



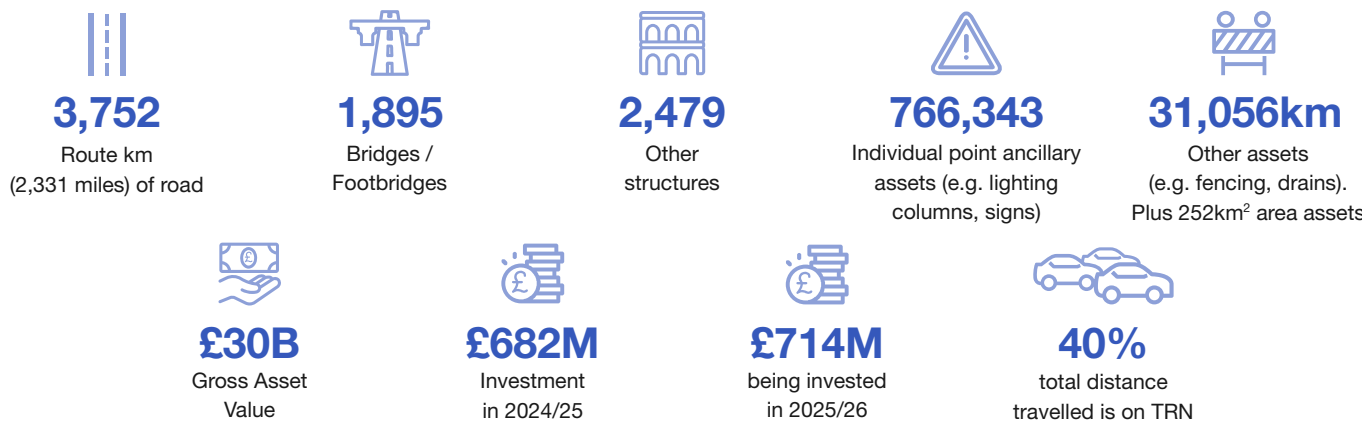
# SCOTTISH TRUNK ROAD USERS SURVEY 2024

## 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 2024 survey and the full report (by Ipsos) is available on request.

## Key facts about Scottish trunk roads



## The Scottish trunk road users survey

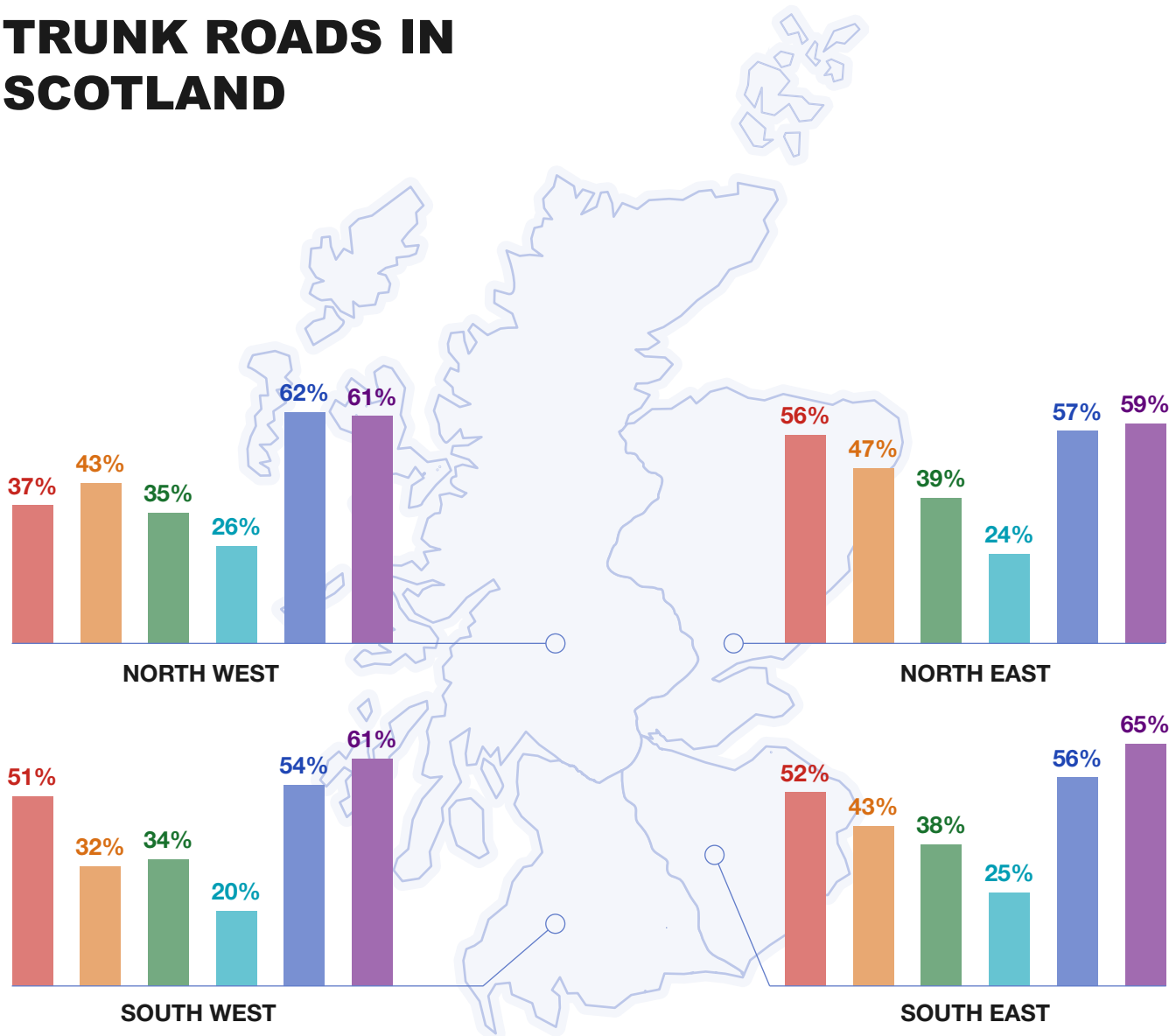
The 2024 Scottish Trunk Road Users Survey was conducted by Ipsos Scotland on behalf of Transport Scotland.

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 2024, 1,128 respondents completed the survey.

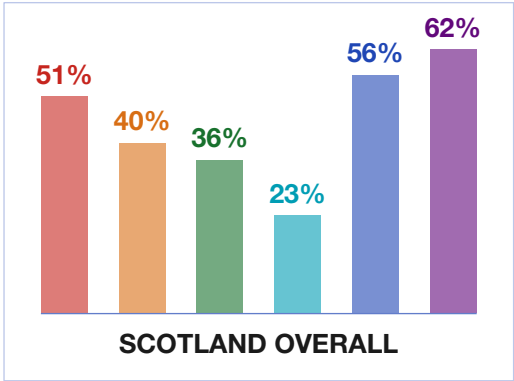
The results were weighted by age, gender, region, education, ethnicity, and Scottish Index of Multiple Deprivation (using the latest Office of National Statistics estimates) to ensure they are largely representative of the Scottish adult population.

# SATISFACTION WITH TRUNK ROADS IN SCOTLAND



## Key

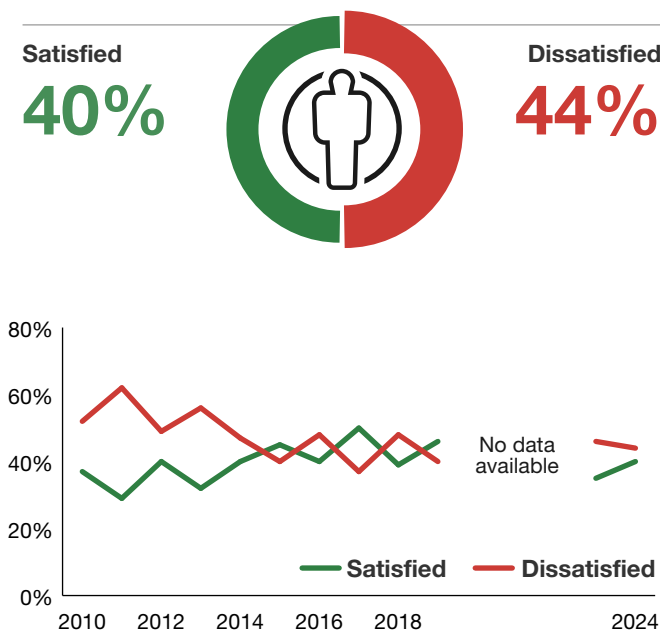
- Overall satisfaction with trunk roads
- General condition of trunk road surfaces
- Quality of repairs
- Speed with which road defects are repaired
- Promptness with which roads are cleared in winter
- Promptness with which roads are gritted in winter



# KEY FINDINGS

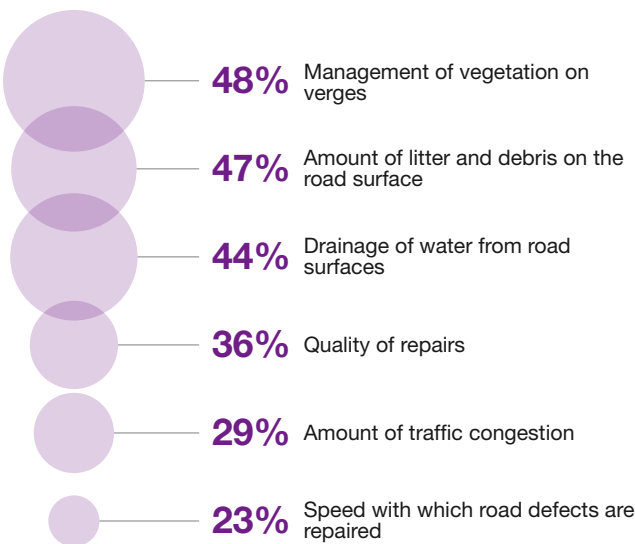
## Perceptions of trunk roads

Attitudes towards the general condition of trunk road surfaces were mixed, with similar proportions saying they were either satisfied or dissatisfied.



## Other aspects of trunk roads

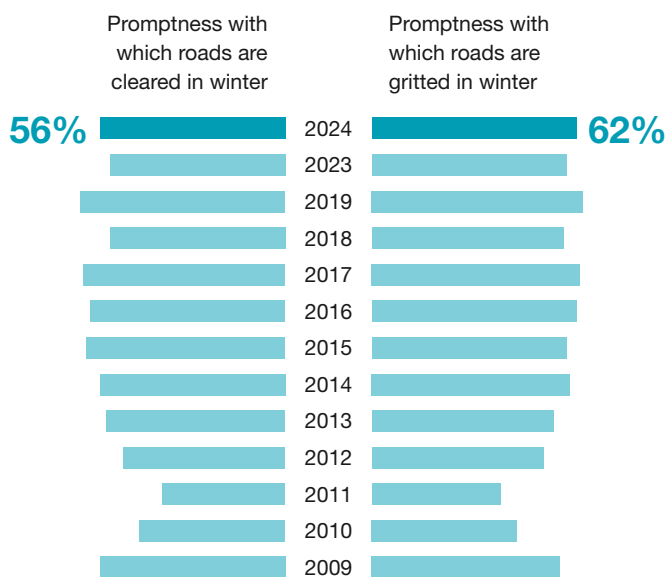
Satisfaction was highest with the management of vegetation on verges and central reserves.



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

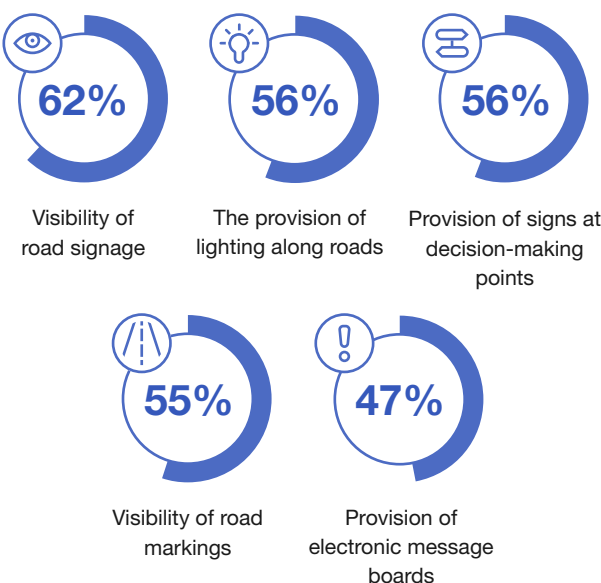
## Satisfaction with winter maintenance

Respondents were largely positive about efforts to maintain the trunk road network during winter.



## Satisfaction with lighting, marking and signage

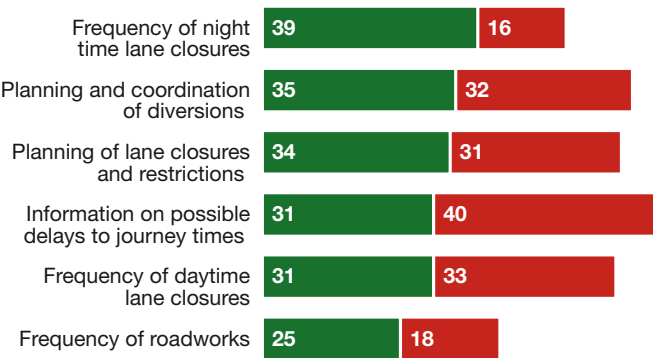
Overall, respondents were satisfied with the lighting, markings and signage on the trunk road network.



# KEY FINDINGS

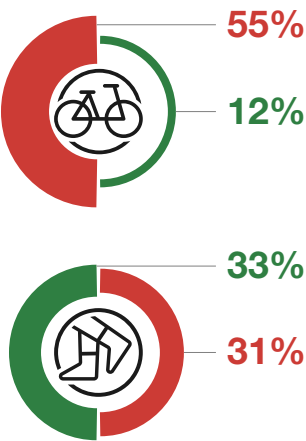
## Satisfaction with roadworks

User satisfaction with the different aspects of road works on trunk roads was mixed.



## Satisfaction with cycle lanes and footways

Cycle lane users were more likely to be dissatisfied than satisfied with the general condition of cycle lane surfaces.

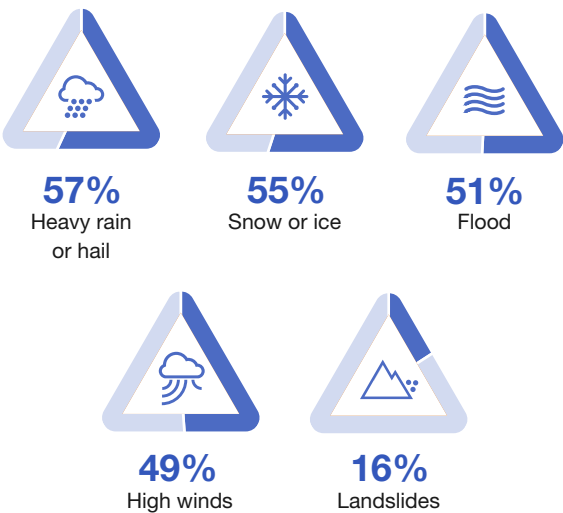


Levels of satisfaction among footway users were more mixed.

## Disruption due to severe weather

**79%** of users experienced disruption due to severe weather in the last 12 months.

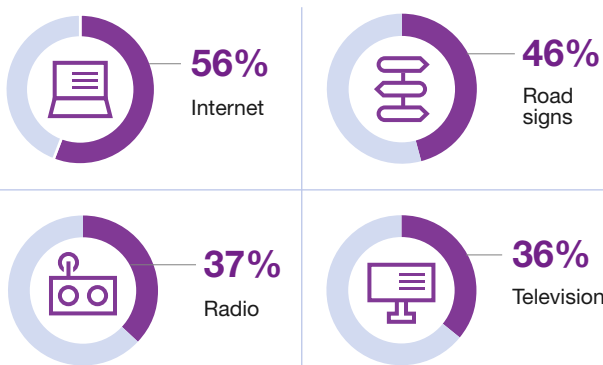
Heavy rain or hail was the most commonly experienced disruption.



## Information about Transport Scotland

**87%** of users had heard of Transport Scotland.

Most common sources of information on Transport Scotland were:



**37%** of users had used the Traffic Scotland website.

## Improving the trunk road network

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

