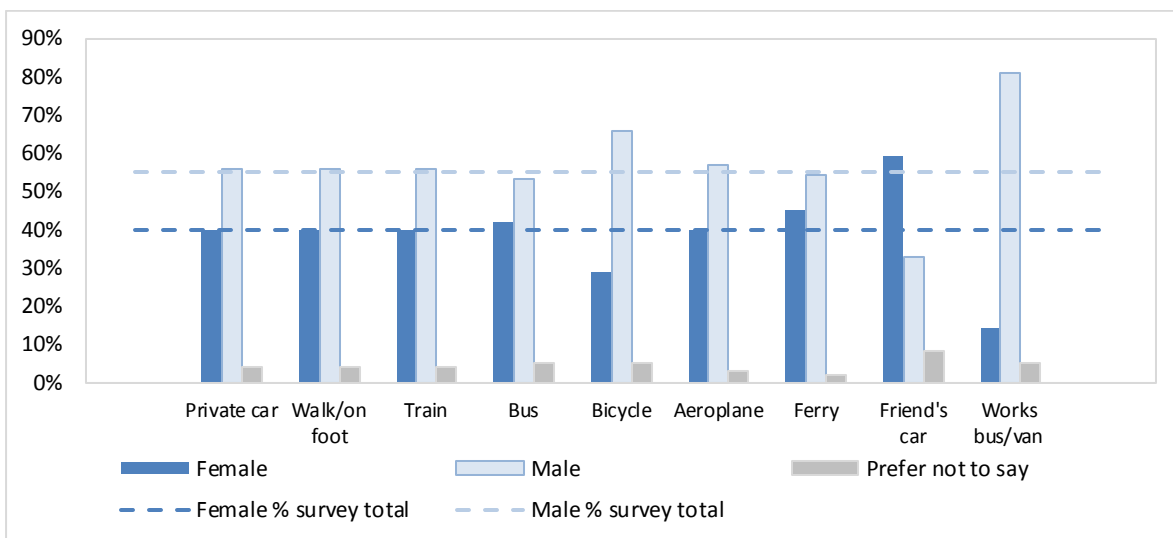
Analysis and reporting

1.20 The remainder of this report presents a question-by-question analysis of the comments made. A small number of respondents did not make their submission on the consultation questionnaire, but submitted their comments in a statement-style format. When these responses contained a clear answer to one of the Yes/No questions (Questions 1 and 3) this has been recorded. Where there was no clear answer, the response has been counted as 'Don't know', and the remaining content analysed qualitatively under the most directly relevant question.

1.21 Very much reflecting the "Early Engagement" nature of the survey, many answers were brief, although a small number of organisational respondents made more extensive and detailed comments. This report presents a summary analysis which focuses primarily on the most frequently-raised themes but also considers the range of and differences in views expressed. However, all responses are available in their entirety to Transport Scotland.

1.22 Although there were no identical, campaign type responses submitted, there were a small number of very specific issues raised by small numbers of respondents. Examples include respondents arguing for: dualling of the A75 and A77; dualling of parts of the A90; restoration of rural bus services to the west of Stirling; and a rail link to Levenmouth.

2. USE OF THE CURRENT NATIONAL TRANSPORT STRATEGY

Question 1: Have you used, or referred to, the 2006 National Transport Strategy (NTS)?

2.1 The first question asked respondents whether they had used or referred to the 2006 National Transport Strategy (NTS). Responses by respondent type are set out in Table 3 below.

Table 3: Question 1 – Responses by type of respondent

Type of respondent	Yes	No	Don't know	TOTAL
Action or Campaign Group	11	2	2	15
Local Authority	4	1	-	5
Other Public Bodies	6	2	-	8
Private Sector	12	5	1	18
Regional Transport Partnership	7	-	-	7
Third Sector Delivery Bodies	5	-	-	5
Voluntary, Social Economy or Community Groups	7	9	2	18
Total Groups (n)	**52**	**19**	**5**	**76**
Total Groups (%)	*68%*	*25%*	*7%*	*100%*
Individuals (n)	**85**	**383**	**70**	**538**
Individuals (%)	*16%*	*71%*	*13%*	*100%*
TOTAL (n)	**137**	**402**	**75**	**614**
TOTAL (%)	*22%*	*65%*	*12%*	*100%*

Percentages may not sum to 100% due to rounding

2.2 Around 1 in 5 respondents had used or referred to the 2006 Strategy. This rose to around 7 in 10 among group respondents and included all the Regional Transport Partnership and Third Sector Delivery Body respondents.

Question 2: When did you use it and did it meet your requirements? What, if anything, would you change about how the 2006 NTS is presented?

2.3 At Question 2, respondents who had used the NTS were asked for further information about when they had used it, whether it had met their requirements, and what, if anything, they would change about how the 2006 NTS is presented. A total of 120 respondents made a comment. Around 4 in 10 of these respondents represented organisations, the remainder were individual members of the public.

<u>When did you use it and did it meet your requirements?</u>

2.4   Organisational respondents, and particularly Local Authority, Other Public Body and Regional Transport Partnership respondents, often suggested that they had used the NTS for a variety of purposes, but most frequently to ensure their own strategic documents or frameworks are aligned with the NTS.

2.5   Other uses organisational respondents referenced included:

- To inform their advocacy or campaigning work, around particular interests.
- As part of engagement with Transport Scotland through advisory groups.
- When responding to the NTS refresh or input to other policy reviews.
- To apply for funding.
- With reference to a particular issue, such as freight transport.

2.6   Individual respondents also reported looking at the NTS for a variety of reasons including: in the course of their work; for general reference; when seeking information on a particular geographical area (often associated with a major road) or a particular subject (such as cycling). Reasons given less frequently included interests in particular bus or ferry services, preparing grant applications, and to complete the present survey.

2.7   Few respondents commented specifically on whether the NTS had met their requirements. A small number of respondents who indicated that it had not, cited a lack of emphasis on individual policy areas (such as active transport or integrated public transport). It was also suggested that prioritisation within the government's transport budget has contradicted the NTS.

2.8   Other comments included:

- The strategy was appropriate when published but has become less relevant since 2006.
- It would be helpful if the NTS was presented in the context other high level strategies (such as economic, energy, and digital strategies and the revised National Performance Framework).
- It was suggested that the Strategic Transport Projects Review (STPR)[6] should be an integral part of the NTS, or that the relationship of the NTS, STPR and Infrastructure Investment Plan is not always clear. The relationship of the NTS to other policy platforms is discussed further at Question 4.

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[6] The Strategic Transport Projects Review (STPR), published in December 2008, sets out the Scottish Government's 29 transport investment priorities over the period to 2032. The current review of the NTS will inform a review of the STPR (STPR2). Further information on the STPR can be found at: https://www.transport.gov.scot/our-approach/strategy/strategic-transport-projects-review/

- The NTS is high in aspirations but low on detail and this should be considered as part of any review.

- The Strategy document is difficult to fully understand without reference to specific projects designed to deliver its aims.

<u>What, if anything, would you change about how the 2006 NTS is presented?</u>

2.9 Comments on presentation included that:

- It could be easier to find online.

- It should be simplified, with less history and justification. An "easy read" chapter encapsulating the thrust of the strategy could be included or an "easy read" version could be provided.

- The Strategy could be easier to navigate. Suggestions included a table summarising all the objectives contained in the Strategy, or that subject areas should be more clearly defined.

- The objectives should be SMARTer[7].

- There should be more detail on how performance will be measured.

- More graphics and diagrams would be helpful, and use of advanced technology could make the document more accessible.

2.10 A Regional Transport Partnership respondent, commenting specifically on the public consultation process associated with the revised NTS, suggested the document must be clear and focused to enable individuals and communities to engage proactively and productively in the consultation process. They suggested that it needs to set a clear strategic direction but must not be a "policy speak"-heavy document which feels remote from communities' understanding of their local priorities.

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[7] SMART is an acronym often used in relation to objective setting and strategic planning. It generally stands for: **S**pecific, **M**easurable, **A**chievable; **R**elevant; **T**ime related.

3. CONTINUED RELEVANCE OF THE THREE OUTCOMES OF THE CURRENT STRATEGY

> **Question 3: The current strategy sets out three outcomes: improved journey times and connections; reduced emissions; improved quality, accessibility and affordability. Do you think each of these will still be relevant over the next 20 years?**

3.1 Question 3 asked respondents if the three outcomes of the current NTS will still be relevant over the next 20 years.

3.2 Responses by respondent type are set out in Table 4 below. Around 4 in 5 respondents thought the current Strategy's outcomes will still be relevant over the next 20 years. Only a small proportion of respondents (fewer than 1 in 25) thought the outcomes would not be relevant, while around 1 in 6 gave another answer. This latter group included around 1 in 3 group respondents and the majority of Regional Transport Partnerships (5 out of 7).

Table 4: Question 3 – Responses by type of respondent

Type of respondent	Yes	No	Don't know	Other answer	TOTAL
Action or Campaign Group	10	-	-	5	15
Local Authority	3	-	-	2	5
Other Public Bodies	6	-	-	2	8
Private Sector	12	1	-	5	18
Regional Transport Partnership	-	2	-	5	7
Third Sector Delivery Bodies	2	1	-	2	5
Voluntary, Social Economy or Community Groups	15	2	-	1	18
Total Groups (n)	**48**	**6**	**-**	**22**	**76**
Total Groups (%)	*63%*	*8%*	*-*	*29%*	*100%*
Individuals (n)	**439**	**17**	**9**	**73**	**538**
Individuals (%)	*82%*	*3%*	*2%*	*14%*	*100%*
TOTAL (n)	**487**	**23**	**9**	**95**	**614**
TOTAL (%)	*79%*	*4%*	*1%*	*15%*	*100%*

Percentages may not sum to 100% due to rounding

3.3 Respondents who said they had another answer were asked for further information. 89 out of the 95 respondents went on to make a further comment at Question 3, although a small number simply commented that the existing outcomes will remain relevant but need to be expanded on or added to. It was also suggested that relative priorities may change in the future. For example, a Regional Transport Partnership respondent noted that while the outcomes

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remain valid, priorities may change, particularly given that technological advances may affect the way we work and travel. These issues are discussed further at Question 6.

Frequently-raised issues

3.4 The most frequently-raised issue concerned improving the overall quality of existing services and, to that extent, very much reflected the existing outcome around improved quality, accessibility and affordability. The focus of the comments made tended to be on the need to improve the reliability and/or frequency of existing services. The next most frequently-raised point also highlighted the importance of delivering against the existing outcomes, including the need to reduce emissions.

3.5 In terms of additional issues, and as discussed further below, a number of respondents raised issues concerning transport in rural areas.

3.6 Finally, a number of respondents commented that journey time is less important than other priorities set out in the existing outcomes.

> **Question 4: If not, what strategic outcomes should transport be trying to achieve?**

3.7 Ninety-one respondents went on to make a further comment at Question 4, with the majority, 58 respondents, already having made a comment at Question 3.

3.8 At Question 4, the most-frequently raised issue concerned environmental impact and the need to reduce emissions in particular. Specific points raised included:

- That it is critical that reduced emissions account for both greenhouse gas emissions and the local air pollutants that affect local air quality[8].

- The provision of resources and the creation of infrastructure to encourage the uptake of alternative fuel vehicles and ferries would be a principle method for significantly reducing emissions. However, the Regional Transport Partnership raising this issue noted that any such investment would require national policy directives and funding support relating to all socio-economic and energy activity.

3.9 Other of the frequently-made suggestions also reflected the existing outcomes and included:

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[8] Cleaner Air for Scotland – The Road to a Healthier Future, Scottish Government, November 2015 reports that 'Air quality can be defined as 'a measurement of the pollutants in the air' whilst air pollution is the 'contamination of air by harmful gases and particulates, mainly oxides of carbon, sulphur, nitrogen and particulate matter'. The report can be found at:
http://www.gov.scot/Resource/0048/00488493.pdf

- Creating an integrated transport system with good or improved connectivity. The particular need to ensure that remote and disadvantaged communities are well-connected was highlighted, while other comments focused on creating 'workable' links and connections for those wanting to make multi-stage public transport journeys.

- Focusing on delivering high quality and, in particular, reliable public transport. A reason given for focusing on reliability was that it is judged to be a paramount factor in encouraging people to make a shift in modes of transport used. A number of the comments made focused particularly on bus travel.

3.10 There was also a small number of frequently-raised issues which had an alternative emphasis to the existing outcomes. These included:

- Rural transport issues and in particular the challenges facing sparsely populated and isolated areas. As set out above, this was often closely associated with connectivity. For example, an individual respondent commented that much public transport 'connects' rural with urban but not rural with rural. The role transport can play in preventing social isolation and creating sustainable rural communities was also highlighted.

- Promoting cycling, including for short journeys and as a means of commuting. Other issues raised included the need to consider the infrastructure to support more and safer cycling, particularly in urban areas.

- Promoting health and wellbeing. This was often associated with active travel more generally and with increasing the instances of cycling and walking. For example, a Third Sector Delivery Body respondent commented that public health and mental health could be radically improved by an increased focus on transferring short journeys to walking or cycling. A number of respondents also highlighted the health benefits which could be expected from reducing emissions, particularly in urban areas.

4. ONE THING TO CHANGE SUBSTANTIALLY NOW

> **Question 5: If there was one thing that needs to change substantially now in transport, what would that be?**

4.1 A total of 609 respondents made a comment at this question. Although many comments were brief, respondents tended to identify more than one thing they felt needed to change substantially now. This was often because they saw the identified changes as being connected. For example, a respondent suggesting the promotion of active travel may also have suggested there should be fewer car journeys and that this would help reduce emissions.

4.2 The analysis below identifies the most frequently-identified things requiring substantive change. These have been grouped where possible to reflect the connections often made by respondents.

Promoting cycling, walking and active travel

4.3 Respondents made a number of often connected points about increasing levels of active travel, cycling and walking. Cycling-related comments were the single most frequently-made at Question 5, with almost 1 in 5 making a comment at this question. Around 1 in 4 made a comment on this theme somewhere within their response across all questions. Many of those commenting on cycling also commented on walking and/or active travel more widely. Individual respondents who made a comment on cycling were also likely to be those who reported cycling themselves in their personal transport information: more than 9 in 10 individual respondents who commented on cycling also reported that they typically used cycling as a mode of transport.

4.4 Key issues raised by this group of respondents included the need to develop the infrastructure that supports active travel, including through increased investment. Particular reference was made to:

- Creating separate, dedicated spaces for cycling and walking. In particular, creating spaces where cyclists and pedestrians do not inhabit the same space as cars and lorries.

- Linking paths, and particularly cycling paths, so that longer journeys can be undertaken without the need to cycle on the roads and/or in the same space as cars or lorries.

- Increasing the infrastructure to support urban cycling, including city centre cycling. A specific suggestion was the introduction of car-free days to city centres.

- More generally, providing the facilities which make active travel a viable option, including allowing active travel to be part of a commute to work. Specific suggestions included sufficient and safe cycle storage, especially at main transport hubs, and ensuring that there is sufficient space for cycles on

trains. It was also suggested that opportunities to take cycles on buses should be increased.

- A range of measures to make active travel, and particularly cycling, safer. These were often linked to infrastructure improvements, and particularly the creation of more dedicated, separate spaces for cycling. Other suggestions included reduced speed limits for cars.

4.5 A number of respondents commented on the range of benefits they saw as being derived from promoting active travel, the main ones being:

- Environmental benefits and in particular reductions in levels of emissions.

- Public health improvements, including through reduced levels of emissions and increased levels of activity. With specific reference to cycling, a Third Sector Delivery Body respondent noted that it helps promote an active lifestyle, which can lead to a reduction in risk factors for 'inactivity' diseases and result in lower health care costs. They also noted that increased physical activity fosters a greater sense of physical and mental wellbeing.

4.6 Other comments around active travel overall included:

- Active travel options needing to become the easier options, particularly relative to car use.

- A cultural and attitudinal shift being required, including to cycling and walking being seen as a prestigious or desirable choice and as something to which people aspire.

High quality, integrated public transport

4.7 Another frequently raised issue - by around 1 in 6 respondents at this question but around 1 in 3 overall (i.e. across all questions) - concerned the need for high quality public transport services. This was sometimes connected to services being integrated; issues around integrated transport networks were raised by around 1 in 7 respondents at Question 5 and around 1 in 5 respondents overall. The quality and integration-related comments often referenced bus, train and/or ferry travel, although a number of respondents did focus very specifically on bus services. Comments included that the pivotal role of bus travel continues to be underappreciated.

4.8 The main quality-related themes concerned:

- The reliability of existing services; where further detail was provided, the focus was often on punctuality and fewer cancellations. Improvements to reliability were sometimes seen as key to encouraging people out of their cars and onto public transport.

- The frequency and timetabling of services. This was sometimes associated with the need for more frequent services and/or increased capacity on existing services, but also with the need for the timetabling of existing

services to consider the needs of those wishing to make multi-stage journeys. This included people who want or need to travel outwith peak commuting times.

- The quality of both the bus and ferry fleets and the train stock; this was sometimes associated with the need to replace older stock but also with general issues around comfort and cleanliness.

- The quality and capacity of services provided at train and bus stations, including at some of Scotland's main transport hubs. Specific issues raised include the quality of waiting facilities and of ticketing and information services.

4.9 Another common theme was the need to protect and preserve existing services and, in particular, bus services. A specific suggestion was that local authorities and bus operators should consult passengers about any changes to services, including any proposed timetabling changes or withdrawal of services. A particular connection was made to rural bus services, which were seen as more vulnerable to profit-based decisions around their viability.

4.10 More generally, preserving and/or improving the quality of existing services was sometimes linked to ownership and regulation. Specifically, there was a view that current challenges have been caused by, or at least exacerbated by, deregulation of services and the shift away from publicly-owned services. There was an associated call to consider taking services back into public ownership.

4.11 Specific comments on integration tended not to extend beyond the need for services, and especially rural services, to be integrated. Those who commented sometimes referred to lengthy waiting times when transferring between one service and another. Other comments included:

- Efforts should be made to rationalise and where possible co-ordinate arrival and departure times for public transport services in order to maximize the options around transferring from one service to another.

- There should be integrated, single ticketing, including to cover journeys which use more than one form of public transport.

4.12 The focus of comments on integration tended to be on public transport services but there were also occasional comments about the road network. Road-related issues are discussed further below. Otherwise, many of the comments referenced integration of services outwith city centre or urban areas and considered the particular challenges associated with rural transport. This is the next issue to be considered.

Rural and island transport

4.13 Around 1 in 7 respondents commented specifically on rural and island transport issues and challenges at Question 5. Around 1 in 5 made a comment somewhere within their response overall. Many of these respondents also

commented on the quality and integration of services issues discussed above. The focus of their comments tended to be on bus or ferry services.

4.14 As with the more general comments about public transport, respondents tended to focus on the importance of services being reliable and 'joined-up'. A number of respondents noted that public transport services provide a vital lifeline to some of those living in rural areas and that they can be particularly important to older people. Other issues raised included:

- The destinations to which people need to travel should be considered. In particular, being able to get to hospitals, schools or colleges and other public services can be particularly important. The need to travel to and from such services and to access a range of other activities extends across the day. An Other Public Body respondent highlighted that this requirement extends not only to those using the services, but also to the staff which run them. The lack of services in the evenings and at weekends was also identified as a problem.

- Although traveling to and from the nearest main town may be the primary focus for many journeys, it will not be the only one. Services should allow for travelling between rural communities.

4.15 In addition to more general issues, a number of specific rural transport-related issues were raised by smaller numbers of respondents. These included that:

- Much of the rural transport infrastructure (road, rail and ports) is older and has the potential to constrain economic activity. For example, the road network in remoter areas was not designed for freight and does not meet the needs of the commercial forestry industry.

- An improved, integrated transport network could increase the potential for attracting tourists and could expand the range of locations they are able to visit.

- There should be greater emphasis on community transport, with ring-fenced funding from the Scottish Government to community transport groups in rural areas.

- Equity can be seen as being at the heart of rural transport issues; it was suggested that equitable public funding will be key to delivering equity to island and rural communities. It was noted that national, one-size-fits-all type approaches (with the National Entitlement Card cited as an example), often do not benefit island and rural communities and particularly those on low incomes who are struggling with transport costs.

4.16 A number of other respondents noted that people need to be able to use the public transport services which are there and that both design and cost can come into play. These are the focus of the next section.

Affordability and accessibility

4.17 Around 1 in 8 respondents raised issues about affordability at Question 5 and around 1 in 4 somewhere within their response overall. However, comments tended not to extend beyond the need for transport costs, and particularly public transport fares, to be affordable. This was occasionally associated with fares needing to be reduced and/or with lower fares being an incentive for people to choose public transport over using their cars.

4.18 Specific comments included:

- There are particular issues with the high costs associated with travelling to and from Scottish Islands. Both air and ferry costs were referenced. It was also suggested that fares to the Northern Isles should be brought into line with those to the Western Isles.

- There needs to be a fairer charging system, which could have a daily cap of the type employed in London[9].

- The types of low cost, concessionary travel schemes for older people and others should be extended to cover the trains.

- All demand responsive community transport services should be included within the National Concessionary Travel scheme. The Voluntary, Social Economy or Community Group respondent raising this issue suggested this would ensure that older people who depend on community transport rather than commercial transport do not have to pay any fares for their bus services. They also called on the Scottish Government to reimburse 100% of the fare for community operators rather than the 57% it reimburses for commercial operators.

4.19 In addition to transport being accessible from a cost perspective, some respondents commented on other barriers to use of transport, and public transport in particular. Most frequently, they noted that age, disability or poor health can make it more difficult to use public transport and that the needs of all users need to be taken into account when designing services. Specifically, it was noted that there will be a significantly higher proportion of older people in the Scottish population over the coming years and that with old age comes an increased likelihood of ill health and disability. The Voluntary, Social Economy or Community Group respondent highlighting this issue suggested that accessibility and inclusivity should have a higher priority in planning Scotland's future transport system than it has in the past.

4.20 Other comments or suggestions included that:

- There should be more provision and space on public transport for wheelchair access.

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[9] For more information on the Transport for London capping system see: https://tfl.gov.uk/fares-and-payments/oyster/using-oyster/price-capping

- That getting on and off public transport can be very difficult. The types of problems encountered include the gap and difference in height between trains and the platform and the steepness and the height of the rise on the steps onto buses.

Environmental issues, including reduced emissions

4.21 Around 1 in 10 respondents commented on environmental issues at Question 5 but around 1 in 3 referred to environmental issues somewhere within their response overall. Again, comments tended to be brief and referenced sustainability and/or the importance of reducing levels of emissions. This was sometimes associated with reducing the number of car journeys through the increased use of public transport and increased rates of active travel.

4.22 Specific comments included:

- There should be a focus on reducing the number of older, diesel driven buses on the road.

- A shift towards increased use of electric trains were suggested.

- There should be measures to encourage the use of electric vehicles, including increased provision of charging points, free parking for electric cars and electric cars being able to use bus lanes. It was noted, however, that the main environmental gain would be in relation to the improvement of air quality within cities.

4.23 Issues around improved air quality were also a key issue for respondents who, as around the promotion of active travel, sometimes noted the public health benefits to be derived from having cleaner air.

Use and quality of the road network

4.24 Around 1 in 10 respondents made a general comment which focused primarily on the road network, including the quality of Scotland's roads. This rose to around 1 in 6 commenting somewhere within their response. This does not include comments on specific roads or other infrastructure.

4.25 General comments on the road network included that:

- There is a need to upgrade and modernise the road network. This was sometimes associated with the requirements of particular industries and in particular the timber industry (as already highlighted in the section on rural transport). Good road links into freight rail services and ports were also referenced.

- Existing roads are often poorly maintained and in need of repair. Both urban and rural roads were cited as having particular problems, including in relation to potholes.

- There should be a focus on investment which will help improve safety on the roads, including around accident blackspots.

4.26 Other comments (again raised by around 1 in 10 respondents at Question 5 but rising to around 1 in 4 overall), focused on reducing use of the roads and on there being fewer journeys. This was sometimes associated with shorter journeys and/or reducing the number of vehicles and the associated congestion in city and town centres. The connection was often made to encouraging people to choose active travel or use public transport and the need to ensure these offer viable, safe and affordable alternatives to car use.

Focus on safety

4.27 Another frequently-raised theme was around the importance of improving safety across the transport network; around 1 in 10 respondents made a safety-related comment at Question 5 and around 1 in 6 overall. These comments were often made in connection with other priorities or changes required. For example, and as noted earlier, many of those looking for the development of infrastructure to support active travel highlighted the need to create safer solutions for cyclists and pedestrians. Those commenting on the need to maintain the road network also sometimes made the connection with well-maintained roads being safer roads.

4.28 Other comments made included:

- Consideration needs to be given to speed limits, particularly in residential areas and town and city centres. A specific suggestion was that 20mph should be the standard speed limit in built up/ residential areas.

- There should be presumed liability on the part of drivers in cases of accidents involving motorised vehicles and pedestrians or cyclists.

4.29 Others highlighted particular areas or roads which they considered unsafe; this was often associated with calls for the provision of bypasses or the dualling of certain roads.

Specific infrastructure priorities and improved links

4.30 As noted above, a number of respondents highlighted specific infrastructure projects they would like to see taken forward or commented on particular locations that needed improved transport links. This sometimes included areas where people felt bus services need to be preserved or expanded. Other types of projects identified included new rail links or stations, the dualling of a number of roads and improved ferry services. A list of the specific suggestions made has been provided to Transport Scotland.

5. FUTURE CHALLENGES AND OPPORTUNITIES

> **Question 6: What do you think the main transport challenges and opportunities will be over the next twenty years?**

5.1 Almost all respondents (609 out of 614) made a comment at Question 6. The analysis presented here is framed around the specific question asked (in terms of challenges and opportunities) and primarily on points that have not already been covered under previous questions. Reflecting the way most respondents answered the question, the analysis is thematic, although as throughout the consultation, many respondents made connections between a number of different themes within their comments.

Environmental issues

5.2 Environment-related challenges and opportunities were the most frequently-raised issue at Question 6; around 1 in 4 respondents made some reference, although many of these were brief.

5.3 Challenges listed included:

- climate change and meeting climate change targets;

- levels of emissions and pollution more generally;

- fossil fuel dependency;

- energy insecurity;

- the numbers of diesel-fuelled vehicles.

5.4 Some respondents noted a challenge associated with changing behaviours; this was sometimes connected to a shift in attitudes and culture around car use, public transport use or levels of active travel. As at Question 5, it was also noted that a number of the opportunities and/or addressing some of the challenges will bring other added benefits; most frequently, this was connected with health benefits associated with cleaner air or increased participation rates for active travel.

5.5 A number of the other comments on opportunities also reflected on the need to boost levels of active travel and use of public transport. Many of the comments also considered the opportunities offered by the use of new, 'greener' technologies or transport options. Suggestions made included:

- Exploiting the potential offered by greener fuel alternatives, including fuel cell technology, hydrogen vehicles, electric vehicle technology and bio-methane.

- Extending rail electrification throughout Scotland.

- Delivering sustainable aviation, with cleaner, quieter and smarter flying. It was suggested that sustainable developments in aviation could also be a major opportunity for the wider Scottish economy, and that support for Scottish businesses in sustainable aviation technologies and manufacturing could allow Scotland to lead in this area.

5.6 Other suggested changes included:

- Increasing the price of fuel and other measures to discourage and disincentivise car use, such as increased parking charges and restrictions.

- Banning Euro 3 petrol and Euro 4 diesel vehicles from heavily congested areas/areas with poor air quality during periods when pollution levels are high.

- Increased use of smaller, possibly electric buses where appropriate and particularly to cover some rural routes. More generally, switching to electric vehicles for community transport and local authority run or subsidised vehicles.

- The widespread provision of car clubs and bike-share schemes.

- Reopening of disused rail lines.

A well-used, high-quality, integrated public transport and active travel network

5.7 A frequently-raised theme identified was for Scotland to have a high-quality integrated public and active transport network. This drew together a number of themes from across the consultation and tended to be identified both as a challenge but also as a considerable opportunity.

5.8 Specific challenges associated with delivering on this objective included ensuring that the funding is in place to create and sustain a network of sufficient coverage and quality. With particular reference to active travel, comparatively low levels of national and local investment were reported and it was suggested that a clear, longer-term shift in funding priorities towards healthier and more sustainable modes of transport will be required. A Third Sector Delivery Body respondent suggested that the Scottish Government needs to prioritise a review of its current legislative, regulatory and fiscal incentives and disincentives that influence increased active travel and decreasing car use.

5.9 Other challenges identified included:

- Still rising levels of the numbers of cars on the roads and the numbers of journeys being undertaken. The levels of shorter and single-person car journeys were identified as particular challenges.

- Low and falling levels of bus usage, although with Edinburgh and the Lothians noted as bucking the trend.

- Tackling congestion; it was suggested that unless road congestion is addressed, journey times and the reliability of bus travel will continue to be affected negatively.

- How to create useable active travel opportunities outwith city and town centres.

- Ensuring that active travel priorities and investment work does not focus too much on cycling but also consider the needs of pedestrians.

5.10 Opportunities identified included:

- Ensuring that public transport and active travel continue to play their part in sustainable economic growth.

- Possibly placing a duty on local authorities to promote active travel.

- Prioritising the provision and/or protection of bus routes which allow people to access vital public services, such as hospitals.

Funding and resourcing pressures

5.11 As noted above, a specific suggestion was that Scottish Government's transport spending priorities need to be clearly aligned with other national objectives; policy areas identified included public health, climate and toxic emissions, inequalities and a sustainable economy. The key challenge for many was around the level of funding required to achieve the outcomes set out within the NTS and whether it will be sufficient.

5.12 As noted above, there was also a focus on shifting the priority for funding towards public transport and active travel-related infrastructure and services. Specifically, it was suggested that there should be a shift away from investment in the road network - and particularly investing in expanding inter-urban road capacity - towards public transport, walking, cycling and road maintenance.

5.13 As well as a focus on relative spending priorities, some respondents also commented on overall funding levels and the pressures on transport-related budgets. For example, it was suggested that one of the greatest challenges now and going forward is a lack of revenue funding for the maintenance of the existing transport infrastructure and services within local authority areas. They went on to note that pressure on budgets may be placing particular pressures on the funding for road maintenance and the running of local ferry, bus, community transport and air services.

5.14 Other funding-related challenges and opportunities identified included that a number of current opportunities are in the form of challenge funding; the nature of challenge funding can create a tendency towards short-term solutions. A better approach would be programme-based funding that allocates resource based on evidenced needs, barriers and opportunities to deliver against objectives. The Transport Bill should be used to bring about measures that can improve conditions for bus users and allow the implementation of new road traffic demand management measures.

5.15 In terms of opportunities, it was suggested that what is required is a holistic and integrated approach to funding for transport. The Strategic Transport Projects

Review (STPR) was cited as being the means to a fundamental transformation of transport spending priorities.

<u>A network for all of Scotland</u>

5.16 Another set of challenges identified was around ensuring that the NTS and associated policy and funding considers the needs of the whole of the country. In terms of places, it was suggested that:

- There needs to be a commitment to address the transport-related challenges resulting from remoteness and rurality. With specific reference to bus travel, it was suggested that while a commercial approach is generally suitable for urban areas and inter city services, it does not necessarily work in rural areas.

- There needs to be consideration of the requirements of island communities, including in terms of cost and capacity. As an example, the cost of getting to and from Shetland for passengers and freight was cited as a brake on development. It was also suggested that the costs of moving between the islands threatens the ongoing viability of several valuable island communities and industries such as aquaculture and agriculture.

- The NTS should ensure that areas of deprivation in rural and urban areas are adequately supported; it was noted that dependence on public transport may be greater in these areas.

5.17 In terms of people, challenges identified included:

- Considering the needs of older people and in particular the isolation caused by a lack of access to transport. It was reported that older people who become isolated from their community are more likely to suffer ill health and need residential or hospital care.

- Ensuring that public transport services are affordable; as above, this was sometimes associated with rural and/or remote communities but was also raised as a more general issue.

5.18 In terms of the opportunities which arise, suggestions focused on:

- Providing accessible and affordable transport which allows older people to stay active in their communities and, by extension, helping to improve wellbeing. The contribution of community transport services was highlighted.

- Ensuring older people are able to access affordable public transport through the continuation of the National Concessionary Travel (NCT) scheme. In particular, protect the needs of the most vulnerable older people, by extending the coverage of the NCT scheme to community transport.

- Better integration of demand responsive, health and social care transport.

Population and preference driven challenges and opportunities

5.19 A number of the challenges and opportunities identified considered changes to the profile of the population and/or how people behave. Comments about the changing population profile tended to be presented as challenges and included that Scotland has an ageing population. It was noted that while the 60+ age group currently represents 25% of the Scottish population, this will rise to 27% in 2022 and 29% in 2027. It was suggested that with increased proportions of older people will come an increasing need to deliver transport services which cater for people with mobility or health challenges.

5.20 Other comments focused on people's attitudes or behaviours. Amongst the challenges identified were:

- Ensuring that efforts to achieve positive behavioural and attitudinal change within the younger generation is not 'lost' as this generation moves on to new life stages.

- People's attitudes towards other road users, and in particular the attitude of drivers towards cyclists.

5.21 Opportunities identified included that levels of public awareness about the problems created by high levels of private transport use are growing; it may be possible to create a culture which discourages people from using private transport and encourages them towards public transport.

5.22 Otherwise, it was suggested that impact of disruptive technologies on the transport network and on how people chose to travel needs to be taken into account. In particular, it was suggested that more people will chose to purchase transport as and when they require it (for example through Uber). On an associated point, it was suggested that the taxi and private hire landscape should be reviewed to enable more people to opt out of individual car ownership. More generally, it was also suggested that there will be a growing expectation that transport providers will integrate their services to enable people to purchase a 'door-to-door journey'. In terms of how the overall system needs to respond, comments included that the NTS should acknowledge that the collaborative economy will have an impact.

Brexit-related challenges

5.23 International, and particularly Brexit-related challenges and opportunities were also identified. These included:

- Aviation-related challenges and opportunities resulting from Brexit. It was reported that once the UK leaves the EU, the legal framework for air services to 44 countries will disappear unless it is replaced by new agreements. The Private Sector respondent highlighting this issue suggested that these new air services agreements will shape the nature of aviation growth for Scotland in the coming decades. They noted their concern that if the current 'liberal' arrangements cannot be replicated in Europe, this will likely reduce the

attractiveness of the UK aviation market and will potentially harm Scotland's international and domestic air connectivity.

- Brexit was also identified as a major concern for haulage operators; again it was noted that the industry is governed by a significant amount of EU legislation and also that it employs a large number of foreign nationals. There was an associated concern about the potential for a skills shortage.

Other technology-related challenges and opportunities

5.24 In addition to comments which were specific to changes, and particularly technological changes in response to environmental challenges, a number of other changes to the way people travel or will travel were identified. Rather than explicit challenges or opportunities these tended simply to be elements which needed to be considered and taken into account when developing future transport strategy. Particular issues raised included:

- There is a need to consider how to integrate driverless cars into the transport network.

- Reliable, widespread mobile internet coverage is needed to enable smart transport solutions.

- The regulatory framework needs to have a proportionate and responsive approach to digital innovation.

Approach to strategic planning and delivery

5.25 This final section considers a range of issues relating to the approach to strategic planning. The analysis presented here draws on comments made across the consultation questions.

5.26 A number of respondents, and particularly group respondents, commented on the overall approach to national transport strategy, including how this should inform the development of the NTS. In particular, it was suggested that Transport Scotland should consider how the new NTS will interact with, or support the delivery of, a range of other national strategic objectives, and the National Outcomes in particular. This included that any new strategic outcomes must reflect the cross-cutting effects of transport across the wider policy spectrum in Scotland. Particular areas highlighted included:

- The relationship between the NTS and planning and land use policy. For example, it was suggested that planning has a major role to play in reducing private car use and travel-to-work distances.

- The potential to support the delivery of health-related policy, for example through increased levels of active travel.

- The importance of aligning with equality and diversity objectives and obligations, including those set out in the Equality Act 2010.

5.27 It was also suggested that the NTS should consider how strategy or policy in other areas could affect the outcomes included in, or the delivery of, the revised NTS. It was suggested that transport needs to be recognised as a derived demand, meaning that its planning, management, funding and impacts cannot sensibly be separated from the planning of the activities that demand transport. Examples of these activities given included health, education, employment and retail. Other points raised included:

- The impact that supply side policies and proposals, as outlined in the Draft Climate Change Plan (RPP3), may have on reducing emissions should be taken into account.

- The impact that the successful delivery of economic growth-related policies could have on demand for transportation also needs to be considered. On this point, it was suggested that in the near future, achieving growth in Scotland may continue to generate unsustainable travel practices. It was also suggested that there needs to be change in how we understand transport and its relationship to the achievement of the Government's Economic Strategy and its central focus of delivering Inclusive Growth.

- The need for regional and local transport planning to integrate with a variety of other regional or local planning and delivery functions and policies was also highlighted.

5.28 In addition, a number of points were raised about the principles which should underpin the strategy and/or the structures which are required to deliver any revised NTS. These were sometimes based on concerns about the current NTS and included that:

- The NTS needs to have a clearer, more succinct vision.

- The strategic outcomes for the NTS need to be considered in the context of the vision and objectives.

- Consideration needs to be given to the relative emphasis and prioritisation between the strategic outcomes and whether there is conflict between them. It was suggested that the current NTS appears to assume that there is little interaction between different forms of transport. For example, encouraging active and public transport appears as largely compatible with providing for increased car use. If this is to continue, the revised NTS needs to recognise this contradiction in the wording of its outcomes.

- It will be important to remember that 'one size does not fit all' and to consider how any new strategic outcomes will deliver a positive societal impact for all of Scotland. The NTS needs to recognise and be sensitive to the different national, regional and local needs and roles. An example given was that reducing intercity rail journey times can conflict with enhancing local rail connectivity/provision at other stations.

- The precise nature of transport in any area should be determined by the needs of that community; this locality-based approach was seen as being in line with the Community Empowerment (2015) Act, Community Planning and

locality planning through the integration of health and social care. This is a different way of working and planning for transport, and an area that offers great opportunity to make improvements with and within communities.

- From a delivery perspective, local authorities and the third sector organisations will be most important in terms of delivering active travel-related outcomes. The Scottish Government needs to find new ways to support these organisations to drive forward the change agenda. For example, consideration should be given to placing a health responsibility on transport departments.

5.29 More generally, there was a call for the Scottish Government's role to change from that of provider and funder to enabler. This was connected with the suggestion that transport planning and delivery needs to move into the logistics era, with economic, social and environmental value managed more explicitly. Further, it was suggested that the basic model for delivering transport is shifting from demand-satisfaction to demand-generation and that this too demands a new approach. The aviation industry was cited as already working to a demand generation model.

5.30 Other comments focused on governance and/or the delivery of transport strategy. They included that:

- There is a need to rethink how the transport system is regulated, so that progressive transport developments are not held back.

- There needs to be a review of transport governance and accountability nationally, regionally and locally. Strengthening the regional tier of transport governance could enable elements of local democratic deficit to be addressed.

- The transport sector needs to be committed in terms of public engagement and co-design of solutions.

6. FUTURE ENGAGEMENT WITH RESPONDENTS

Question 7: How would you like us to engage with you during the development of the future strategy that will lead to a formal public consultation?

6.1 Around 600 respondents provided an answer at Question 7, although in a small number of cases respondents simply indicated they did not wish to be consulted further.

6.2 Amongst respondents who did wish to engage with Transport Scotland during the development of the revised Strategy, a substantial number (around 1 in 3) identified email as being their preferred method of communication. Respondents in the 35-44 age range were most likely to suggest email as a means of engagement, but there was otherwise no clear pattern with respect to age.

6.3 Respondents sometimes preferred email alone, or as one of a range of options, often including social media and the internet. Around 1 in 10 respondents suggested engagement via social media, with Twitter and Facebook being mentioned most frequently. Respondents in the 35-44 age range showed greatest enthusiasm for social media but, in this case, there was a marked decline in higher age categories, with very few respondents over the age of 54 suggesting use of social media. Respondents indicating a preference for electronic communication often also suggested willingness to participate in further surveys.

6.4 Other respondents preferred to receive information via the mainstream media. Both television and radio news and local newspapers were mentioned. Less frequently suggested methods included leaflets or other mail to individual households.

6.5 Below we summarise a range of other routes or types of approach through which respondents would be interested in engaging further about the NTS or which they thought should form part of Transport Scotland's approach to the further development of the revised Strategy:

6.6 Community engagement: The need for involvement of local communities in decision making was highlighted by a number of respondents, with examples including Community Councils and local campaign or user groups.

6.7 Via special interest groups: Organisations representing cycling or rural networks or public transport users were given as examples of routes by which respondents could be engaged and indeed, in some instances, via which they had been made aware of the present survey.

6.8 Via industry/trade bodies: Contact or consultation via bodies or forums representing rural industries was suggested.

6.9 <u>Key stakeholders:</u> Regional Transport Partnerships were amongst respondents noting their existing involvement with Transport Scotland as members of the NTS Review Partnership Group, while others expressed a desire to be included as key stakeholders.

6.10 <u>Working groups/forums:</u> Various working groups and forums were also suggested, including focus groups on special interests – such as urban transportation, and active travel. It was suggested that such events could be led by professionals from within the transport sector, with recent Rail Infrastructure Workshops conducted by Transport Scotland given as an example.

6.11 <u>Public meetings:</u> Public meetings with Transport Scotland were also proposed and it was suggested that such events should be held in the evening or at weekends.

6.12 <u>Other presentations:</u> Other ideas included displays or surveys in public libraries or supermarkets, or roadshows that should include potential new technology solutions.

6.13 Irrespective of the type of engagement activity, two general points were made:

- That all documents, plans and policies need to be made available in accessible formats.

- Promotion or advertising is essential so that interested parties have the opportunity to participate. It was suggested that, in addition to email or online promotion, consultation activities could be advertised on public transport, at bus stops, in newspaper advertisements (again in an accessible format), or by local councils.

ANNEX 1: GROUP RESPONDENTS

Group Respondent	Group type
Aberdeen Cycle Forum	Action or Campaign Group
Aberdeenshire Council	Local Authority
Age Scotland	Voluntary, Social Economy or Community Groups
Airport Operators Association	Private Sector
Allan Rail Solutions Ltd	Private Sector
Angus LEADER Programme	Voluntary, Social Economy or Community Groups
Annandale Transport Initiative	Voluntary, Social Economy or Community Groups
Applecross Community Company	Voluntary, Social Economy or Community Groups
Ayrshire Roads Alliance	Local Authority
Blairgowrie and District Next Steps.	Voluntary, Social Economy or Community Groups
Buccleuch Estates Ltd	Private Sector
Bus Users Scotland	Voluntary, Social Economy or Community Groups
ByCycle Perth and Kinross Cycle Campaign	Action or Campaign Group
Carplus Bikeplus	Third Sector Delivery Bodies
Chartered Institute of Logistics and Transport	Private Sector
CILT Young Professionals Conference delegates	Private Sector
City of Edinburgh Council	Local Authority
Clackmannanshire Council	Local Authority
CLEAR Fife	Action or Campaign Group
Community Transport Association	Voluntary, Social Economy or Community Groups
Confederation of Forest Industries / Timber Transport Forum	Private Sector
Connect Assynt Ltd	Private Sector
CPT Scotland	Voluntary, Social Economy or Community Groups
Cycling Scotland	Third Sector Delivery Bodies
Cycling UK	Voluntary, Social Economy or Community Groups
Depletion Scotland - raising awareness of the end of cheap oil	Action or Campaign Group
Derek Halden Consultancy Ltd	Private Sector
Environmental Protection Scotland	Voluntary, Social Economy or Community Groups
Ferguson Transport & Shipping	Private Sector
FirstGroup UK Bus	Private Sector

Group Respondent	Group type
Friends of the West Highland Lines	Action or Campaign Group
Glasgow Airport Limited	Private Sector
Highland cycle campaign	Action or Campaign Group
HITRANS	Regional Transport Partnership
Levenmouth Rail Campaign (LMRC)	Action or Campaign Group
Living Streets Scotland	Third Sector Delivery Bodies
Lochaber Transport Forum	Voluntary, Social Economy or Community Groups
Lunanhead and District CC	Voluntary, Social Economy or Community Groups
McGill's Bus Service Ltd	Private Sector
MTSS Ltd	Private Sector
Nestrans	Regional Transport Partnership
Newburgh Train Station Group	Action or Campaign Group
NHS Grampian	Other Public Bodies
NHS Greater Glasgow & Clyde	Other Public Bodies
Paths for All	Third Sector Delivery Bodies
Rail Freight Group	Private Sector
Railfuture	Action or Campaign Group
Road Haulage Association	Private Sector
RTPI Scotland	Other Public Bodies
Save our Birnam Bus Service	Action or Campaign Group
SCOTS - Society of Chief Officers of Transportation in Scotland	Other Public Bodies
Scottish Accessible Transport Alliance	Action or Campaign Group
Scottish Association for Public Transport	Action or Campaign Group
Scottish Borders Council	Local Authority
Scottish Disability Equality Forum	Voluntary, Social Economy or Community Groups
Scottish Enterprise	Other Public Bodies
Scottish Natural Heritage (SNH)	Other Public Bodies
Scottish Rural Action	Voluntary, Social Economy or Community Groups
Shapinsay Development Trust	Voluntary, Social Economy or Community Groups
South Ayrshire Community Transport (SACT)	Voluntary, Social Economy or Community Groups
South East of Scotland Transport Partnership (SEStran)	Regional Transport Partnership
Spokes	Action or Campaign Group

Group Respondent	Group type
Strathclyde Partnership for Transport (SPT)	Regional Transport Partnership
Sustrans Scotland	Third Sector Delivery Bodies
SWestrans	Regional Transport Partnership
Tayside & Central Scotland Transport Partnership (Tactran)	Regional Transport Partnership
Thornhill Station Action Group	Action or Campaign Group
Transform Scotland	Voluntary, Social Economy or Community Groups
Transport Action Kincardineshire (TrAK)	Action or Campaign Group
Treelands Ltd (Forestry)	Private Sector
Uber	Private Sector
UrbanTide	Private Sector
VisitScotland	Other Public Bodies
ZetTrans	Regional Transport Partnership

ANNEX 2: DEMOGRAPHIC DATA

Table A1: Profile of individual respondents by age and gender

Age range	Male	%	Female	%	Prefer not to say	%	Total	%
16-24	17	3%	2	<1%	3	1%	**22**	**4%**
25-34	25	5%	22	4%	1	<1%	**48**	**9%**
35-44	45	9%	31	6%	4	1%	**80**	**16%**
45-54	69	14%	63	12%	2	<1%	**134**	**26%**
55-64[1]	62	12%	55	11%	6	1%	**123**	**24%**
65-74	51	10%	26	5%	-	0%	**77**	**15%**
75 or over	7	1%	5	1%	-	0%	**12**	**2%**
Prefer not to say	2	<1%	1	<1%	8	2%	**11**	**2%**
Total	**278**	**55%**	**205**	**40%**	**24**	**5%**	**507**	**100%**

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[1] 55-59 and 60-64 age groups have been combined

Table A2: Profile of individual respondents by employment status

What is your employment status?	n	%
Carer	2	<1%
Full or part time further education	6	1%
Full or part time higher education	9	2%
Full time employment	274	54%
Not in employment/looking after home or family	8	2%
Other	1	<1%
Part time employment	54	11%
Part time further education & part time employed	3	1%
Permanently sick or disabled	9	2%
Retired	106	21%
Self-Employed	13	3%
Unemployed	4	1%
Volunteer	1	<1%
Prefer not to say	17	3%
Total	**507**	**100%**

Table A3: Profile of individual respondents by ethnicity

What is your ethnicity?	n	%
African, African Scottish or African British	1	<1%
Any mixed or multiple ethnic groups	2	<1%
Black, Black Scottish or Black British	1	<1%
British	2	<1%
Caribbean, Caribbean Scottish or Caribbean British	1	<1%
Indian, Indian Scottish or Indian British	2	<1%
Other	1	<1%
Other white ethnic group	21	4%
White - Irish	8	2%
White - Other British	113	22%
White - Scottish	328	65%
Prefer not to say	27	5%
Total	**507**	**100%**

Table A4: Profile of individual respondent's transport use, by age

Respondent age		Number using each mode of transport								
Age	Total	Private car	Walk/ on foot	Train	Bus	Bicycle	Plane	Ferry	Friend's car	Works bus or van
16-24	22	16	12	12	9	7	1	2	3	1
25-34	48	26	34	30	24	18	10	13	7	2
35-44	80	61	55	46	36	45	13	10	7	3
45-54	134	112	82	74	54	48	30	28	10	5
55-64[2]	123	99	84	73	69	46	40	28	9	6
65-74	77	68	51	50	58	34	23	28	1	3
75 or over	12	12	10	6	10	7	2	2	1	0
Prefer not to say	11	7	7	6	4	3	1	1	1	1
Total	507	401	335	297	264	208	120	112	39	21
		79%	66%	59%	52%	41%	24%	22%	8%	4%

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[2] 55-59 and 60-64 age groups have been combined

Table A5: Profile of individual respondent's transport use, by gender

Respondent gender	Number using each mode of transport																		
	Total	Private car		Walk/ on foot		Train		Bus		Bicycle		Plane		Ferry		Friend's car		Works bus or van	
	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Female	40	159	**40%**	133	**40%**	118	**40%**	111	**42%**	60	**29%**	48	**40%**	50	**45%**	23	**59%**	3	**14%**
Male	55	225	**56%**	189	**56%**	167	**56%**	139	**53%**	138	**66%**	68	**57%**	60	**54%**	13	**33%**	17	**81%**
Prefer not to say	5	17	**4%**	13	**4%**	12	**4%**	14	**5%**	10	**5%**	4	**3%**	2	**2%**	3	**8%**	1	**5%**

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