TRANSPORT SCOTLAND
CÒMHDHAIL ALBA

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Perceptions of the Trunk Road Network in Scotland

An Ipsos Scotland report for Transport Scotland

Contents

SCOTTISH TRUNK ROAD USERS SURVEY 2025

Transport Scotland customer focus

Transport Scotland aims to deliver a safe, efficient, cost-effective and sustainable transport system for the benefit of the people of Scotland, playing a key role in helping to achieve the Scottish Government's Purpose of increasing sustainable economic growth with opportunities for all of Scotland to flourish. In order to understand customers' expectations an annual survey of a representative cross section of road users is undertaken, to identify which aspects of the trunk road service are important to them and to ascertain the level of overall satisfaction.

The findings are used to inform our activities and performance measures so that we can strive to deliver a road network that exceeds expectations. This infographic presents a summary of the results from the key aspects of the 2025 survey and the full report (by Ipsos) is available on request.

Key facts about Scottish trunk roads

3,745
Route km
(2,327 miles) of road

1,892
Bridges / Footbridges

2,596
Other structures

465,248
Individual point ancillary assets
(e.g. lighting columns, signs)

34,561km
Other assets (e.g. fencing, drains).
Plus 3,483km² area assets

£27B
Gross Asset Value

£714M
Investment in 2024/25

40%
total distance travelled is on TRN

The Scottish trunk road users survey

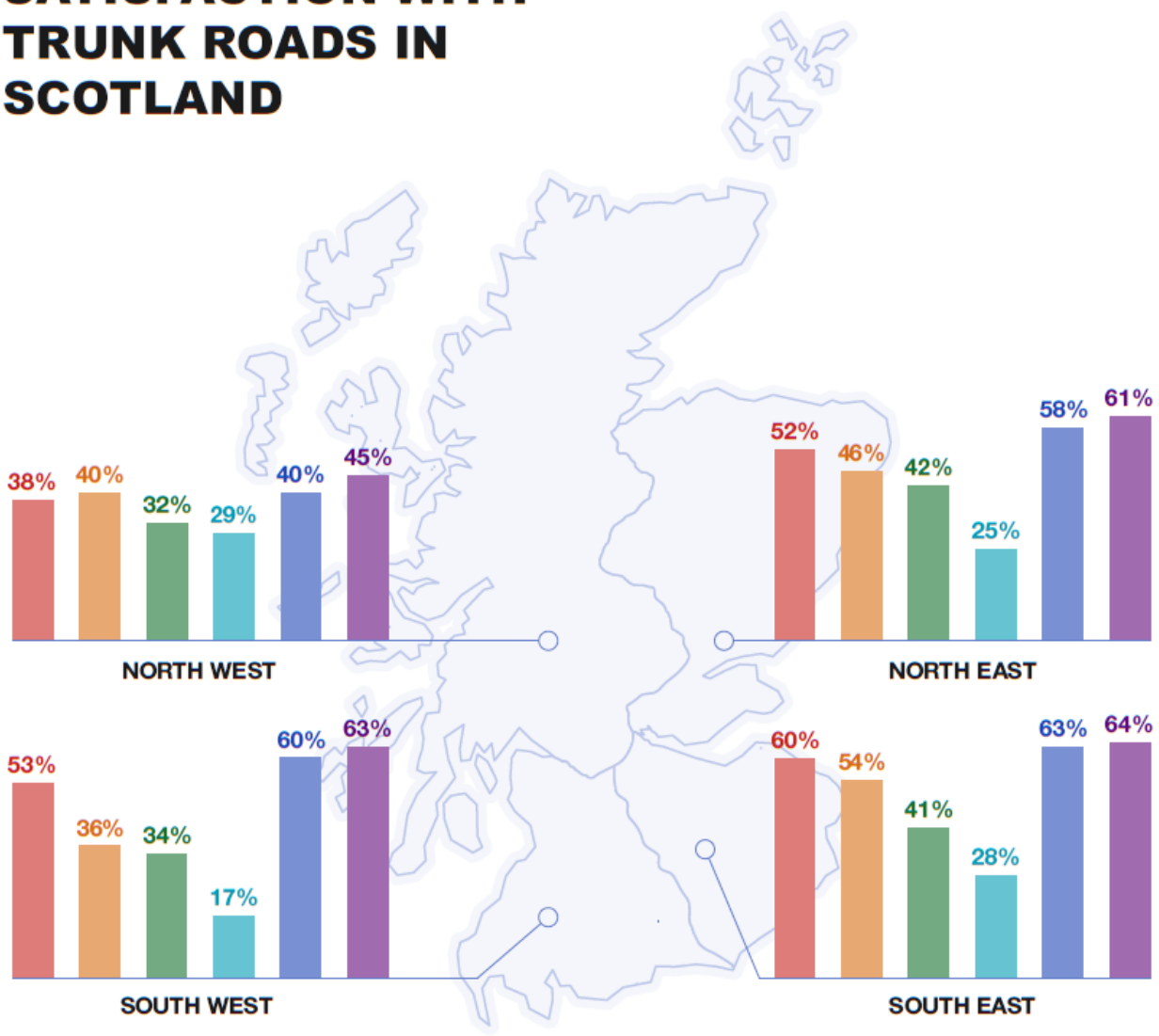
The 2025 Scottish Trunk Road Users Survey was conducted by Ipsos Scotland on behalf of Transport Scotland.

This survey is conducted online on Ipsos UK's online Knowledge Panel, with topics including road conditions and defects, road works, winter maintenance and disruptions from severe weather.

In 2025, 1,075 respondents completed the survey.

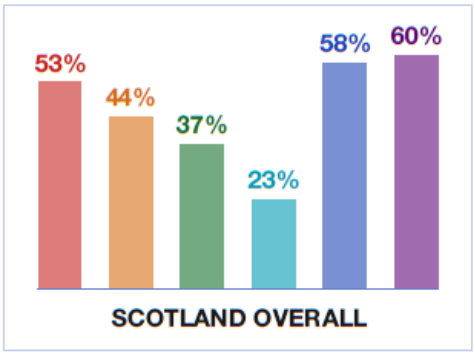
The results were weighted by age, gender, region, education, ethnicity, and Scottish Index of Multiple Deprivation (using the latest Office of National Statistics estimates) to ensure they are largely representative of the Scottish adult population.

SATISFACTION WITH TRUNK ROADS IN SCOTLAND



Key

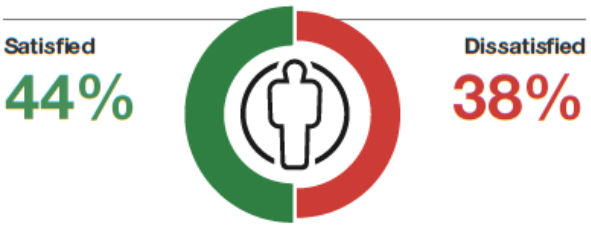
- Overall satisfaction with trunk roads
- General condition of trunk road surfaces
- Quality of repairs
- Speed with which road defects are repaired
- Promptness with which roads are cleared in winter
- Promptness with which roads are gritted in winter

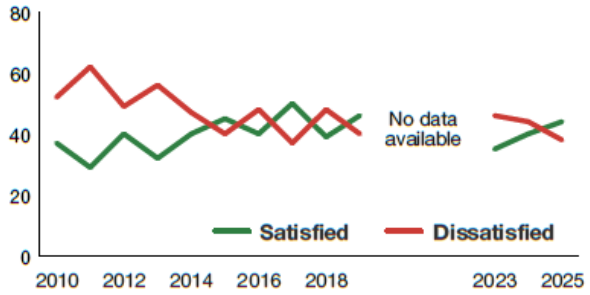


KEY FINDINGS

Perceptions of trunk roads

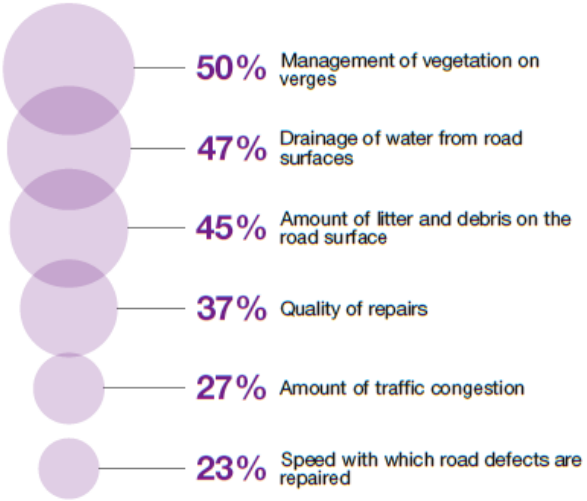
Trunk road users were more likely to be satisfied than dissatisfied with the general condition of trunk roads surfaces.





Other aspects of trunk roads

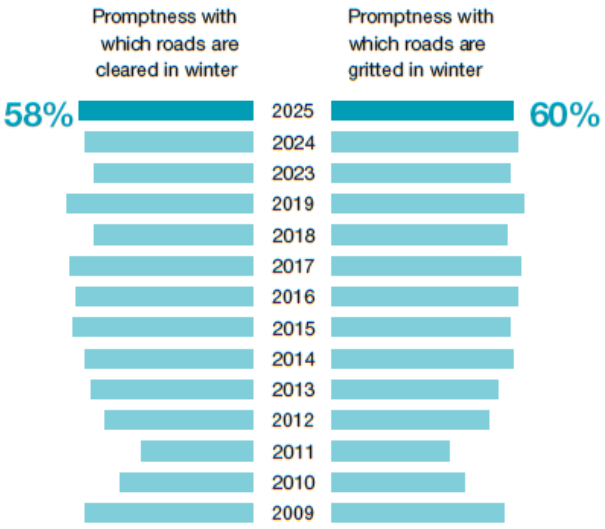
Satisfaction was highest with the management of vegetation on verges and central reserves.



Users were least satisfied with the speed with which roads defects are repaired.

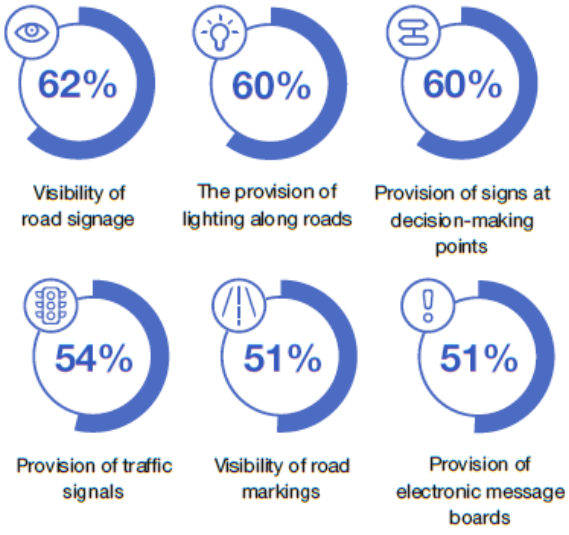
Satisfaction with winter maintenance

In line with recent years, users were satisfied with the efforts to maintain the trunk road network during winter.



Satisfaction with lighting, marking and signage

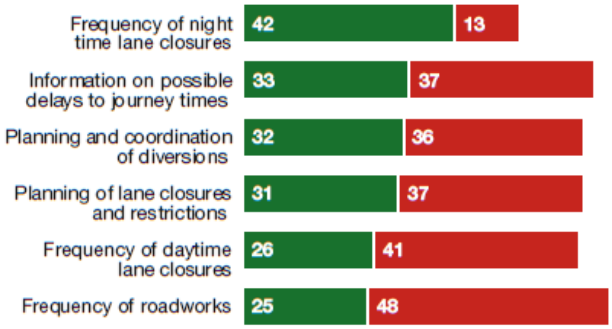
Respondents were largely positive about the lighting, markings and signage on trunk roads.



KEY FINDINGS

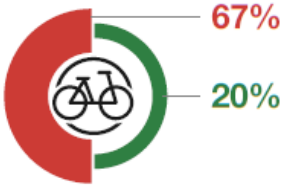
Satisfaction with roadworks

Users were most positive about the frequency of night time lane closures and least positive about the frequency of roadworks.

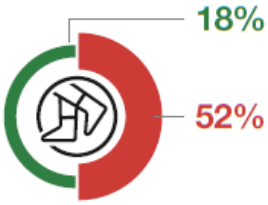


Satisfaction with cycle lanes and footways

Approximately two thirds of cycle lane users were dissatisfied with the general condition of cycle lane surfaces.



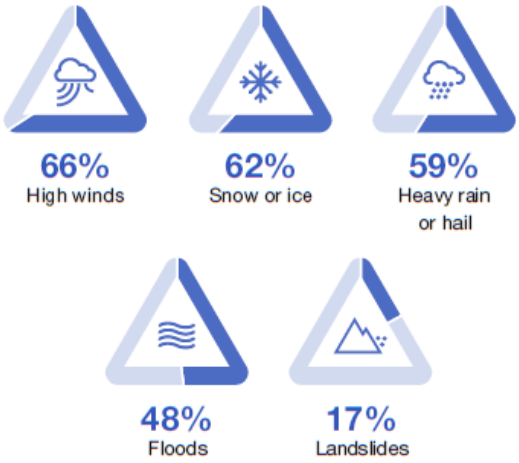
Around half of footway users were dissatisfied with the general condition of footways.



Disruption due to severe weather

83% of users experienced disruption due to severe weather in the last 12 months.

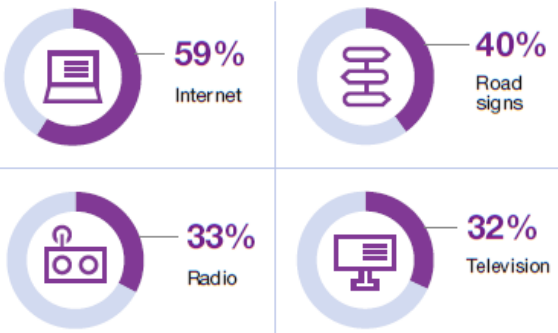
High winds were the most commonly experienced disruption.



Information about Transport Scotland

91% of users had heard of Transport Scotland.

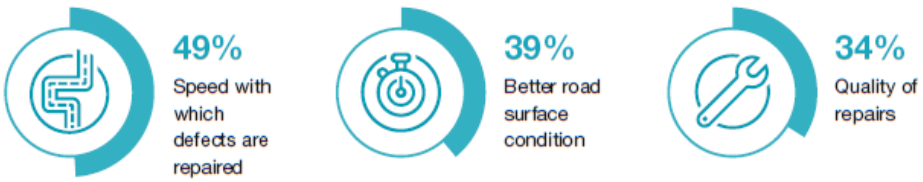
Most common sources of information on Transport Scotland were:



34% of users had used the Traffic Scotland website.

Improving the trunk road network

The top 3 improvements that people would like to see were:



Introduction

This report presents the results of the 2025 Trunk Road Users Survey, conducted by Ipsos Scotland on behalf of Transport Scotland. The survey had been carried out annually from 2009 to 2019, with interviews conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI). However, the survey was suspended in 2020 following the outbreak of the COVID-19 pandemic. In 2023, the survey resumed on an annual basis, using an online survey methodology. This change in methodology reflects developments in the field since the 2019 survey was undertaken, with high quality online options now being available.

While data from previous years has been included in the report to provide context, it is important to note that it is not possible to make direct comparisons between data from before 2023 and data from 2023 onwards, due to the change in survey methodology.

The survey questionnaire

The questionnaire covered the same topics as the 2024 survey, with minor changes to the wording of some questions. The topics were:

- Road condition and defects
- Roadworks and maintenance
- Road lighting, marking and signage
- Cycle lanes and footways
- Disruption due to severe weather
- Perceptions of Traffic Scotland information
- Transport-related challenges faced in local areas.

A copy of the questionnaire is available on request from info@transport.gov.scot.

Methodology

The survey was administered through the Ipsos UK KnowledgePanel, an online survey panel recruited via a random probability, unclustered address-based sampling method. (Previous waves of the survey were conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI) using a representative quota sampling approach.) This means that every household in Scotland has a known chance of being selected to join the panel. Letters are sent to selected addresses in Scotland (using the Postcode Address File) inviting them to become members of the panel. Invited members can sign up to the panel by completing a short online questionnaire or by returning a paper form. Members of the

public who are digitally excluded are able to register to the Knowledge Panel either by post or by telephone, and are given a tablet, an email address, and basic internet access which allows them to complete surveys online.

Fieldwork took place between 4 and 10 September 2025. A total of 1,075 panellists in Scotland (aged 18+) completed the survey. Respondents who had not driven or travelled as a passenger on Scottish trunk roads in the previous twelve months were excluded from participation. To establish eligibility, respondents were shown a map of trunk roads in Scotland (see Appendix A) and asked how often they had travelled on the network in the past twelve months. Those who answered “never” were screened out of further participation. Note that passengers on public transport were eligible to take part.

This work was carried out in accordance with the requirements of the international quality standard for Market Research, ISO 20252.

Survey data

Data were weighted to ensure the results were as representative of the Scottish population as possible. As up to two members per household are allowed to register on the KnowledgePanel, a design weight was employed to correct for unequal probabilities of selection of household members. Calibration weights have also been applied using the latest population statistics relevant to the surveyed population to correct for imbalances in the achieved sample

The calibration weights were applied in two stages:

- The first set of variables were (using ONS 2019 mid-year population estimates as the weighting targets): An interlocked variable of Gender by Age, and region.
- The second set were (using ONS 2019 mid-year population estimates, the ONS Annual Population Survey and 2011 UK census as the weighting targets): Education, Ethnicity, Index of Multiple Deprivation (quintiles), and number of adults in the household.

The weighted profile of the 2025 sample is shown below.

Table 1.1: Weighted sample profile by gender

Gender	2025
Male	47.9%
Female	50.9%
Other	1.3%

Table 1.2: Weighted sample profile by age

Age	2025
18-24	8.1%
25-34	17.3%
35-54	32.5%
55-64	17.8%
65+	24.3%

Table 1.3: Weighted sample profile by region

Region	2025
North West	11.4%
North East	26.1%
South West	35.1%
South East	27.5%

Presentation and interpretation of the findings

The survey findings represent the views of a sample of Scottish adults, and not the entire population of Scottish trunk road users. As such, they are subject to sampling tolerances, meaning that differences between sub-groups may not always be statistically significant.

Throughout the report, we have commented only upon differences which are statistically significant at the 5% level – i.e. where we can be reasonably certain that they are unlikely to have occurred by chance.

Throughout the report, statistically significant differences are noted only when they exceed the cutoff of the 95% confidence level – i.e., where we can be reasonably certain that they are unlikely to have occurred by chance.

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. Aggregate percentages (e.g., 'very satisfied/fairly satisfied') are calculated from the absolute values. Therefore, aggregate percentages may differ from the sum of the individual scores due to rounding of percentage totals.

For questions where the number of respondents is fewer than 30, the number of times a response has been selected (n) rather than the percentage is given.

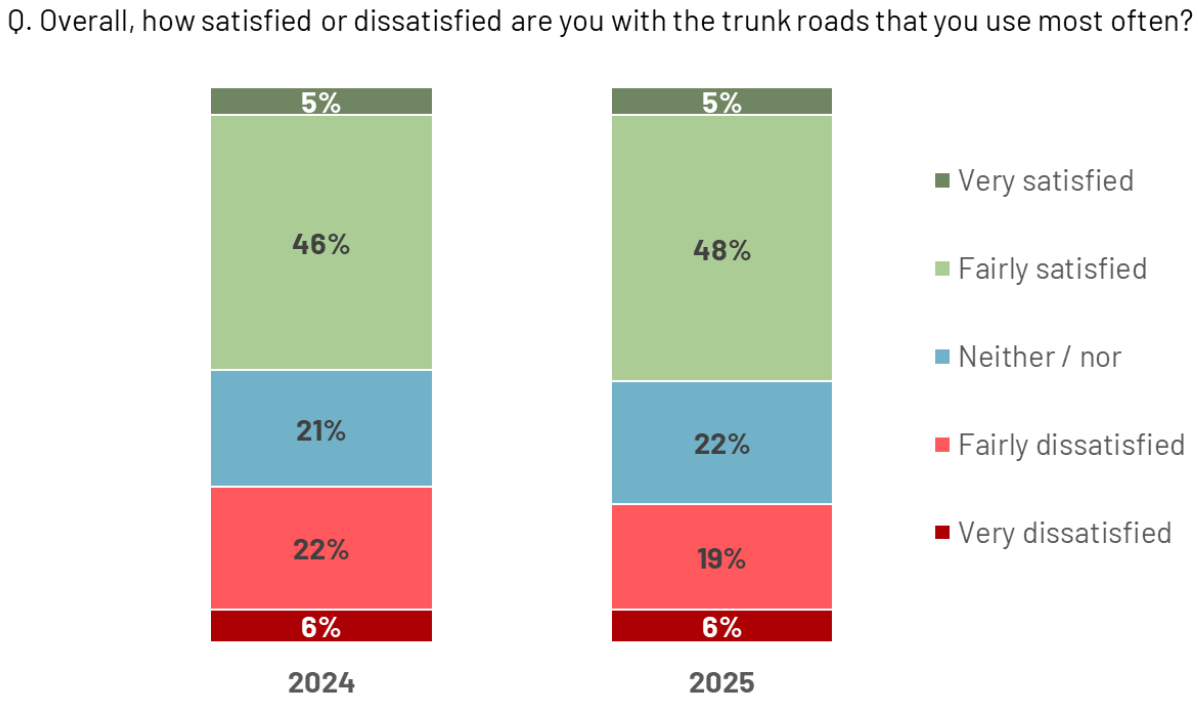
Perceptions of trunk roads

Frequency of use and satisfaction

Respondents were asked to select the trunk roads they travelled on most frequently. The commonly used road was the M8 (35%), followed by the A90 (19%), M74 (16%), M77 (13%) and the A9 (13%).

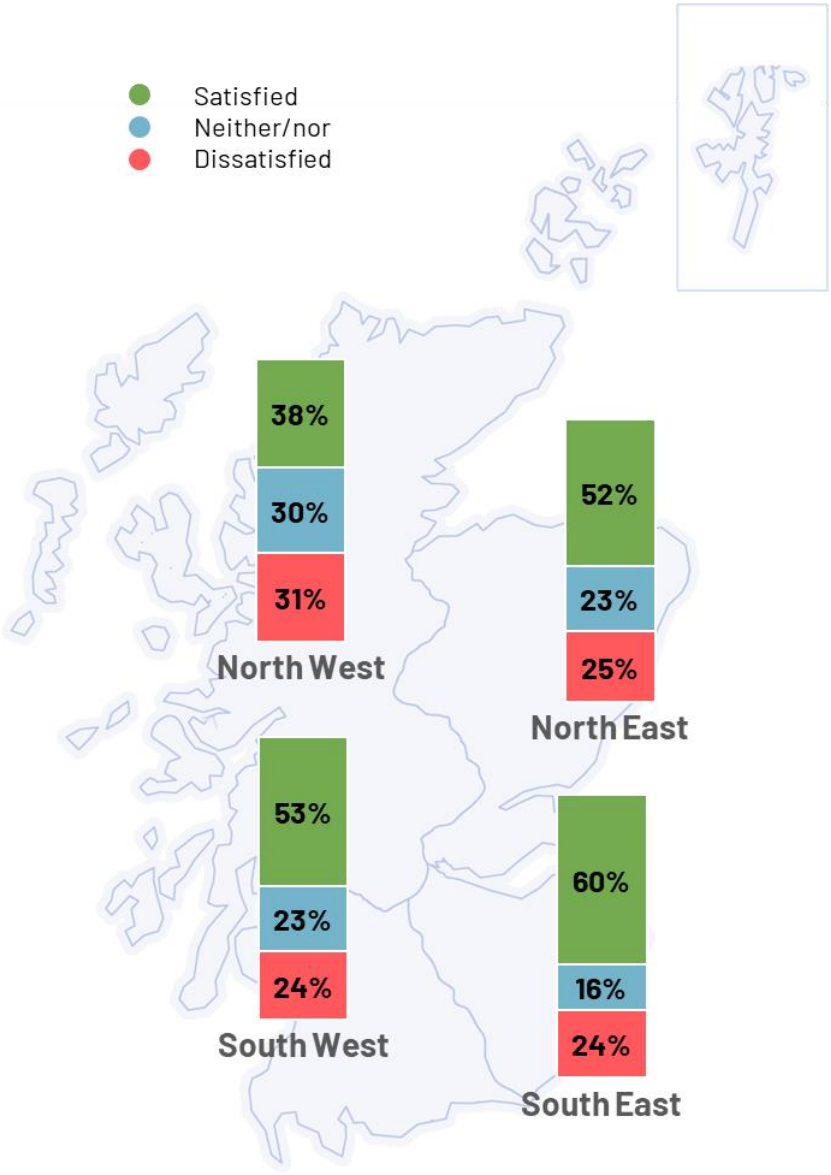
Just over half (53%) of respondents were satisfied with the trunk roads they used most often, while a quarter (25%) were dissatisfied. This is consistent with the findings from 2024 (Figure 2.1).

Figure 2.1: Overall satisfaction with trunk roads (2024 and 2025)



Overall satisfaction was higher than average among respondents in the South East (60% satisfied compared with 53% overall). In line with the findings from 2023 and 2024, those in the North West were less likely than average to be satisfied (38% satisfied compared with 52%) (Figure 2.2).

Figure 2.2: Overall satisfaction with trunk roads, by region



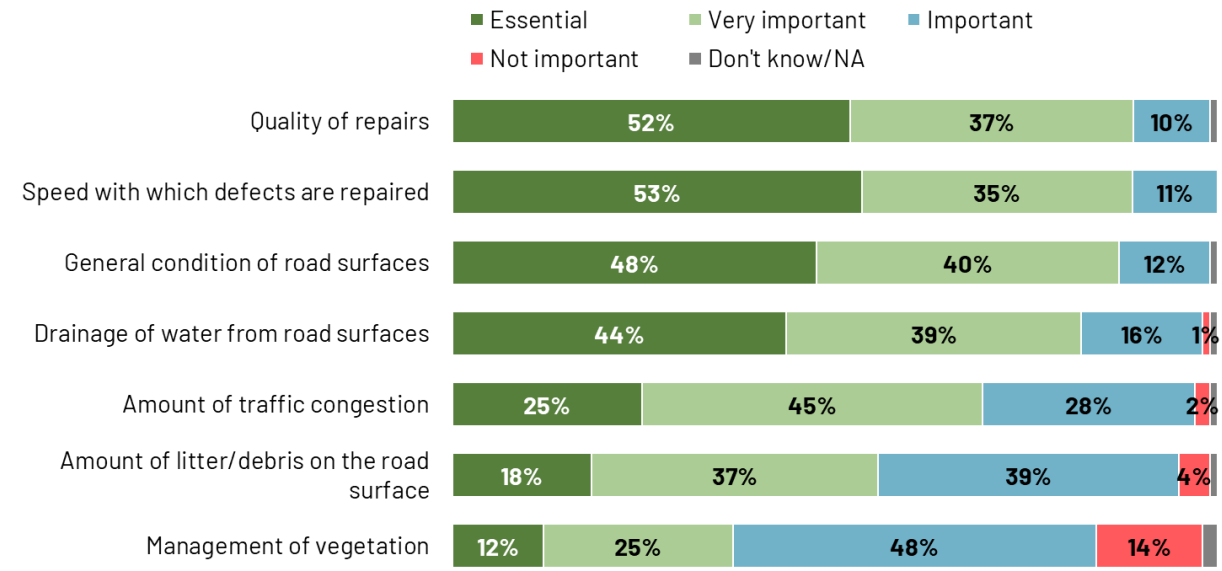
Dissatisfaction was higher than average among older respondents, aged 65 and above (29%, compared to 25% overall).

Perceived importance of aspects of trunk road management and maintenance

Respondents were shown a list of specific aspects of trunk road management and maintenance. For each aspect, respondents indicated how important they perceived it to be. In line with previous years, the aspects which were perceived as most important (rated as either 'essential' or 'very important') were the quality of repairs (89%), the speed with which defects are repaired (88%), the general condition of road surfaces (87%) and the drainage of water and flooding from road surfaces (83%) (Figure 2.3).The management of vegetation was the least important aspect, mentioned by 36% of respondents.

Figure 2.3: Perceived importance of aspects of management and maintenance

Q. How important is the management and maintenance of each aspect to you?



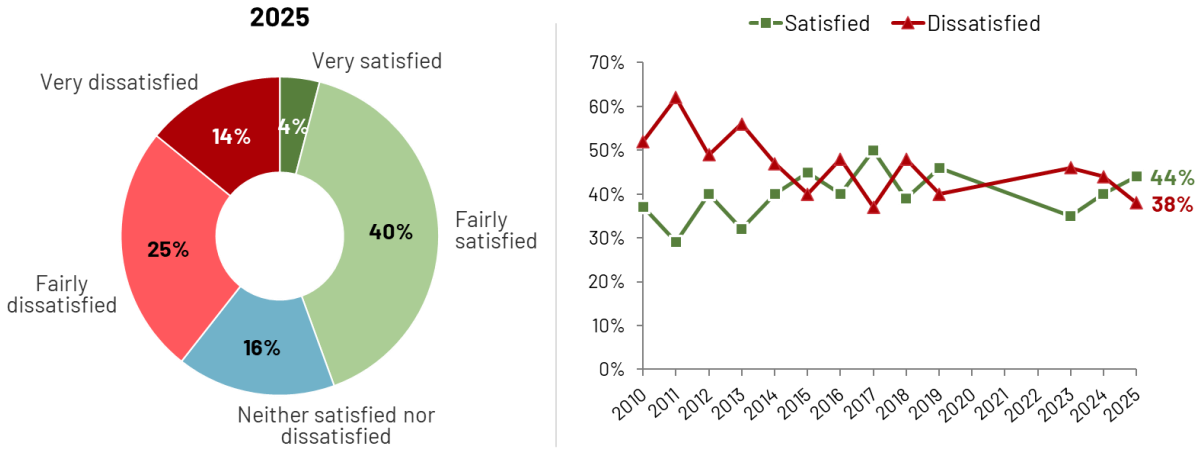
Base: All who had used trunk roads in the past year (1,075)

Satisfaction with general condition of trunk roads

Satisfaction with the general condition of trunk roads was mixed, with 44% saying they were satisfied and 38% dissatisfied. The level of satisfaction increased between 2023 and 2025 (from 36% to 44%) (Figure 2.4).

Figure 2.4: Satisfaction with the condition of trunk road surfaces

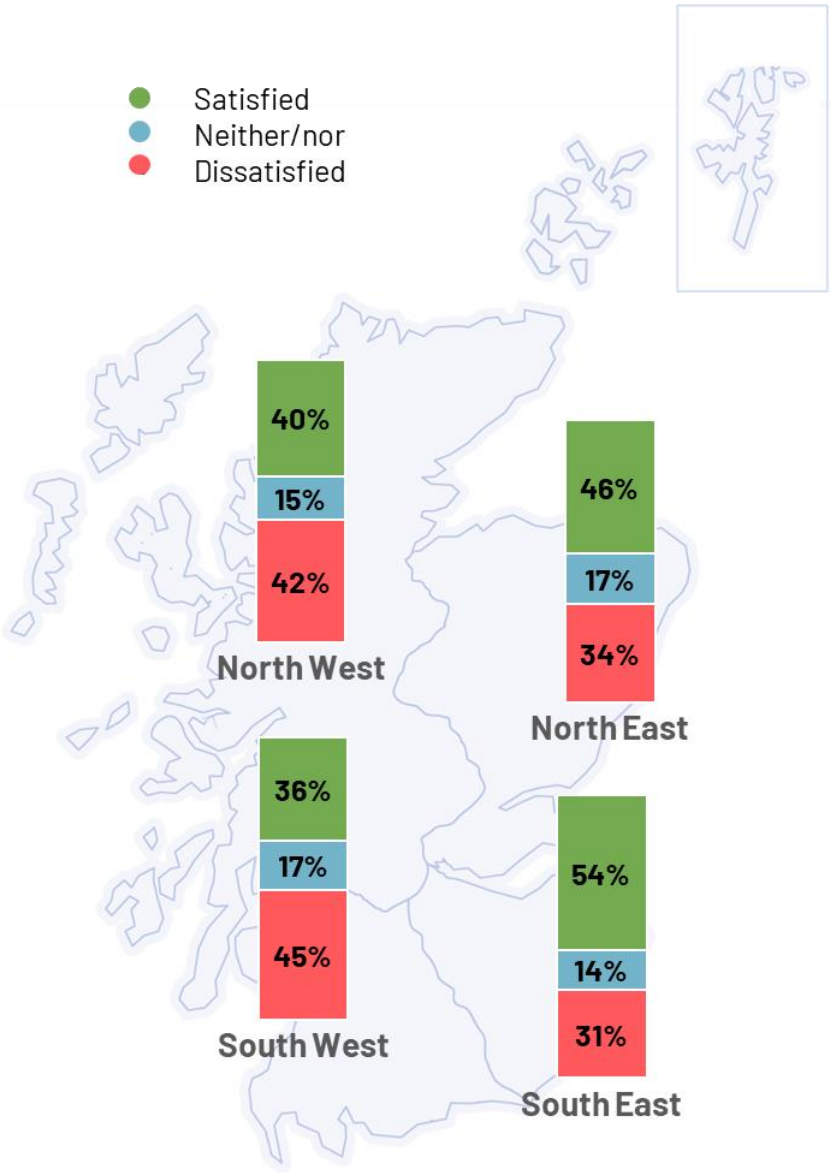
Q. How satisfied or dissatisfied are you with the general condition of trunk road surfaces?



Base: All who used trunk roads in the past year (1,075)

Satisfaction was highest among trunk road users in the South East (54%, compared to 44% overall), and lowest among those in the South West (36%) (Figure 2.5).

Figure 2.5: Satisfaction with the condition of trunk road surfaces, by region



Respondents aged 65 and above were more likely than average to be dissatisfied with the general condition of trunk roads (45%, compared to 38% overall).

Respondents who were dissatisfied with the general condition of trunk road surfaces were asked to identify the roads they were most dissatisfied with. The most commonly identified roads were the M8 (18%), A90 (14%), and A9 (12%).

Among those who were dissatisfied with the general condition of trunk road surfaces, 79% said they ‘always’, ‘usually’, or ‘sometimes’ encountered defects they regarded

as unsafe. Consistent with previous years, potholes were the most commonly encountered defect (56%) (Table 2.1).

Table 2.1: Defects encountered on the trunk road network (% encountered in past year)

Defects	2015	2016	2017	2018	2019	2023	2024	2025
Potholes	71%	71%	64%	73%	69%	62%	55%	56%
Uneven/bumpy surfaces	9%	10%	12%	10%	12%	14%	12%	15%
Poor repairs	8%	8%	10%	7%	8%	12%	11%	12%
Water on roads	3%	2%	3%	2%	3%	2%	7%	7%
Poor road markings	1%	1%	2%	1%	1%	2%	5%	3%
Slippery roads caused by ice/snow	2%	2%	2%	2%	2%	3%	3%	3%
Deterioration of road edge	2%	1%	2%	1%	2%	1%	3%	1%
Cracking	1%	2%	2%	1%	1%	1%	2%	1%
Ironwork in need of repair	1%	1%	1%	1%	<0.5%	2%	1%	1%
Poor skid resistance	1%	<0.5%	1%	<0.5%	<0.5%	1%	<0.5%	<0.5%
Base: All who had encountered defects	*723*	*895*	*643*	*878*	*753*	*605*	*517*	*437*

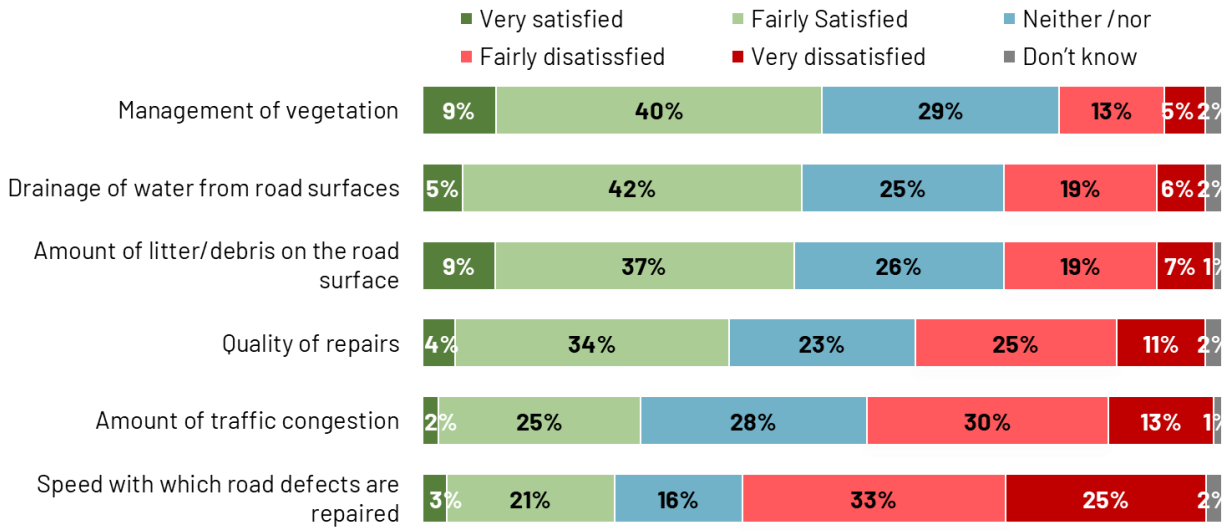
Respondents who had experienced at least one defect were asked about the specific road they encountered these on. The most commonly mentioned roads were the M8 (19%), A90 (15%) and A9 (12%).

Satisfaction with other aspects of trunk road management and maintenance

In terms of the other aspects of trunk road management and maintenance, users were most satisfied with the management of vegetation on verges and central reserves (50%) and least satisfied with the speed with which road defects, such as potholes, are repaired (23%) (Figure 2.6).

Figure 2.6: Satisfaction with other aspects of trunk road management and maintenance

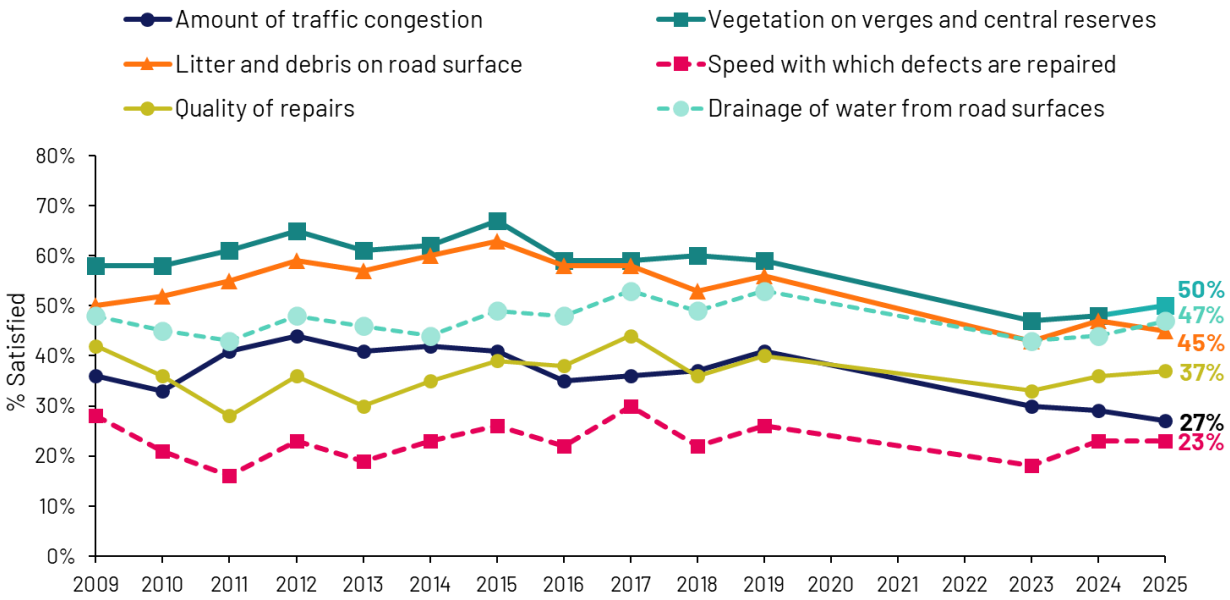
Q. How satisfied or dissatisfied are you with the following aspects of the general state and condition of trunk roads?



Base: All who had used trunk roads in the past year (1,075)

These findings were broadly consistent with those from 2023 and 2024 (Figure 2.7).

Figure 2.7: Trends in satisfaction with other aspects of trunk road management and maintenance

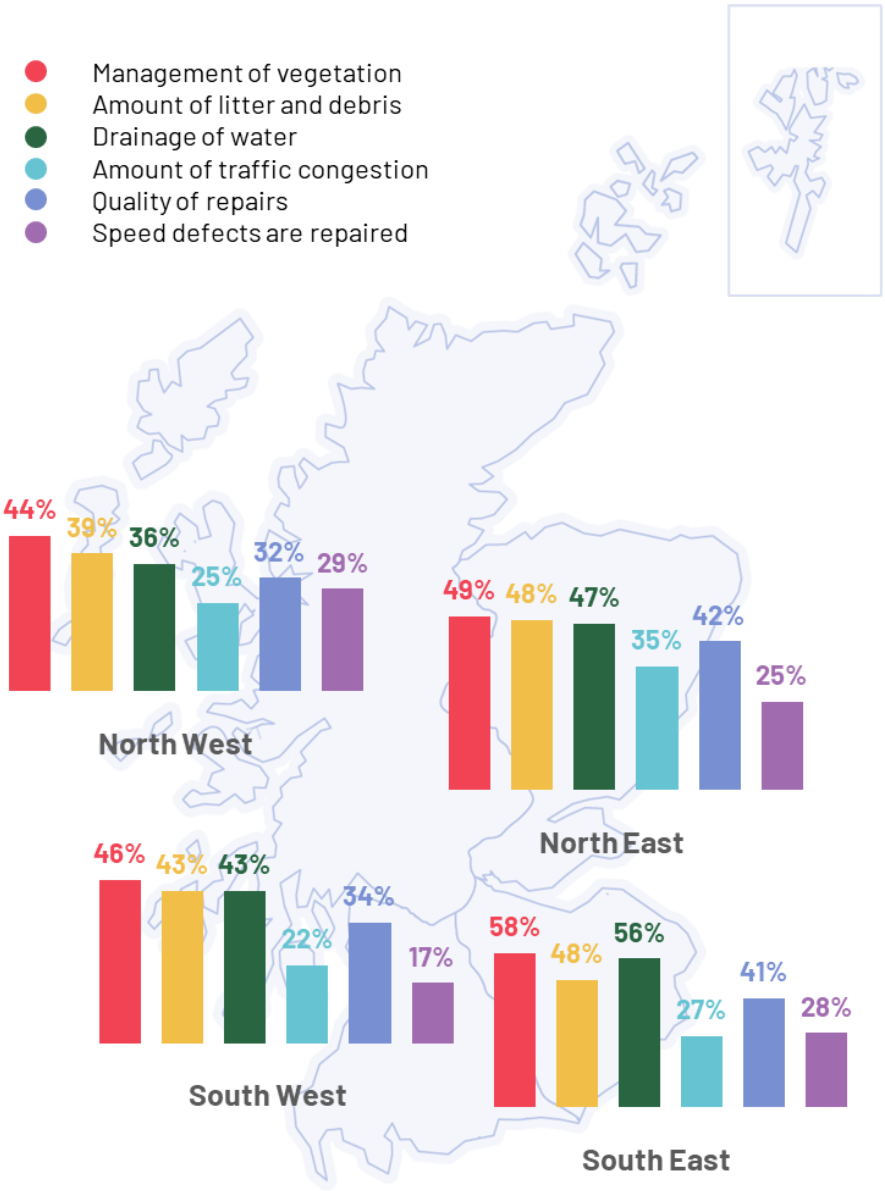


Base: All who used trunk roads in the past year (1,075)

Trunk road users in the South East were more likely to be satisfied with the management of vegetation (58% compared to 50% overall) and the drainage of water from road surfaces (56% compared to 47%). Those in the North East were more likely to be satisfied with the amount of traffic congestion (35% compared to 27% (Figure 2.8).

Meanwhile, users in the South West were less likely than average to be satisfied with the amount of traffic congestion (22%, compared to 27% overall) and the speed with which road defects are repaired (17%, compared to 23%).

Figure 2.8: Satisfaction with other aspects of trunk road management and maintenance, by region

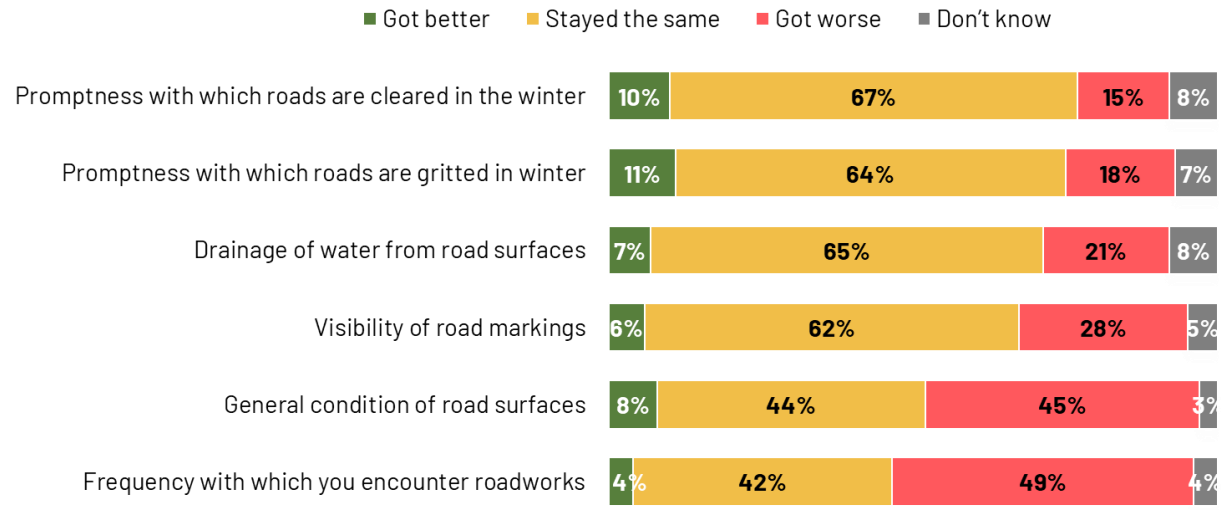


Perceived changes in the trunk road network

Respondents were presented with a list of aspects of service provision on the trunk road network and asked if they thought these had got better, worse or stayed the same over the past two years. Almost half felt that the frequency of roadworks (49%) and the general condition of road surfaces (45%) had got worse. For all of the other aspects, a majority (between 62% and 67%) felt that there had been no change.

Figure 2.9: Changes in aspects of the trunk road network over the past two years

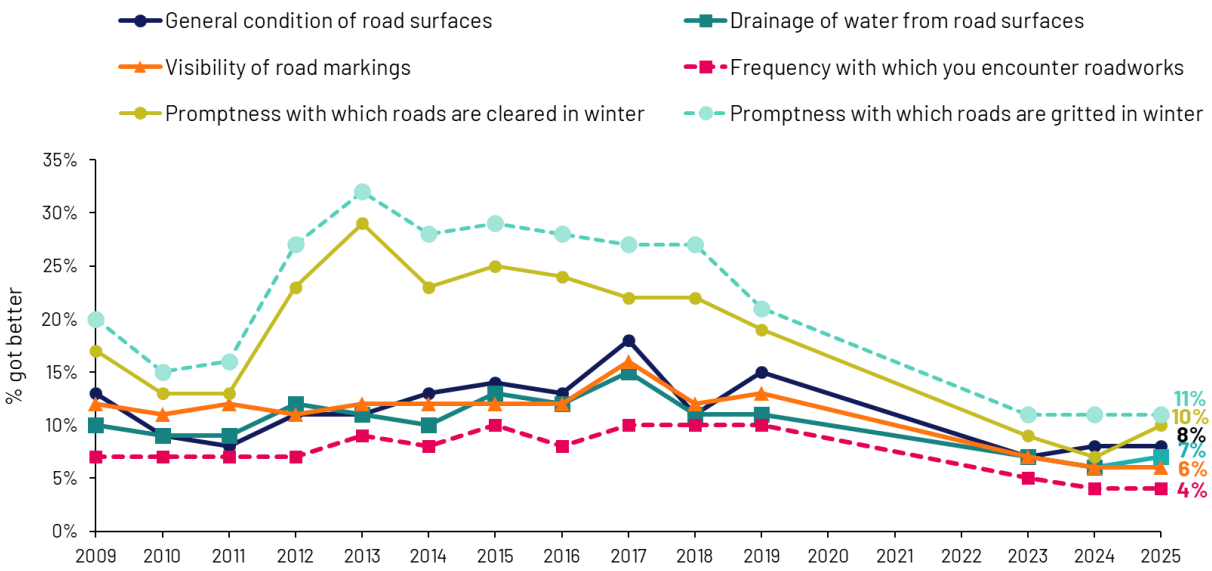
Q. Do you think that each of the following aspects of trunk roads have got better, worse, or stayed the same over the past two years?



Base: All who had used trunk roads in the past year (1,075)

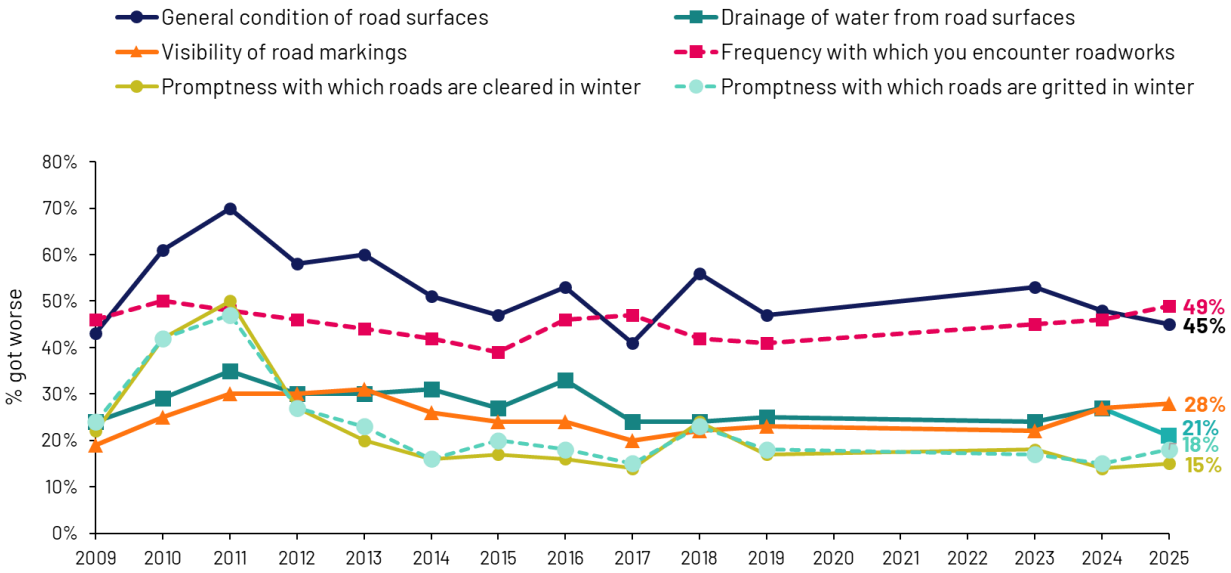
Since 2023 there was a decrease in those who thought the general condition of road surfaces had got worse (45%, compared to 53% in 2023). Since 2024 there was a decrease in those who thought the drainage of water from road surfaces had got worse (27%, compared to 22%). The other findings were broadly in line with those from 2023 and 2024 (Figures 2.10 and 2.11).

Figure 2.10: Trends in perceptions that aspects of the trunk road network have improved



Base: All who used trunk roads in the past year (1,075)

Figure 2.11: Trends in perceptions that aspects of the trunk road network have worsened



Base: All who used trunk roads in the past year (1,075)

Those in the South West were more likely than average to say the frequency of roadworks (56%, compared to 49% overall), the general condition of trunk roads (53% compared to 45%) and the visibility of road markings (37%, compared to 28%) had got worse over the past two years.

In terms of aspects relating to winter maintenance, those in the North West were more likely than average to say the promptness with which roads are gritted in winter had got worse (27%, compared to 18% overall). Those in the South East were more likely to be positive about winter maintenance – 16% said the promptness with which roads are gritted had got better (compared to 11% overall) and 15% the promptness with which roads are cleared had got better (compared to 10%).

Respondents aged 55 and above were more likely than younger respondents to say that the frequency of encountering roadworks (58%, compared to 43% aged under 55) and the general condition of road surfaces (52%, compared to 40%) had got worse.

Addressing trunk road defects

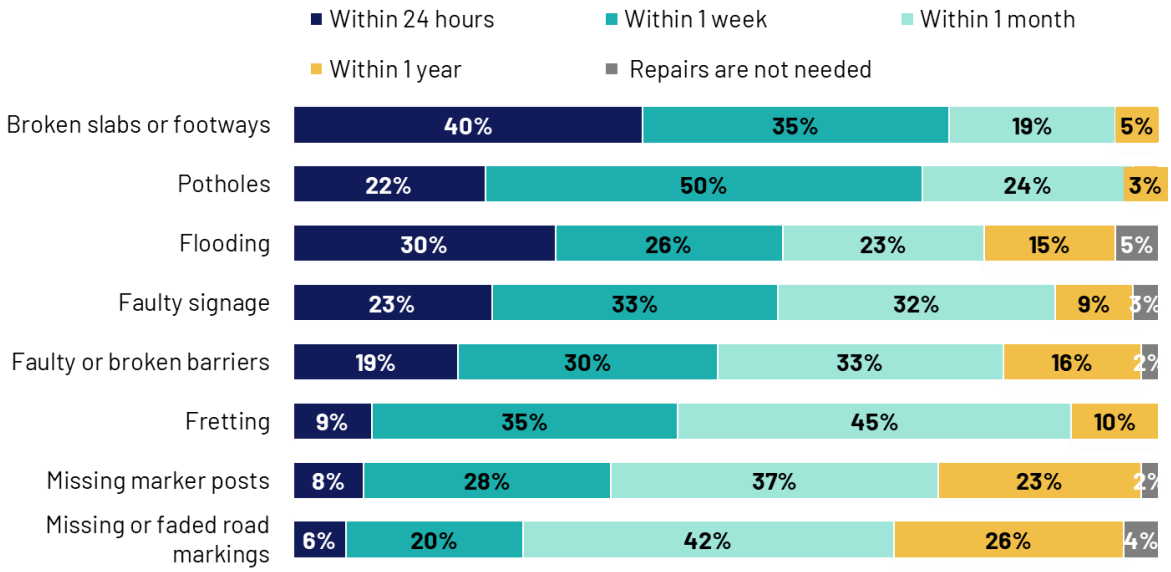
Respondents were shown images of eight types of road defect (Figure 2.12) and asked how quickly, if at all, they felt each one should be repaired.

Figure 2.12: Images of defects shown to respondents

A majority of respondents (at least 68%) said that each of the defects should be addressed within a month (Figure 2.13). The most immediate priorities for repair were broken slabs, potholes, flooding and faulty signage – 75%, 72%, 56% and 56% respectively thought that these should be repaired within a week. These priorities were consistent with those from 2024.

Figure 2.13: Acceptable timeframes for repairing defects

Q. How quickly do you feel this defect should be addressed?



Base: All who had used trunk roads in the past year (1,075)

Respondents in the North West were more likely than average to say that repairs to fretting should be made within 24 hours (17%, compared 9%).

Older respondents, aged 65 and above, were more likely than average to say that the following defects should be repaired within 24 hours:

- broken slabs on footways (47%, compared to 40% overall)
- faulty signage (31%, compared to 23%)
- potholes (29%, compared to 22%).

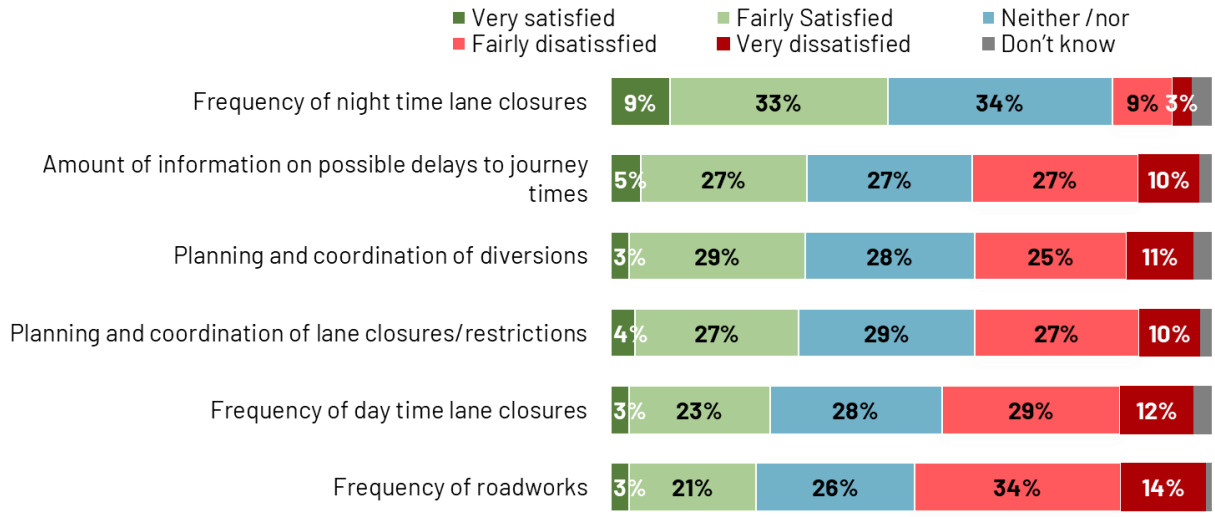
Roadworks and winter maintenance

Satisfaction with roadworks

Levels of satisfaction with different aspects of road works varied, with respondents being most positive about the frequency of night time lane closures (42% were satisfied) and least positive about the frequency of roadworks (25%) (Figure 3.1).

Figure 3.1: Satisfaction with aspects of roadworks and trunk road maintenance

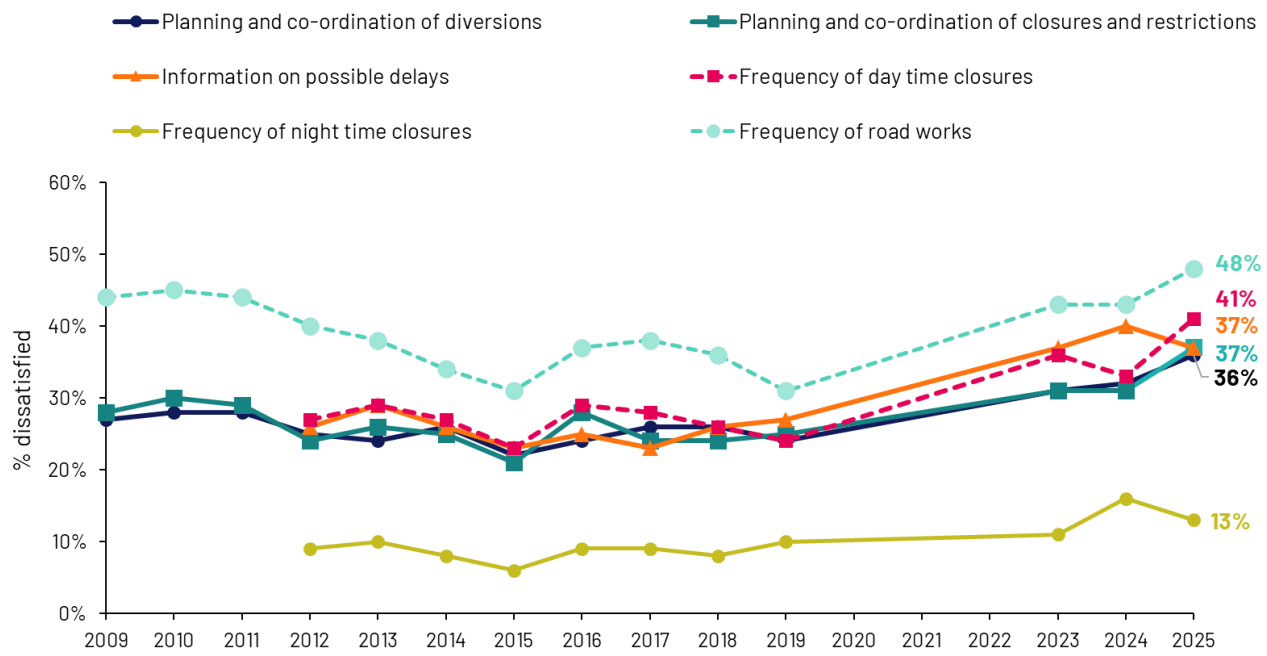
Q. How satisfied or dissatisfied are you it the following aspects of road works and the maintenance of trunk roads?



Base: All who had used trunk roads in the past year (1,075)

Since 2024, there was a decrease in satisfaction with the frequency of day time lane closures (26%, compared to 31% in 2024) and a corresponding increase in dissatisfaction (41%, compared to 33%). Dissatisfaction with the planning and coordination of lane closures also increased (37%, compared to 31%) (Figure 3.2).

Figure 3.2: Trends in dissatisfaction with aspects of roadworks and trunk road maintenance



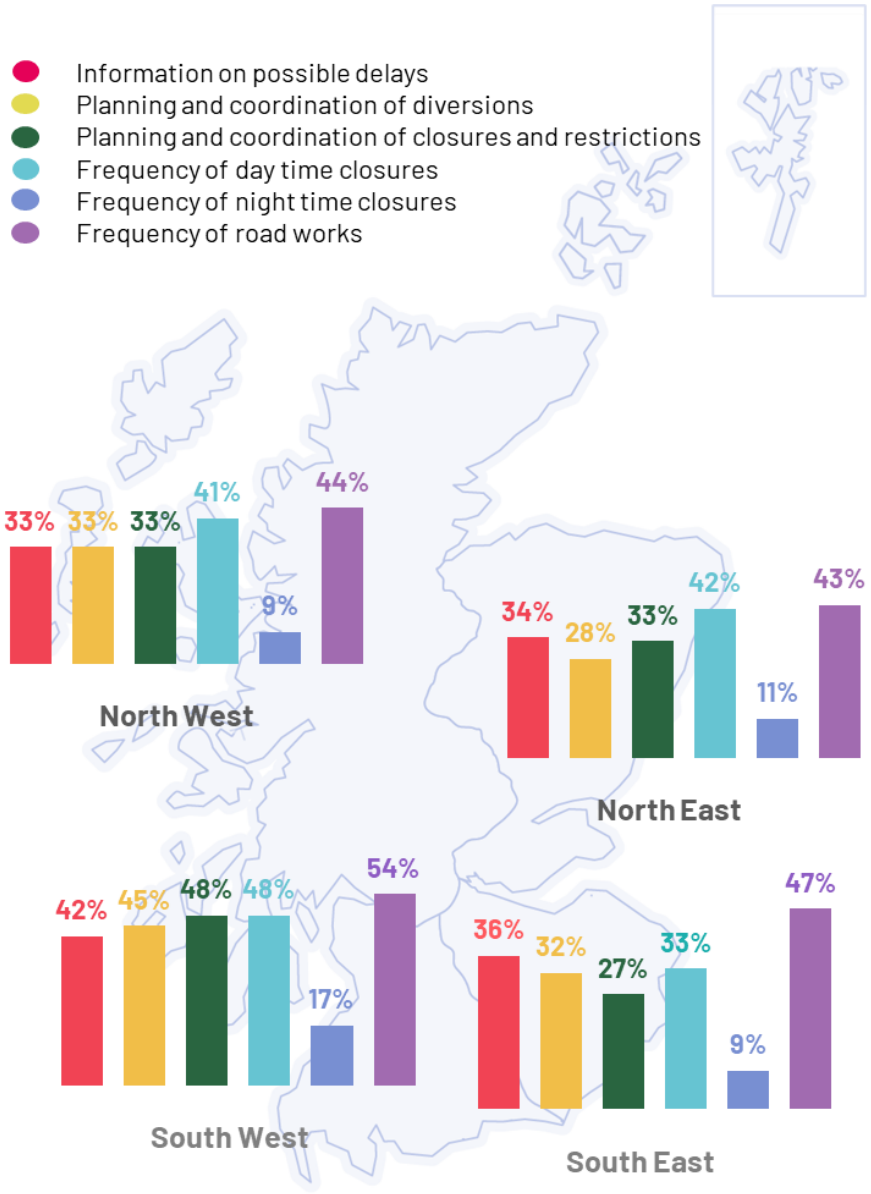
Base: All who used trunk roads in the past year (1,075)

Trunk road users in the South West were more likely than average to be dissatisfied with a number of aspects of road works:

- frequency of roadworks (54%, compared to 48%)
- frequency of day time closures (48%, compared to 41%)
- planning and coordination of diversions (45%, compared to 36%)
- frequency of night time closures (17%, compared to 13%).

Those in the South East were more likely to be dissatisfied with the planning and coordination of lane closures (48%, compared to 37%).

Figure 3.3: Dissatisfaction with aspects of roadworks and trunk road maintenance, by region

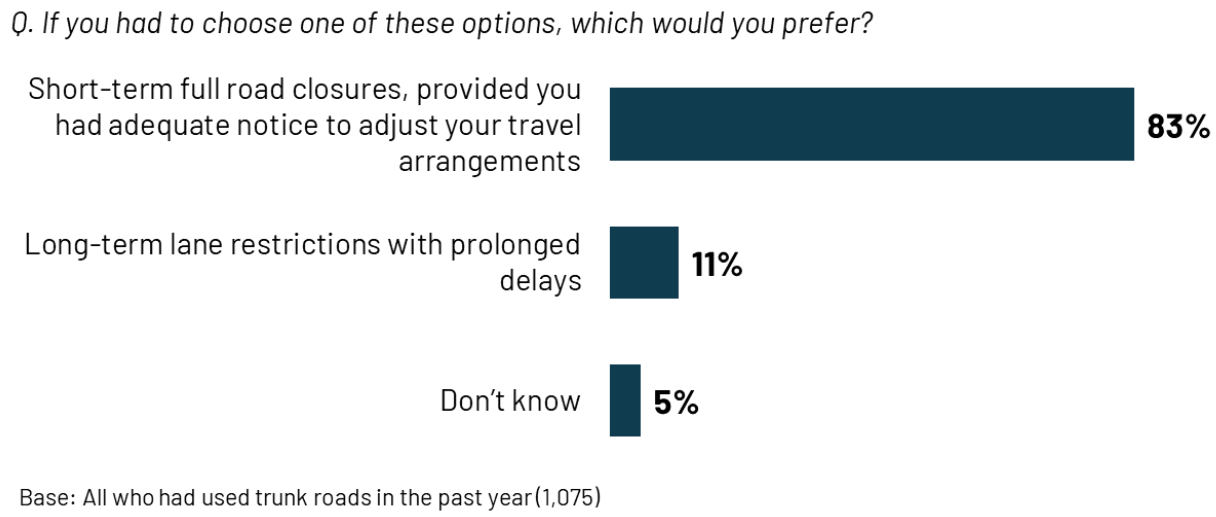


Respondents who were dissatisfied with the frequency of roadworks were most dissatisfied with the M8 (19%), A90 (15%) and A9 (9%).

Transport Scotland's approach to roadworks

Respondents were asked to choose between two approaches to road closures: short-term full road closures with adequate notice to adjust travel arrangements and long-term lane closures with delays. In line with previous years, most respondents (83%) said they preferred short-term full road closures (Figure 3.4).

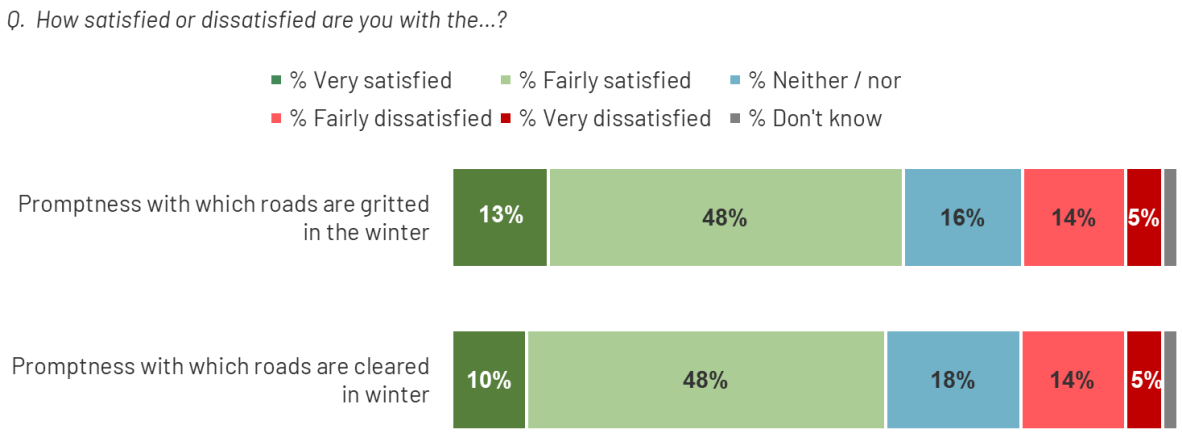
Figure 3.4: Preferred approach to roadworks



Winter maintenance

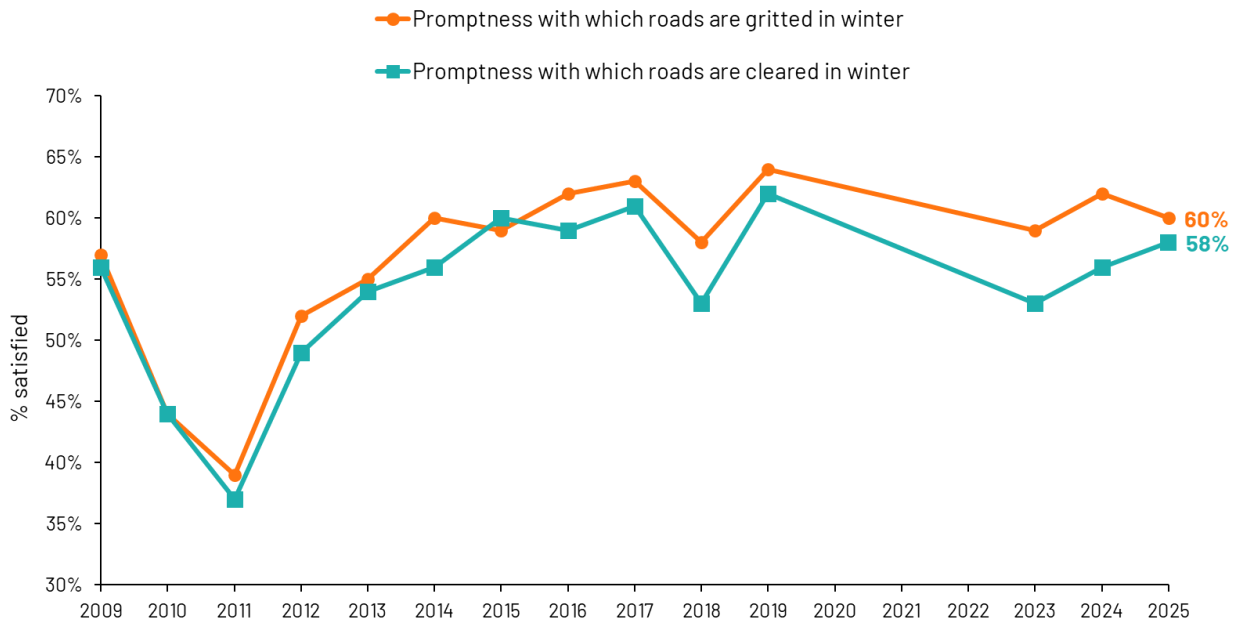
Respondents were largely positive about efforts to maintain the trunk road network during winter, with 60% being satisfied with the promptness with which roads are gritted and 58% with the promptness with which they are cleared (Figure 3.5). The findings were consistent with those from 2024 (Figure 3.6).

Figure 3.5: Satisfaction with winter maintenance



Base: All who had used trunk roads in the past year (1,075)

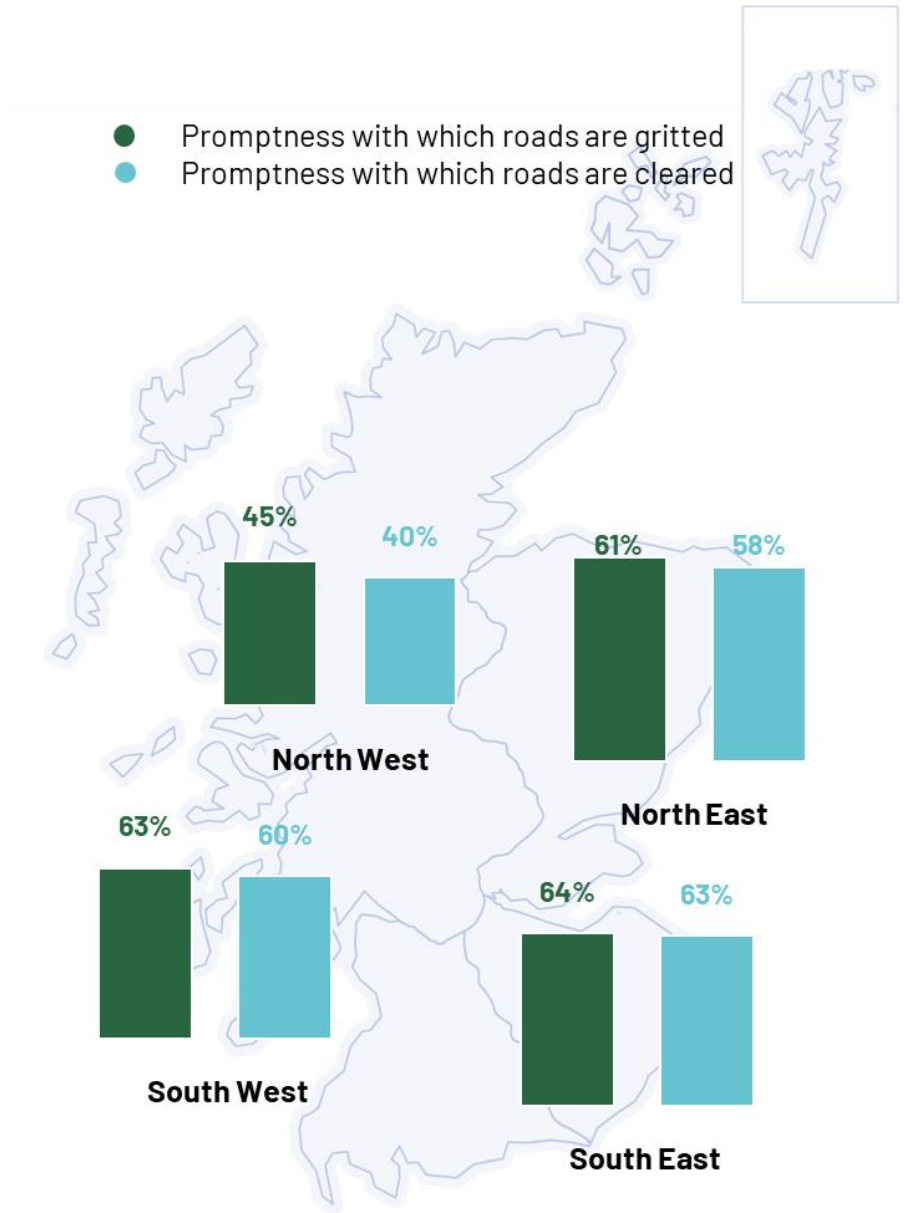
Figure 3.6: Trends in satisfaction with winter maintenance



Base: All who used trunk roads in the past year (1,075)

Satisfaction with winter maintenance was lowest among those in the North West – 45% were dissatisfied with the promptness roads are gritted (compared to 60% overall) and 40% with the promptness roads are cleared (compared to 58%) (Figure 3.7).

Figure 3.7: Satisfaction with the promptness of winter maintenance, by region



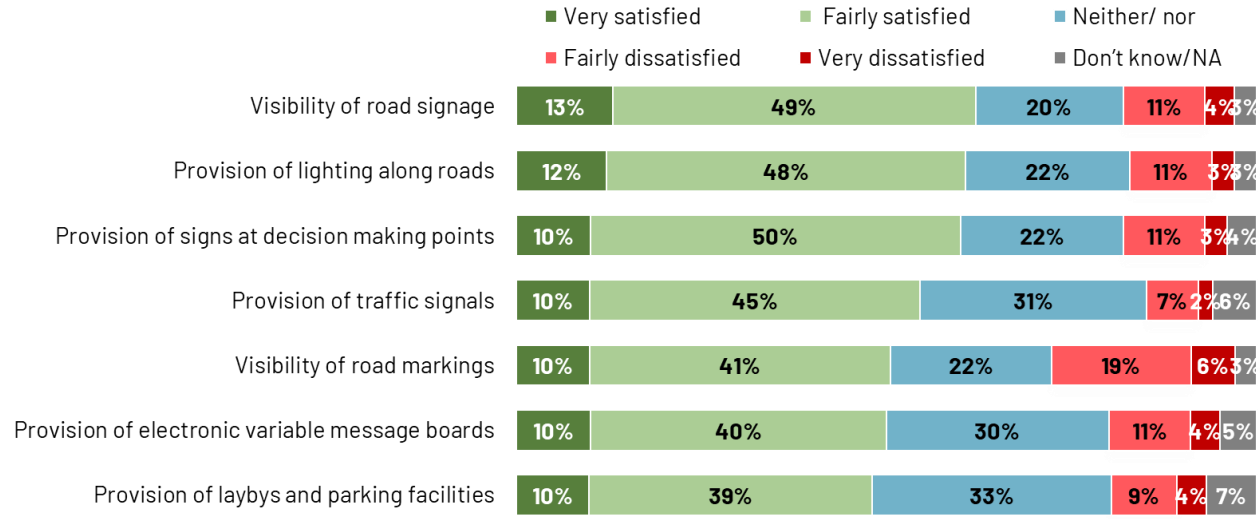
Lighting, markings, signage, laybys and parking facilities

Satisfaction with lighting, markings, signage, laybys and parking facilities

Respondents were largely positive about lighting, markings, signage, laybys and parking (Figure 4.1). Satisfaction was highest with the visibility of road signage (62%), the provision of lighting along roads (60%) and signs at decision making points (60%). Just over half (54%) were satisfied with the provision of traffic signals. Dissatisfaction was highest with the visibility of road markings (25%) (Figure 4.1).

Figure 4.1: Satisfaction with lighting, marking, signage, laybys and parking

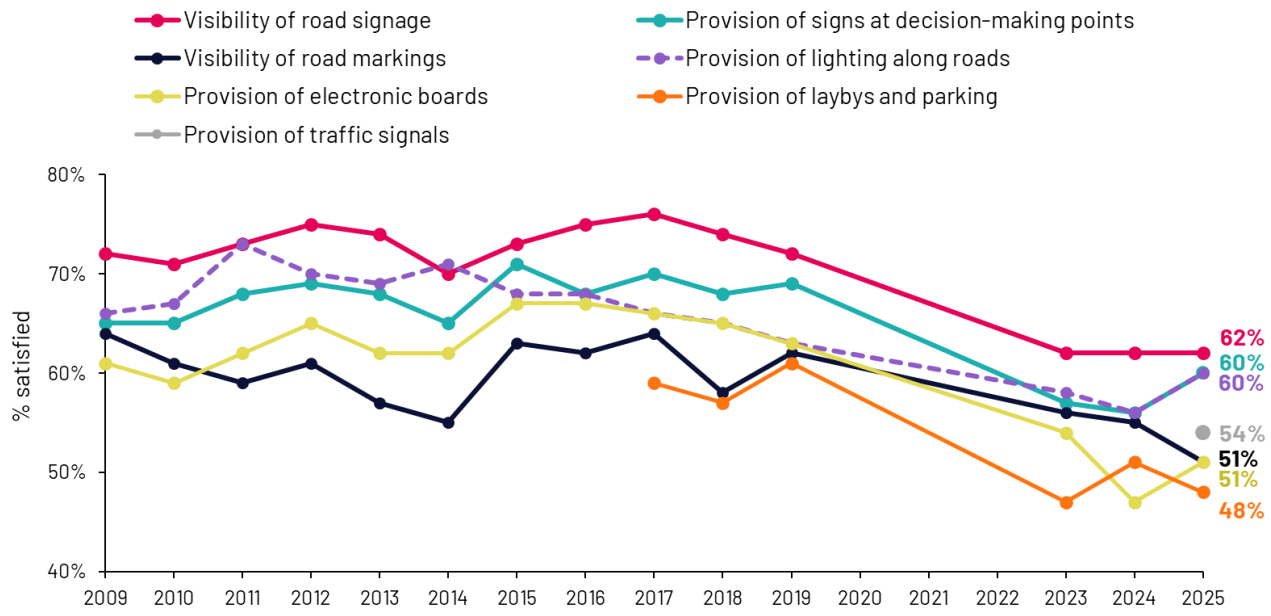
Q. How satisfied or dissatisfied are you with the following aspects of trunk roads?



Base: All who had used trunk roads in the past year (1,075)

As shown in Figure 4.2, satisfaction levels were broadly the same as those from 2024 (no statistically significant differences).

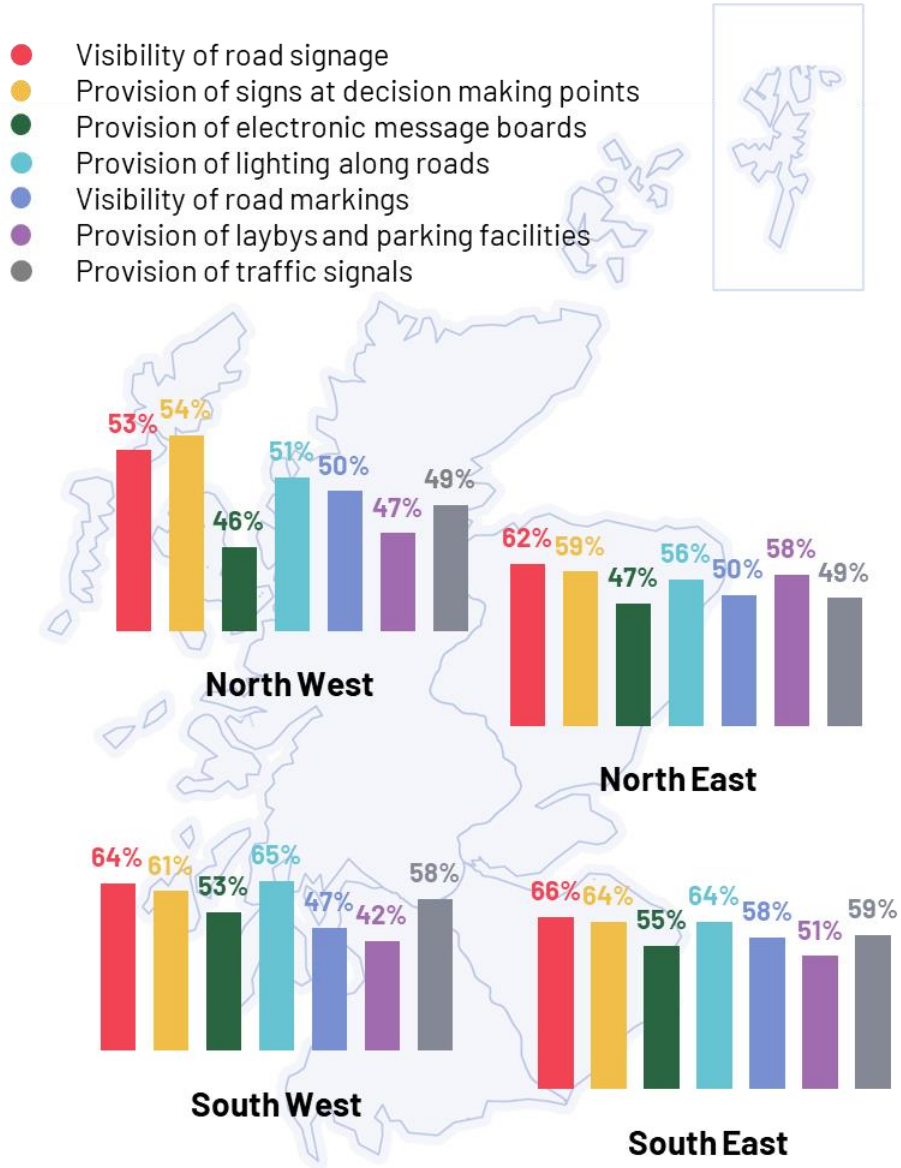
Figure 4.2: Trends in satisfaction with lighting, marking, signage, laybys and parking



Base: All who used trunk roads in the past year (1,075)

Trunk road users in the North East were more likely than average to be satisfied with the provision of laybys and parking facilities (58%, compared to 48% overall), while those in the South West were less likely to be satisfied with this (42%). Users in the South East were more likely to be satisfied with the visibility of road markings (58%, compared to 51% overall) (Figure 4.3).

Figure 4.3: Satisfaction with lighting, marking, signage, laybys and parking, by region



Younger respondents, aged under 35, were more likely than those aged over 35 to be satisfied with the provision of signs (72%, compared to 56%), lighting (71%, compared to 56%) and the visibility of road markings (60%, compared to 48%).

Respondents who said they were dissatisfied with the visibility of road markings were asked with which road they were most dissatisfied. In line with the last two years, the most commonly selected roads were the M8 (22%) and the A90 (17%).

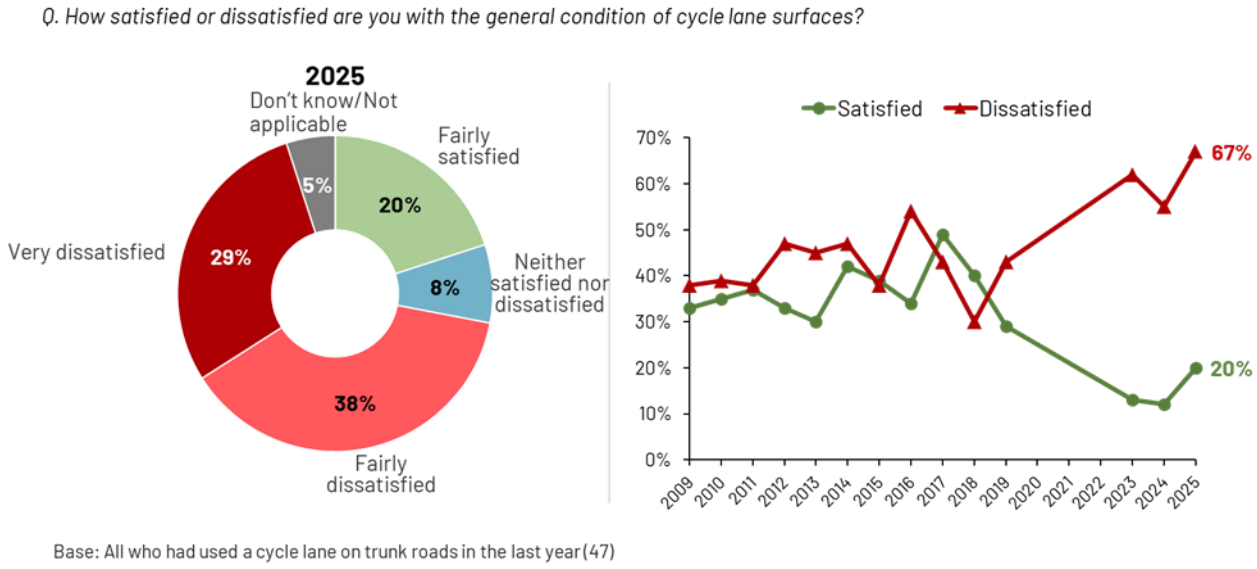
Cycle lanes and footways

This section covers the usage of cycle lanes and footways that are alongside trunk roads. Because the base sizes are relatively small (47 cycle lane users and 61 footway users) the data presented here cannot be said to be representative of the wider population of cycle lane and footway users and should be interpreted with caution.

Satisfaction with cycle lanes

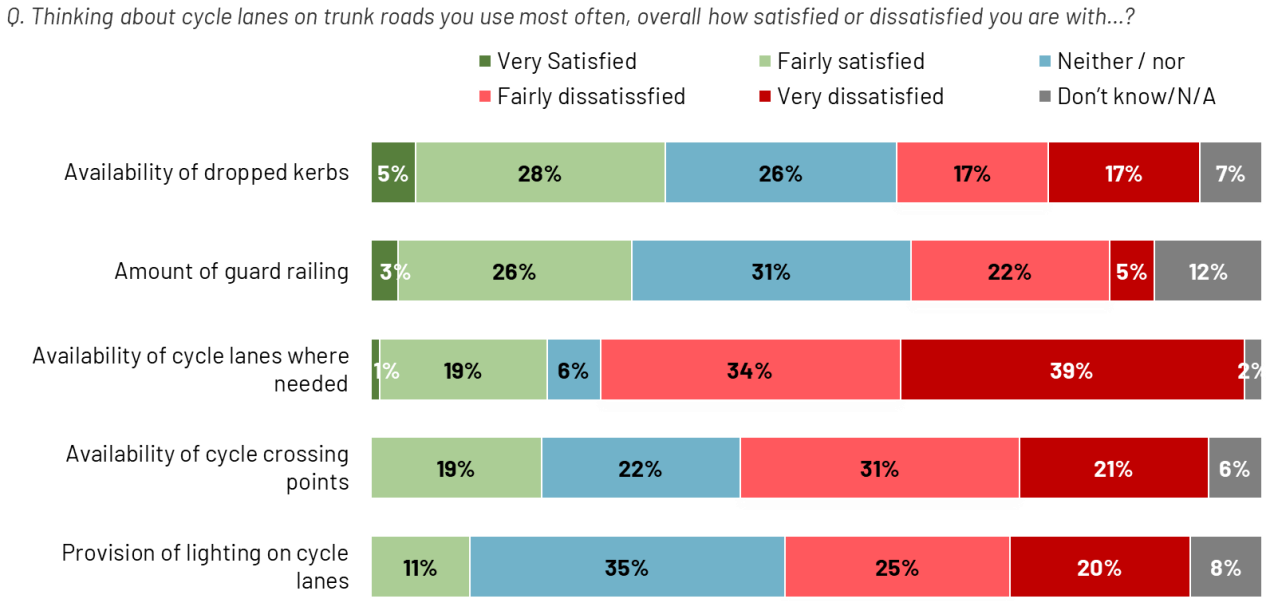
Approximately two thirds of cycle lane users (67%), said they were dissatisfied with the general condition of cycle lane surfaces (29% were very dissatisfied), while 20% were satisfied.

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



When asked about the specific features of cycle lanes, dissatisfaction was highest with the availability of cycle lanes (73%) and cycle crossing points (52%) (Figure 5.2). Users were most satisfied with the availability of dropped kerbs (33%) and the amount of guard railing (29%).

Figure 5.2: Satisfaction with features of cycle lanes



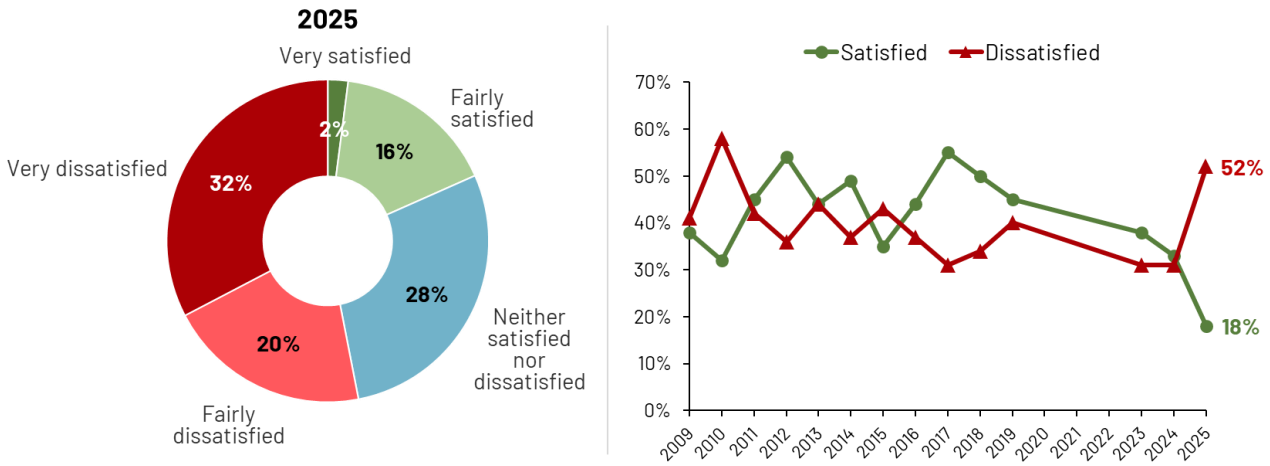
Base: All who had used cycle lanes in the last year (47)

Satisfaction with footways

Among those who had used footways by trunk roads in the previous 12 months, 18% were satisfied with the general condition of footway surfaces, while around half (52%) were dissatisfied (Figure 5.3).

Figure 5.3: Satisfaction with the general condition of footway surfaces

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

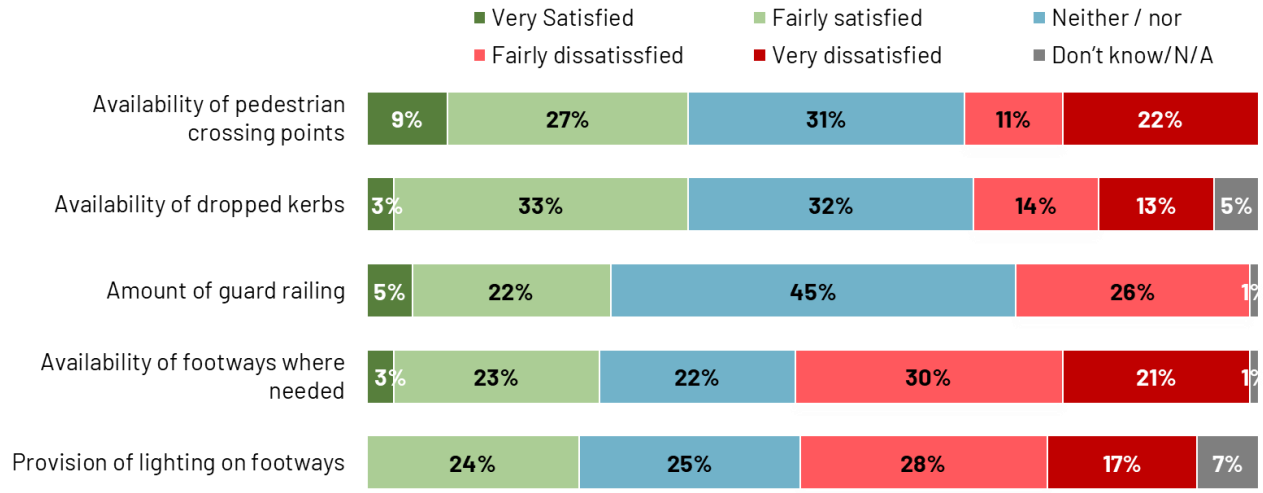


Base: All who had used a footway on trunk roads in the last year (61)

In terms of the specific aspects of trunk road footways, half (51%) said they were dissatisfied with the availability of footways and 45% with the provision of lighting on footways. Footway users were most satisfied with the availability of pedestrian crossing points (36%) and dropped kerbs (36%) (Figure 5.4).

Figure 5.4: Satisfaction with features of footways

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



Base: All who had used a footway on trunk roads in the last year (61)

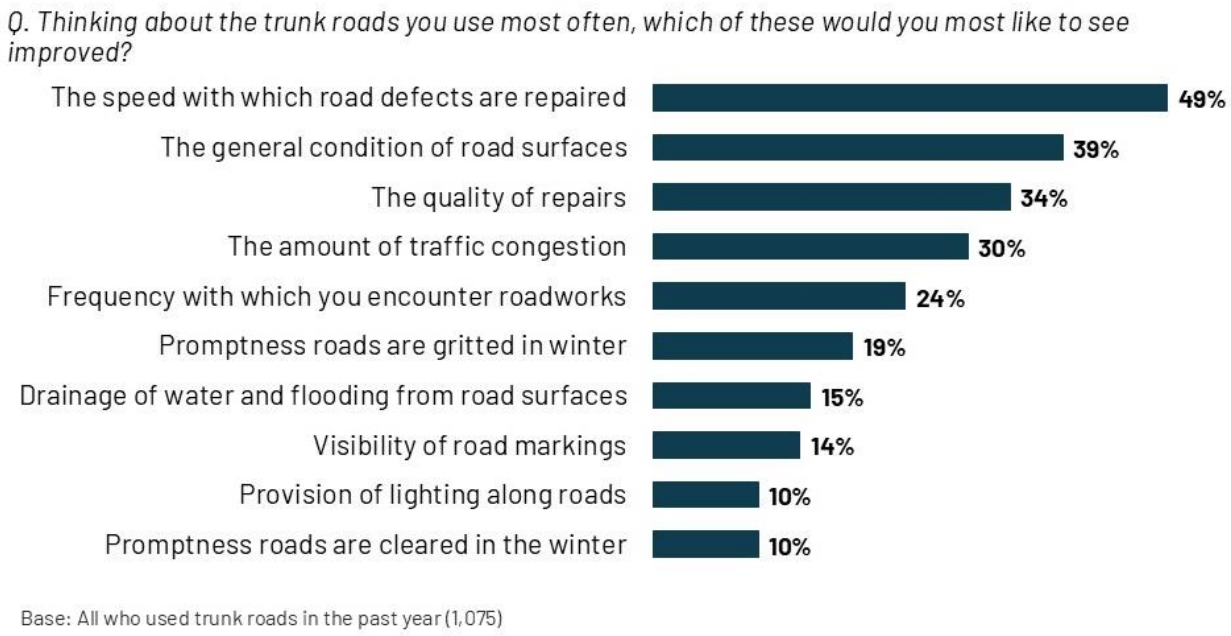
Improving the trunk road network

Future improvements to the trunk road network

Respondents were asked to choose up to three features of trunk roads which they would most like to see improved. Nearly half (49%) prioritised improvements in the speed with which road defects such as potholes are repaired. This was followed by preferences for improvements in the general condition of road surfaces (39%), the quality of repairs (34%), and the amount of traffic congestion (30%) (Figure 6.1).

Compared to 2024, respondents were less likely to prioritise improvements to drainage of water and flooding from road surfaces (15% in 2025, compared to 22% in 2024).

Figure 6.1: Priorities for improving the trunk road network



Those living in the South West and South East were more likely than average to say they would like improvements in the amount of traffic congestion (35% and 37% respectively, compared to 30% overall).

Older respondents (aged 65 and above) were more likely than average to prioritise the speed with which road defects such as potholes are repaired (62%, compared to 49% overall).

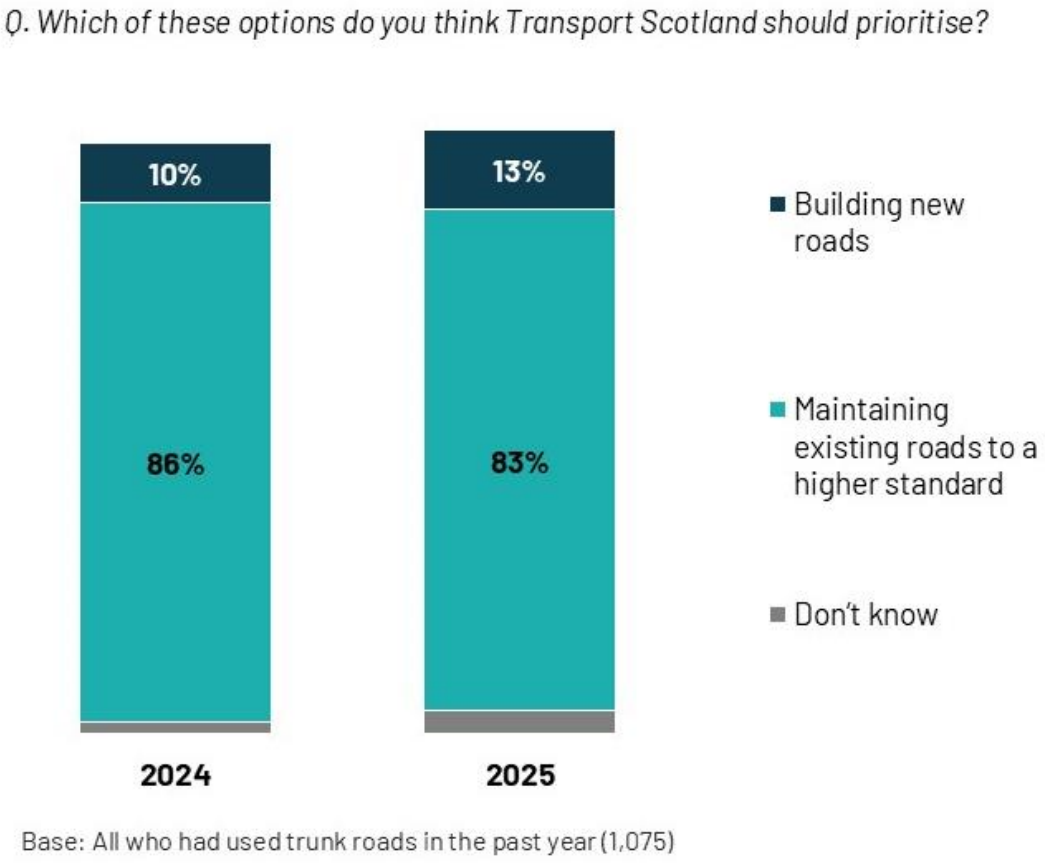
Priorities for development

The priorities for improvement outlined in Figure 6.1 above were further validated by analysing the relationship between satisfaction with the different elements of trunk road management and maintenance, alongside their perceived importance (see Appendix B). Consistent with previous years, the key priorities for development were: the speed of repairs, quality of repairs, and general condition of surfaces.

Priorities for future investment

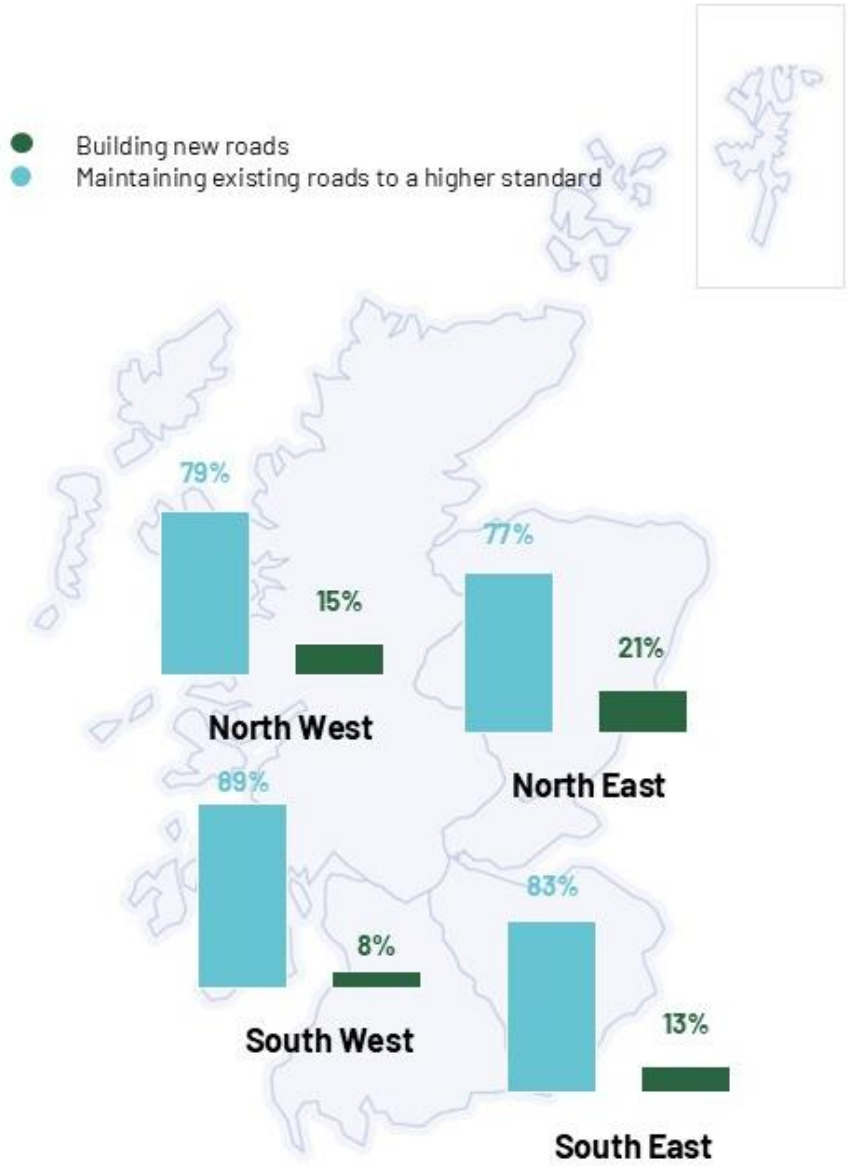
When asked whether Transport Scotland should prioritise investment in building new roads, or in maintaining existing roads to a higher standard, the majority (83%) of respondents preferred maintaining existing roads to a higher standard. In comparison to 2024, there was a slight increase in those who supported investment in building new roads (13%, compared to 10% in 2024) (Figure 6.2).

Figure 6.2: Priorities for future investment by Transport Scotland



Respondents in the South West were more likely than average to prioritise maintaining existing roads (89%, compared to 83% overall), while those in the North East were more likely to prioritise building new roads (21%, compared to 13% overall) (Figure 6.3).

Figure 6.3: Priorities for future investment by Transport Scotland, by region



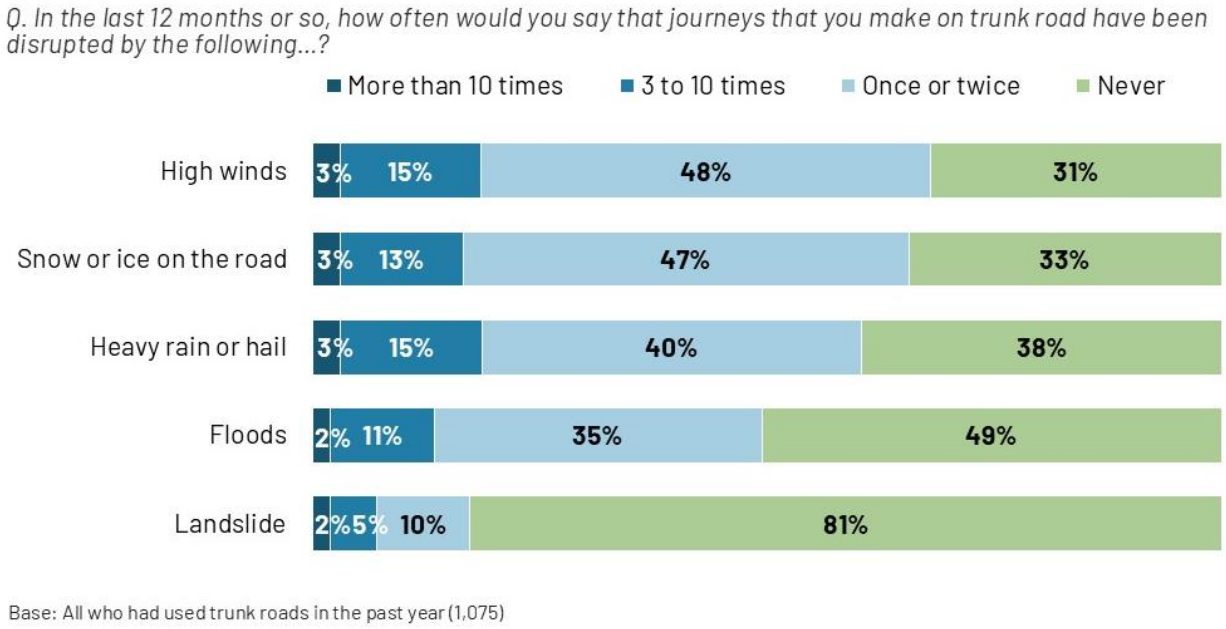
Disruption due to severe weather

Experience of severe weather disruption

The majority of trunk roads users (83%) said that at least one of their journeys had been disrupted by severe weather in the past 12 months. Two-thirds (66%) had experienced disruptions due to high winds at least once, followed by snow or ice (62%), heavy rain or hail (59%), floods (48%), and landslides (17%) (Figure 7.1).

In comparison to 2024, respondents were more likely to have experienced disruptions due to high winds (66%, compared to 49% in 2024) and snow or ice (62%, compared to 55% in 2024).

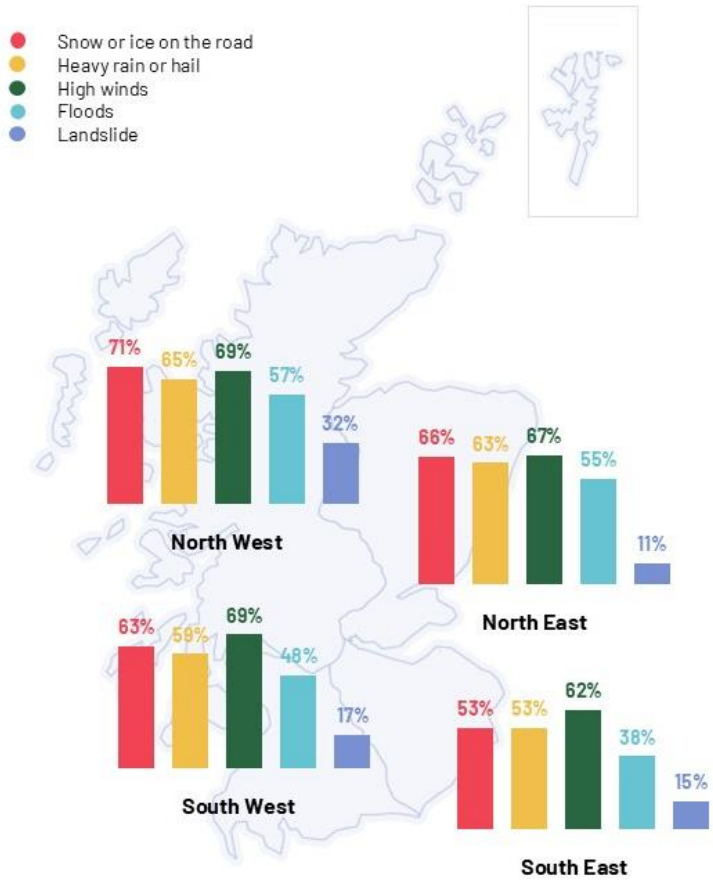
Figure 7.1: Experience of severe weather disruption



Base: All who had used trunk roads in the past year (1,075)

Respondents in the North West and North East were more likely than those in the South East to report disruption due to snow and ice (71% and 66% respectively, compared to 53%) and due to floods (57% and 55% respectively, compared to 38%). Respondents in the North West were also more likely than average to experience landslides (32%, compared to 17% overall) (Figure 7.2).

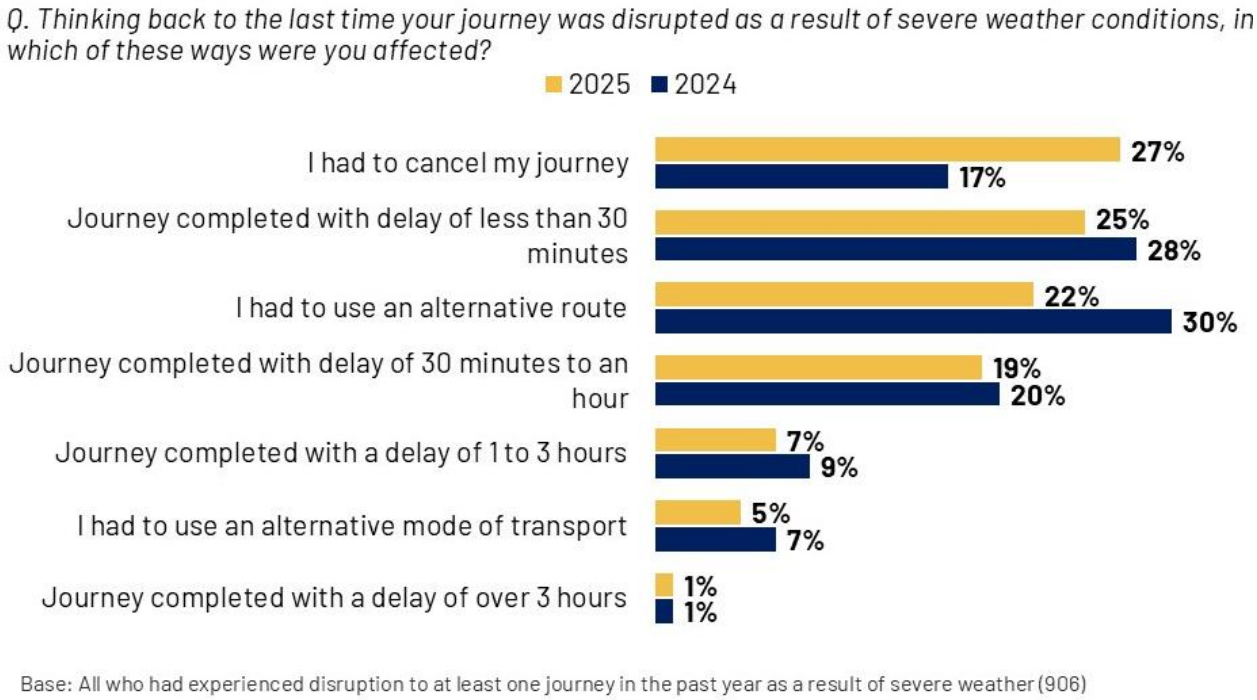
Figure 7.2: Experience of severe weather disruption, by region



Those who said they had experienced disruption due to floods were asked which roads were affected. The most commonly selected roads were the A90 (15%), M8 (13%) and A9 (9%).

Of those whose travel was disrupted by severe weather, 27% had to cancel a journey. This was higher than in 2024, where 17% of respondents said they had to cancel their journey due to severe weather (Figure 7.3).

Figure 7.3: Impact of severe weather disruption on journeys



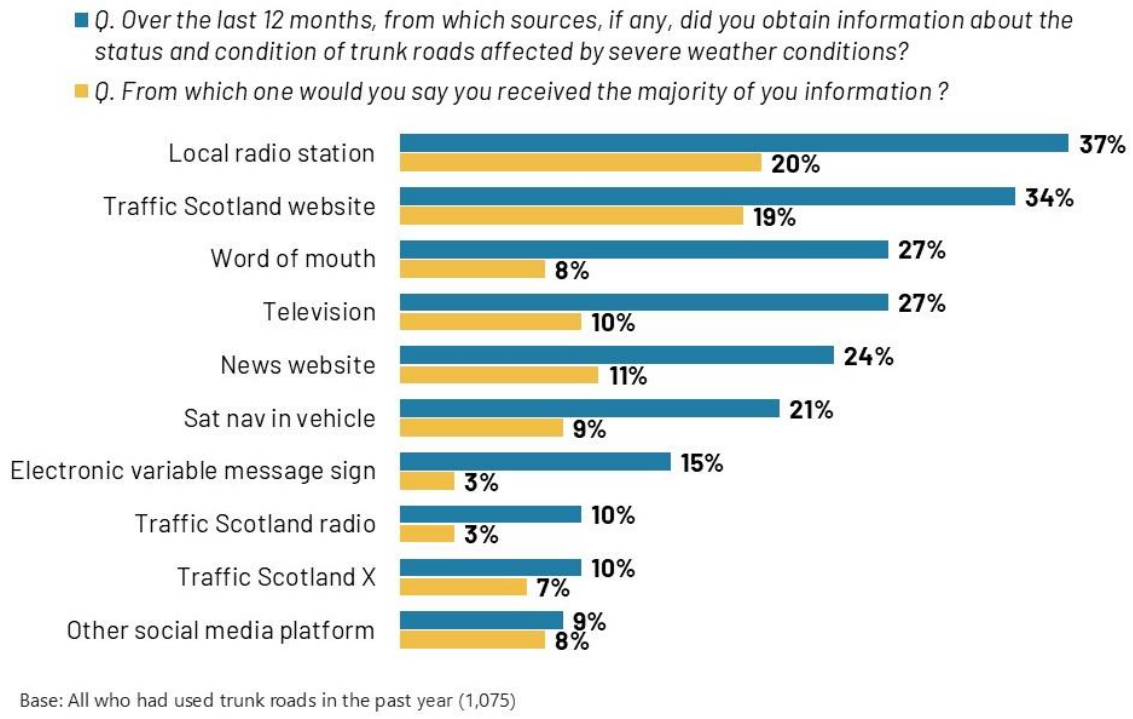
Base: All who had experienced disruption to at least one journey in the past year as a result of severe weather (906)

Respondents South East were less likely than average to say they had to cancel a journey due to severe weather (20%, compared to 27% overall).

Sources of information about road conditions before, during and after severe weather

Respondents were asked to select all the sources they used over the last 12 months to get information about the condition of trunk roads affected by severe weather. The most common sources were local radio (37%) and the Traffic Scotland website (34%), followed by word of mouth (27%) and television (27%). When asked which single source they used for most of their information, respondents most commonly said they used local radio (20%) and the Traffic Scotland website (19%) (Figure 7.4).

Figure 7.4: Sources of information on the status and condition of trunk roads during severe weather



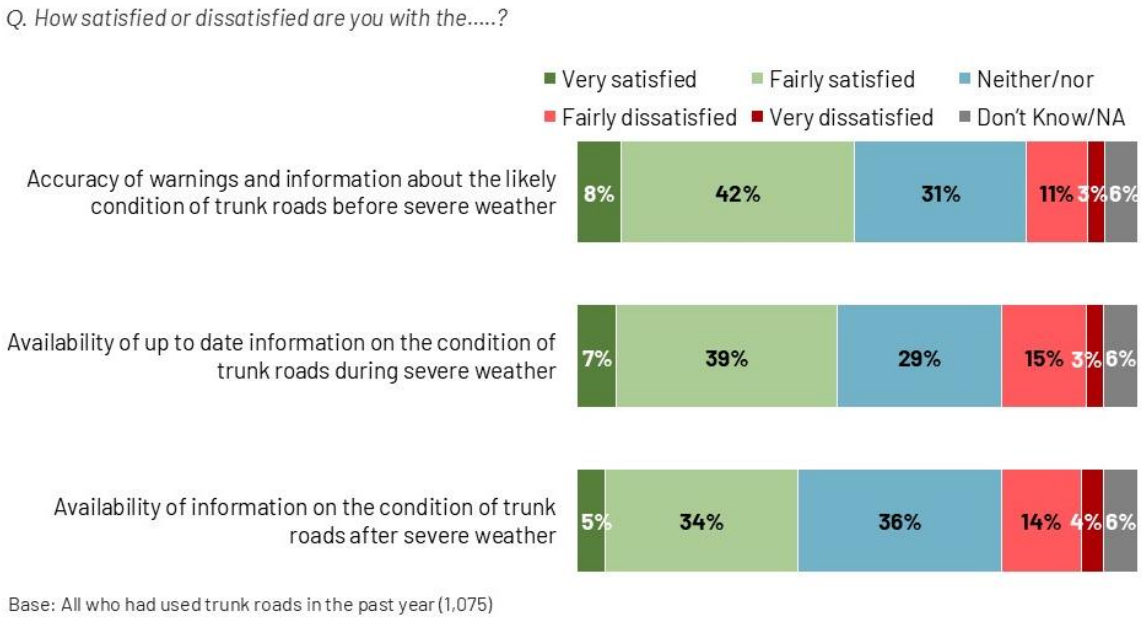
Base: All who had used trunk roads in the past year (1,075)

Older respondents (aged 65 and above) were more likely than average to get information about severe weather from television (48%, compared 27% overall). Respondents aged 35-64 were more likely than average to use the Traffic Scotland website (39%, compared to 34%), while those aged 25-34 were more likely than average to use X, formerly known as Twitter (18%, compared to 10% overall).

Satisfaction with information about road conditions before, during and after severe weather

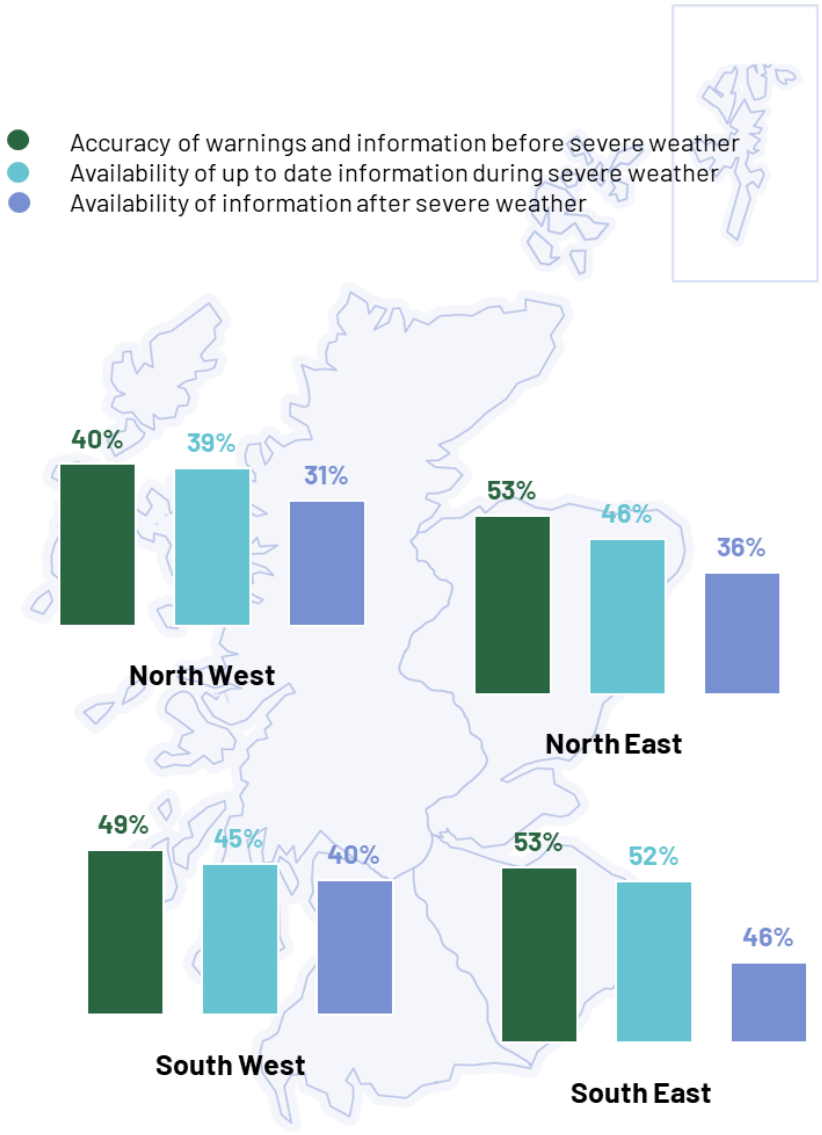
Overall, respondents were more likely to be satisfied with information about trunk roads affected by severe weather than dissatisfied (Figure 7.5). Half (50%) of respondents were satisfied with information provided about road conditions *before* severe weather. Slightly less than half (46%) were satisfied with information provided *during* severe weather and 39% were satisfied with information *after* severe weather events.

Figure 7.5: Satisfaction with information before, during and after severe weather



Those in the South East were more likely than average to be satisfied with information on the condition of trunk roads after severe weather (46%, compared to 39% overall) (Figure 7.6).

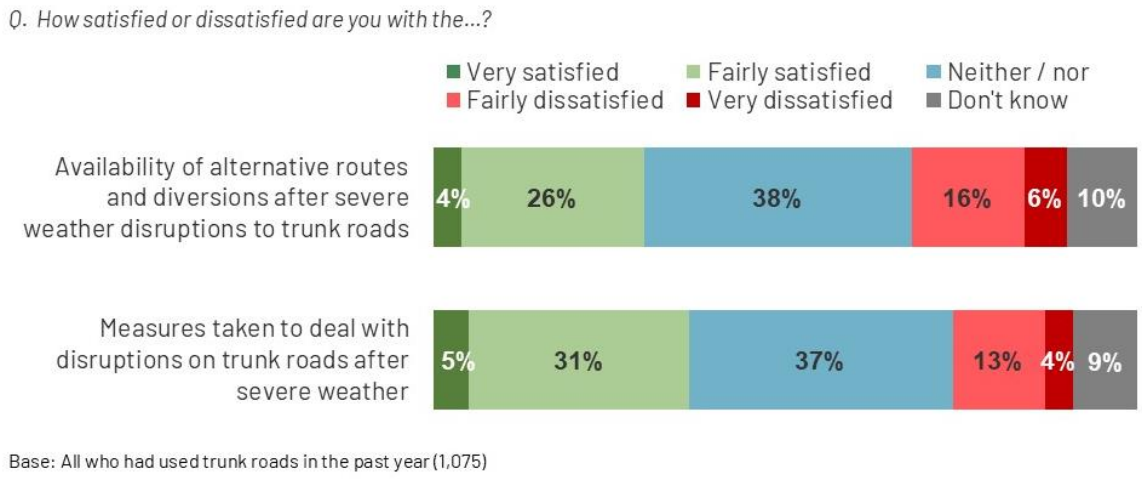
Figure 7.6: Satisfaction with information before, during and after severe weather, by region



Satisfaction with measures to deal with severe weather disruption

More than a third (36%) of respondents were satisfied with measures taken to deal with disruptions on trunk roads after severe weather, with 17% being dissatisfied. Respondents were slightly less likely (30%) to say they were satisfied with the availability of alternative routes and diversions after severe weather disruptions, with 22% being dissatisfied (Figure 7.7). These findings were in line with those from 2024.

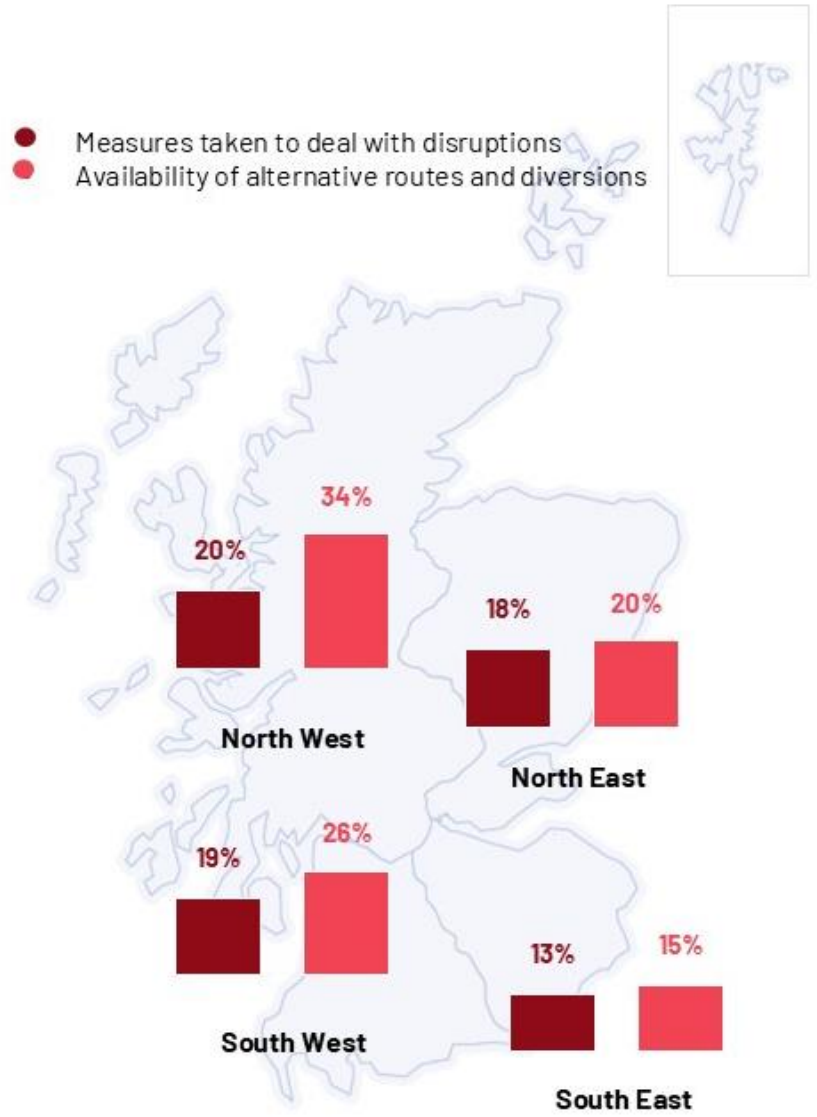
Figure 7.7: Satisfaction with measures to deal with severe weather disruption



Base: All who had used trunk roads in the past year (1,075)

Respondents living in the South East were less likely than average to be dissatisfied with the availability of alternative routes and diversions (15%, compared to 22% overall) (Figure 7.8).

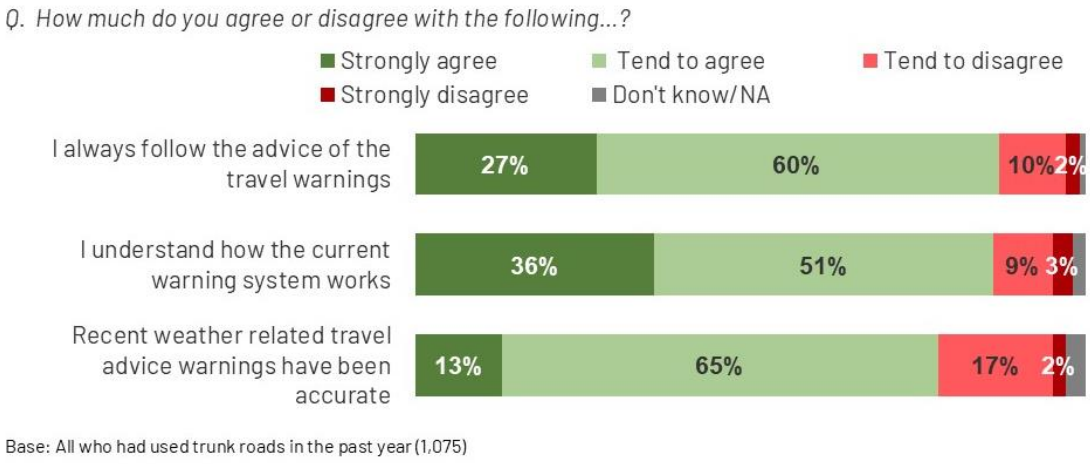
Figure 7.8: Dissatisfaction with measures to deal with severe weather disruption, by region



Weather-related travel advice warnings

Most respondents agreed they understand how the current warning system works (87%) and that they always follow the advice of travel warnings (87%). More than three-quarters (78%) agreed that recent weather-related travel advice warnings have been accurate (Figure 7.9).

Figure 7.9: Views on weather-related travel advice warnings



Older respondents (aged 65 and above) were more likely than those under 65 to agree they always follow the advice of travel warnings (93%, compared to 85%). Older respondents were also more likely to agree that recent travel warnings have been accurate (81%, compared 77%).

Respondents in the North East were more likely than average to disagree that travel warning have been accurate (25%, compared to 19% overall).

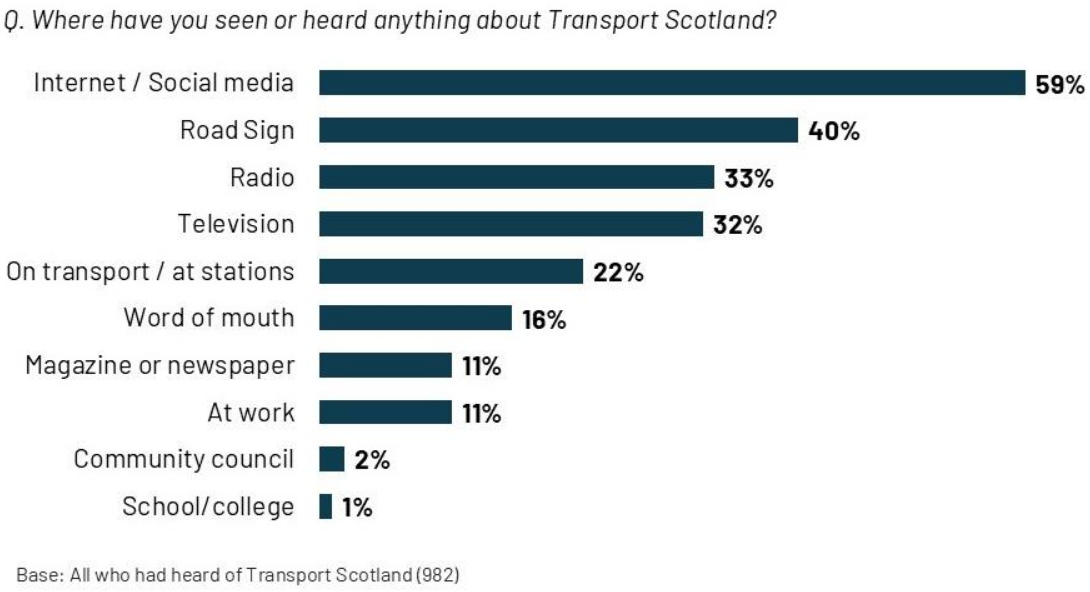
Information about Transport Scotland

Sources of information about Transport Scotland

Most (91%) respondents had heard of Transport Scotland before completing the survey, a higher percentage than in 2024 (87%). Men were more likely than women to have heard of Transport Scotland (95%, compared to 88%). Those aged 35 and above were also more likely to have heard of Transport Scotland (93%, compared to 86% aged under 35).

The most common sources of information on Transport Scotland were the internet or social media (59%), road signs (40%), radio (33%), or television (32%) (Figure 8.1).

Figure 8.1: Sources of information on Transport Scotland



Those aged 65 and above were more likely than average to have heard about Transport Scotland on television (50%, compared to 32% overall), road signs (45%, compared to 40% overall), and magazines or newspapers (18%, compared to 11% overall).

Respondents aged 25-34 were more likely than average to have heard about Transport Scotland on the internet (74%, compared to 59% overall).

Use of trunk roads online information sources

More than half (56%) of respondents said they use online sources to obtain information about trunk roads, most commonly the Traffic Scotland website (34%) (Table 8.1).

Since 2024, there has been an increase in those who had used the Transport Scotland website (23% in 2025, compared to 17% in 2024).

Table 8.1: Use of trunk roads online information sources

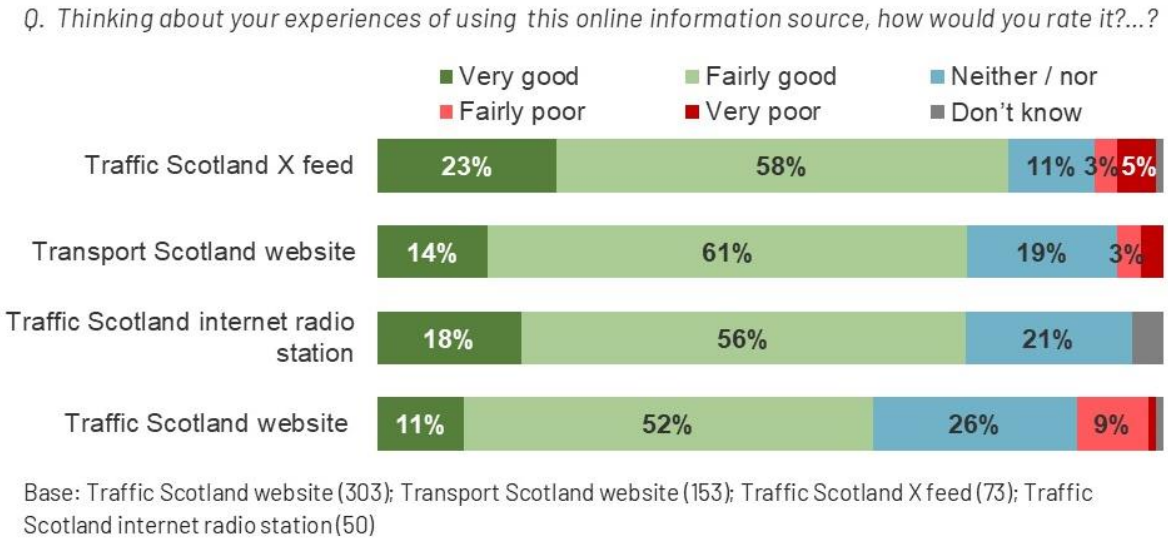
Information source	2014	2015	2016	2017	2018	2019	2023	2024	2025
Traffic Scotland website	34%	38%	43%	45%	45%	40%	41%	37%	34%
Transport Scotland website	Not asked	Not asked	Not asked	Not asked	Not asked	Not asked	Not asked	17%	23%
Traffic Scotland X (formerly Twitter)	2%	5%	6%	8%	10%	9%	15%	12%	13%
Internet radio	25%	3%	5%	5%	5%	7%	7%	6%	6%
Base (all who had access to the internet)	*1,735*	*1,797*	*1,812*	*1,830*	*1,841*	*2,008*	*1,259*	*1,128*	*1,075*

Respondents aged under 55 were more likely than average to have used X, formerly known as Twitter (19% compared to 13% overall) and those aged 35-54 were more likely to have used the Traffic Scotland website (43%, compared to 34% overall).

Older respondents (aged 65 and above) were more likely than average not to use any of these online sources (54%, compared to 42% overall).

Three-quarters (75%) of those who used the Transport Scotland website rated it ‘fairly’ or ‘very’ good, higher than in 2024 (51%). Respondents were slightly less positive about the Traffic Scotland website, with 63% of those who used the website rating it ‘fairly’ or ‘very’ good (Figure 8.2).

Figure 8.2: Ratings of the online information sources



Base: Traffic Scotland website (303); Transport Scotland website (153); Traffic Scotland X feed (73); Traffic Scotland internet radio station (50)

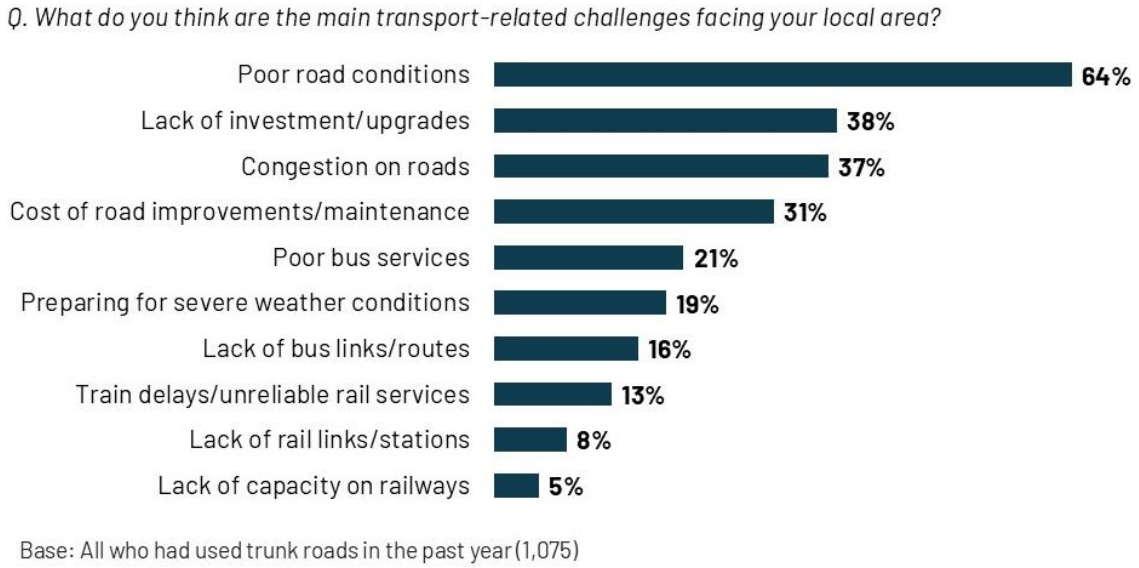
Note: When rating online information sources, if a respondent had used more than one source of online information, they were asked to give their views on just one of these sources (randomly selected by the online script).

Local transport challenges

Respondents were asked what they thought were the main transport-related challenges facing their local area (it was not specified whether this was a trunk road or non-trunk road area).

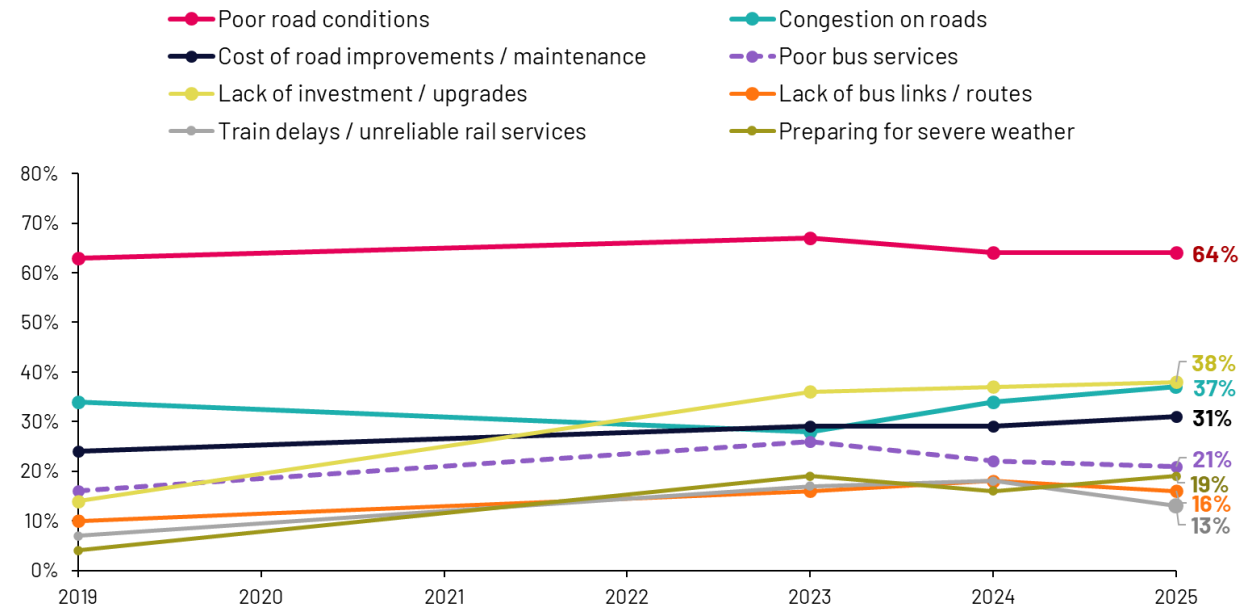
Two-thirds (64%) of respondents identified poor road conditions or potholes as the primary issue in their local area. Around a third of respondents mentioned a lack of investment or upgrades, and congestion on roads (38% and 37% respectively) (Figure 9.1).

Figure 9.1: Perceived transport-related challenges facing respondents' local areas (top ten responses)



As shown in Figure 9.2, these priorities remained largely unchanged since 2019, although, compared to 2024 respondents were less likely to mention train delays or unreliable rail services in 2025 (13%, compared to 18% in 2024).

Figure 9.2: Trends in perceived transport-related challenges facing respondents' local areas

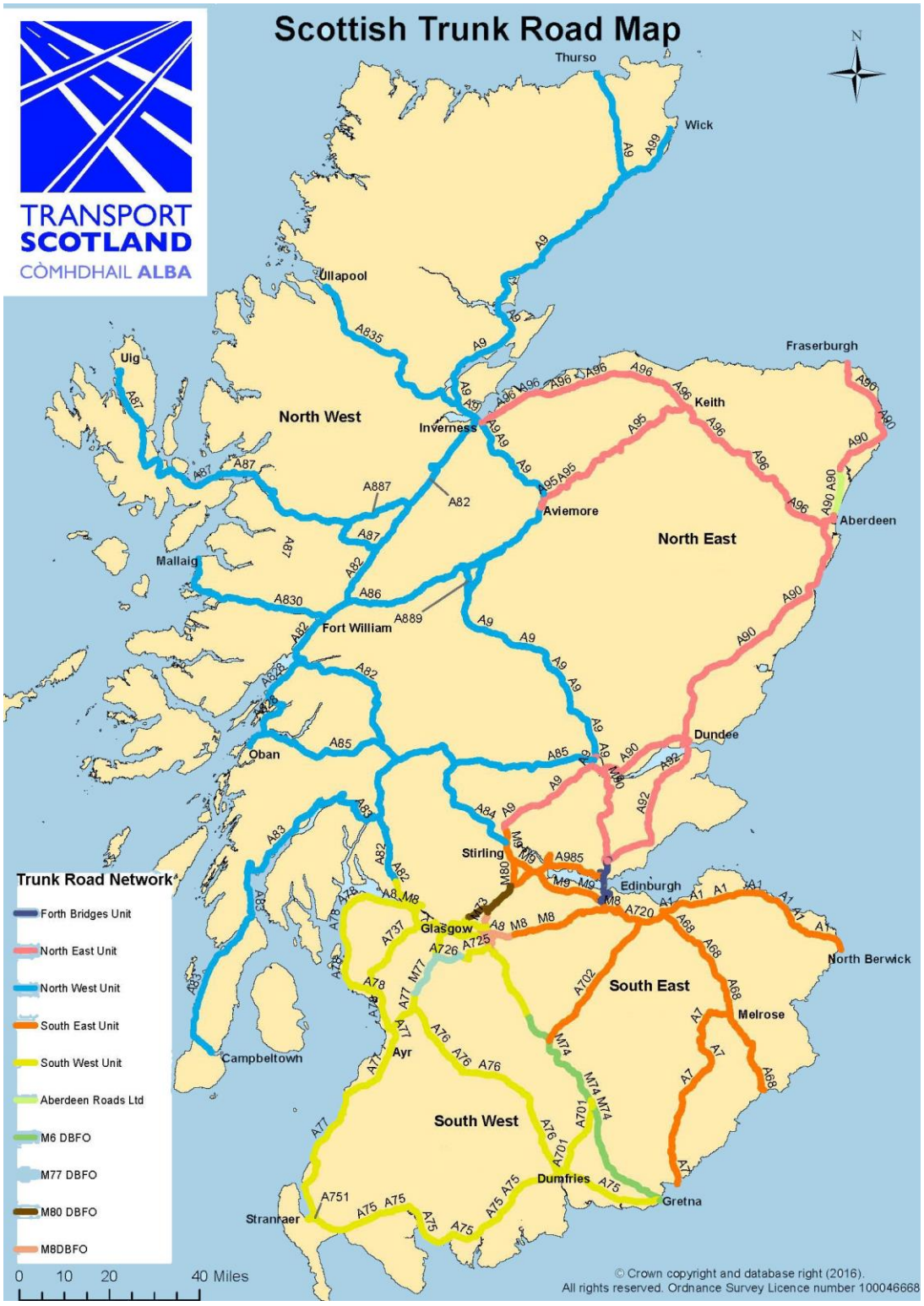


Base: All who used trunk roads in the past year (1,075)

Respondents in the South East were more likely than average to mention congestion on roads (50%, compared to 37% overall), while those in the North West were more likely to mention preparing for or dealing with severe weather challenges (31%, compared to 19% overall). Respondents in the South West were more likely than average to mention poor bus services (26%, compared to 21% overall).

Older respondents (aged 65 and above) were more likely than average to mention poor road conditions or potholes (71%, compared to 64% overall), lack of investment or upgrades (45%, compared to 38% overall), and cost of road improvements or maintenance (44%, compared to 31% overall). Younger respondents (aged 18-34) were more likely than average to mention train delays or unreliable rail services (21%, compared to 13% overall) and lack of capacity on railways (12%, compared to 5% overall).

Appendix A: Map of trunk road network in Scotland



Appendix B: Trunk road management and maintenance – importance versus satisfaction

In the survey, importance and satisfaction were recorded on a four- and five-point scale, respectively. In order to 'plot' the two measures on equivalent scales and show the relationship between them, the scores for each were standardised using z-scores. A z-score expresses each item in a numerical series in terms of the series mean and standard deviation to tell us which have scored higher or lower than average. The z score for any item was calculated as the value minus the mean of the series, divided by the standard deviation of the series.

The z scores are plotted on a quadrant chart (Figure B.1). The four quadrants are: Maintain (top left), Strengths (top right), Need work but not a priority (bottom left) and Key priorities for development (bottom right).

In this analysis, the 'ideal' scenario is for aspects accorded the highest level of importance to appear in the top right quadrant of the chart – e.g. those deemed of relatively high importance with high levels of satisfaction ('Strengths'). Aspects that appear in the bottom right quadrant; that is, those deemed of relatively high importance but with which satisfaction is low, should be considered key priorities for development.

As shown in Figure B.1, the aspects that appear in the bottom right quadrant (those deemed of relatively high importance but with which satisfaction is low) and that should be considered key priorities for development are:

- condition of surfaces,
- quality of repairs, and
- speed of repairs.

The aspects that appear in the top left (those deemed of relatively low importance but with which satisfaction is high) and should be considered aspects to maintain are:

- management of vegetation, and
- litter and debris.

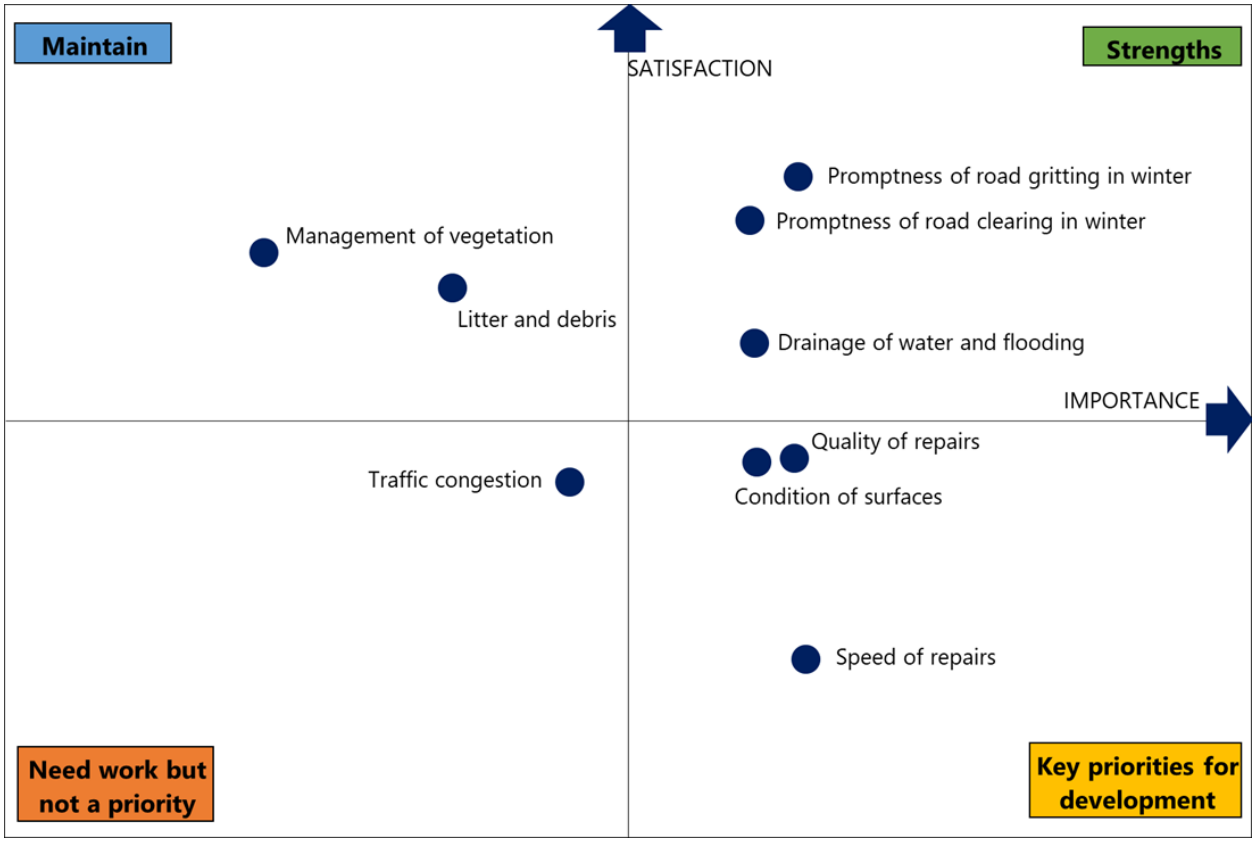
The aspects that appear in the top right quadrant (those deemed of relatively high importance and with which satisfaction is high) and should be considered strengths are:

- promptness of road gritting in winter,
- promptness of road clearing in winter, and
- drainage of water and flooding.

The aspect that appears in the bottom left quadrant (deemed of relatively low importance and with which satisfaction is low) which needs work but is not a priority is:

- traffic congestion.

Figure B.1: Trunk road management and maintenance – importance versus satisfaction



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