



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

NTS People's Panel Pilot

Transport Findings

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Executive Summary

This report outlines and details the findings from the National Transport Strategy (NTS) People's Panel Pilot, a deliberative study consisting of a series of events with a cross section of the adult population of Scotland. The purpose of this research was to pilot approaches to citizen's engagement for the purposes of informing the policy delivery of the NTS.

What did we do?

We recruited, managed and supported the People's Panel which consisted of 19 participants. Four online Spotlight sessions were conducted to focus on each of the priorities and objectives between October 2021 and January 2022.

In these sessions, participants were consulted on the broad issues underlying the four priorities and asked for feedback on several of the core policies in each area. A detailed account of the materials used and the structure of these sessions can be found in the report below.

What did we learn?

This section provides a brief overview of the participant feedback on the four NTS priorities:

Spotlight 1: Reduces Inequalities priority

- There was broad agreement that public transport should be accessible to all.
- Participants were concerned that those with protected characteristics face a range of barriers to achieving equal access to transport.
- Participants agreed that NTS should consider ways transport users with protected characteristics are enabled to access public transport and not be competing for space amongst each other.
- There was broad support for concessionary travel for older and disabled people, with some participants arguing that the scheme should be expanded to people in receipt of social security, such as Universal Credit.
- Participants considered key issues for transport as 'easy to use'.
Consideration of various mobility needs, ease of payment, ease of planning and good waiting facilities were seen as desirable for public sector transport providers. Participants highlighted that for services to be integrated in

practice, time between transport modes had to be neither too short, not too long.

- All participants thought that public transport should be affordable as well as safe and reliable. Although panel comments highlighted affordability as a relative concept, participants were concerned about the cost of living and saw the linkages between affordable public transport to economic mobility and reduction in car use. Over and above affordability, value for money was only seen as achieved in cases where public transport proved reliable and safe.

Spotlight 2: Takes Climate Action priority

- Participants thought that there were a range of barriers in the way of meeting net zero targets including existing habits of the public, availability of public transport in rural areas and the cost of public transport.
- Participants thought that combatting these barriers will require a range of actions by national and local governments. These included more investment in public transport, incentivising public transport use and more regulations on companies.
- The panel raised the need for awareness raising and initiatives to encourage behaviour change, starting with education for young people.
- In terms of individual behaviour, participants thought that improving the quality and reducing the cost of public transport would make the most difference in reducing car use.
- Participants were broadly against the idea of new parking levies as these were seen as being less effective than other environmentally friendly measures and because it may encourage car use to be regarded as a status symbol in society.
- The idea of 20-minute neighbourhoods was received positively as participants saw potential benefits for towns and suburbs. Participants were especially enthusiastic about the potential of community connection and reducing isolation if neighbourhoods were designed using these principles.

Spotlight 3: Helps Deliver Inclusive Economic Growth priority

- Participants were largely unaware of the concept of last mile deliveries before Spotlight 3, but there was broad support for rationalising this between companies for local areas to reduce duplication of journeys and pollution.

- As with the Spotlight on climate action, participants agreed that there needs to be a reduction in car usage. However, it was felt that for groups in society, including large families, cars are more affordable and give more independence and freedom of movement.
- There was also support for wider integrated travel, with participants outlining their experience of travel over multiple modes without the availability of integration.
- In terms of innovation, participants were supportive of zero emission transport innovation and understood the benefits and the reasons behind innovation. There was concern that achievement of these benefits remains a long way off.

Spotlight 4: Improves our Health and Well-being priority

- The [Road Safety Framework](#)'s Vision Zero target was widely seen as a laudable and positive ambition, but one that was unlikely to be achieved in practice.
- For active travel, people were more likely to see external factors such as road maintenance or cycle lane provision as a major issue. More conscientious and responsible road-use by both cyclists and drivers was desired by different participants.
- Participants thought that awareness and understanding of the Highway Code and other road safety rules were lacking, or that it declined after passing one's driving test.
- There was broad support for strengthening enforcement of road safety rules and guidelines, with several participants suggesting that there is currently little or inconsistent enforcement.
- There was a broad appetite for strengthening fines and penalties for dangerous driving, with some suggesting that people who do so (or do so repeatedly) should lose their licence. Other proposed solutions to this issue included technological fixes such as using GPS tracking to enforce speed limits.
- Active travel and healthy travel choices were widely seen to be positive, with numerous and clear advantages for physical and mental health.
- However, a small number of participants noted that active travel may be unrealistic or, in fact, undesirable for groups with mobility limitations. Active travel can also become a stressful experience if people do not feel safe and secure.

Transport Priorities

There was no single standout priority issue for participants in terms of NTS Delivery Areas. Concessionary travel for older people and investment in technology and innovation were seen as the most important issues, whereas parking levies and car sharing were seen as the least important.

Recommendations and Next Steps

Following the completion of the research, recommendations for future people-led research were provided. These are discussed in detail in the full report, but the key findings included:

- Design needs to be flexible and participant focused
- Online participation can be effective
- Attention and time should be given to all individuals on the panel
- Pilot materials should be used as a blueprint to adapt
- The ongoing relationship between panel input and policy awareness needs to be understood
- Identifying parameters, such as budget and timescales, is a vital starting point for future studies

Transport Scotland published the second annual NTS Delivery Plan for 2022-23 in June 2022. The findings from this research were used to inform the development of that plan, and will be used for subsequent Delivery Plans. It will also be used in the development of a structure for ongoing engagement with the public to inform the ongoing implementation of NTS.

Background and Approach

This section sets out the background to the NTS, followed by the rationale for conducting this study and the approach taken to deliver.

National Transport Strategy

In February 2020, the Scottish Government presented its 20-year NTS to the Scottish Parliament, committing Scotland to a vision of sustainable, inclusive, safe and accessible transport. [The NTS](#) highlighted the central role that transport can play in four priority areas; namely, reducing inequality, tackling the climate crisis, delivering inclusive growth, and improving health and well-being. As such, the NTS sits at the intersection of a number of Scottish Government agendas and targets, including its statutory [child poverty reduction targets](#), a [green and fair recovery from COVID-19](#), and its [commitment to achieving 'net-zero' by 2045](#). In a longitudinal perspective, its 20-year vision commits Scotland to long-term investment in bus infrastructure and active travel, and to the decarbonisation of Scotland's railways by 2035, among others.

The first annual NTS Delivery Plan was published on 17 December 2020. The Delivery Plan brings together, for the first time, the actions the Scottish Government will take to deliver the NTS's priorities and takes account of the challenges posed by the COVID-19 outbreak.

While the Delivery Plan sets out the actions being undertaken by the Scottish Government, work being taken forward by partners is crucial to the successful delivery of NTS.

To support this work, an NTS Forum has been established. This is the main engagement platform bringing together transport stakeholders (individuals and communities; national government; local and regional partners; the transport sector; and businesses) to work collectively on delivering the NTS's vision and priorities.

The NTS Forum comprises a People's Panel, a Business Group (transport sector; businesses; local and regional partners), and a cross-Government Steering Group, through which further and extensive engagement will be undertaken.

People's Panel Pilot

The use of People's Panels is a growing trend within the social and public policy process worldwide and have been used since the [early 1980s](#).

These can vary in size from small numbers up to thousands of people. Panels [can be](#) short-term or ongoing as part of a rolling programme of research and consultation. In considering the effectiveness and innovation of citizen's panels towards supporting democracy, the [Organisation for Economic Co-operation and Development](#) (OECD 2020) emphasised examples meeting three minimum criteria:

1. Impact: The process must be commissioned by a public institution,
2. Representativeness: Participants are chosen through random selection with a demographic stratification
3. Deliberation: Requires time, operationalised as a minimum of one full day of face-to-face meetings.

During the pandemic, there was a rise in the number of panels convened by public bodies, [taking place online](#).

Transport Scotland commissioned services for the creation and management of a People's Panel, which will support the delivery of the NTS. This comprised recruitment of the panel, content design and facilitation of panel sessions, analysis of panel discussions, and reporting. Parameters were set around timescale and budget appropriate for a pilot during 2021-2022.

This pilot was Transport Scotland's initial attempt to establish this type of forum. Therefore, the commission was designed with a view to learning from the process for future iterations of the public panels for this policy area.

People's Panel Aims

Outputs from the NTS Forum will be used to inform the quarterly NTS Delivery Board. The aims of the NTS People's Panel were to:

- Work in collaboration with individuals to inform the implementation of NTS
- Better understand the lived experiences of people across Scotland
- Provide a deliberative space where members can share their views and experiences of the transport system in Scotland
- Encourage members to consider and discuss potential policy actions that could be incorporated into the NTS annual Delivery Plan

The Panel was set up to consider thematic issues highlighted in the NTS under its four key priorities:

1. Reduces Inequalities
2. Takes Climate Action

3. Helps Deliver Inclusive Economic Growth
4. Improves our Health and Well-being

Therefore, Transport Scotland expected that this initial panel would convene at least four times where a spotlight session will be held on each one of the four priorities.

After each spotlight session, reports and discussion were set out to deliver:

- High-level findings in the broader policy and research context
- Overview of the approach
- Presentation of research findings and conclusions that are supported by the evidence

Report

This final report is the culmination of the People's Panel Pilot. Findings relating to transport are organised by each aim under NTS.

Methodology

This section outlines and details the methodological approach taken to deliver the NTS People's Panel Pilot, a deliberative study consisting of a series of events with a cross section of the adult population of Scotland. As a pilot study, it is important to outline and reflect upon the methods used, and to make recommendations for how these can be refined for future studies.

Diffley Partnership were contracted to undertake the following stages of the study:

- Recruit an appropriate number of members of the public to sit on the People's Panel, including representation from: across of the country (urban/rural/island communities); across different demographic and equalities groups; across socioeconomic backgrounds; and across transport mode use. The recruitment was not to exclude any potential members from being selected. Transport Scotland was keen to ensure that the panel provides a platform for people from a variety of backgrounds, and with different levels of experience in engagement with policy development, including those whose voices are seldom or less frequently heard.
- Support participants to take part in the sessions to ensure they are fully inclusive. This included outlining of additional resources required to participate online/by correspondence. During the contract, Diffley Partnership and Transport Scotland were to consider the viability of in person participation, should easing of restrictions around COVID-19 permit face-to-face research. Support was to include reimbursement of costs incurred and any other financial costs linked to recruitment of the panels.
- Organise, facilitate and conduct sessions, using deliberative methods to develop potential policy initiatives which will support the delivery of NTS. These sessions were to be delivered as part of the wider NTS Forum timescales which are yet to be determined by the Transport Scotland Policy Integration Team.
- Plan and deploy skilled, deliberative facilitation of discussions at each panel meeting. In preparation, agreeing the methodology and topics in advance with the Transport Policy Integration Team.
- Provide Transport Scotland with comprehensive written reports from the sessions. These were to outline the issues covered and details of the discussions with the panel.
- Arrange monthly progress meetings with Transport Scotland.
- Provide any supporting analysis/outputs.

This project was kept to realistic, agreed deadlines to correspond to the time available for the pilot. The timetable was confirmed before approaching any potential participants. Considerations included:

- Ensuring there was sufficient lead in time before each Spotlight session to prepare all materials.
- Ensuring participation was manageable for participants with no more than one Spotlight session per month.
- Considering the impact of holiday timings on participants' availability and Transport Scotland staff availability.

Panel Recruitment

This section sets out the approach taken to recruiting the Panel.

In discussion with the contractor - Diffley Partnership – it was agreed that the recommended number of panel participants should be 20. This was based upon:

- An online method for participant recruitment.
- Sufficient numbers recruited to enable the option of breakout sessions with small sub-groups for in-depth discussion.
- Longitudinal panel approach, with all participants going through the same participation journey.

With this study, it was important to form a panel with consideration towards the following:

- **Demographics** – ensuring a representative membership in terms of age (16+), gender and social class (socio-economic status).
- **Equalities** – ensuring representation of those from a range of equalities groups including BAME status, physical disability and those with limited digital capability (for example who have limited internet access) since these may impact on travelling experiences.
- **Geography** – delivering a panel with a membership made up of citizens from all parts of Scotland and in line with urban/rural breakdowns in the population as a whole.
- **Transport characteristics** - representation of citizens who used the full range of transport modes, in line with the wider population, which should include users of all modes of travel including walking and cycling as well as

car users, those who use buses and trains, those who use airports and the waters of Scotland to travel.

- **Engagement of seldom-heard voices** – ensuring that the People's Panel engages those who do not regularly take part in policy research. This required designing questions during recruitment to make sure that those whose voices are not generally heard are represented. It also required screening out those who had taken part in any qualitative research in the last year and including a question during recruitment to gauge interest in the transport policy and wider issues.

Often, for large and rolling panels, participants are chosen through random selection with a demographic stratification (known as sortition); a source such as the electoral register or council tax register can be utilised, and demographic stratification might be set for variables such as age and gender. Within these stratifications a random selection can be made. This is a robust means of recruitment, often used when panels are for local or central governments' consultation.

Given the proposed scale of the People's Panel, instead of a sortition method, this research drew on Scotland's largest online panel, ScotPulse, for recruitment, enabling some useful and important quantitative measures on experiences of and attitudes towards transport to be collected at the same time.

The ScotPulse panel consists of over 32,000 adults (aged 16+) from across the country and is representative of Scotland's population against a range of demographic and geographic criteria (see Annex A). Participation in ScotPulse surveys does not require access to a laptop or Wi-Fi because all surveys can be completed via smartphones if preferred by respondents. No ScotPulse member receives more than three surveys per month.

A quantitative survey was issued via ScotPulse to 1,000 members in September 2021. Survey respondents were asked for their interest in taking part in the panel, demographic information and questions about transport (see Annexes B). This survey exercise gained both useful data and acted as a recruitment survey. After reading information on the panel and what participation would involve, 285 respondents indicated they would be interested in taking part in the deliberative sessions.

From the 285 respondents, 20 preferred participants and five standbys were identified. The process involved filtering and random selection against the following criteria:

- excluded if selected 'I have worked/ do work within transport sectors'

- excluded if selected 'I have taken part in a focus group or research project on transport in the past year'
- ensuring that gender, age groups over 16+ and Scottish Index of Multiple Deprivation quintiles were representative of general population
- including people with disabilities or long-term health conditions
- including parents/ carers of children of different ages
- including a range of cars in household- from 0 to 5
- including a mix of transport usage
- including individuals who selected 'there have been times I have avoided using public transport for fear of discrimination and/ or intimidation'
- including people who did not utilise technology to book or plan travel.

20 individuals were approached to join the panel and a further five were asked to be on standby in case participants dropped out. In advance of the first Spotlight, two participants dropped out of the process due to COVID-19 and a last-minute change to their availability. One standby member was brought in at short notice resulting in 19 individuals joining the panel in time for the first spotlight session.

Attendance was high and consistent for these 19 individuals across all four sessions.

Panel Management

This section sets out how the Panel was managed throughout the study.

Key documents were prepared for participants including Information for Participants, Code of Conduct and Privacy Notice. These were sent out to all participants at three time points:

- prior to sign up, as part of ensuring informed consent
- before and after Spotlight 1

One panel member was visually impaired. All slides were sent to that participant in advance of each session so they could access in their own time and utilise screen reader technology. The team made guest speakers aware of this request, and the need to share materials in advance of the session to pass onto the panel member.

The recruitment questionnaire identified which participants were not used to utilising technology. These participants were approached in advance to ensure they had appropriate equipment and understood how to connect to the internet and use the Zoom platform. In these cases, participants were most comfortable with household

members lending them devices and running through how to use Zoom with them in-person. However, were this not, contingencies were in place to supply hardware and ensure software support to overcome any forms of digital exclusion. The participants reported throughout the process that through taking part they were becoming more confident using the technology and Zoom as a result.

An important aspect of panel management was ensuring that members received a nominal payment for their time participating.

Crucially, panel management included clear and responsive communication with participants. Participants would usually contact the team by email, even to say thanks for the sessions afterwards. One of the Panel's facilitation team was responsible for monitoring contact and responding to their communication. As they were also involved in the delivery of the session, participants gained more familiarity with them during and in between the Spotlight sessions. Building in time and processes for this aspect of panel management was key to ensure the participants felt valued and were not waiting for any information they requested.

Spotlight Delivery

This section outlines how each of the Spotlight sessions were planned.

Four Spotlights were delivered in total. All required preparation, delivery on the day and then follow up activity. The points below summarise these stages:

1. Set up and design - meeting with Transport Scotland and facilitation team to agree purpose of each session, agree broad schedule and any expert speakers to invite.
2. Design of panel materials – following set up, draft all agreed session materials.
3. Pre-event communication with members – as explained above in Panel Management, communication with participants was vital before, during and between sessions.
4. Running the events – four events followed each NTS priority. The video conferencing software 'Zoom' was used as a user-friendly platform. Structure of sessions consisted of part plenary and part small group work. Sessions were recorded through Zoom so that the research team could re-examine and analyse afterwards.
5. Post session activity and ongoing evaluation – members were asked to complete brief surveys at the end of each session, giving feedback to incorporate into subsequent sessions.

Each Spotlight included short presentations to the panel, short videos, but also plenty of time for small group discussion in break-out rooms and panellist-led feedback to the wider group. Spotlight sessions were time-limited based upon a reasonable time for an online session of 2.5 hours with a break at approximately the half-way point. The research team was conscious of not adding to screen fatigue of the participants.

As part of the set up and design of the sessions, it was crucial to agree the focus of the sessions in line with the NTS priority and the 2.5 hour time frame. The research team prepared Microsoft Planner Boards for each session to map out the priority, sub-aims, related policy measures from the Delivery Plan, and compile useful sources.

Another design consideration was to ensure each session had enough variety of listening and speaking opportunities. Although expert voices, and information from Transport Scotland, were important to provide panel members with context to

stimulate their input, it was essential not to turn each Spotlight into an information session directed at participants.

Videos were selected which were related to the NTS priorities and would stimulate ideas and discussion. These were short – fewer than four minutes long so that they did not dominate the session and also to accommodate internet bandwidth to ensure they played effectively for all panel members.

At the outset of the project, there was a detailed discussion on how to incorporate deliberative elements into the sessions. This resulted in the inclusion of small group discussions and polls during panel sessions. The poll could be integrated into the Zoom meeting, and provided data on the panel's reaction to key Delivery Areas within each NTS priority area.

At the early stages of the project, a Facilitation Plan template was prepared. This was then adapted for every Spotlight session. It was a working document, and additions and changes could be made right up to the day of the session. All facilitators referred to this during the session to keep track of order, timings, actions and roles and responsibilities.

Spotlight Facilitation

This section outlines how each session was facilitated.

Regardless of how well a session is planned and designed, skilled facilitation was essential for success. Ensuring time keeping and focus, and that participants were comfortable and engaged, was achieved.

Post-Spotlight feedback and evaluation surveys were designed to understand individual participants' views, including on the facilitation itself. The research team reflected and discussed the results which then informed follow-up conversations with Transport Scotland.

The feedback was timely and a table summarising the feedback and adjustments made was prepared for participants, so they could see the difference this was making. Annex C includes the findings from the four Spotlight sessions. All average ratings were high across the five performance areas for each Spotlight session (see Annex C). The most common response in all cases was a rating of 10, except one with a rating of nine.

The research team also looked at the textual responses in relation to ratings to pick up on any issues experienced by individual participants.

Analysis and Reporting

During the period of arranging the Spotlights, reporting consisted of:

1. Compiling bullet points from break-out sessions for expert speakers: so that they could quickly see how the panel responded to their topic.
2. Creating high-level summaries for Transport Scotland: based upon the participant feedback survey, and to inform our intra-Spotlight discussions
3. Designing summaries for participants to ensure regular feedback and engagement between their participation in Spotlights.

In the final feedback survey, participants were asked: "Do you have any recommendations on ways Transport Scotland can continue to involve members of the public in transport policy and delivery?" Comments indicated participants were supportive of public engagement and deliberation.

Participants considered inclusion of voices:

- 'I genuinely feel this was a very worthwhile and engaging exercise with ideas from all around the country. I felt that respect to all people's views were given by both the Diffley team and the participants and strongly believe that similar methodology would work well'
- 'I would personally love to be involved in more of these sessions if possible. A panel with rotating members?'
- 'Speak to children'
- 'By these panels and remember it's not just cities that we live in'
- 'I think this panel has been a great way of doing that and we have heard from a diverse group of people across Scotland. Perhaps you could reach out to communities representative of across Scotland and hold surveys and local exhibitions where you talk to visitors (local residents and business owners) and/or meetings for a broader spread?'

Participants recommended regularity of engagement:

- 'Regular surveys and focus groups like this'
- 'By having a yearly focus group'

Participants suggested a range of research and engagement exercises:

- 'Continue to ask for opinions...look to other countries'

- 'Public consultation exercises and regular surveying of cross sections of the population'
- 'Keep targeted focus groups going as well as public consultations'

Participants expressed a desire for engagement to make a difference:

- 'Canvass users for improvements'
- 'Keep employing panels like this to come up with specific objectives'
- 'More of the same, many good viewpoints were expressed'
- 'Continue sessions like what we have been doing. They have been very insightful for us as panel members but, I'm sure we have also given you a lot of ideas that could be looked into in more detail and possibly come to fruition.'
- 'This focus group was very interesting to be a part of but already there are some travel and transport announcements that didn't align with the thoughts of the group. If the focus groups are going to be meaningful then when announcements and strategies are published they should include how the issues we bring up are going to be addressed. If we are thinking these thoughts then others will also.'

The last bullet point is fundamental to any deliberative research through public panels. Participants will be interested in the purpose of the exercise, the connection to decision making, and whether their participation is meaningful.

People's Panel - Transport Findings

This section sets out the overall findings across all four NTS priorities and commentary. Findings from analysis of each of the Spotlight sessions is then included for each of the NTS aims in the order of both the strategy and the panel sessions:

1. Reduces Inequalities
2. Takes Climate Action
3. Helps Deliver Inclusive Economic Growth
4. Improves our Health and Well-being.

Overall Findings

A survey was issued through the ScotPulse online panel and completed by 1,100 adults, aged 16 years and over, from across Scotland. The main purpose of the survey was panel recruitment, to ensure a representative panel of members for the Spotlight sessions. However, the survey also covered a range of other questions around experiences of, and attitudes towards transport. Survey results, weighted by age and gender that are relevant for NTS, are included as Annex B.

Data from the Spotlight sessions with panel members, including polling statistics, indicate the relative importance of Delivery Areas. In the sections that follow, the analysis provides more context to these results (see Table 1).

With regard to priorities for participants in terms of NTS Delivery Areas, there are a cluster of issues which come on top, including concessionary travel for older people, investment in technology and innovation and upskilling and educating road users. Lesser priorities include parking levies and car sharing - these were seen as the least important of the NTS Delivery Areas.

Table 1: Compiled polling results

NTS Priority	NTS Delivery Area	Average score 0-5 Where 0 is 'not at all important' and 5 is 'extremely important'
1	Offering concessionary travel for older people	4.5
1	Technology & innovation investment	4.5
4	Upskilling and educating road users	4.5
3	Integrated ticketing	4.4
3	Jobs in zero emission transport innovation	4.4
1	Train station accessibility	4.4
4	Walking, cycling and wheeling infrastructure	4.3
4	20mph speed limits in built up areas	3.7
1	Offering concessionary travel to younger people	3.7
1	Bus priority infrastructure	3.5
2	20 minute neighbourhoods	3.4
3	Last mile delivery	3.2
1	Providing affordable bikes to school-age children	2.7
2	Parking levies	2.6
2	Car sharing	2.1

Note sample sizes for each session: 1 n=19, 2 n=19, 3 n=18, 4 n=17

In the final evaluation survey, participants were asked how they felt looking back at the four sessions (see Table 2).

The largest number of participants selected:

- Helps Deliver Inclusive Growth as most enjoyable
- Helps Deliver Inclusive Growth as learning the most from
- Reduces Inequalities as most relatable
- Improves our Health and Well-being as most encouraged them to look into more

Takes Climate Action had the lowest instances of selection for three dimensions, but more people indicated they learnt from this session than from the session on Improves Health and Well-being.

Table 2: Post session views on four panel sessions

NTS Priority	1. Reduces Inequalities	2. Takes Climate Action	3.. Helps Deliver Inclusive Economic Growth	4. Improves our Health and Well-being
Most enjoyable	6	1	8	4
Most relatable topic	11	2	3	3
Learnt the most from	5	4	9	1
Most encouraged me to look into more	5	2	5	7

The findings below are grouped under NTS aims discussed in each Spotlight. Sub sections highlight issues raised by participants, suggestions made, and analysis of the framing for their views. Each section contains illustrative quotes from participants. These sections draw upon:

- Recordings of Spotlight sessions
- Summary points from breakout discussions by facilitators
- Polling results
- Post-spotlight thoughts shared through emails/ evaluation forms

Reduces Inequalities

The first Spotlight session focused on the NTS priority of Reduces Inequalities, and its agreed aims were to:

1. Explore what this priority, and its three outcomes, meant to participants.
2. Identify desired impacts relevant to policy making.
3. Understand participants' ideas for delivery - including unintended consequences.

Will Provide Fair Access to Services we Need

NTS explains this outcome as:

“We have a duty to reduce inequalities and advance equality of opportunity and outcome, including the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We will ensure that our disadvantaged communities and individuals have fair access to the transport services they need. The transport system will enable everyone to access a wide range of services and to realise their human rights.”

Table 3 summarises the materials used within the session to stimulate discussion.

Table 3: Stimulus materials for Fair Access to Services we Need

Topic	Materials utilised
Overall aim	Discussion Guide
Protected characteristics	Video - Equality and Human Rights Commission
Delivery Areas	Discussion Guide

Participants broadly agreed that everybody should be able to access public transport; however some raised concerns about the logistical implications and barriers faced by those with protected characteristics. Participants shared experiences of times when they or their relatives and friends had found access an issue.

In discussions, participants focused upon the protected characteristics of age and disability.

Participants raised concerns that the areas designated for wheelchair users were limited on public transport. Furthermore, space needed for bringing on buggies and bikes was important, but often the same designated space.

“People were on with buggy and were asked to get off so a wheelchair user can take their place.”

“The designated area for wheelchair users tends to be the same area as the bike rack, areas on trains haven't been thought out.”

Participants thought that fair access should mean those with protected characteristics should not be competing for space. They also related fair access to broader policy including social mobility and expanding horizons. For instance, getting people out of their local area to be able to access wider opportunities for work and education or training.

To ensure everyone has fair access to services, participants reflected on the approach to transport investment and management at a national level. In summary, they desired that:

- In order for our transport system to be fair for everybody, transport provision needed to be less concerned about financial profit.
- Profits from transport to be reinvested in the services provided.
- Public transport is funded from the 'national budget', so should be designed as a nation-wide service.

The concept of Bus Priority Infrastructure was introduced to participants, and some members had experience of the types of infrastructure in Dublin, Inverness and Dundee.

Participants with experience of Bus Priority Infrastructure felt that no difference was made to their journey, it did not speed the journey up as all buses had to go on the same route, which increased congestion, particularly in city areas.

“It would only work properly if you separate the route from the road entirely. Buses shouldn't share signals with the other traffic.”

There was a worry of clashing with the active travel and [Spaces for People](#) initiative as bus lanes are typically wider. Participants acknowledged that multiple modes in limited space was a difficult challenge to solve.

“How do you get round everyone competing for the same space?”

Awareness of the current scheme on free bus travel was high, but understanding of the full detail of eligibility criteria and applications processes was not. Exceptions included older members who had free bus travel, and they understood the provision for their age group. One participant with a disability was very aware of the current provisions for people with a range of disabilities.

There was broad support for concessionary travel for older and disabled people. Participants were supportive of the initiative as they linked bus travel to reducing isolation. Some participants aired support for the scheme expanding to allow access to people on Universal Credit.

“It would make much more sense if people who were receiving Universal Credit had access to free travel because these are the people who could benefit from a free transport system to get into work and pay money back into the economy.”

The post session evaluation gave participants another opportunity to make suggestions on this aim. Fairness was seen to be associated with where people lived in Scotland, and rural/urban divides were raised by participants.

“Living in a city gives folks fair access to most services but more could be done to improve services for those in rural communities.”

One participant aired their frustration at the booking systems for taking bikes on public transport.

“Stop hiding behind covid excuses e.g., can't take bike on train without pre-booking so puts people off trying unless super-organised.”

Will be Easy to Use for All

NTS explains this outcome as:

“People have different needs and capabilities. Our transport system will recognise these and work to ensure that everyone can use the system with as few barriers as possible.”

Table 4: Stimulus materials for Easy to Use for All

Topic	Materials utilised
Overall sub-theme	Discussion Guide
Easy to use example	Video - Sweden
Delivery Areas	Discussion Guide

Stimulus material (see Table 4) prompted discussion on this aim. Ease of use was seen by participants as related to different parts of the travel journey:

- time of booking- to be able to plan travel

- payment method - should at least be the same method, if not in one transaction
- ease of use for people with mobility needs
- good facilities whilst waiting for transport, for example shelters and buildings that feel warm and safe.

The main consideration for participants was not having to wait too long between integrated services. There were several anecdotes about people missing connections due to delayed services. The Scottish weather was cited as a main concern for those scenarios, and also the time wasted was another factor for those who desired improvements.

“Make it simple for people who need to use more than one form of public transport to reach their destination. If you need a ferry then a train make it easier to buy a connected ticket, or a ticket with transfer options.”

The post session evaluation gave participants another chance to make suggestions on this outcome. Participants raised integrated tickets again. However, one participant pointed out that easy to use for all did not necessarily mean technology for all.

“Don't just use new technology. Let people use older methods of paying for transport too.”

Another new point was safety concerns with using public transport in the dark. Train stations were highlighted by a few participants as modes of travel where improvements could be made.

“Accessibility to be at the forefront of all new stations or upgrades ensuring that all stations are accessible by wheelchair without the fuss that is currently required by a certain date”.

Will be Affordable for All

NTS explains this outcome as:

“People have different incomes, and our transport system will not exclude people from mobility by making it unaffordable. We will target actions to deliver the Strategy towards those needing most help, including those living in poverty.”

Table 5: Stimulus materials for Affordable for All

Topic	Materials utilised
Overall sub-theme	Discussion Guide
Free public transport example	Video- Luxembourg
Delivery Areas	Discussion Guide

Prompted by open questions in the stimulus materials (see Table 5) there was a consensus that public transport must be affordable, safe, reliable and fast. Participants desired for public transport to be a pleasure to use and must work for everyone, so that everyone can afford to travel.

There were concerns raised about both affordability and value for money of public transport in Scotland. Participants raised concerns about the price of train fare in comparison to car usage.

“Train prices are prohibitively expensive. I'd gladly, if there was an incentive there, I'd gladly do the journey on the train but when it's cheaper and quicker in the car then the decision is already made for you.”

Affordability is perceived to be a barrier to public transport. At the same time, it was difficult for the participants to articulate what 'affordable' meant. There was also awareness of people having different levels of income and the cost of living rising.

“I would definitely be more inclined to take public transport if it were more affordable.”

Participants did compare transport provision where they live, to places they visit.

“When you go abroad you just see such a difference in their transport facilities. It seems slicker, cleaner, on time, faster and you just get left with this feeling like why are we so behind other countries?”

The stimulus material included a video describing the introduction of free bus travel in Luxembourg and, while participants agreed that the scheme would be a good idea in theory, most struggled to understand how wide scale concessionary travel is feasible.

“Free transport is very appealing, but I think most of us think would it ever be possible? [...] just can't see transport ever being free.”

“It's really hard to understand how this would be affordable for everyone. We have to get people out our cars so it needs to be as close to free as the country can make it.”

Alternatively, there was support for rewarding those who travel on public transport at busy times of the day by offering a heavily reduced or free service.

An initiative to provide free bikes to school children who cannot afford them was also discussed and broadly supported. Contrary to bus travel, funding for this initiative was not raised as an issue by participants. Indeed, road safety was the biggest concern for participants thinking about young and adult cyclists.

There were a few concerns raised about cycle infrastructure and the condition of current cycle routes. There was a worry that cycle lanes would not support children using bikes to get to school, with passing traffic bringing too great a risk of danger.

“Bikes for school kids is a great idea but that’s the end of the story. You need to have good infrastructure, like cycle lanes, in place first.”

There was an agreement that roads must be safer for all road users before thinking about implementing such schemes.

“It sounds like a great idea to help children get healthy but so many parents are so afraid and so protective of their children. Which is not a reflection of the parent but a reflection of the world we live in.”

Participants also felt a wider culture change must happen for the scheme to be a success.

“The approach of the parents needs to change. In my arguably small village all the children have bikes, but the roads are so busy with cars because the parents don’t want to let them walk or cycle to school.”

Looking back at the poll results for this session (see Table 1), the only delivery area below the mid-point was ‘providing affordable bikes to school-age children’.

Participants were also fully supportive of the new scheme that has been introduced to give free travel to all young people under the age of 22. The scheme was seen to expand horizons for young people who may be entering work for the first time or entering further education.

“The cost of travel for young people going to university or college is really quite expensive, and most students do not work so it will be really beneficial for them to be able to travel into class.”

However, there were some concerns raised about how this scheme is being funded and questions were raised regarding how this could be widened to incorporate more

people. The most popular areas for reducing inequalities in public transport were concessionary travel for older people and investment in technology and innovation.

The post session evaluation gave participants another chance to make suggestions on this aim. There were more calls for reduced prices, or even free transport for all ages, and more modes of transport.

“Make buses and trains and boats free to all”.

Participants commented that they felt under 22 year olds and over 65 year olds were being shown favouritism in transport policy and that reducing prices overall could benefit more people.

Takes Climate Action

This second Spotlight session focused on the NTS priority Takes Climate Action. The aims of this Spotlight were to identify and understand:

1. Reactions, including scepticism and support, for Takes Climate Action and sub-themes.
2. Views on behavioural change towards the target to reduce car kilometres by 20% by 2030.
3. The importance participants placed on four potential ways to reduce car kilometres and the likelihood they will make changes in their behaviour.
4. Their ideas for delivery - including unintended consequences of Delivery Areas.
5. The importance they place on Delivery Areas.

Will Help Deliver our Net-Zero Target

NTS explains this outcome as:

“Will help deliver our net-zero target: the Climate Change Act passed by the Scottish Parliament includes an increased ambition to reduce greenhouse gas emissions to 75% of 1990 levels by 2030, 90% by 2040 (i.e. the period covered by this Strategy) and net-zero emissions by 2045. Transport is currently the largest contributor to Scottish emissions and this will be tackled through a range of actions including an ambition to phase out the need for new petrol and diesel cars and vans by 2032, changing people’s travel behaviour and managing demand.”

Table 6: Stimulus materials for Help Deliver our Net-Zero Target

Topic	Materials utilised
Overall sub-theme	Elizabeth Wathuti at #COP26: "Please open your hearts" - YouTube – UN Climate Change Conference 2021 Kenya. Climate justice - Researcher and Activist Fraser Stuart, speaking in George Square on 5 Nov Radio Clyde News on Twitter Expect more extreme weather, warn UK climate scientists - YouTube Al Jazeera news, July 2021- featuring Met Office, National Oceanography Centre

Ways to reduce car use	Slides Discussion Guide Survey
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The participants had an initial discussion to understand their reactions to the slides and the videos (see Table 6). This highlighted their wider views about the environment and taking climate action.

Several participants mentioned they did not respond to the second video as it politicised the issue.

“Listening to the Kenyan lady [first video] was most moving and made me think most about what we can do. More so than an intellectual video or a political video.”

The discussion focused on levels of responsibility and where action should lie:

“We are trying all the little things, but clearly not enough when you see the state of the world. I get the feeling that people at the top are trying to shift the blame onto ordinary people.”

“We can probably do more than I had thought before this session to make a change...Big businesses are the ones that need to make the change, pressured by ourselves and by governments.”

One participant shared their opinion that wider government policy, UK and Scottish, can counteract their pro-environmental messages. For example, policies around energy and the environmental costs of large infrastructure projects.

Another participant felt hopeful that changes to behaviour by the general population would make the difference. However, other participants were more sceptical:

“Maybe cars and lorries, but I don’t feel we can do much to reduce shipping, feels beyond our control.”

“We can be quite selfish when considering what we want to give up.”

Mobility of people internationally was raised as something for Scotland to prepare for.

“We are going to have climate refugees coming in, and we need to do our bit.”

Discussion focused upon behaviours that would need to change and ways to change these.

Participants raised the enormity of the challenge of meeting net-zero targets.

Barriers included:

- Habitual behaviour of car use, established for past 100 years.
- People saying or intending to change their behaviour, but won't all do this in reality.
- Rural areas don't always have public transport availability or reliability.
- People may change from dependency on a car to travel, but will revert back if too difficult, time consuming or costly.

These quotes illustrate the points above:

"I am a handyman and a cyclist. Even though I take my equipment around with me to different houses, I've always refused to have a car or a van... Areas of Glasgow I cycle to for work there's not pavements and there's these houses with driveways with three, four cars in them. It's still a status thing... Maybe we need to tax people on the number of cars in their households."

"Giving lip service do something, doesn't mean that you will action it"

"It's okay to say you agree but it's much harder to say how you are going to do it; it's harder to do practically"

"On a Sunday, if it turns up, it's every two hours for our local service. So you try using it, and it's not a good experience, it puts you off."

"They've cut down the frequency of services during the pandemic. It leads to more time waiting around and it might not tie to your work patterns. My son used to get the bus to and from work, but will have to use the car until the services pick up again."

"We now know that it's doable during the pandemic that people in office jobs can work from home and no need to travel."

"I'm fortunate that where I live we are well served. Within walking distance, I have supermarkets. I don't have a car, I do a lot of walking. But that's easy for me to do. But when I listen to some of the other guys they are far out, and they can't even get deliveries maybe to their part of Scotland. So it's easy for me, but not everyone."

Suggestions included:

- Improving public transport: reliability, safety, frequency and routes.
- Incentives for environmentally friendly transport provision by businesses and social enterprises running services in rural Scotland.
- Stipulations for companies with public sector contracts e.g. delivering goods to use electric vehicles.
- Increased provision for Park and Ride in Rural areas to encourage very short journeys from remote areas to then reach public transport provision.
- Banning certain types of vehicles at certain times or on certain days of the week
- Incentives necessary for such ambitious targets to be achieved, people will need to see a direct benefit to their purse to change their behaviour.
- Educating young people on ways to get around to counter against a perceived culture that they will pass their tests and all get cars.
- Supporting people who must change their behaviour, e.g. an accident or illness means they can no longer drive.
- Present the targets so they seem more achievable e.g. per month, per day, per person in Scotland. This should stop them feeling too abstract and open to interpretation.
- Need practical examples of changing transport mode in local areas: rather than only blanket, nation-wide messaging.

Across participants, the onus was put on members of the public to try out more environmentally friendly ways to travel. Participants shared ways they had reduced their travel, prompted by the pandemic, but relevant for reducing climate impacts:

“We have been trying to replicate some of the experience we would otherwise have abroad as part of our life here...So we spend evenings at our allotment sitting in the sun, chatting with people and playing cards. Just trying to re-create a holiday experience, but without travel and a lot less cost.”

“When you have family elsewhere you need to travel. Getting from Dunoon to Northumberland is a bit of a journey. But sometimes we do get the train and meet in Carlisle as a halfway point. Means we don't need a car and it's a shorter journey for us both.”

The power of the public sector to influence business behaviour was emphasised. Suggestions included stipulations in public contracts and incentives to fill public transport provision gaps. Business behaviour, especially among big businesses, was raised as being important in meeting the targets.

Following introduction slides from Transport Scotland, there were lively, facilitated group discussions on reducing car kilometres (see Table 7).

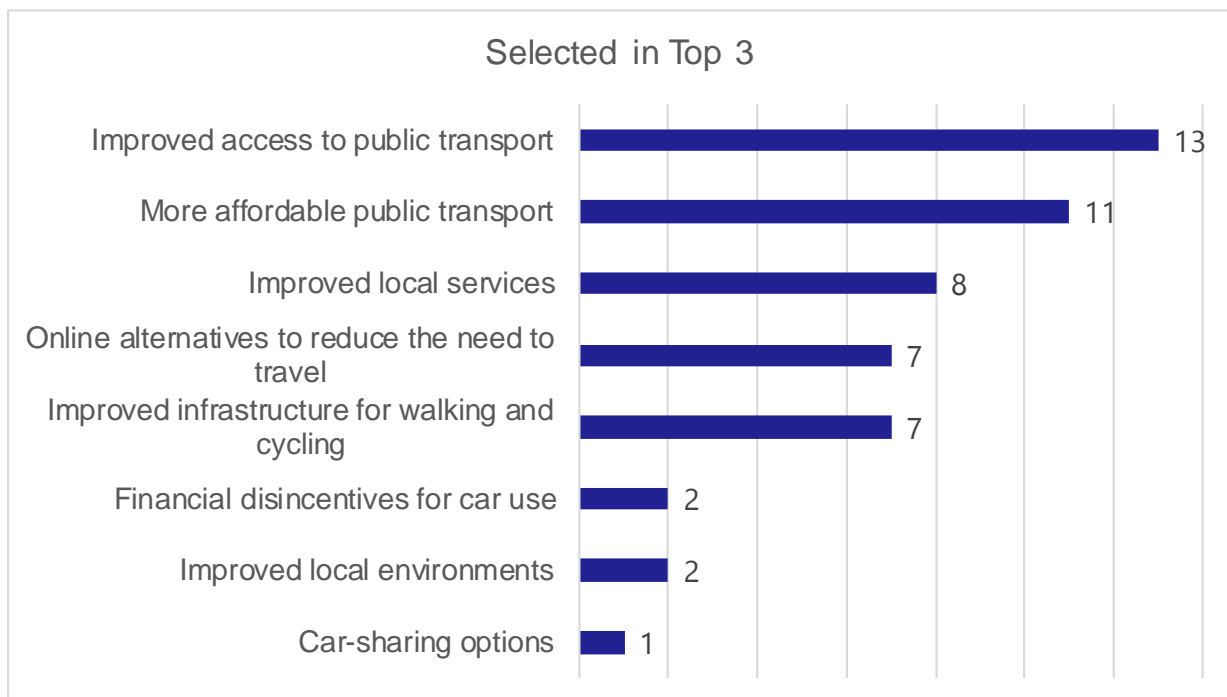
Table 7: Compiled points from small groups focussing on draft framework to reduce care miles

Reducing the need to travel	Living well locally
<p>People need to and want to travel.</p> <p>Should look at reducing travel for work, travel for caring commitments and travel for leisure as three separate purposes.</p> <p>Transport Scotland need to gather and look at = statistics to understand proportion of travel in different parts of Scotland for different purposes.</p> <p>The pandemic has forced people to adopt technology and do things differently</p> <p>Appointments online when appropriate e.g. GP.</p> <p>Remote working decreases need to travel but can bring other negatives e.g. mental health.</p> <p>Things to your door rather than travelling to get them, but that can have environmental impacts too.</p>	<p>High streets need revitalising.</p> <p>Planning permission for out of town shopping developments leads to displacement of people from their local communities.</p> <p>20 minute neighbourhood has to be considered for urban and rural areas differently.</p> <p>Society needs to look up to, not down on people who use public transport.</p> <p>During the pandemic people have been replicating experiences at home without travelling.</p> <p>The need for leisure provision so you do not need to travel to a city to go out for a meal or to have a good time with friends.</p> <p>Even if we live well locally, we still need to travel to visit family or care for family in other parts of the country or the world.</p>
Combining or sharing car trips	Switching modes
<p>Everyone has an independent life to live</p> <p>Car sharing only works for regular journeys if the arrangement is upheld between people.</p> <p>Coordinating lifts for events for you or children should be easy to arrange.</p>	<p>Need to understand options</p> <p>Need more options for particular travel pattern you take.</p> <p>Need to consider practicalities.</p> <p>During the pandemic an upsurge in walking, hopefully people will continue.</p> <p>Confidence to cycle on the road and respect by drivers of cyclists needs to</p>

<p>Negotiating arrangements with other people is down to respect and agreements.</p>	<p>be improved e.g. through the Cedar Foundation scheme.</p>
<p>Knowledge of social enterprises looking into car sharing schemes in rural locations.</p>	<p>Much more complex issues in rural locations.</p>
<p>Lifts for older people needing to get to appointments are arranged by charities.</p>	<p>Sometimes public transport takes longer and costs more than driving.</p>
<p>Feeling this has been set back by the pandemic as not able to share car with someone outside your household.</p>	

In a poll participants were asked ‘What three things are most important to reduce your car use, or the car use of your friends and family?’. They could select up to three options. Improved access to public transport and more affordable public transport were the top results (see Figure 1).

Figure 1: Vote results on behaviour change



Note: Scale from 0-5, where 0 is 'Not at all important' and 5 is 'Extremely important'

The post session evaluation gave participants another chance to make suggestions on this aim. Extra points raised included the importance of key figures in the public eye to lead by example.

"MSPs and councillors should be setting the standards - currently they are driven around and use taxis to deliver paperwork - a them/us scenario needs to change".

One participant was very frank that ease of use was a higher priority for them than climate action:

"I don't care that my bus is net zero. All I want is a bus that turns up regularly."

Another participant had connected climate targets back to affordability discussed the proceeding session.

"Making public transport free would drastically reduce the car journeys and thus cut emissions."

A desire was expressed to share any progress to achieving net zero targets through transport with the public.

"Set ambitious targets, but update public regularly on achievements. Drive forward with success stories."

Will Adapt to the Effects of Climate Change

NTS explains this outcome as:

"Will adapt to the effects of climate change: in Scotland we are already experiencing the impacts of climate change and we will adapt our transport system to remain resilient and reduce the harmful effects on future generations."

The Spotlight did not include planned discussion on this outcome. The post session evaluation gave participants another chance to make suggestions on this. It was clear from their comments, that not all understood what was meant by adaptation. Most comments related to the seriousness of climate change and the need for mitigation.

Will Promote Greener, Cleaner Choices

NTS explains this outcome as:

"Over the next 20 years, Scotland will see a continued transformation in transport where sustainable travel options are people's first choice if they need to travel. We will design our transport system so that walking, cycling and public and shared transport take precedence ahead of private car use."

Table 8: Stimulus materials for Promote Greener, Cleaner Choices

Topic	Materials utilised
Car Clubs	Discussion Guide
20 minute neighbourhoods	Discussion Guide
Parking levies	Discussion Guide

The group discussion on parking levies included people with and without cars. The participants were very negative about the idea. Issues they raised are summarised as:

- Desire for the addressing of rural public transport before bringing in levies.
- Driving will be seen as even more of a status symbol for employers and employees who can afford to pay the levy.
- Revenue differential between local authorities would be huge.
- Risk that employers will pass on costs to employees.
- Employers should put on more transport provision to help e.g. shuttle buses.

The small group discussing 20 minute neighbourhoods were supportive of the idea based on potential benefits. The benefits raised included:

- Bringing people together in their local area.
- Reducing isolation.
- Aesthetics- design may be improved.
- Including green spaces
- Its focus on people within planning.
- Health care important to be nearby, but also leisure and places where “people can get together”.

Examples given included:

“We sought this out, we moved from a village to an area in a city that had this 20 minute set up. There’s a nature reserve, the sea, woods, level walk, pub across the road, a local shop. So we’ve done it.”

“They’ve just reclaimed an old bit of industrial land near me in Glasgow. And it’s great for cycling and it’s wheelchair accessible. What they are doing round the canal is brilliant. It’s not quite finished, but it’s certainly getting there.”

“I saw this concept in Singapore back in the 90s where they had planned the housing and services around this so that public transport, walking and local hubs were built into local developments.”

“People might not be familiar with the term 20 minute neighbourhood. But they will be familiar with localism, and community partnerships for people and businesses. That’s been going on in rural areas for years. Learn the localness from the rural areas and the planning from urban areas.”

“Our local shop was going to close, but now it is community owned. We bought shares, we don’t make money from that, but it kept the shop going. This was an example of a community getting together and ensuring we have the services we want. Communities can take charge of what is available in their local area.”

In practice, most felt it was a ‘grand idea’ and practical recommendations they mentioned are summarised as:

- Should apply easily to towns and cities.
- Could be valuable to introduce for suburban areas- for example, creating hubs.
- Feeling that it was essential to think of this “in the round”, for example how is this contracted so that materials for new infrastructure are locally sourced. Otherwise, the participants pointed out this could end up having negative effects on the environment, not positive.
- Seen as a long-term process, not a quick fix.
- Community hubs not a new idea, have been created over time, especially as a way to bring communities together. But people are excluded from them implicitly.
- Local businesses need to buy into this, and even lead if they are not seeing any improvements from local government.

The group discussing car sharing were conscious that they were discussing these arrangements during a pandemic, when car sharing outwith households was not in line with the current regulations.

All the same, participants were supportive of the concept and shared examples of when they had done this for different purposes including:

- travel to work
- travel to events
- lifts for children to activities
- lifts for older people to access services

The participants raised schemes by charities in their local areas that were making progress on simplifying arrangements for car sharing. Utilising technology was seen

as important in allowing people to connect with others in their local areas outside their own friends and family.

Safety was not raised as a concern. However, reliability of arrangements made between individuals was raised as important.

“I had a bad experience with a car sharing arrangement when I lived near London. The person I made the arrangement with would end up doing overtime and I would have to hang around for up to two hours at the end of the day to get my lift back. I ended up getting the lift into work and then getting public transport home. It was frustrating because the arrangement was good, but in practice they couldn't keep to it.”

“Sharing journeys for events makes sense on an island. We have one secondary school and there's lots of events there. So people are really open to sharing lifts and arranging that on social media.”

“We can learn a lot from coordination during the pandemic. Community volunteers were bringing in older people for their vaccinations. Helping people get from a to b who can't themselves.”

Helps Deliver Inclusive Economic Growth

The third Spotlight session focused on NTS priority Helps Deliver Inclusive Economic Growth. The aims of this Spotlight were to identify and understand:

1. Reactions to associations with theme and sub-themes.
2. Public messaging around last mile deliveries.
3. Reactions and associations with beneficial innovation- in present.
4. Reactions and associations with beneficial innovation- for future.
5. The importance the participants place on Delivery Areas.

Will Get People and Goods where they Need to Go

NTS explains this outcome as:

“Will get people and goods where they need to get to: network and services will be integrated effectively with spatial and land use planning and economic development, and adapt to changing requirements of our citizens, businesses and visitors.”

Table 9: Stimulus materials Will Get People and Goods where they Need to Go

Topic	Materials utilised
Last mile deliveries	Video - Last Mile deliveries

Participants were introduced to the concept of last mile deliveries, the final step of the process where a package finally arrives at the buyer’s door (see Table 9). There was limited prior knowledge of this topic and a full explanation was provided to participants.

There were shared experiences of using alternative means to receive a parcel, including retrieving them from lockers within supermarkets and getting them from a local shop.

“Local pick-up points feel safer in instances where you know you’re not going to be home to receive your parcel.”

“You definitely see an increase in vans but there’s not really a problem with them. The issue is that there’s no local shops and town centres anymore, so you need to shop online.”

There was support to have one method, or one van, to deliver all parcels locally.

“The post man used to bring all your parcels. Why not just support the royal mail to deliver more of your parcels since they're coming to you anyway.”

A couple of participants explained there was no reward for using alternative methods of delivery:

“I deliberately don't do that [use a collection point] because I'm charged the same money to go and get it myself as I am to get it delivered to my house.”

Reactions to the video showing a robot making a last mile delivery were mixed as:

- People were intrigued by the technology.
- The design was not seen as practical given the terrain in Scotland.
- It seemed a long way off for rural participants who struggled to get companies to deliver goods to their area by vans and lorries.

When asked about this aim in the post session survey, participants reflected more on ways goods get around before the last mile stage.

“Look at using trains for haulage (reduces road impact and can carry more than an HGV)”

“Encouragement to use greener transport such as trains for large goods. Will need infrastructure changes.”

Participants also expressed that there were too many different companies involved in the last mile stage, leading to duplication.

“Rationalisation of delivery services would be a start.”

“Encourage companies to use Royal Mail as postmen are coming to communities anyway.”

Will be Reliable, Efficient and High Quality

NTS explains this outcome as:

“Will be reliable, efficient and high quality: everyone needs to be confident about how long a journey will take, and that it will be a simple and comfortable experience. We will be able to plan our lives, to get to work on time, access

education and training, and to deliver goods efficiently and keep businesses running smoothly.”

There was agreement amongst participants that domestic travel is easier in a car because of hard to reach areas. There was also agreement that travel with a family is much easier in a car. Members were aware of their reliance on cars and that there needs to be a shift away from car usage. However, it was felt that, for large families especially, cars are more affordable and give more independence and freedom. There was a demand for transport alternatives to be made more appealing for single people, couples and smaller family groups. Some of the changes suggested included:

- faster and more direct routes
- increased storage space for luggage, including trailers

There is also an appetite for the wider availability of integrated travel, with participants outlining their experience of travel over multiple modes without the availability of integration.

“Apps are really usefully for tracking the route you are taking, however if there is more than one mode of transport you cannot currently buy an integrated ticket that covers all of your journey.”

Integrated travel was considered a good idea, but members struggled to understand how it may work in practice given timetabling is an issue across multiple modes. Participants were conscious of the multiple transport providers operating in Scotland and the knock-on effects of one service changing.

In their survey responses, participants emphasised the reliability of public transport as essential for promoting behaviour changes which could then help achieve net-zero targets.

“...public transport is sacrificed too easily e.g. strikes by ScotRail on Xmas Eve punishes those who were planning to spend Xmas with family and don't have a car; Sunday service should improve as those who work on a Sunday need to be there prior to the shops opening; get bus and train timetables back to pre-pandemic status ASAP as currently it just indicates those who use it aren't that important and/or shows having a car is easier.”

Several participants mentioned that for services to be improved, government subsidies to transport providers were inevitable.

Participants were not of the view that public transport was reliable, efficient and high quality enough at present. One participant raised the example of procurement of ferries.

“Be prepared to make difficult decisions. The ferry situation is a shambles and needs a clear vision and a strong hand to move forward.”

Will use Beneficial Innovation

NTS explains this outcome as:

“Will use beneficial innovation: will pioneer and use new products, services and technologies developed from high quality research to improve our transport system. We will secure opportunities and investment for innovation and growth of testing platforms and supply chains to help Scotland be at the forefront of world leading developments in sustainable mobility.”

Table 10: Stimulus materials for Will use Beneficial Innovation

Topic	Materials utilised
Zero emission transport innovation	Slides
Innovation examples	Presentation by Head of Innovation and Acceleration

Participants were extremely engaged with the discussion on innovation, and their enjoyment of the stimulus materials (see Table 10) was emphasised within their evaluation. Participants were largely supportive of zero emission transport innovation and understood the benefits and the reasons behind innovation. However, some participants thought there was still a long way to go and could not see how new innovation could be incorporated before fundamental changes were made to current public transport systems.

“I think we have to get things sorted here and now before we can really buy into what’s going to happen down the line. I live in Glasgow, and they can’t get bus drivers. I’m lucky, my service was once every ten minutes however, due to shortages, I’m lucky if it turns up once an hour.”

There was an appetite for more information about renewable energy sources, in particular hydrogen and electric power sources. Participants had a perception that hydrogen may be underexplored and would be interested to know more about the production stage.

Participants expressed worry about the time it takes to charge electric vehicles. Furthermore, there was a concern that the electricity would not be from renewables, such as wind. Some participants felt their age makes them more resistant to these changes.

“Younger people may embrace changes more willingly than I might, but I don't necessarily trust new technology and innovation. The older the population gets, the more convincing they need about proposed changes.”

Ultimately, participants wanted to be able to understand what the strategy for delivering new innovations was. They believed this would help people embrace new technology and allow people the opportunity to upskill or retrain in these areas. The time it takes to get a specialist degree or training in these industries prompted discussion of lag time, reinforcing the need for a plan for implementation.

“We need to know what the plan is, and have it clearly set out, because then it might help people think about what their careers could be and transfer current skills into something else. However, this will cost money, so having the support there for development is crucial.”

Participants felt there should be help retraining people from the gas or oil industries into greener jobs. People living in parts of Scotland that had witnessed industrial decline pointed out that investment in technology and in people's skills needed time and investment.

Overall, when thinking about how technological innovations may be implemented, safety and reliability were crucial for acceptance of new products and services.

Later, in their feedback survey responses, participants added a few more points. Mainstreaming innovative initiatives was encouraged.

“During Cop26 attendees had a card that worked across different modes of transport - given that was possible for the event it should be possible all the time.”

One participant reflected upon the drivers for innovation concerning skills and people.

“The country should be investing in this by funding university and college courses that would bring on new tech in transportation.”

One participant made the point that rather than imposing technology on people, it could be seen as a tool for empowerment in individual decision-making.

“...the ability to use technology for enforcement, education, information will help us to make better decisions for ourselves.”

A couple of participants emphasised that innovations had to become reliable solutions.

Improves our Health and Well-being

The final Spotlight concentrated on the fourth NTS priority 'Improves our Health and Well-being'. The aims of this Spotlight were to identify and understand:

1. Reactions to associations with the priority and outcomes.
2. Barriers to active and sustainable travel.
3. Views on safety, including road safety strategy.
4. The importance the participants place on Delivery Areas.

Will be Safe and Secure for All

NTS explains this outcome as:

“The prevention and reduction of incidents on the transport system will continue to be a priority.”

Table 11: Stimulus materials for Wil be Safe and Secure for All

Topic	Materials utilised
Overall sub-theme	Video Road Safety Framework to 2030-overview
Road Safety	Presentation by Head of Road Safety Policy
Delivery Areas	Poll

Participants had considerable safety concerns with regards to travel. Some saw road safety as primarily a matter of individual responsibility, while many others suggested that other road-users and external factors could present a danger.

The road safety framework's Vision Zero target was widely seen as a laudable and positive ambition, but one that was unlikely to be achieved in practice. Traffic accidents were largely seen as an inevitability – often phrased in terms of other people's bad driving – though people tempered this with a recognition of the positive and consistent progress to date in reducing accidents and fatalities.

With regards to active travel, participants were more likely to see external factors, such as road maintenance or cycle lane provision as major issues, but there was also an appetite from some for more conscientious and responsible road-use from cyclists. The interplay between drivers and other (active) road-users was often framed as a somewhat adversarial one, with reckless driving seen to endanger others.

Across break-out groups, participants suggested that awareness and understanding of the Highway Code and other road safety rules were lacking, or that this waned after passing one's driving test. Recent changes to the Highway Code were cited by a number of participants as an example of low awareness. While this applied primarily to drivers, some suggested that this relates to all road-users, including cyclists.

“Although I welcome this Highway Code [change], whether it actually gets through to people, whether we see it in action... I will be very, very surprised.”

Some suggested that increasing the number of education campaigns could help to tackle this, and a number of participants expressed support for refresher tests to renew one's driving licence.

There was broad support for strengthening enforcement of road safety rules and guidelines. Several participants suggested that there is little or inconsistent enforcement, and that there are ways that people can avoid accountability, for instance, by taking courses in lieu of accepting points on one's licence. There was uncertainty from some participants as to whether this was a good educational measure, or whether it granted *carte blanche* to people to speed without consequences. A few participants mentioned motorways as spaces where speed limits are routinely not enforced, with one participant calling for a greater use of average speed cameras.

There was a broad appetite for strengthening fines and penalties for dangerous driving, with some suggesting that people who do so (or do so repeatedly) should lose their licence. Other proposed solutions to this issue included technological fixes such as using GPS tracking to enforce speed limits.

Road maintenance was highlighted as an important facet of road safety. Potholes were consistently cited as threats to both drivers and cyclists, while poorly maintained pavements were seen as a danger to pedestrians and wheelchair users. There was a perception from some that roads are well maintained on larger A roads and bypasses, but that smaller local roads and those in rural areas are often overlooked.

Some participants also stressed the dangers posed by other road-users, such as cyclists. Proposed solutions included suggestions of bike licensing and training, and some suggested that cyclists should be required to be visible and properly equipped. One participant shared their view that bikes are subject to fewer maintenance requirements than cars despite their ability to cause injury and damage.

Active travel, and cycling in particular, was associated with negotiating threat and danger. These included diversions, congestion and dangerous drivers, and participants displayed a common lack of confidence in navigating these.

Several other issues and dangers relating to travel included safety aboard public transport and in public, especially among women and children, and at certain times of day. Some female participants voiced concerns about women walking alone late at night or in quiet areas, and parents raised concerns about their children travelling to school on busy roads. Related concerns were reported around the potential for theft and mugging, which active travel may facilitate.

Will Enable us to Make Healthy Travel Choices

NTS explains this outcome as:

“Active modes will be a preferred method of travel and have a significant positive effect on individual health and well-being. This will reduce the social and economic impact of public health problems such as mental health, obesity, type-2 diabetes, and cardiovascular diseases.”

Table 12: Stimulus materials for Make Healthy Travel Choices

Topic	Materials utilised
Overall sub-theme	Video Way to work- employers and employees
Delivery Areas	Poll

Based on the stimulus materials (Table 12), active travel and healthy travel choices were widely seen to be a good thing, with numerous and clear advantages for physical health as well as mental health associated with active travel.

Physical Barriers and Active Travel

A small number of participants noted that the benefits of active travel and healthy travel choices may not apply to certain individuals, for whom active travel may be unrealistic or, in fact, undesirable. Some expressed concerns that such people should not be penalised or inconvenienced by a move towards active travel.

“I thought [the Ways to Work video] was very positive, but I think there needs to be an acknowledgement that it isn't for everybody at the end of the day [...] the feeling is that everybody should be walking or cycling but older people or disabled groups can't do that.”

The NTS aims to “enable people to make healthy travel choices”. However, particular issues and barriers were identified in relation to both individual factors (such as age, disability and know-how/confidence) and external factors (including the weather, infrastructure and the provision of suitable facilities in work and/or on public transport).

At an individual level, across groups it was noted that this agenda might not be suitable or realistic for older and disabled people who face physical barriers to adopting active travel. Some voiced concerns that such people should not suffer or face penalties or inconvenience as a result of this.

Safety and Active Travel

Other participants noted a lack of confidence or know-how among the public with regards to active travel. This included low confidence riding a bike in built up areas and the stress that this can entail. However, the barriers identified by participants to taking up active and healthy modes of travel were primarily extrinsic in nature. Many participants noted that the weather in Scotland is often not conducive to cycling or walking. Ice, in particular, as well as wind and rain were seen to make these dangerous as well as unpleasant. Some suggested that more regular and widespread gritting of cycle paths and roads outside of cities would be valuable in facilitating active travel.

“I cycle to work when I can, but during the winter here it’s been hard, especially when the roads are busy. [...] During the summer I can go off-road for most of the way, but during this time of year, the path’s too muddy, it’s not lit. I’m cycling on my own and if anything happens to me, access to these places isn’t good.”

Common concerns also included poor practice from other road-users; this tended to refer to bad or dangerous drivers who made cyclists in particular, as well as pedestrians, feel uneasy, though a few also noted that reckless cyclists could endanger pedestrians. Many participants also noted that traffic, congestion and diversions could cause stress and uncertainty for such road-users, especially cyclists. A number of participants shared their own or friends’/family members’ negative experiences of active travel, often remarking that such incidents had put them off active travel and could take considerable time to get over.

To tackle low confidence or anxiety, it was suggested by some that guided cycle groups or training could be helpful in building familiarity, experience and confidence to better equip cyclists with the skills to navigate other road-users.

Finally, certain people expressed concerns about safety relating to active travel. This included the suggestion that women or children might be unsafe out on their own, or

at night. Others suggested that certain places might be associated with criminality or intimidation, and others cited stories of mugging and theft that discouraged them from pursuing active travel.

“There’s certain towpaths or canals around me that, at the wrong time of night, or even during the day if there’s been a big football match, they’re no-go areas. Sometimes I’ve been cycling along the path and I’ve had to turn around cos there’s a big gang of people drinking and whatever.”

Infrastructure and Active Travel

Poor road maintenance in general was cited as off-putting for several participants. Many cited the frequency of potholes and loose rubble, which were seen to be dangerous for cyclists and pedestrians. It was suggested that loose road-surfacing, for instance, could either cause cyclists to come off their bikes, or passing cars could kick this up at them and cause injury.

The inadequate provision of suitable infrastructure and facilities was reported as a barrier to shifting towards healthy, active modes of travel.

With regards to infrastructure, there was a broad perception that the provision of suitable cycle lanes or paths is lacking, and especially so outside of larger settlements and city centres, or for those making longer journeys. One participant also pointed to the lack of storage facing many people living in flats, and the shortage of secure on-street storage for bicycles or other modes of active transport.

There was a perceived disconnect between public transport and active travel, with an appetite for greater integration between the two. Many participants suggested that an optimal solution would be to split a commute, especially if you live further from work, between the bus and forms of active travel, such as cycling. However, most buses were not thought to allow bikes on or to have the necessary space for these.

“I think they should be investing more in buses, so you can do part of the journey and take your bike. In America they have these racks, and I’ve seen a few recently in Edinburgh but that’s a big city, [not] if you’re out in the country.”

The inadequate provision of facilities by and/or for workplaces was also widely remarked upon. All groups reflected that working environments and spaces are often not conducive to active travel. A frequent lack of showers, lockers or storage facilities were noted across groups, and were seen to preclude such changes. The high price-point of bikes (and especially of e-bikes and e-trikes) meant that many would want to have secure storage made available before investing in such a product.

It was widely suggested that investment in improved workplace facilities, such as lockers, storage and showers, was a prerequisite for encouraging this sort of behaviour change. Several respondents also suggested that flexibility had a role to play in encouraging such behaviours: it was argued by some that flexible hours would allow workers to avoid busy and dangerous rush-hour commutes, and thus allow them to more confidently cycle or walk to work. Other suggestions included incentives and competitions in the workplace to encourage active travel.

“Employers could offer more secure places to lock your bike cos they can be quite expensive things, and we’ve seen that bike theft over the past few years has skyrocketed. If somebody’s got an expensive bike they wouldn’t necessarily want to lock it up outside their office just next to a lamppost.”

Financial Barriers and Active Travel

Relatedly, financial barriers included the price of bikes and other forms of active transport that participants noted some could simply not afford. A few also noted the additional costs that this might entail, such as locks, helmets and mirrors.

It was suggested that trial periods for expensive bikes and e-bikes would allow people to test these out without committing to an expensive investment. Other suggestions included price plans or supports to pay for these given their often high price-point.

“Although it might work out cheaper to cycle over time, if you’re not sure if it’s going to work for you then it is quite an expensive outlay at the beginning.”

Will Help Make our Communities Great Places to Live

NTS explains this outcome as:

“Will help make our communities great places to live: cleaner and greener places and networks will encourage walking, wheeling and cycling. This will deliver more social interaction, support local businesses and services and create vibrant communities.”

Table 13: Stimulus materials for Will Help Make our Communities Great Places to Live

Topic	Materials utilised
Overall sub-theme	Discussion Guides

Participants could see transport provision playing its part in improving communities in Scotland, prompted by the discussions (see Table 13). An earlier session had already raised the concept of 20 minute neighbourhoods with participants, so this topic was not covered in depth within this session.

Participants were widely aware of the benefits of active travel to physical as well as mental health for individuals. They pointed to the benefits of natural light, fresh air and nature for people's mental health and well-being. These benefits were obvious to many participants, with a number raising this topic spontaneously.

"Well it goes without saying that the more you exercise the healthier you're going to be."

"Just anything that gets you out in the fresh air and the daylight. We're so used to sitting in front of a screen, but getting into some real sunlight can only be good."

Furthermore, they related individual benefits to benefits for the whole community.

Considering places people live in, participants raised how transport can affect air quality. Several participants also spoke about the benefits of reduced congestion, not only with regards to public health but also as they relate to more generalised well-being.

For some participants, a move towards improved active travel and public transport was seen to make cities and towns more agreeable places to live. However, wider benefits, such as those to the economy, were less evident to participants and did not surface spontaneously in the discussions.

In their comments to the survey following the session, participants displayed a desire for:

- More education on the benefits of active travel in communities - for adults as well as children
- Better design of active travel routes and facilities
- Tailored planning for different types of settlement- from urban to remote rural
- Safety as a consideration in transport planning, and wider place planning.

Recommendations for Future Panels

This section sets out the recommendations made with regard to the methodological approach used to organise and run the NTS People's Panel. These should be considered when planning for future public panels and deliberative research exercises.

Design needs to be flexible and participant focused

- Timings of participatory sessions should be made to suit participants who are working, caring and taking time out their schedules to take part.
- Although no one perfect time is possible for all circumstances, weekends are recommended, in which case staff involved will have to work outside normal hours; consideration should be given to facilitating those who cannot make every weekend session so that they can be involved at an alternative time.
- Panel scheduling must be clearly set out and structured in advance so potential participants can understand what their commitment will involve. It should not be assumed that members of the public can be flexible to changes and will continue to participate.
- Balance between information giving, discussion and deliberation is key. Seeing this as an opportunity to hear from the public, rather than a mechanism to relay information to the public, was fully understood by Transport Scotland.

Online participation can be effective

- Online participation can be inclusive provided steps to mitigate digital exclusion are followed.
- Online delivery mitigates the risk of panel drop-out. This is because travel disruptions, delays or missing connections do not have to factor into planning and participation.
- Many people have gained confidence and familiarity with taking part in activity online including video calls, breakout rooms and taking part in surveys as a result of the COVID-19 pandemic.
- Participants build rapport with each other and facilitators online.
- That said, when COVID-19 rules permit, consideration should be given to at least partial participation via face-to-face methodology.

Attention and time should be given to all individuals on the panel

- Responsive communication, regular updates, and a friendly person to ask questions are essential to panel management.
- Being aware and proactive around any reasonable adjustments is essential.

Use pilot materials as a blueprint to adapt

- The Panel facilitators provided content which can be used and repurposed for other public panel exercises. This includes information for participants, facilitation guides, summaries for participants and feedback survey questions.
- This report is transparent about the decisions made, including in relation to panel recruitment method.

Understand the ongoing relationship between panel input and policy awareness

- Participants had heightened awareness of transport policy announcements as their participation progressed and were keen to understand how their input was feeding into the work of Transport Scotland throughout.
- Transport Scotland staff should continue to attend future events; direct attendance from staff ensured they were hearing panel views first-hand, in addition to passing on of information by the facilitation team.
- In planning public participation going forward, Transport Scotland should continue to draw upon their internal knowledge of timelines for Delivery Plan development and schedules of the NTS Forum's group meetings. Timings should be set to ensure input from any panel is optimised in broader strategic discussions and decision making, whilst ensuring earlier points on the need for participant-experience focused design is adhered to.
- Participants understand that their individual and group ideas, reflections, and recommendations will not all materialise. However, they need to be reassured that their input is feeding into considerations and planning.
- Transport Scotland should map out public engagement opportunities for any upcoming strategic and delivery planning. This can include existing consultation mechanisms and feed in points with the general public, and involvement opportunities for groups with lived experience.

Identifying parameters, such as budget and timescales, is a vital starting point for future studies

- All timescales should be clearly set in advance with participants in mind and then adhered to.
- Larger budgets can cater for more participants, and potentially in-person sessions which would involve organisation and payment for travel, accommodation and catering.
- Larger budgets can also bring in more resource for panel management and expert input.
- At the same time, citizens panels must represent value for public money, and therefore should be carefully planned according to budget parameters.

Relaxation of COVID-19 measures is likely to lead to more face-to-face qualitative/deliberative research again in future, which may add to the case for larger budgets.

Annex A: ScotPulse Panel Geographies and Demographics

Panel demos		Geography		
		Total	31,703	100%
Demographics		Glasgow	7,745	24.6%
Male	41%	Perth	996	3.2%
Female	59%	Edinburgh	5,440	17.3%
ABC1	51%	Aberdeen	2,762	8.8%
C2DE	49%	Dundee	1,818	5.8%
16-44	40%	Dumfries & Galloway	116	0.4%
45+	60%	Falkirk	1,677	5.3%
		Hebrides	114	0.4%
		Inverness	1,399	4.4%
		Kilmarnock	2,213	7.0%
		Orkney	313	1.0%
		Kirkcaldy	2,259	7.2%
		Motherwell	2,237	7.1%
		Paisley	2,186	6.9%
		Borders	92	0.3%
		Shetland	127	0.4%

ScotPulse

Annex B: ScotPulse Survey Results

What are the main modes of transport that you use for any reason?	
Total (n=1100)	100%
Own car/van	74%
Hired car/car club car	1%
Ferry	6%
Walking	59%
Cycling	12%
Bus	35%
Rail	31%
Plane	14%
Taxi/minicab	19%
Underground	5%
Tram	2%
Lifts from family or friends who do not live with you	17%
Door-to-door community transport, e.g. dial-a-ride	0%
Transport provided by hospital/day centre/lunch club	0%
Which is your most frequent journey from these options below?	
Total (n=1096)	100%
Travelling to or from work	37%
Travelling for business/in course of work	10%
Going shopping	31%
For medical appointments (e.g. doctors, hospital)	5%
Taking children to or back from school/ nursery	5%
Visiting friends or relatives	7%
Accessing culture and leisure (e.g. taking part in a club or going to cinema)	6%
Going on holiday	0%
How do you usually travel to work?	
Total (n=1100)	100%
Car as driver	31%
Car as passenger	4%
Motorbike	0%
Walking	7%
Cycling	3%
Bus	5%
Train	3%
Ferry	0%
Subway	0%
Tram	0%
Taxi	0%
Other	1%
N/a- working from home	11%
N/a- non-working	35%

Please let us know your levels of agreement about the public transport in your local area:		
It gets me where I need to go	Total (n=1100)	100%
	Strongly agree	13%
	Agree	42%
	Neither agree nor disagree	15%
	Disagree	10%
	Strongly disagree	11%
	Don't know	9%
	AVG	3.40
It is easy to use	Total (n=1096)	100%
	Strongly agree	10%
	Agree	47%
	Neither agree nor disagree	17%
	Disagree	11%
	Strongly disagree	5%
	Don't know	9%
	AVG	3.51
It is affordable	Total (n=1097)	100%
	Strongly agree	8%
	Agree	28%
	Neither agree nor disagree	18%
	Disagree	21%
	Strongly disagree	13%
	Don't know	13%
	AVG	2.96
It is efficient	Total (n=1099)	100%
	Strongly agree	7%
	Agree	32%
	Neither agree nor disagree	21%
	Disagree	18%
	Strongly disagree	10%
	Don't know	12%
	AVG	3.08
It is comfortable to travel on	Total (n=1098)	100%
	Strongly agree	6%
	Agree	41%
	Neither agree nor disagree	22%
	Disagree	16%
	Strongly disagree	5%
	Don't know	10%
	AVG	3.30
It is reliable	Total (n=1097)	100%
	Strongly agree	8%
	Agree	36%
	Neither agree nor disagree	19%
	Disagree	15%
	Strongly disagree	10%

	Don't know	11%
	AVG	3.18
It is safe to use	Total (n=1098)	100%
	Strongly agree	12%
	Agree	51%
	Neither agree nor disagree	18%
	Disagree	6%
	Strongly disagree	3%
	Don't know	10%
	AVG	3.70
It is environmentally friendly	Total (n=1098)	100%
	Strongly agree	4%
	Agree	28%
	Neither agree nor disagree	33%
	Disagree	14%
	Strongly disagree	5%
	Don't know	17%
	AVG	3.14
How important are the following for you when making your transport decisions?		
Keeping active	Total (n=1088)	100%
	Very important	18%
	Important	41%
	Unimportant	30%
	Very unimportant	5%
	Don't know	6%
	AVG	2.75
	Minimising air and noise pollution	Total (n=1091)
Very important		18%
Important		48%
Unimportant		22%
Very unimportant		5%
Don't know		6%
AVG		2.85
Low carbon emissions		Total (n=1091)
	Very important	19%
	Important	46%
	Unimportant	23%
	Very unimportant	4%
	Don't know	8%
	AVG	2.86
	Low cost	Total (n=1092)
Very important		31%
Important		49%
Unimportant		11%
Very unimportant		4%
Don't know		3%
AVG		3.11

Value for money	Total (n=1091)	100%
	Very important	40%
	Important	48%
	Unimportant	7%
	Very unimportant	1%
	Don't know	4%
	AVG	3.32
Using the fastest option	Total (n=1090)	100%
	Very important	27%
	Important	49%
	Unimportant	19%
	Very unimportant	1%
	Don't know	3%
	AVG	3.06
Transport provider's fair work practices	Total (n=1088)	100%
	Very important	14%
	Important	40%
	Unimportant	22%
	Very unimportant	6%
	Don't know	18%
	AVG	2.75
Using a company supporting the local economy and jobs	Total (n=1086)	100%
	Very important	19%
	Important	49%
	Unimportant	19%
	Very unimportant	4%
	Don't know	9%
	AVG	2.90
Please tell us a bit about your knowledge and experience of transport		
I have worked/ do work within transport sectors	Total (n=1097)	100%
	Yes	8%
	No	91%
	Don't know	1%
I am confident planning journeys online	Total (n=1098)	100%
	Yes	81%
	No	15%
	Don't know	4%
I am confident booking journeys online	Total (n=1099)	100%
	Yes	78%
	No	16%
	Don't know	6%
I have up to date knowledge on transport policy in Scotland	Total (n=1096)	100%
	Yes	14%
	No	71%
	Don't know	14%
I have taken part in a focus group or research project on transport in the past year	Total (n=1097)	100%
	Yes	3%
	No	95%

	Don't know	2%
There have been times I have avoided using public transport for fear of discrimination and/ or intimidation	Total (n=1098)	100%
	Yes	16%
	No	78%
	Don't know	6%
How many cars or vans are owned by members of your household?		
	Max	7
	Min	0
	Average (mean)	1.55

Annex C: Panel Feedback Survey Results

How did you find the panel session? Please rate on a scale of 0-10 where 0 is not at all and 10 is extremely so.

	Min	Max	Mode	Mean
Spotlight 1 (n=19)				
I found it enjoyable	7	10	10	8.9
I found it interesting	4	10	10	9.3
I learnt new things	3	10	10	8.3
I was able to make a contribution	7	10	10	9.1
I felt listened to by other members of the panel	8	10	10	9.3
Spotlight 2 (n=19)				
I found it enjoyable	3	10	9	8.4
I found it interesting	3	10	10	8.9
I learnt new things	5	10	10	8.6
I was able to make a contribution	4	10	10	8.9
I felt listened to by other members of the panel	4	10	10	8.9
Spotlight 3 (n=18)				
I found it enjoyable	3	10	10	8.6
I found it interesting	3	10	10	8.9
I learnt new things	2	10	10	8.5
I was able to make a contribution	7	10	10	9.3
I felt listened to by other members of the panel	6	10	10	9.2
Spotlight 4 (n=17)				
I found it enjoyable	7	10	10	9.4
I found it interesting	7	10	10	9.4
I learnt new things	6	10	10	8.9
I was able to make a contribution	8	10	10	9.4
I felt listened to by other members of the panel	7	10	10	9.4

And thinking of different aspects of the panel session how good or poor were the following?

	Very poor	Poor	Neither poor nor good	Good	Very good	DK
Spotlight 1 (n=19)						
The facilitation			1	4	14	
The use of technology			1	9	9	
The smaller group discussions				3	16	
The presentation of information about the National Transport Strategy and Delivery Plan			1	9	9	
The videos played		1	2	7	9	
The voting process			3	3	13	
Spotlight 2 (n=19)						
The facilitation				6	13	
The use of technology				8	11	
The smaller group discussions			1	4	14	
The presentation of information about Car Reduction			2	10	6	1
The videos played			3	6	10	
The voting process			2	4	13	
Spotlight 3 (n=18)						
The facilitation		1		1	16	
The use of technology			2	8	8	
The smaller group discussions				4	14	
The presentation of information about Innovations			3	7	8	
The videos played			4	3	11	
The voting process			1	3	14	
Spotlight 4 (n=17)						
The facilitation				3	14	
The use of technology				9	7	1
The smaller group discussions				4	13	
The presentation on Active Travel			2	9	5	1
The presentation on Road Safety			3	7	6	1
The videos played		1	1	7	8	1
The voting process			2	1	13	1



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