



TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

Disability and Transport 2024

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Key findings

In 2024, travel levels for disabled people returned to pre-pandemic levels

In 2024, the average number of trips per day for disabled adults was 1.61, up from 1.39 in 2023. The average for non-disabled adults was 2.08.

Disabled people were less likely to feel safe and secure on buses and trains in the evening than non-disabled people.

In 2023-24, the percentage of disabled people who felt safe and secure on buses during the evening was lower than for non-disabled people (53% vs 74%).

This was also the case on trains in the evening with 63% of disabled people feeling safe and secure compared to 81% of non-disabled people.

Satisfaction with public transport has risen since 2022, but remains lower for disabled people than non-disabled people.

Satisfaction fell between 2019 and 2022, but has partly recovered. In 2024, disabled people's satisfaction remained lower than that of non-disabled people (60% vs 65% satisfied).

Introduction

This publication presents statistics on transport and travel for disabled people in Scotland. It includes data for the Accessible Travel Framework's outcome indicators.

The main source of data for this publication is the Scottish Household Survey (SHS). Additionally, some of the outcome indicators use data from the Your Bus Journey and Rail User surveys carried out by Transport Focus, as well as further sources.

The publication typically combines SHS data for the three years 2022, 2023 and 2024 to provide a larger sample size and allow analysis by the different types of disability. The previous edition of the publication combined data for 2022 and 2023 in the same way. A set of time series tables, which allow assessment of change over time, has been provided for a selection of statistics. More information on this is included in the Supporting Information section.

The Scottish Household Survey and its disability questions

The Scottish Household Survey (SHS) is an annual survey of the general population. It collects information on a range of topics using a random sample of people in private residences in Scotland. It is a voluntary and interviewer-led survey. The survey covers a number of topics relating to transport and travel, including a 'travel diary', which involves respondents recounting the details of all of the journeys they made the day before their survey interview.

As the survey only samples private residences, people in accommodation such as hospitals and care homes are not included. The groups not covered by the survey are estimated to form 0.5% of Scotland's population, although disabled people may be over-represented in this group.

Further information on the SHS is provided in the supporting information section.

Scottish Household Survey definition of disability

As part of the survey, a randomly selected adult is chosen from each participating household. This 'random adult' is then asked a range of questions, including the questions on transport and travel which are analysed within this publication.

The survey uses two questions to determine whether the random adult is disabled:

Question RG5A

Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- Yes
- No
- Don't know
- Refusal

Question RG5B

Does your condition or illness reduce your ability to carry-out day-to-day activities?

- Yes, a lot
- Yes, a little
- Not at all

If a person answers 'Yes' to the first question and 'Yes, a lot' or 'Yes, a little' to the second, then they are considered disabled. This is in line with the Equality Act 2010 definition and the approach taken by most large-scale surveys in Scotland and the UK.

Since 2022, the following question has been asked of the randomly chosen adult in order to gather more information on the nature of their condition or illness:

Question RG5C

Does your condition(s) or illness(es) affect you in any of the following areas?

- Vision (for example blindness or partial sight)
- Hearing (for example deafness or partial hearing)
- Mobility (for example walking short distances or climbing stairs)
- Dexterity (for example lifting and carrying objects, using a keyboard)
- Learning or understanding or concentrating
- Memory
- Mental health
- Stamina or breathing or fatigue
- Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
- Other
- Refused

The categories used before 2022 can be found in the [Disability and Transport 2021](#) publication.

In addition, prior to 2022 the question was not asked of the random adult, but was instead asked of the 'highest income householder'. These changes in 2022 meant that it wasn't possible to combine the 5 most recent years of data, as had been done in the 2019 and 2021 editions of this publication. The main tables are based on the years of data available since these changes were made (2022, 2023 and 2024).

There is no question asking for detail about health conditions for children. We only have data on whether or not they have a health condition. We do not know whether their day-to-day activities are limited or not.

Your Bus Journey Survey and Rail User Survey Definition of Disability

In their analysis of the two surveys, Transport Focus apply a different definition of disability than is used in the analysis of the Scottish Household Survey.

The definition used in the Transport Focus analysis is essentially whether respondents had a long term physical or mental health condition. It does not apply

the second element used in the Scottish Household Survey definition, which requires that the long term health condition reduces the individual's ability to carry-out day-to-day activities.

As a broad indicator of the difference between the two definitions of disability, in the Scottish Household Survey 83% of people with a long-term condition had their ability to carry out activities reduced.

An Official Statistics Publication for Scotland

These statistics are official statistics. Official statistics are statistics that are produced by crown bodies, those acting on behalf of crown bodies, or those specified in statutory orders, as defined in the [Statistics and Registration Service Act 2007](#).

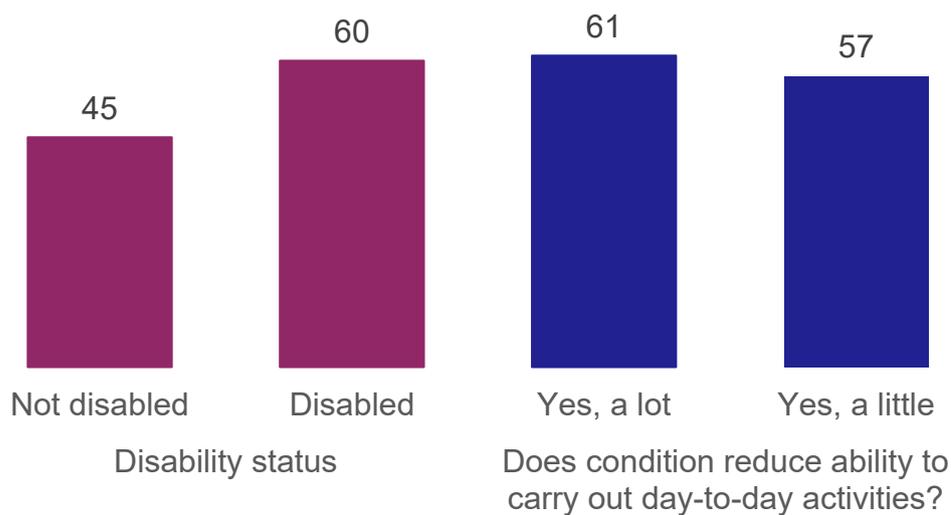
Transport Scotland statistics are regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) that all producers of official statistics should adhere to.

Profile of Disabled People in Scotland

In Scotland’s Census 2022, 1.3 million people stated they had a long-term health problem or disability that limited their day-to-day activities. This is almost a quarter (24%) of Scotland’s people.

Disability is more common among older people. In 2022-24, the average (median) age of people whose condition reduced their ability to carry out day-to-day tasks a lot was 61. The average for those whose activities were reduced a little was 57. [Table 1, Figure 1: Median age, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2022 - 2024 (combined)]

Figure 1: Median age, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2022 - 2024 (combined)



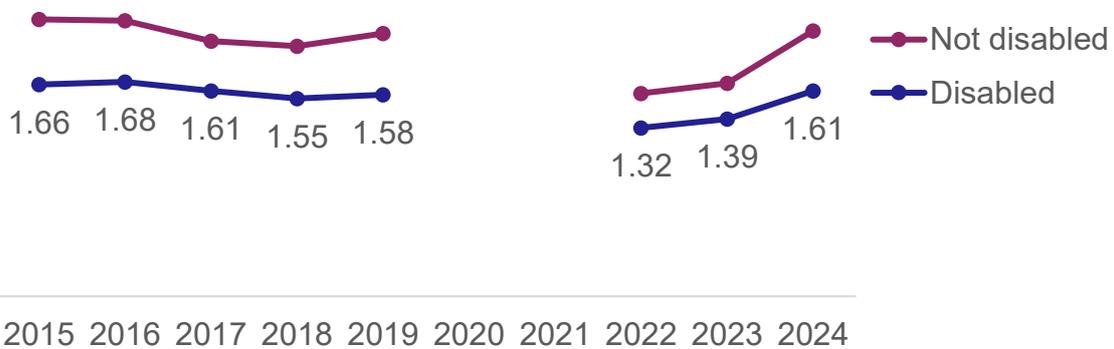
Over a quarter (28%) of disabled people were in work. The percentage in work of those whose disability limited their activities a lot was 16%. 40% of disabled people were retired. [Table 2]

Personal Travel

How much are disabled people travelling?

The average number of trips per disabled adult the day before their survey interview was 1.61 in 2024. This was higher than in 2023 (1.39). The level of travel in 2024 is a return to the level before the COVID-19 pandemic. There was also a rise for non-disabled people. [Time series table 3, Figure 2]

Figure 2: Average number of journeys per day per adult 2015 to 2024



In 2022-24, the average number of daily journeys for those whose disability limited their activities a lot was 1.21 compared to 1.71 for those whose disability limited their activities a little. [Table 11]

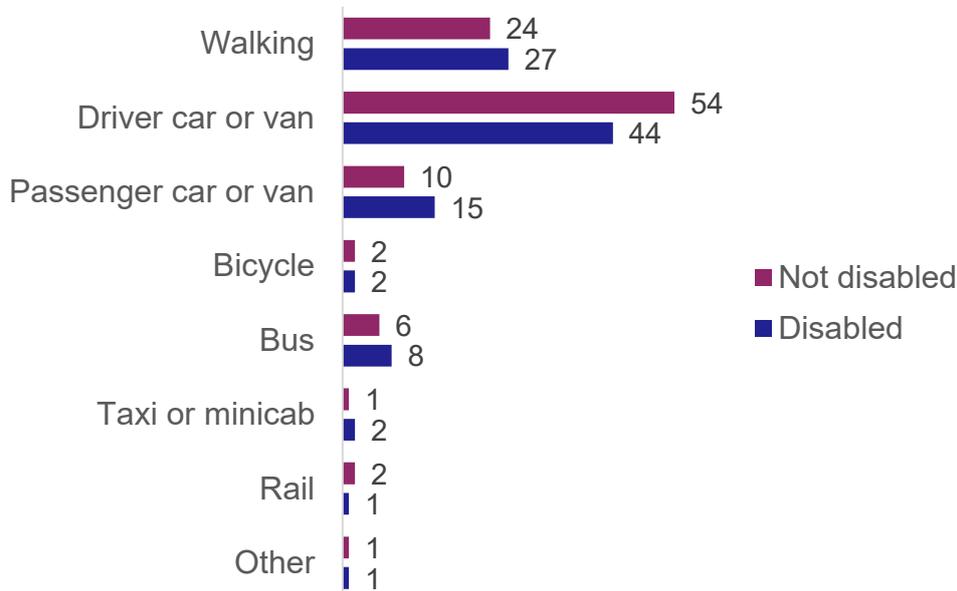
Method of travel

Driving a car or van was the most common mode of transport for disabled people in 2022-24 (44% of journeys). Walking was the next most common mode of transport making up more than a quarter (27%) of the journeys made by disabled people. [Table 5, **Error! Reference source not found.**]

Disabled people were less likely to make their journey driving a car or van than non-disabled people (44% to 54%). They were more likely to be a car or van passenger (15% to 10%) or walk (27% to 24%) than non-disabled people. [Table 5, **Error! Reference source not found.**]

Those whose disability limited their day-to-day activities a lot were more likely to be a passenger in a car than those whose activities were limited a little (19% to 13%) . [Table 5]

Figure 3: Main mode of travel (percentages), 2022-24



In 2022-24, disabled people were less likely to possess a driving licence drive than those who were not disabled (55% compared to 78%). [Table 20]

Disabled people were less likely to have a car available to their household than non-disabled people (55% compared to 80%). [Table 21]

A quarter of disabled people (26%) had taken a flight for leisure in the last 12 months. This was much lower than for non-disabled people (50%). [Table 31]

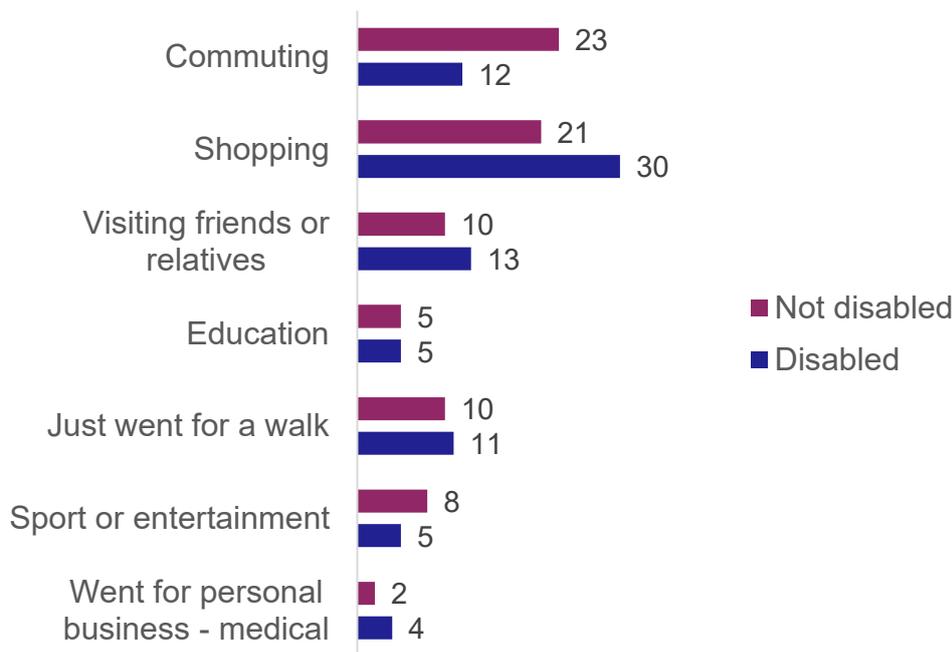
Method of travel to work

In 2022-24, over half of disabled people (54%) usually drove to work. Disabled people were more likely to take the bus to work than non-disabled people (16% to 9%). [Table 6]

Why are people travelling?

In 2022-24, a smaller percentage of the journeys of disabled people were to or from work (12%, compared to 23% for those who are not disabled) and a higher percentage of the journeys of disabled people were to the shops (30% compared to 21%). [Table 9, Figure 4]

Figure 4: Purpose of journey (selected categories), by whether adult has a disability (percentages), 2022-2024 (combined)

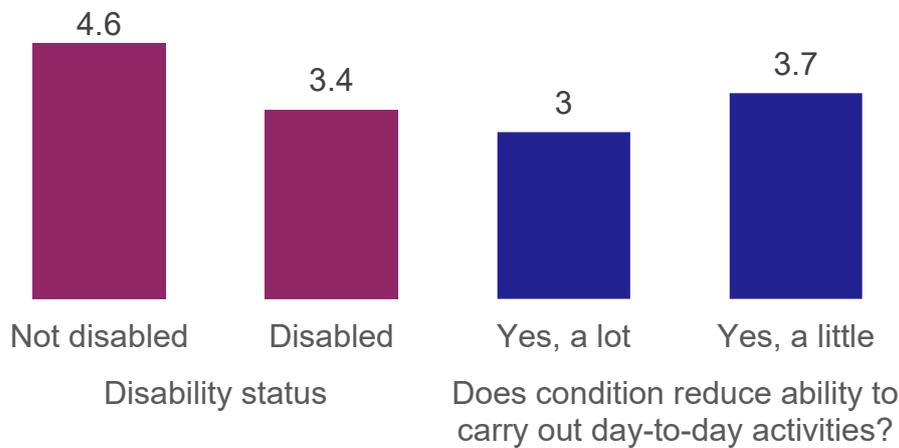


Distance travelled

In 2022-24, disabled adults had a shorter average (median) journey (3.4 km), than those who were not disabled (4.6 km). [Table 13, Figure 5]

Those disabled people whose ability to carry out day-to-day activities was limited a lot had a shorter median journey (3.0 km) than those whose ability to carry out activities was limited a little (3.7 km). [Table 13, Figure 5]

Figure 5: Average (median) journey length (km), by whether adult is disabled and whether their condition limits the ability to carry out day-to-day tasks, 2022-2024 (combined)

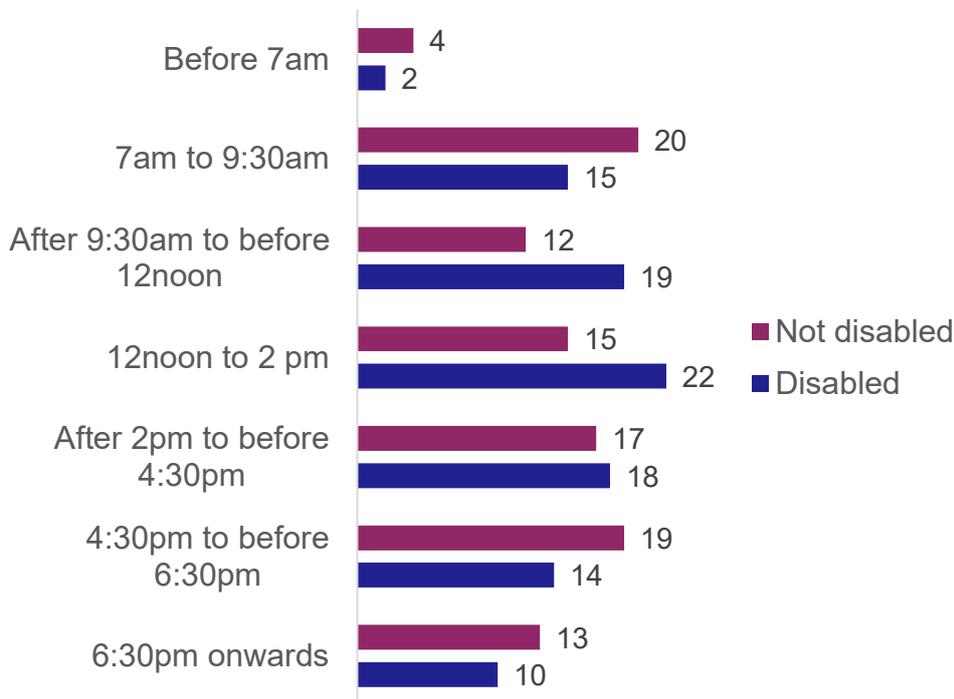


Median distance to work was lower for disabled than non-disabled people (6.4 km vs 8.0 km). [Table 15]

Time of travel

On weekdays disabled people’s journeys are more likely to be in the middle of the day when services are less busy than at peak times. For those whose disability limits activities a lot, there is an even higher proportion of travel between 9:30 and 4:30. [Table 16, Figure 6]

Figure 6: Percentage of journeys made on weekdays by start time of journey, by whether adult is disabled, 2022-2024 (combined)



Travel cost and affordability

In 2022-24, more than half of disabled people (59%) found it easy to afford their transport costs, but this was lower than for non-disabled people (71%). [Table 35]

Disabled people in Scotland can access several national and local travel concessions covering bus, rail and ferry travel. Also, all people aged 60 or over are entitled to free bus travel. As a result, most disabled people (87%) reported spending nothing on public transport. The average (mean) weekly cost of public transport for disabled people in 2022-24 was £6.70. [Table 34]

In 2022-24, over half of disabled people (55%) spent nothing on car fuel. Of those who did spend on fuel, the average (mean) amount spent in the last month was £115. This was lower than for non-disabled people (£138). [Table 33]

Outcome Indicators for Accessible Travel Framework

Overview of the Accessible Travel Framework

The Accessible Travel Framework was developed to work alongside (1) the United Nations' Convention on the Rights of Persons with Disabilities, ratified by the United Kingdom in 2009, and (2) the National Transport Strategy (NTS), specifically the pillar focussing on reducing inequality.

These two documents underscore the standard of rights and treatment of disabled people and provide a strategy to remove barriers to accessing and using (public transport) services, as well as improve the overall travel experiences. Thus, the disabled people should be able to (1) make successful door-to-door journeys; (2) easily access help and support, when necessary; (3) obtain and use accessible information to plan their journey; (4) travel comfortably and safely; (5) complete their journeys successfully and be involved in future design and improvement of services, infrastructure, and broader transport policies. These aims are collated into three main outcomes for transport accessibility:

More disabled people make successful door-to-door journeys, more often

Disabled people feel comfortable and safe using public transport

Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel

The fourth outcome is Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure.

The data presented in this section relate to the indicators specified in the Accessible Travel Framework for which measurement is available.

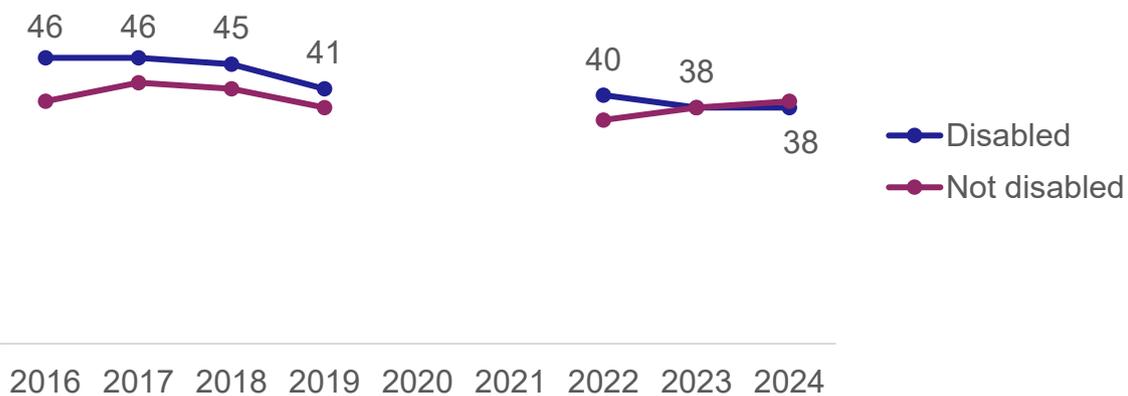
More disabled people make successful door-to-door journeys, more often

Use of local bus services in the past month

The percentage of disabled people who said they had used the bus in the past month in 2024 (38%) was lower than it had been in 2018 (45%). [Time series table 5, Figure 7]

In 2022-24, people whose disability limited their day-to-day activities a little were more likely to have used the bus than those whose day-to-day activities were limited a lot (43% to 36%). [Table 24]

Figure 7: Percentage of adults who used the bus in the last month, 2016 to 2024

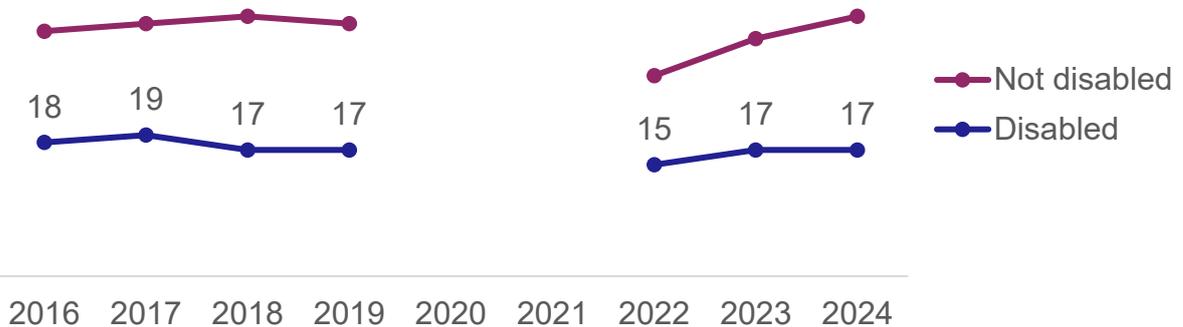


Use of local train services in the past month

In 2024, the train was used in the past month by 17% of disabled people, unchanged from 2023. This was lower than for non-disabled people (35%). [Time series table 6, Figure 8]

In 2022-24, those whose disability limited everyday activities a lot were less likely to use the train (11%) than those whose activities were affected a little (22%). [Table 27]

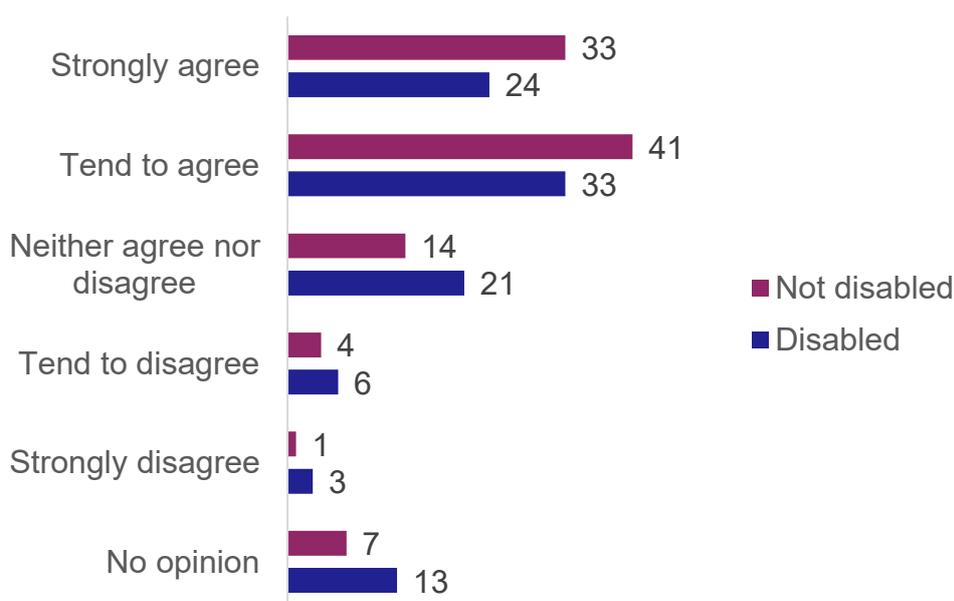
Figure 8: Percentage of adults who used the train in the last month, by whether adult is disabled, 2016 to 2024



Whether experienced difficulties when changing from buses to other public transport modes

In 2023-24, over half (57%) of disabled people agreed that it was easy to change from buses to other forms of transport, but the figure was higher for non-disabled people (73%). 9% of disabled people disagreed. [Table 25, Figure 9]

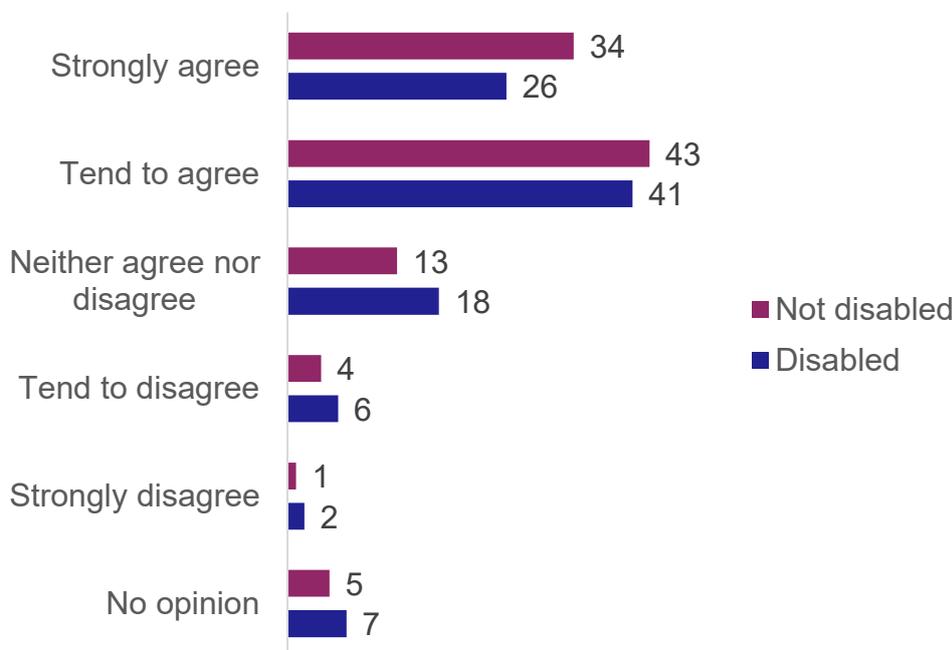
Figure 9: Easy to change from buses to other forms of transport by whether adult is disabled, 2023-2024 (combined)



Whether experienced difficulties when changing from trains to other public transport modes

In 2023-24, two thirds (67%) of disabled people agreed that it was easy to change from trains to other forms of transport, but the figure was higher for non-disabled people (77%). 8% of disabled people disagreed. [Table 28, Figure 10]

Figure 10: Easy to change from trains to other forms of transport by whether adult is disabled, 2023-2024 (combined)



Factors discouraging public transport use

The top reason disabled people were discouraged from using the bus more often was 'Health reasons' (29%). This is much higher than for non-disabled people (2%). The next four reasons were 'Use my own car' (19%), 'No need' (19%), 'Lack of service' (8%) and 'Public transport is unreliable' (6%). 15% said nothing discouraged them. [Table 26]

In 2023-24, the top reasons disabled people were discouraged from using the train more often were 'No need' (27%), 'Cost' (14%), 'No nearby station' (7%), 'Use my own car' (6%) and 'Trains unreliable' (4%). 37% said nothing discouraged them. [Table 29]

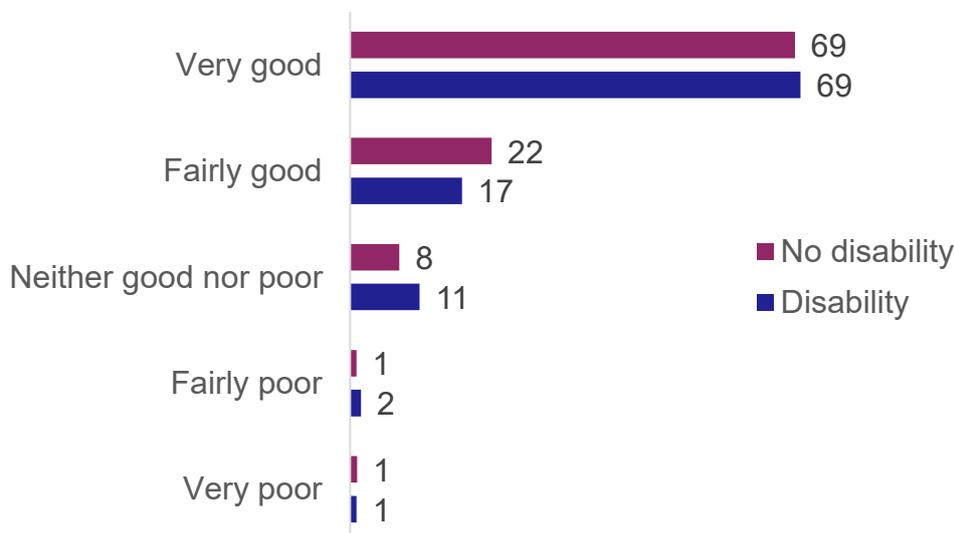
Data for the ‘Satisfaction with distance of bus stop from beginning of journey’ indicator were previously collected in the Transport Focus Bus Passenger survey but are not collected in the ‘Your Bus Journey’ survey which replaced it.

Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel

Rating of bus driver – helpfulness and attitude of the driver

In 2024, 87% of disabled people rated the helpfulness and attitude of the driver as very good or fairly good, with 3% giving a rating of poor or fairly poor. [Table 41, Figure 11]

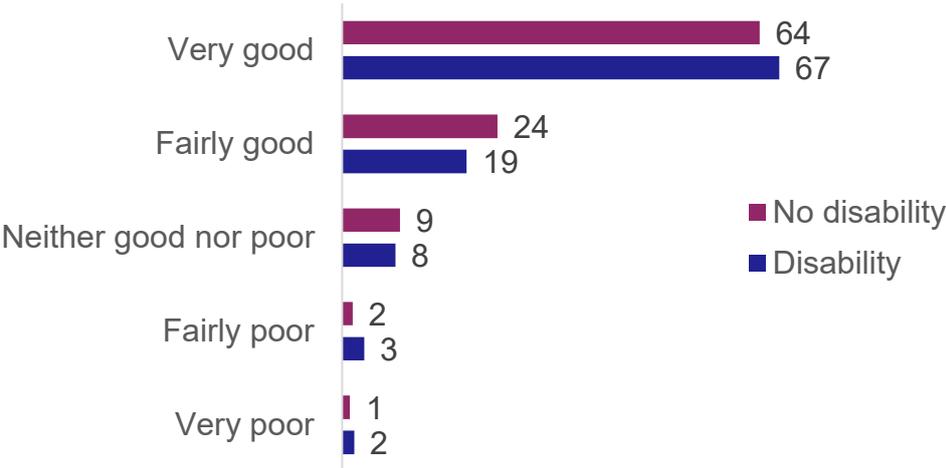
Figure 11: Rating of bus driver helpfulness and attitude (percentages), 2024



Rating of bus driver – time given to get to the seat

The majority of disabled people (87%) rated the time the driver gave them to get to their seat as good or very good, with 5% giving a fairly poor or very poor rating. [Table 42, Figure 12]

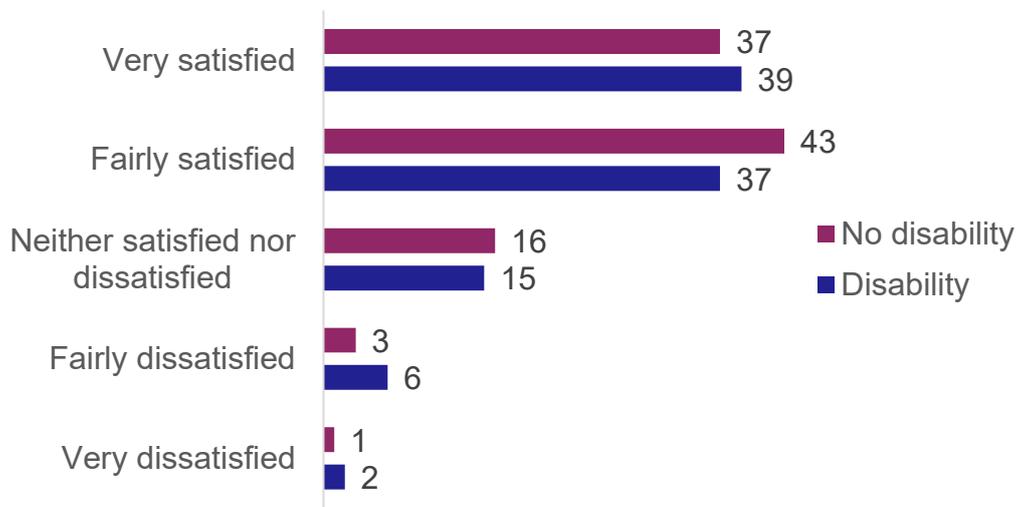
Figure 12: Rating of bus driver time given to get to the seat (percentages), 2024



Satisfaction with helpfulness and attitude of train staff

In 2024, three quarters (76%) of disabled people were satisfied with the helpfulness and attitude of train staff and 8% were dissatisfied. [Table 49, Figure 13]

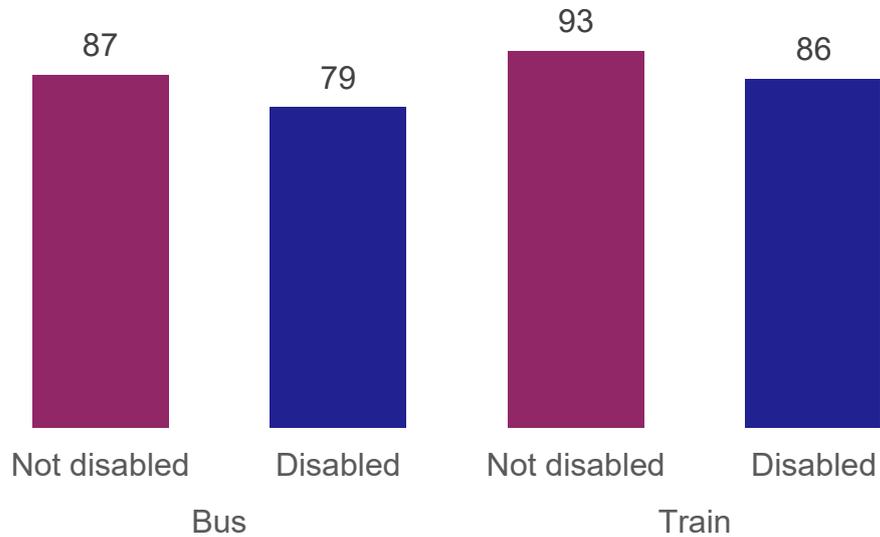
Figure 13: Satisfaction with helpfulness and attitude of train staff (percentages), 2024



Views on the ease of finding out about routes and times (bus and train indicator combined)

While the majority of disabled people in 2023-24 agreed that finding out about routes and times was easy (79% for bus and 86% for train), they were less likely to agree than non-disabled people. [Tables 25 and 28, Figure 14]

Figure 14: Percentage who agreed that finding out about bus and train routes and times was easy, by whether adult is disabled, 2023-2024 (combined)



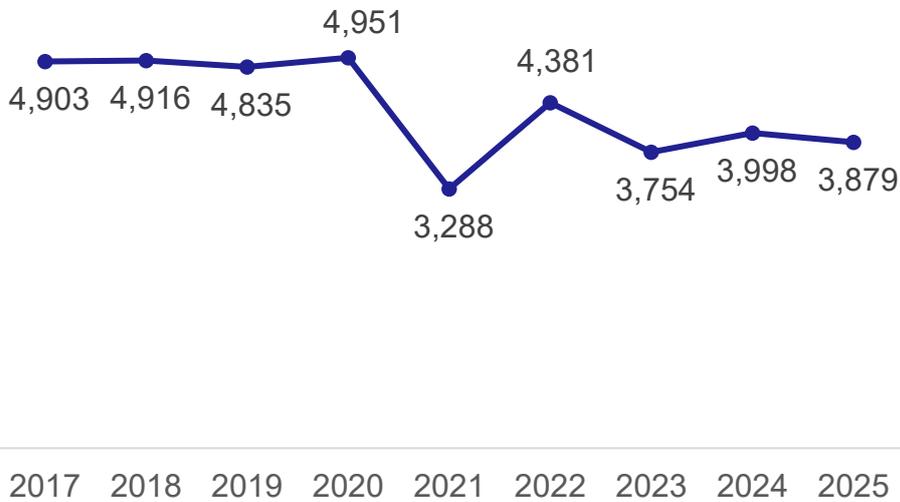
Number of accessible buses

Since 2019-20, 100% of buses in Scotland have been accessible or low floor buses, but the number of buses dropped from 4.4 thousand in 2019-20 to 3.3 thousand in 2024-25. [Table 38]

Number of wheelchair accessible taxis

In 2025, almost half (46%) of taxis in Scotland were wheelchair accessible. The number of wheelchair accessible taxis has been fairly stable in the last few years and was almost 3,900 in 2025. [Table 37, Figure 15]

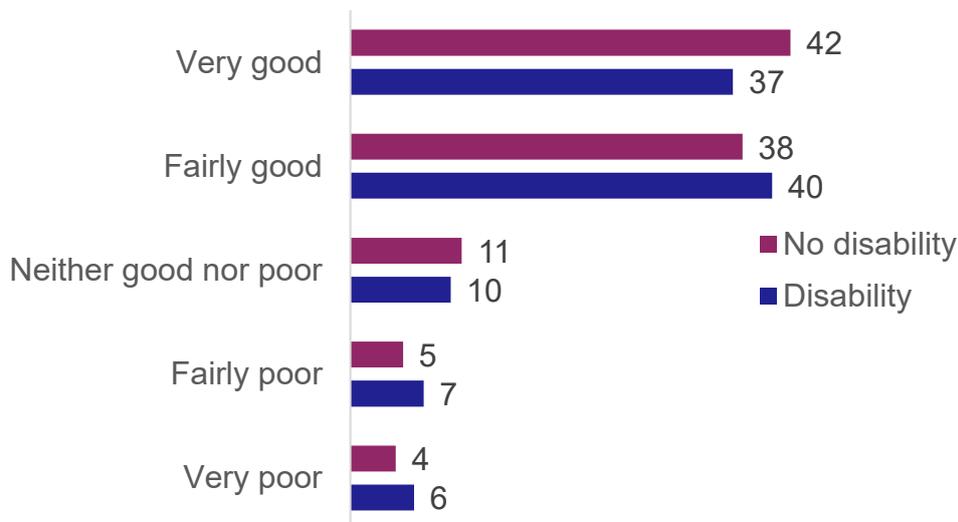
Figure 15: Number of wheelchair accessible taxis, 2017-2025



Views on information provided at the bus stop

In 2024, three quarters (77%) of disabled people rated the information provided at the bus stop as very or fairly good. 13% rated it fairly or very poor which was higher than for non-disabled people (9%). [Table 48, Figure 16]

Figure 16: Rating of information provided at the bus stop (percentages), 2024



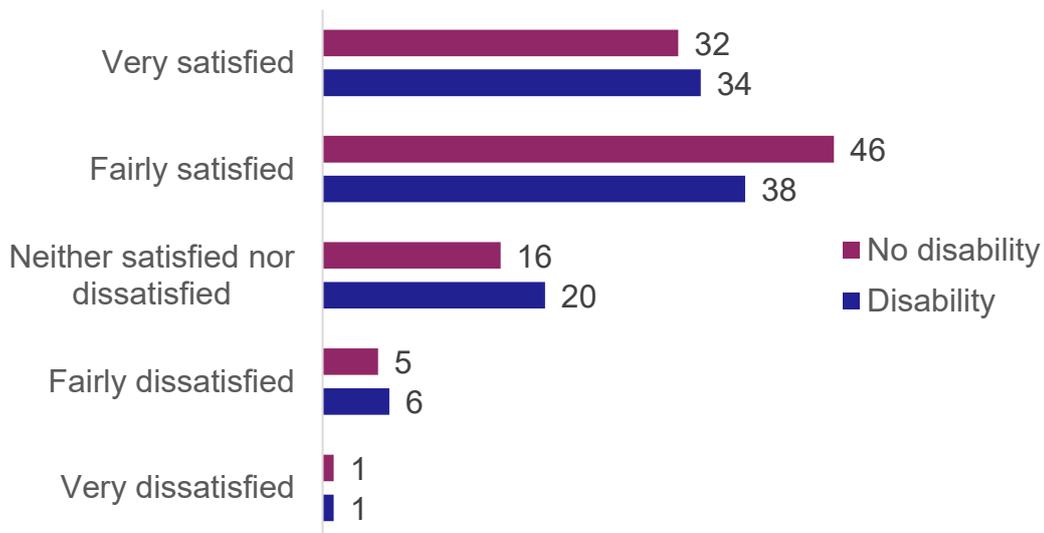
Data for the ‘Views on information provided inside the bus’ indicator are not collected in the ‘Your Bus Journey’ survey from Transport Focus.

Data for the ‘Views on information provided about train times/platforms’ indicator were not collected in the Rail User survey from Transport Focus. Data on how easy it was to find information when planning the train journey is being collected in the Rail Customer Experience Survey which began in July 2025.

Views on information provided during the train journey

The majority (72%) of disabled passengers in 2024 were very or fairly satisfied with the information provided to passengers during their train journey, while 7% were very or fairly dissatisfied. [Table 52, Figure 17]

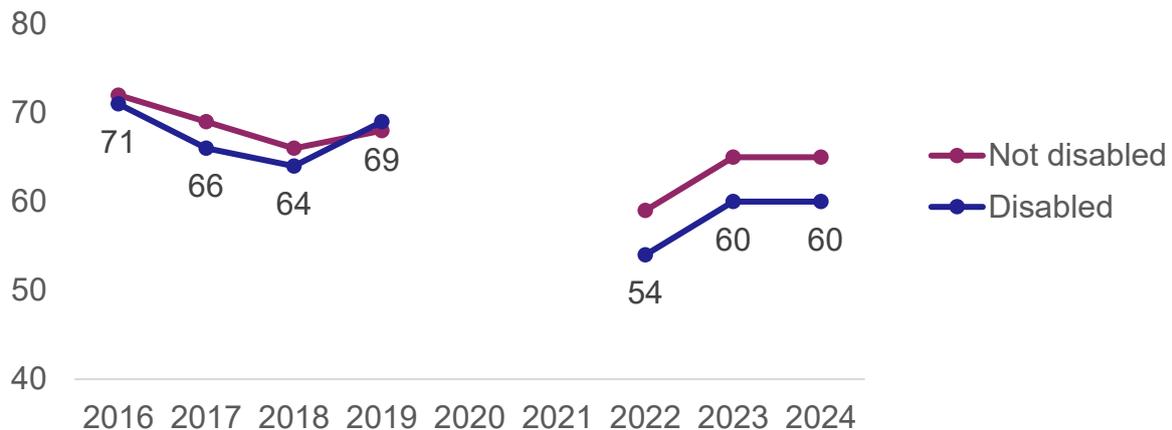
Figure 17: Satisfaction with provision of information during train journey (percentages), 2024



Satisfaction with public transport

Disabled people’s satisfaction with public transport fell between 2019 and 2022, then partly recovered and was 60% in 2024, the same as 2023. In recent years satisfaction has been lower for disabled people than for non-disabled people. [Time series table 7, Figure 18]

Figure 18: Percentage satisfied with public transport, 2016 to 2024



Disabled people feel comfortable and safe using public transport

Data for the following indicators stopped being collected when the Rail Passenger Survey was replaced by the Rail User Survey, so are not available for this publication:

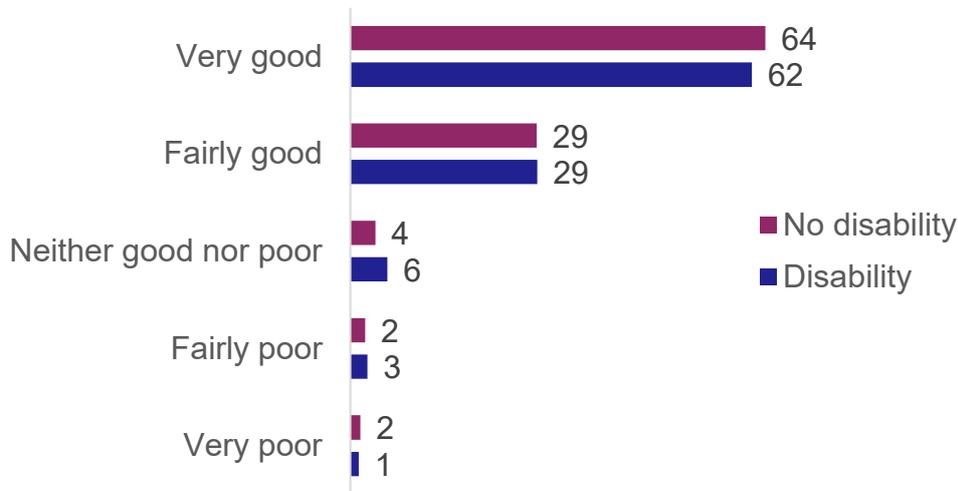
- Views on toilet facilities on the train
- Views on toilet facilities at the station
- Availability of staff on the train
- Availability of staff at the station

Data for these indicators are being collected again in the Rail Customer Experience Survey which began in July 2025.

Rating of availability of seating or space to stand on the bus

90% of disabled people in 2024 rated the availability of seating or space to stand as very or fairly good. [Table 45, Figure 19]

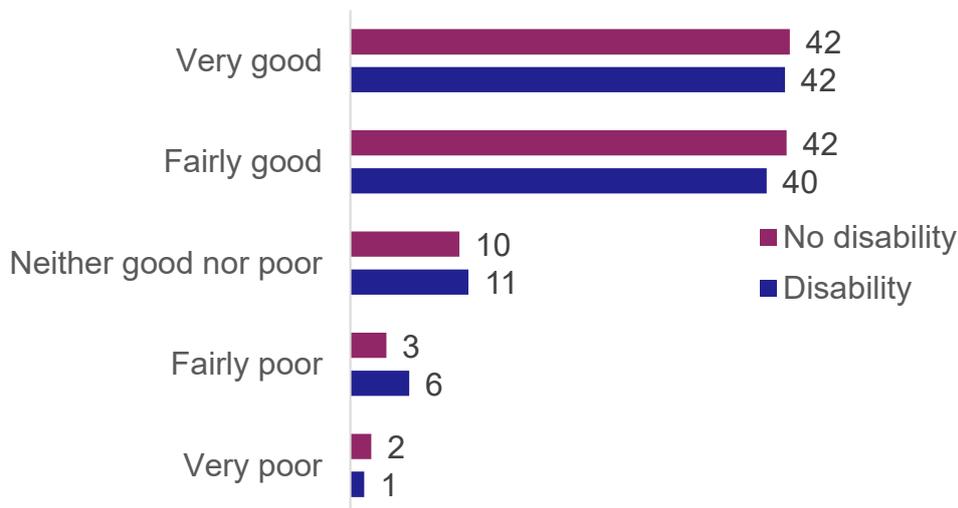
Figure 19: Rating of availability of seating or space to stand on bus (percentages), 2024



Rating of comfort of seats on the bus

In 2024, most disabled people (82%) rated the comfort of the seats as very or fairly good. 7% of disabled people rated the comfort as very or fairly poor. [Table 46, Figure 20]

Figure 20: Rating of the comfort of the seats on bus (percentages), 2024



Data for the 'satisfaction on bus with amount of personal space' are not collected in the 'Your Bus Journey' survey.

Percentage of buses with CCTV

The percentage of buses with CCTV has risen over the years from 82% in 2016-17 to 96% in 2024-2025. [Table 53]

Whether feel safe and secure on trains during the day

In 2023-24, a high percentage (94%) of disabled people felt safe and secure on trains during the day. The percentage for non-disabled people was 97%. [Table 28]

Whether feel safe and secure on trains during the evening

In 2023-24, the percentage of disabled people who felt safe and secure during the evening was much lower than during the day (63% compared to 94%). The percentage was also lower than for non-disabled people in the evening (63% to 81%). [Table 28]

Whether feel safe and secure on buses during the day

In 2023-24, a high percentage (92%) of disabled people felt safe and secure on buses during the day. The percentage for non-disabled people was 95%. [Table 25]

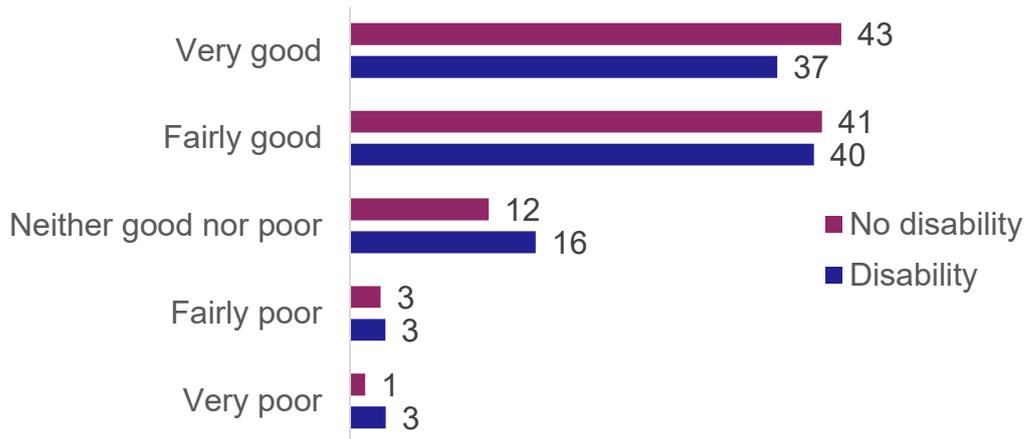
Whether feel safe and secure on buses during the evening

Again, the percentage of disabled people who felt safe on buses during the evening was much lower than during the day (53% compared to 92%). Disabled people were less likely to feel safe in the evening than non-disabled people (53% to 74%). [Table 25]

Rating of personal safety while at bus stop

Over three quarters (78%) of disabled people in 2024 rated their safety at the bus stop as very or fairly good, while 6% rated it as poor or fairly poor. [Table 39, Figure 21]

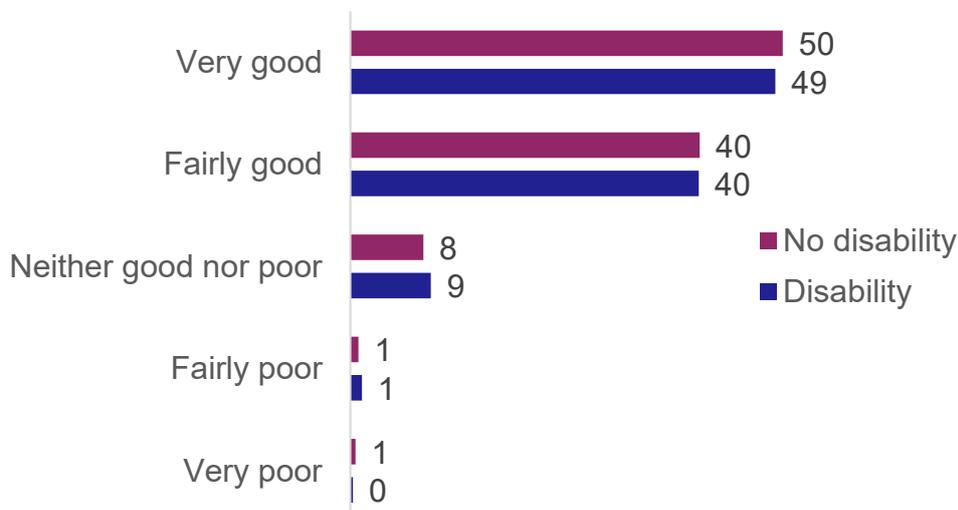
Figure 21: Rating of personal safety at the bus stop (percentages), 2024



Rating of personal security while on the bus

In 2024, the percentage of disabled people who rated their security on the bus as very or fairly good was 89%, similar to non-disabled people (90%). [Table 40, Figure 22]

Figure 22: Rating of personal security on the bus (percentages), 2024

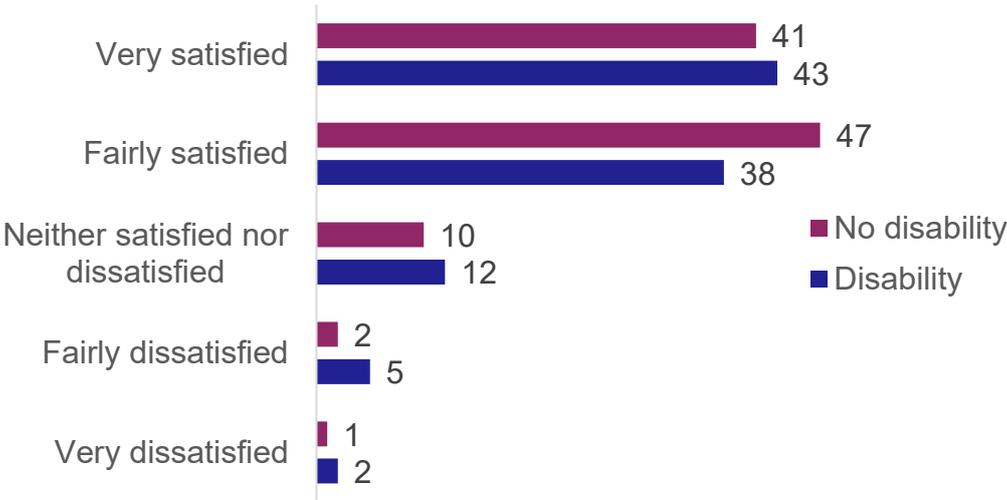


Data for the indicators ‘Views on personal safety while using the train station’ and ‘Views on personal safety while on the train’ weren’t collected in the Rail User Survey. Data on ‘Satisfaction with personal security during train journey’ have been included instead.

Satisfaction with personal security during train journey

Most disabled people (82%) in 2024 were very or fairly satisfied with their personal security during the train journey, but 6% were dissatisfied. The figure for dissatisfaction for non-disabled people was 2%. [Table 51, Figure 23]

Figure 23: Satisfaction with personal security during train journey (percentages), 2024



Supporting Information

Scottish Household Survey, years used and comparisons over time

In order to enable more robust analysis by different types of disability, this publication combines data from a number of years to provide a larger sample.

In the 2021 edition of the report, figures were averaged over five years. However, from 2022 there was a change in approach to identifying areas affected by health conditions (as described in the [section on the definition of disability](#)). This information is used to identify the 'type' of disability the respondent has. The change meant that it is not possible to combine or directly compare data from years prior to 2022, with that from 2022 onwards.

In this edition, data for the three years 2022, 2023 and 2024 have been combined in the main tables, where possible. This has been done to give a larger sample size for areas affected than for one year. A set of time series tables has been provided for a selection of statistics.

If comparing with the results in the 2021 report, which were averaged over the years 2017 to 2021, it's important to bear in mind that the survey methodology was changed in the years 2020 and 2021 due to the COVID pandemic. Most notably, the survey was moved to telephone interviewing rather than face to face.

The full Scottish Household Survey questionnaire can be found on [the Scottish Government website](#).

Figures for individual years are available by disability (but not any further subdivisions) in [Transport and Travel in Scotland](#).

Your Bus Journey, Rail User Survey and Rail Customer Experience Survey

Other than the Scottish Household Survey, the two main sources for the Accessible Travel framework outcome indicators are the Your Bus Journey survey and the Rail User Survey, both carried out by Transport Focus. When the Rail User Survey replaced the National Rail Passenger Survey in 2021, some of the indicators for the Accessible Travel framework were dropped from the survey. The Rail User Survey

has been replaced by the Rail Customer Experience Survey in July 2025, carried out by National Rail. This new survey includes data on all of the rail-related Accessible Travel Framework indicators, so we should be able to report on them again in future.

The analysis used in this publication is taken from the [Transport Focus Data Hub](#).

Tell us what you think

We are always interested to hear from our users about how our statistics are used, and how they can be improved.

Enquiries

For enquiries about this publication please contact:

Karren Friel

Transport Analytical Services

Transport Scotland

Scottish Government

e-mail: transtat@transport.gov.scot

The data collected for the SHS is made available via the UK Data Service and may be made available on request, subject to consideration of legal and ethical factors. Please contact shs@gov.scot for further information.

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician

e-mail: statistics.enquiries@gov.scot

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