



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

Disability and Transport 2021

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Key findings

This publication presents transport and travel findings from the Scottish Household Survey.

The publication also presents data for the Accessible Travel Framework's outcome indicators. The outcome indicators use data from the Scottish Household Survey, the Bus Passenger Survey and National Rail Passenger Survey (both of which are undertaken by Transport Focus), as well as further sources.

On average, disabled people tend to be older, less likely to be working and more likely to be in a household with a low income than people without disabilities. These demographic factors are all likely to affect transport and travel habits in addition to any impact from disability.

- Disabled people tend to make fewer journeys than those non-disabled people (an average of 1.54 journeys per day vs 1.96) and, on average, their journeys are shorter in distance (3.2km vs 4.4km).
- In broad terms, the modes of travel used by both disabled and non-disabled people are similar. For example, car driving journeys account for by far the largest proportion of journeys for both groups.

However, there are still some differences. Disabled adults are more likely to use the bus than non-disabled adults (9% of journeys vs 6%), less likely to drive (43% vs 54%), and more likely to be a car-passenger (17% vs 11%).

- Flying is less frequent amongst disabled people, with 23% of disabled people having flown for leisure in the past year compared to 43% of non-disabled people.
- A lower percentage of disabled people possess a driving licence (55% vs 77%) and a lower percentage have household access to a car (57% vs 80%).
- People who had recently used trains and buses were asked about different aspects of their experiences. Disabled people were generally slightly less positive about their experiences than people who were not disabled, although differences were small for most aspects.

The area where the difference was highest was whether individuals felt 'safe and secure on the [bus or train] in the evening' (59% of disabled people agreed they felt safe on the bus compared to 74% of non-disabled people).

Another notable difference was regarding whether individuals felt that it was 'easy to change from bus to other transport' (64% of disabled people agreed, compared with 76% of non-disabled people).

- When asked why they did not use the bus more, disabled people were far more likely to quote 'health reasons' than non-disabled people were (27% compared to 2%). Difficulties in access or with stepping on/off were quoted as a reason by 4% of disabled people, and 0% of those not disabled.

- Reasons for not using the train more were not greatly different between disabled and non-disabled people. The most notable differences were that 'cost' was named by more disabled people than non-disabled people (16% compared to 12%) and 'health reasons' were given by 3% of disabled people compared to 0% of non-disabled people.

Introduction

This is the second edition of Disability and Transport, a publication intended to provide analysis of transport data for disabled people.

The first edition used data solely from the Scottish Household Survey. This publication provides an updated version of the Scottish Household Survey analysis, as well as presenting figures for the indicators of the [Accessible Travel Framework](#), which use additional sources of data.

Supporting Spreadsheets

The full version of the analysis summarised in this report can be found in the accompanying spreadsheets. These are available through the report's landing page on the Transport Scotland website.

The Scottish Household Survey and its disability questions

The Scottish Household Survey

The Scottish Household Survey (SHS) is a continuous survey based on a sample of the general population in private residences in Scotland. The survey has been conducted annually since 1999. It has around 10,000 respondents each year (apart from 2020, which had around 4,200 responses due to COVID-19 restrictions).

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.

More information on the SHS can be found on the [Scottish Government website](#).

Some general questions about the household are asked to the highest income householder or their partner. The survey also includes questions asked of one randomly selected adult (aged 16 or over) in the household. This part of the survey includes questions on the individual's general travel patterns, as well as a travel diary which asks that adult details about every journey they took the previous day.

Scottish Household Survey Definition of Disability

The survey asks these two questions relevant to disability to the 'Random Adult' in each household:

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, in line with the Equality Act 2010 definition and most large-scale surveys in Scotland and the UK.

The below two questions relevant to disability are asked of the Highest Income Householder about all the members of the household:

Question HF1A

Could you tell me whether any of the people in the household has any physical or mental health condition or illness lasting or expected to last 12 months or more?

Question HF2A

Which of the conditions listed on this card best describes the physical or mental health condition that (name) has?

- Arthritis
- A speech impairment
- Chest or breathing problems (asthma/ bronchitis)
- Diabetes

- Difficulty hearing
- Difficulty seeing (even when wearing spectacles/ contact lenses)
- Dyslexia
- Epilepsy
- Heart, bl
- ood pressure or circulation problems
- Learning or behavioural problems (e.g. autism, Down's Syndrome)
- Mental health problems
- Problems or disabilities related to arms or hands
- Problems or disabilities related to legs or feet
- Problems or disabilities related to back or neck
- Severe disfigurement, skin condition or allergies
- Severe stomach, liver, kidney or digestive problem
- Some other progressive disability or illness
- Difficulty understanding spoken and/or written word [only available since 2019]
- Some other health problem or disability
- Refused

The Highest Income Householder and Random Adult are sometimes different people, and there can be discrepancies as to whether they consider the Random Adult to have a condition. Therefore, a small number of disabled Random Adults do not have any particular condition recorded.

There is no question asking how much children's day to day activities are affected by their condition. When looking at children, we can only determine whether they have a health condition and what it is. We do not know whether their day-to-day activities are limited or not.

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

Survey years used and comparisons over time

In the first edition of the report figures were averaged over the five years from 2015 to 2019. In the this edition, figures have been averaged over the five years from 2017 to 2021.

Using five years of data in this way provides a larger sample with more reliable percentages than a single year's data would, and allows for some analysis by type of disability.

However, comparisons are not appropriate between these two five year periods. In addition to the significant overlap between the two periods, changes were made to the survey methodology in 2020 and 2021 due to the COVID-19 pandemic. These changes, most notably the move to telephone interviewing rather than face to face, introduced a discontinuity in the time series.

It is nonetheless considered to be acceptable practice to combine data from 2020 and 2021 with data from other years in order to produce a large enough sample for sub-group analysis (as in this publication).

More information on the changes to the survey can be found in the [Scottish Household Survey Methodology Reports](#).

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

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, *Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure*, is still developing and there is currently no measurement for this activity. As part of the wider engagement process with disabled people, one of the aims is to develop measures for this indicator and start collecting information.

Outcome Indicators for the Accessible Travel Framework

Each of the three outcomes listed above consist of a number of indicators used to measure the level of their achievement.

The indicators are listed below under the appropriate outcome. Those for which no data is available are marked with an asterisk.

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

- Use of local bus services in the past month
- Use of local train services in the past month
- Use of ferry services*
- Whether experienced difficulties when changing from buses to other public transport modes
- Whether experienced difficulties when changing from trains to other public transport modes
- Multi-stage journeys (e.g. different modes used)*
- Factors discouraging public transport use
- Views on convenience accessing services*
- Satisfaction with distance of bus stop from beginning of journey

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

- Satisfaction with bus driver – helpfulness and attitude of the driver
- Satisfaction with bus driver – time given to get to the seat
- Whether used assistance on trains and satisfaction with assistance*
- Views on the ease of finding out about bus routes and times
- Views on the ease of finding out about train routes and times*
- Number of accessible buses

- Number of wheelchair accessible taxis
- Whether train station met needs as a passenger with a disability or long-term illness*
- Views on information provided at bus stop
- Views on information provided on the bus
- Views on information provided about train times/platforms
- Views on information provided during the journey

Disabled people feel comfortable and safe using public transport

- Views on toilet facilities on the train
- Views on toilet facilities at station
- Availability of staff on train
- Availability of staff at station
- Satisfaction on bus with availability of seating
- Satisfaction on bus with comfort of seats
- Satisfaction on bus with amount of personal space
- Percentage of buses with CCTV
- Whether feel safe and secure on trains during the day
- Whether feel safe and secure on trains during the evening
- Whether feel safe and secure on buses during the day
- Whether feel safe and secure on buses during the evening
- Views on personal safety while at bus stop
- Views on personal safety while on bus
- Views on personal safety while using the train station
- Views on personal safety while on the train
- Whether experienced crime while travelling or near transport facilities and whether the incident was related to disability*

Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure

- No available measurement for this activity at present*

Bus Passenger Survey and National Rail Passenger Survey

Other than the Scottish Household Survey, the two main sources for the outcome indicators are the [Bus Passenger Survey](#), and the [National Rail Passenger Survey](#), both undertaken by Transport Focus.

The Bus Passenger Survey ran annually across GB until it paused in 2019 due to the COVID-19 pandemic. However, only surveys in even years had full coverage of Scotland. As such, the 2016 and 2018 data presented within this report represent the most up to date data points.

Transport Focus launched a new bus passenger survey – Your Bus Journey – in 2023. Data from this will be used to inform the Accessible Travel Framework Indicators in future.

The biannual National Rail Passenger Survey stopped in 2020 due to the COVID-19 pandemic. As such, the data presented in this report is the most recent available. A new GB wide rail Customer Experience Survey is being developed by the Rail Delivery Group and the Department for Transport. It is planned that Scotland will be included in the survey, and envisaged that this data will also be used to inform the Accessible Travel Framework Indicators.

The analysis used in this publication was kindly provided by Transport Focus and is replicable using the [Transport Focus Data Hub](#). The Data Hub also enables analysis of further variables.

Bus Passenger Survey and National Rail Passenger 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 78% of people with a long-term condition had their ability to carry out activities reduced.

Demographic characteristics of disabled people in the Scottish Household Survey

Overview

As well as the particular issues relating to how their disability affects travel, disabled people's travel will be affected by factors such as age, employment status, and income. When examining Scottish Household Survey data, there are substantial differences between the disabled and non-disabled population for these three particular factors.

Our analysis for this publication generally does not control for these differences. This is a potential area for future analysis.

Whether someone lives in an urban or rural location will also affect travel, although the same proportion of disabled and non-disabled people live in urban areas.

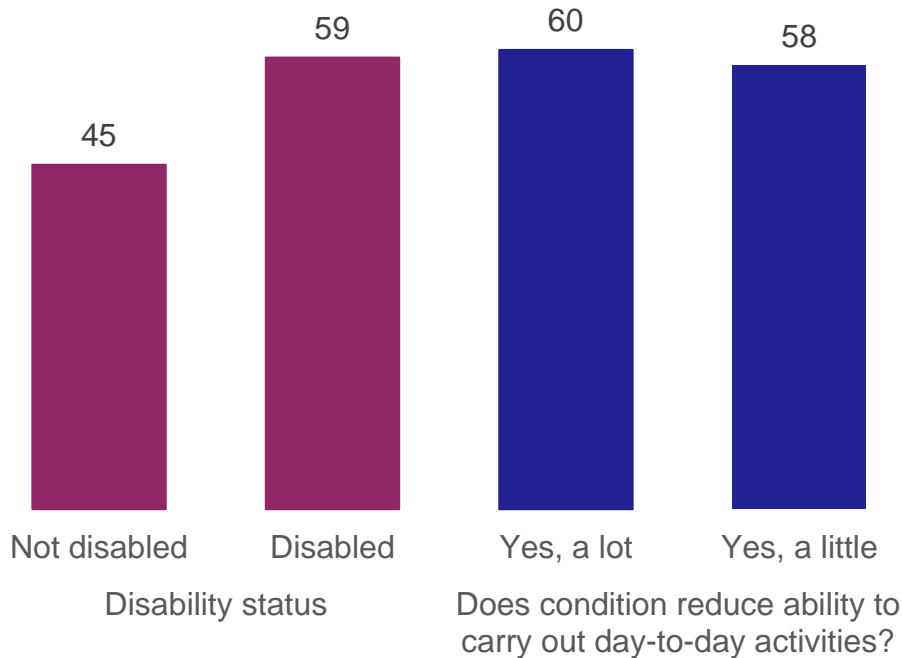
Age

The [Transport and Travel in Scotland](#) statistics publication, which summarises transport findings from the Scottish Household Survey, shows that beyond the age of 60, people start to travel less frequently and become less likely to drive.

Disabled people are, on average, noticeably older than those who are not disabled (median age 59 compared to 45). [shown in Figure 1 below] Fewer disabled people will be of working age, which will affect travel patterns.

There is much less difference in age between those whose condition reduces their ability to carry out day-to-day tasks a lot and those whose condition affects activities a little (60 to 58). [shown in Figure 1 below]

Figure 1: Median age, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017-2021 (combined)



For most conditions, average age is greater than for the non-disabled population, although those with learning or behavioural problems (28) and dyslexia (41) are younger. The oldest median ages are for people with hearing difficulties (72), difficulty seeing (69), heart, blood pressure or circulation problems (69) and arthritis (68).

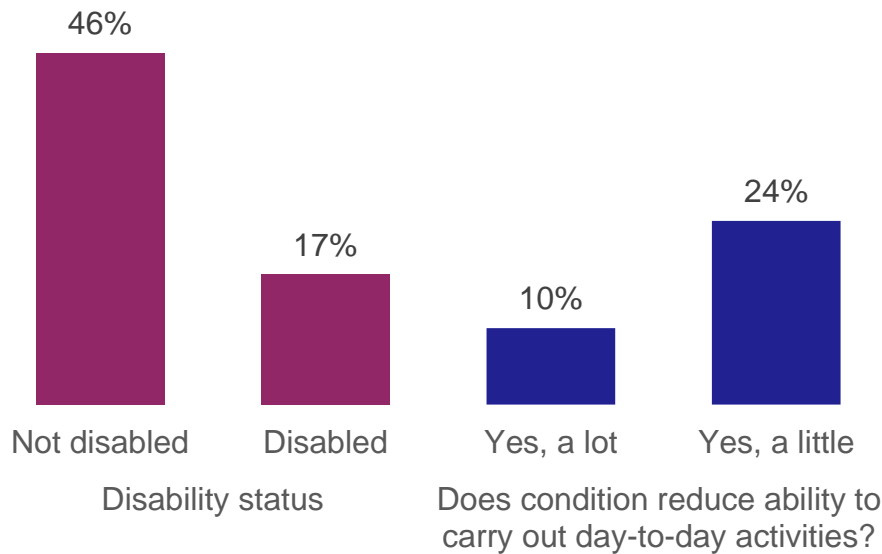
Employment status

People in full-time employment are more likely to make regular commuting journeys (certainly prior to the COVID-19 pandemic), and are more likely to be able to afford a car.

Disabled people are a lot less likely to have a job as a full-time employee than those who are not disabled (17% compared to 46%). [shown in Figure 2 below]

Those whose condition affects day-to-day activities a lot are far less likely to be a full-time employee than those whose activities are affected a little (10% compared to 24%). [shown in Figure 2 below]

Figure 2: Percentage of people who are full-time employees, by whether they are disabled and how much their condition limits their ability to carry out day-to-day tasks, 2017-2021 (combined)



Full-time employment is lowest for people with a speech impairment (1%), difficulty seeing (4%), difficulty hearing (6%).

Disabled people are also more than twice as likely to be retired (42% compared to 20%).

Household income

The Transport and Travel in Scotland publication shows that people from higher income households are more likely to have a driving licence and to drive.

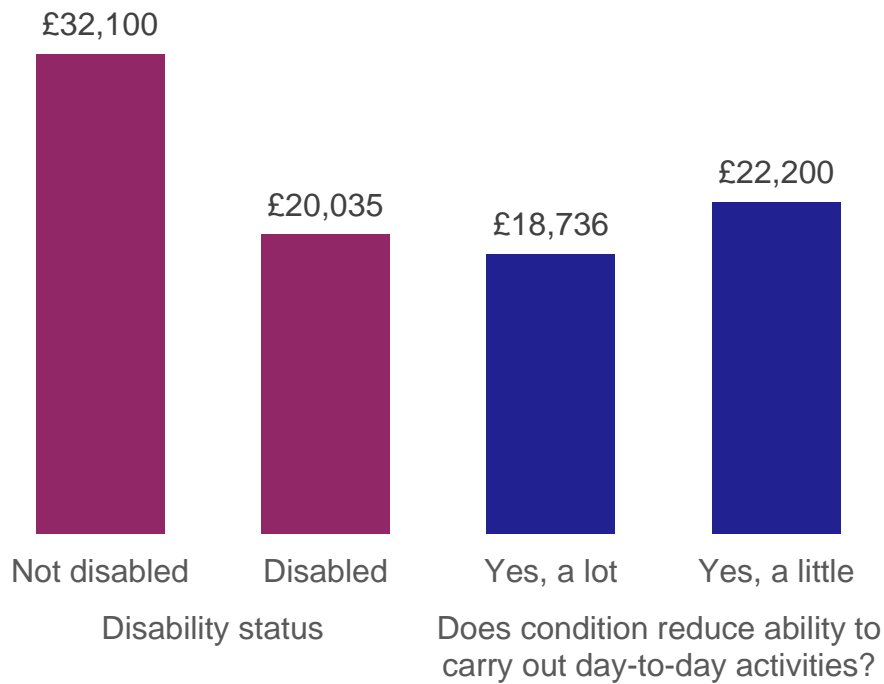
Average household incomes for disabled people tend to be lower than for those who are not (median £20,000 compared to £32,100, adjusted for 2021 prices). [shown in Figure 3 below]

Those whose condition affects their ability to carry out activities a lot have lower household incomes than those whose condition affects everyday activities a little (£18,700 compared to £22,200). [shown in Figure 3 below]

For all conditions, household incomes of disabled people are noticeably lower than for those who are not disabled. Average household incomes are lowest for people with epilepsy (£16,900).

The income data presented here is adjusted to 2021 prices using the Retail Price Index.

Figure 3: Median income, by whether adult has a disability and whether their condition limits the ability to carry out day-to-day tasks, 2017-2021 (combined)



Urban or rural location

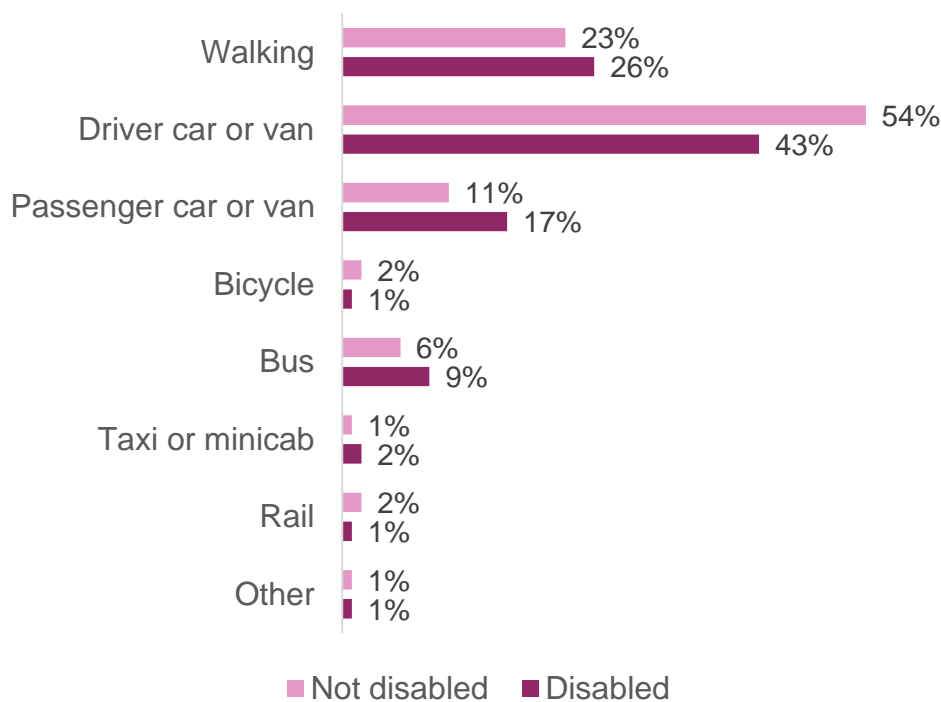
Whether someone lives in an urban or rural location will affect factors such as availability of public transport. However, the proportion of disabled and non-disabled people living in urban areas was similar (83% and 82% respectively), so this is unlikely to be a significant factor in differences between people who are disabled or not.

Method of travel

Modal share of all journeys

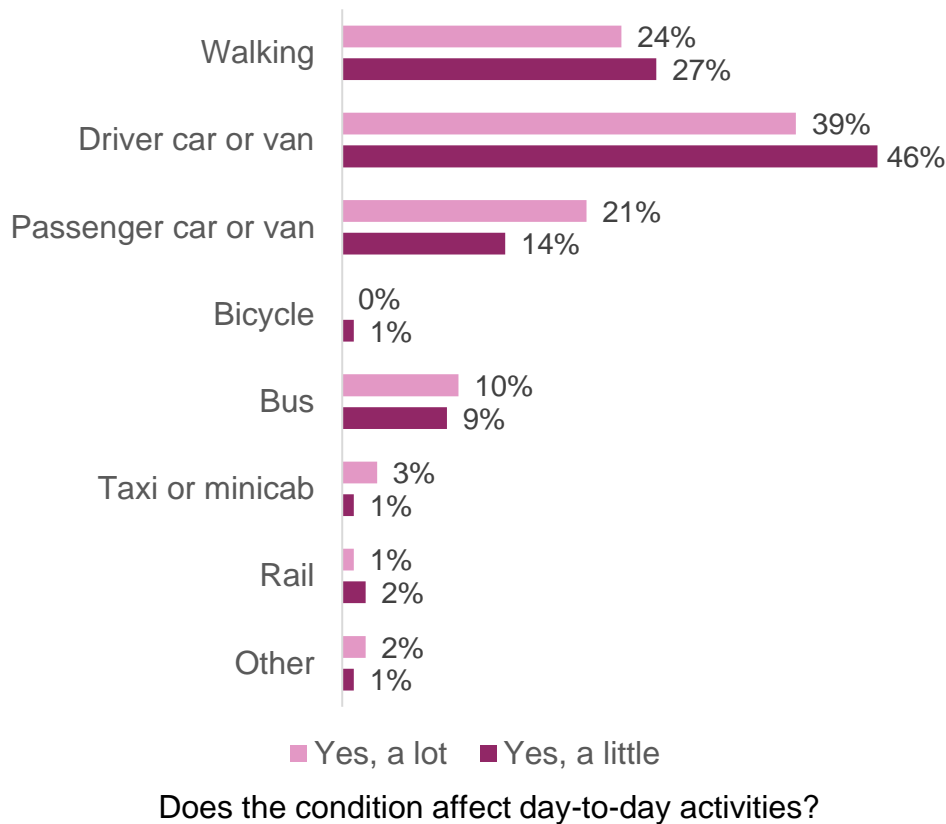
When disabled people are compared to those who are not disabled, they are less likely to drive (43% to 54%), and more likely to be a car or van passenger (17% to 11%), take the bus (9% to 6%), or walk (26% to 23%). [shown in Figure 4 below]

Figure 4: Main mode of travel (selected), by whether adult is disabled, 2017-2021 (combined)



Those whose disability reduced their ability to carry out day-to-day activities were less likely to drive than those whose ability to carry out activities was reduced a little (39% compared to 46%), and more likely to be a passenger in a car (21% to 14%). [shown in Figure 5 below]

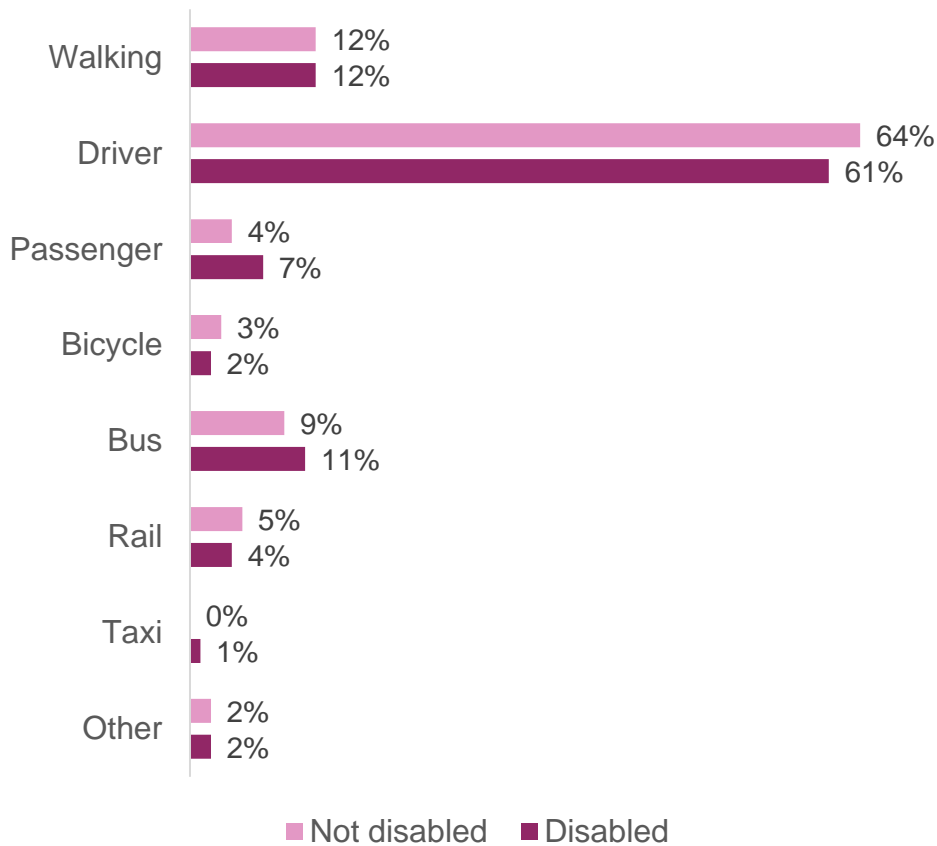
Figure 5: Main mode of travel for disabled people, by whether their condition limits their ability to carry out day-to-day tasks, 2017-2021 (combined)



Method of travel to work

Of those working, slightly fewer disabled people drove to work than non-disabled people (61% compared to 64%), and more were passengers in a car (7% to 4%). [shown in Figure 6 below]

Figure 6: Method of travel to work, by whether adult is disabled, 2017 to 2021(combined)

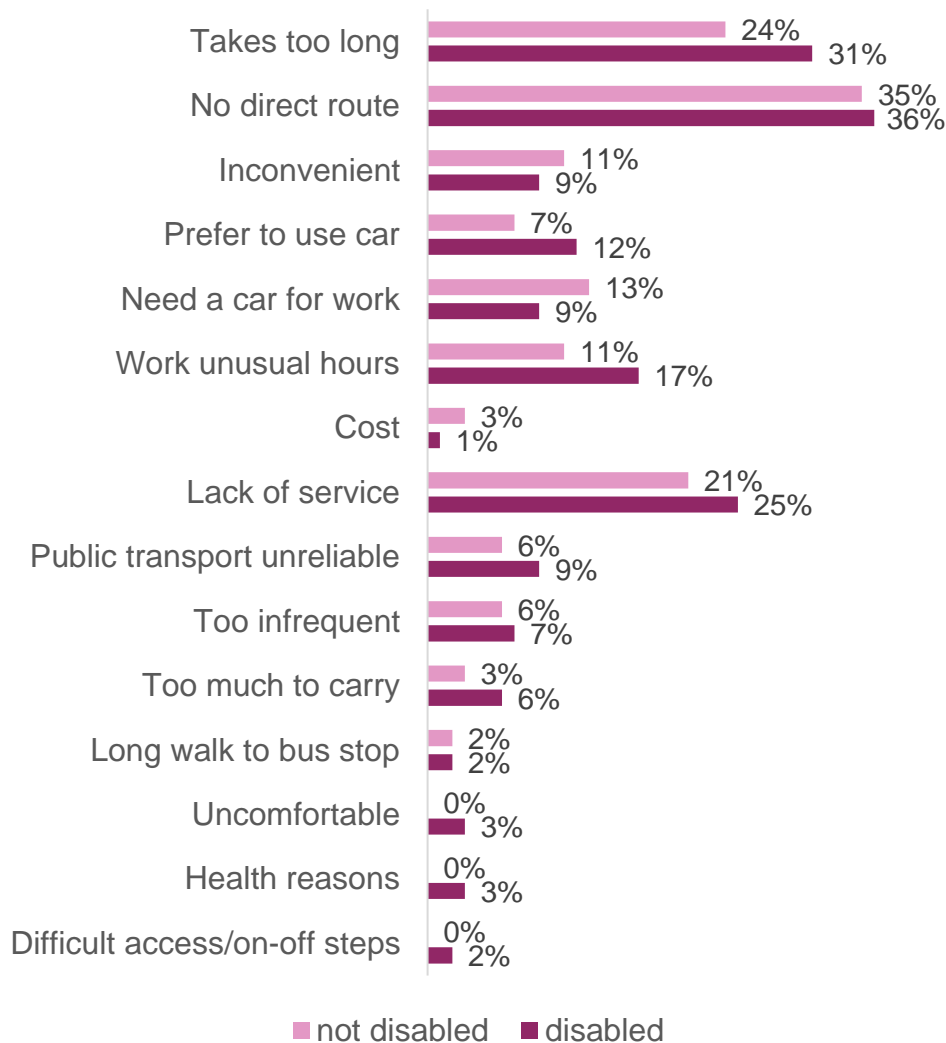


Reasons for not using public transport to work

Responses for disabled people and those who were not disabled were fairly similar. The most common reasons were ‘no direct route’ (36% for disabled people, and 35% for those not disabled), ‘lack of service’ (25% and 21%) and takes too long (31% and 24%). [shown in Figure 7 below]

A small number of disabled people chose ‘health reasons’ (3%), ‘uncomfortable’ (3%) and ‘difficult access’ (2%). For people who were not disabled, these percentages rounded to zero. [shown in Figure 7 below]

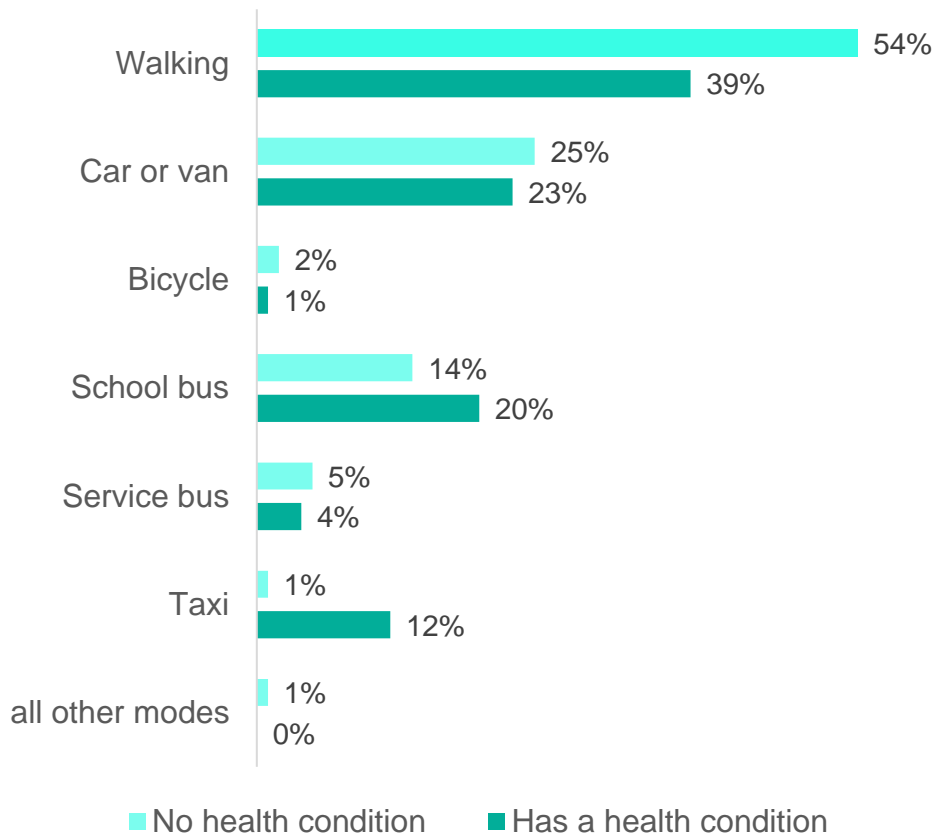
Figure 7: Reasons for not using public transport (selected), by whether adult is disabled, 2016, 2018 and 2020 (combined)



Travel to school

School children with a long-term health condition are less likely to walk than those without a condition (39% compared to 54%). Those with a long term condition use a school bus more often (20% compared to 14%) and a taxi far more often (12% compared to 1%). [shown in Figure 8 below]

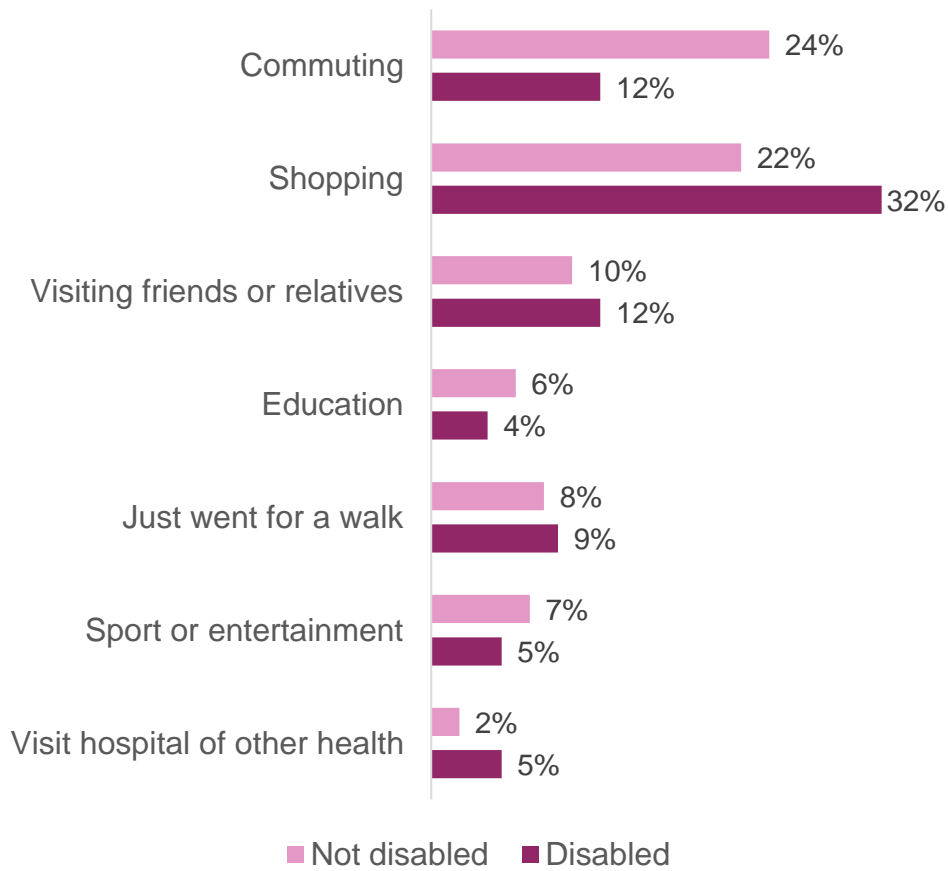
Figure 8: Method of travel to school (selected), by whether child has a long-term condition, 2017-2021 (combined)



Purpose of journey

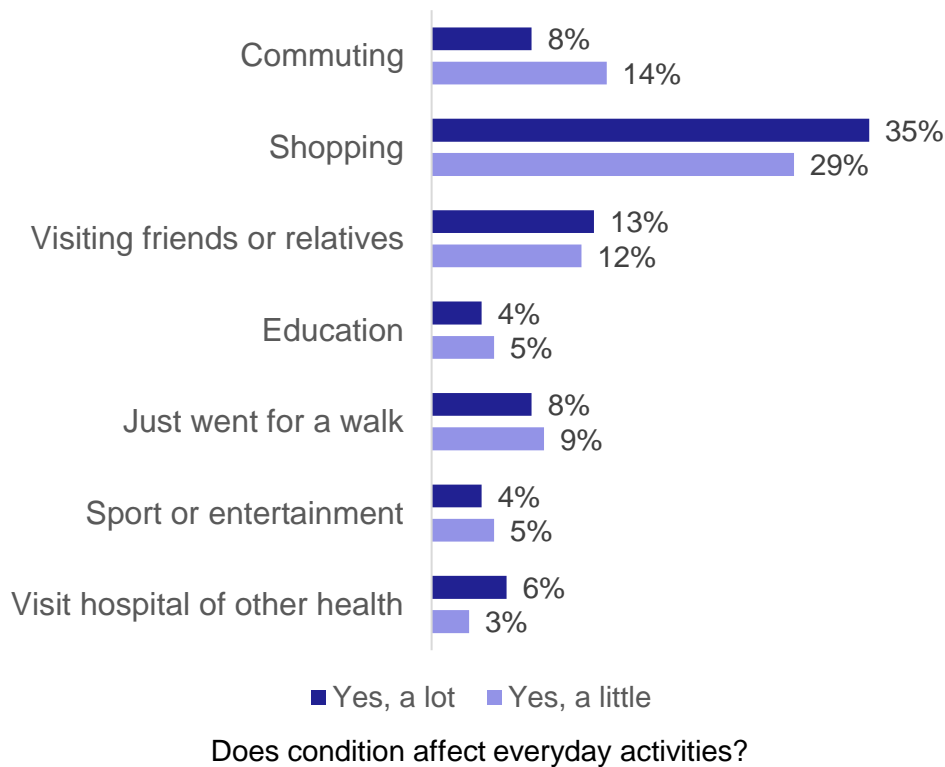
A smaller percentage of the journeys of disabled people were to work (12%, compared to 24% for those who are not disabled) and greater percentage of the journeys of disabled people were to the shops (32% compared to 22%). [shown in Figure 9 below]

Figure 9: Purpose of journey (selected categories), by whether adult has a disability, 2017-2021 (combined)



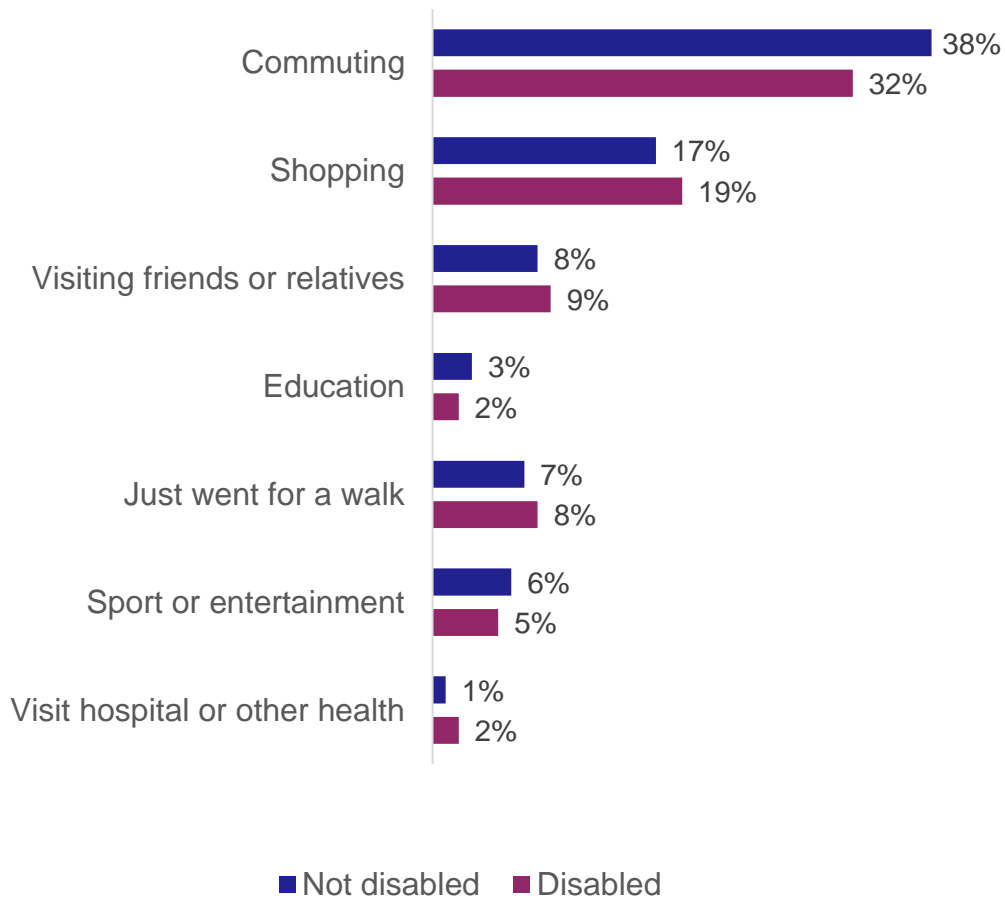
For those whose disabilities reduced their ability to carry out day-to-day activities a lot, these discrepancies were greater (8% of journeys were to work and 35% to the shops), whereas those disabled people with a little difficulty carrying out day-to-day activities, these percentages were closer to those of people without a limiting condition (14% to work and 29% to the shops). [shown in Figure 10 below]

Figure 10: Purpose of journey (selected categories), by whether disabled adult's condition limits their ability to carry out day-to-day tasks (2017-2021 combined)



When looking at only those in full-time work, there was greater similarity between disabled and non-disabled people. The percentage of journeys for commuting was 32% for disabled adults compared to 38% for non-disabled adults, and shopping was similar at 19% and 17%. [shown in Figure 11 below]

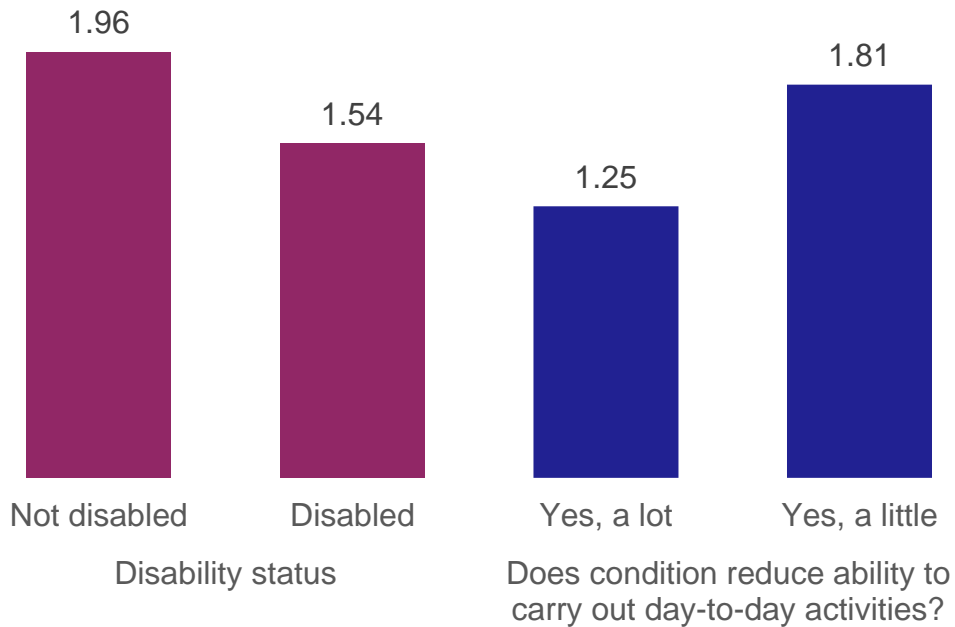
Figure 11: Purpose of journey (selected categories) for people in full-time work, by whether adult is disabled, 2017-2021 (combined)



Frequency of travel

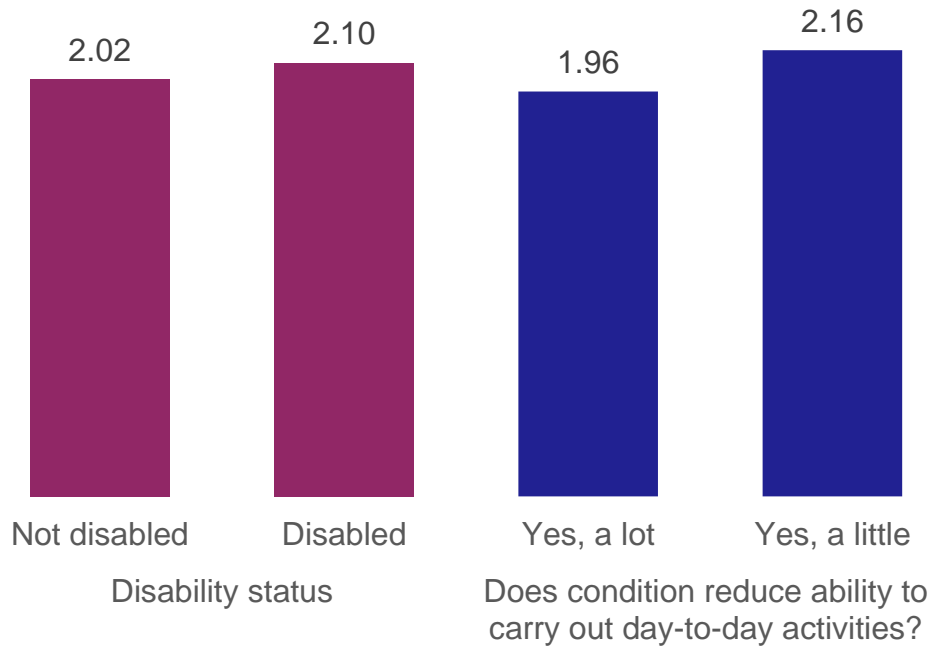
The average (mean) number of journeys taken per day by disabled people (1.54) is less than that for people who are not disabled (1.96). Those whose condition reduces their ability to carry out day-to-day activities a lot have an even lower average number of journeys (1.25). [shown in Figure 12 below]

Figure 12: Mean number of journeys per day, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



When only those working full-time are considered, differences are small (2.10 compared to 2.02 for those not disabled). [shown in Figure 13 below]

Figure 13: Mean number of journeys per day for full-time employees, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



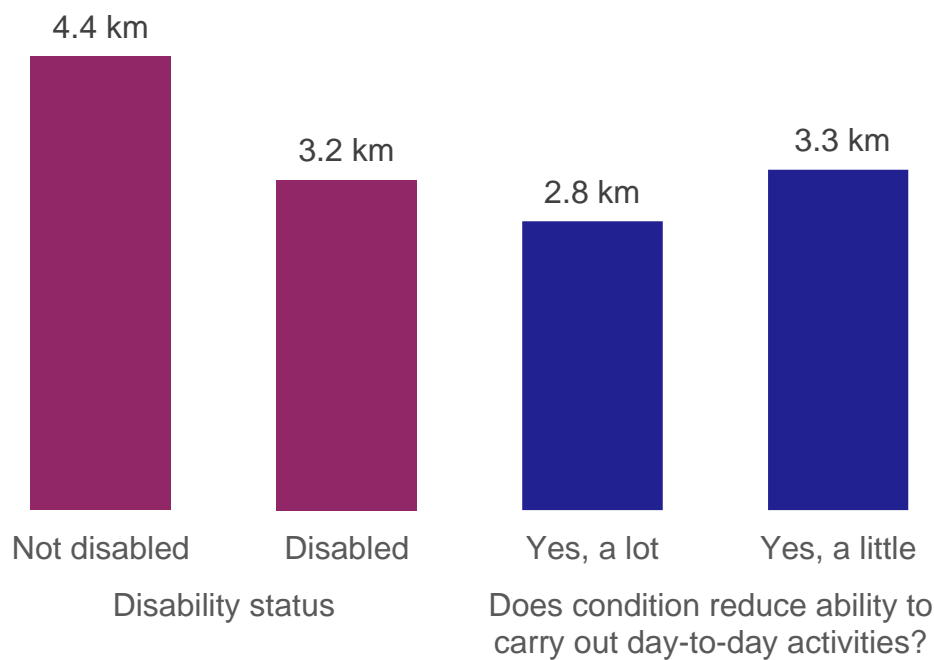
Distance travelled

All journeys

Disabled adults had a shorter average (median) journey (3.2 km), than those who were not (4.4 km). [shown in Figure 14 below]

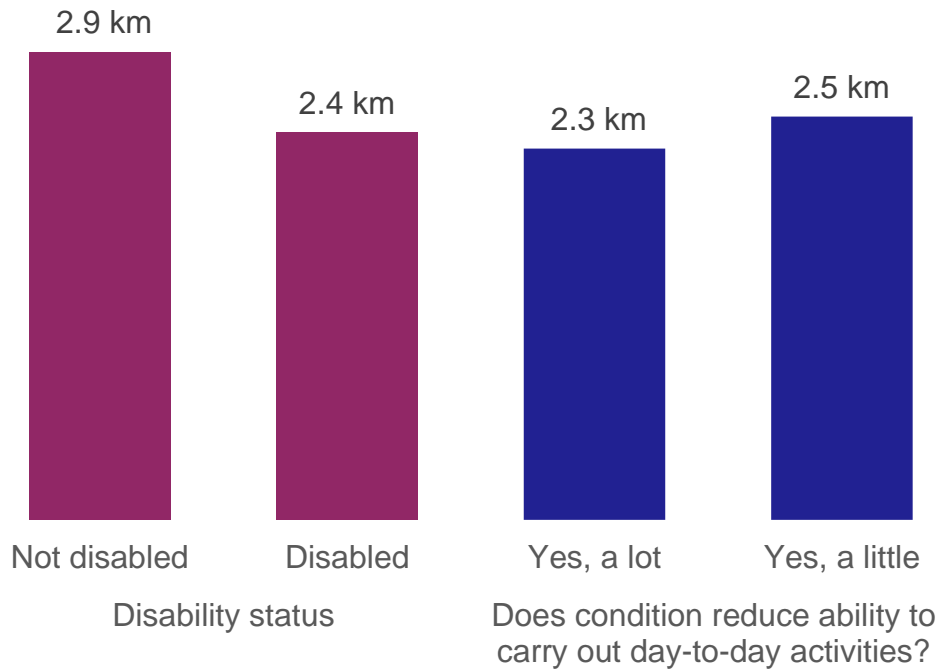
Those disabled people whose ability to carry out day-to-day activities was reduced a lot had a shorter median journey (2.8 km) than those whose ability to carry out activities was reduced a little (3.3 km). [shown in Figure 14 below]

Figure 14: Average (median) journey length (km), by whether adult is disabled and whether their condition limits the ability to carry out day-to-day tasks, 2017-2021 (combined)



When only people not employed and aged under 60 are considered, journeys are still slightly shorter for disabled people than for non-disabled people (2.4 km compared to 2.9 km), Those whose condition affected day-to-day activities a lot travelled least far (2.3km). [shown in Figure 15]

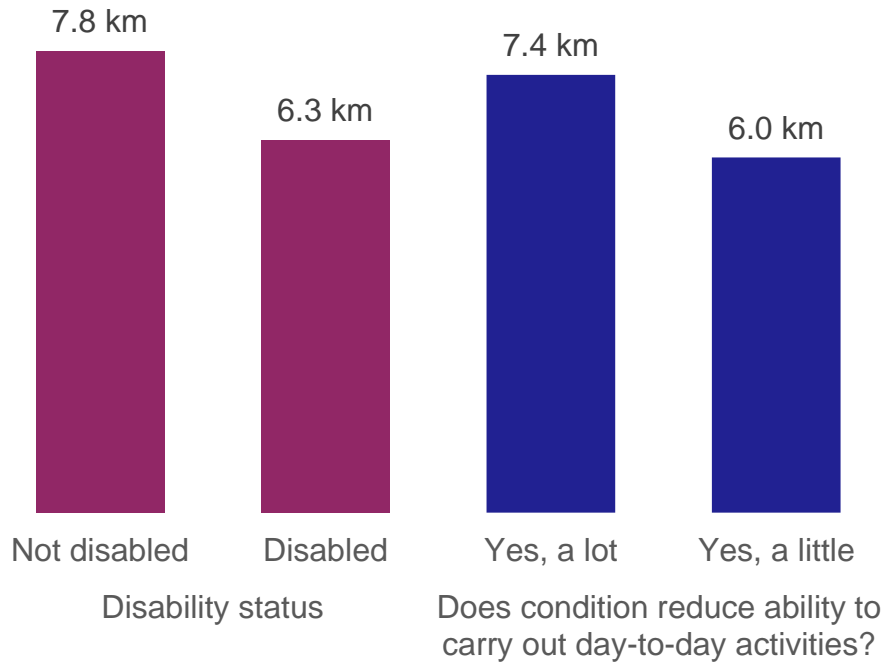
Figure 15: Average (median) journey length for adults not employed (either full- or part- time) and aged under 60, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



Journey to work

Median distance to work was lower for disabled than non-disabled people (6.3 km and 7.8 km respectively). [shown in Figure 16]

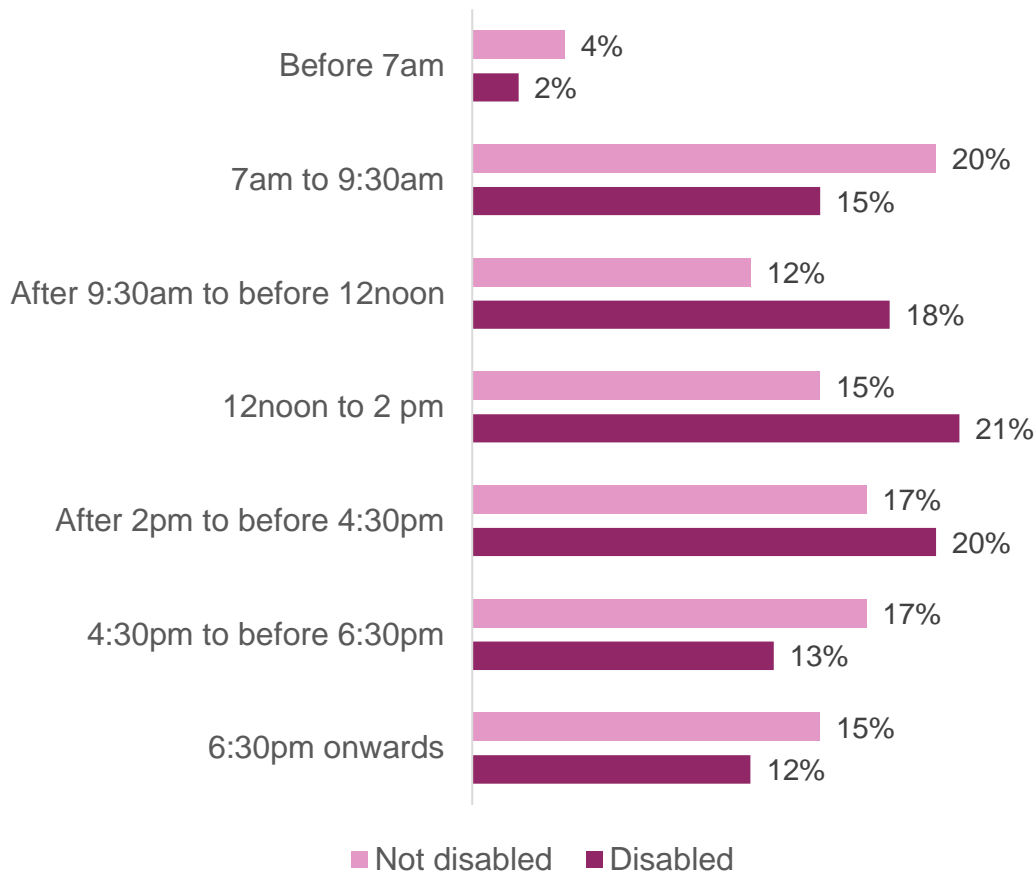
Figure 16: Average (median) length of journey to work (km), by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



Time of travel

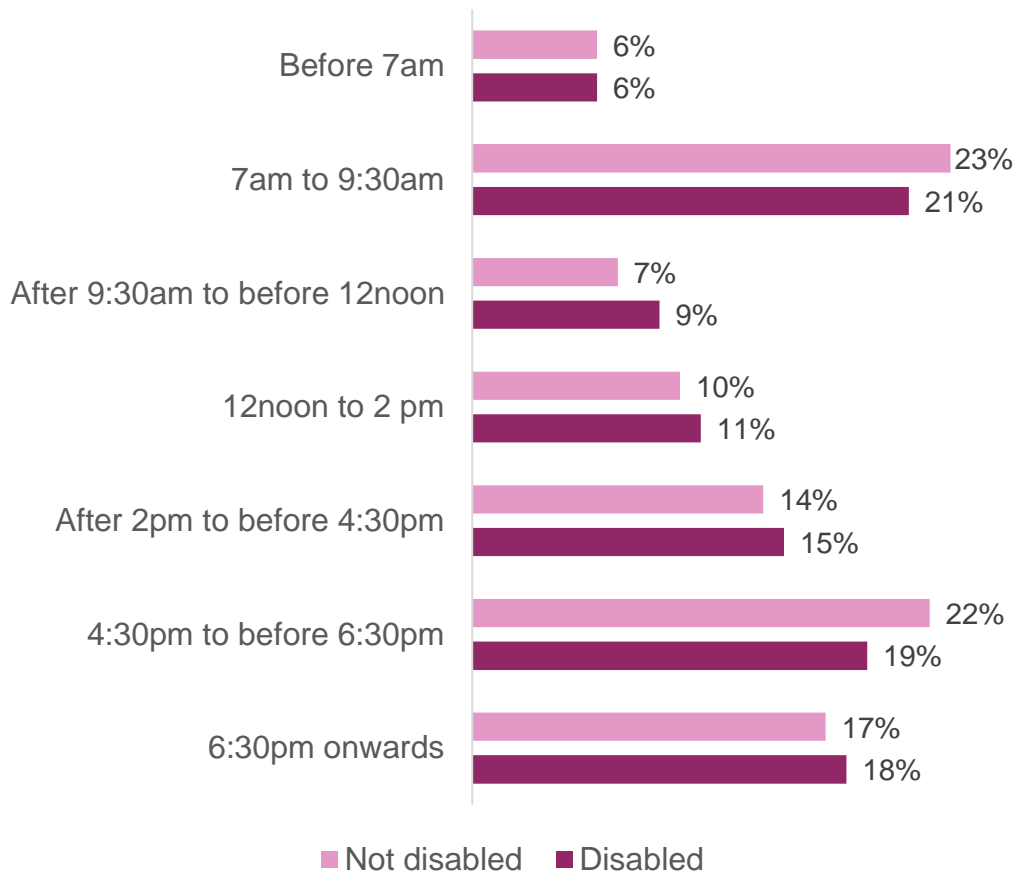
On weekdays a slightly greater proportion of disabled people's journeys are in the middle of the day, and fewer before 9:30am and after 4:30pm. For those whose disability limits activities a lot, there is an even greater proportion of travel between 9:30 and 4:30. [shown in Figure 17 below]

Figure 17: Percentage of journeys made on weekdays by start time of journey, by whether adult is disabled, 2017 to 2021 (combined)



For people working full-time, there was less difference, although disabled people were still slightly less likely to travel at the 7-9:30 am and 4:30 to 6 peak times. [shown in Figure 18 below]

Figure 18: Percentage of journeys on weekdays by start time of journey for people working full-time, by whether they have a long-term condition, 2017 to 2021



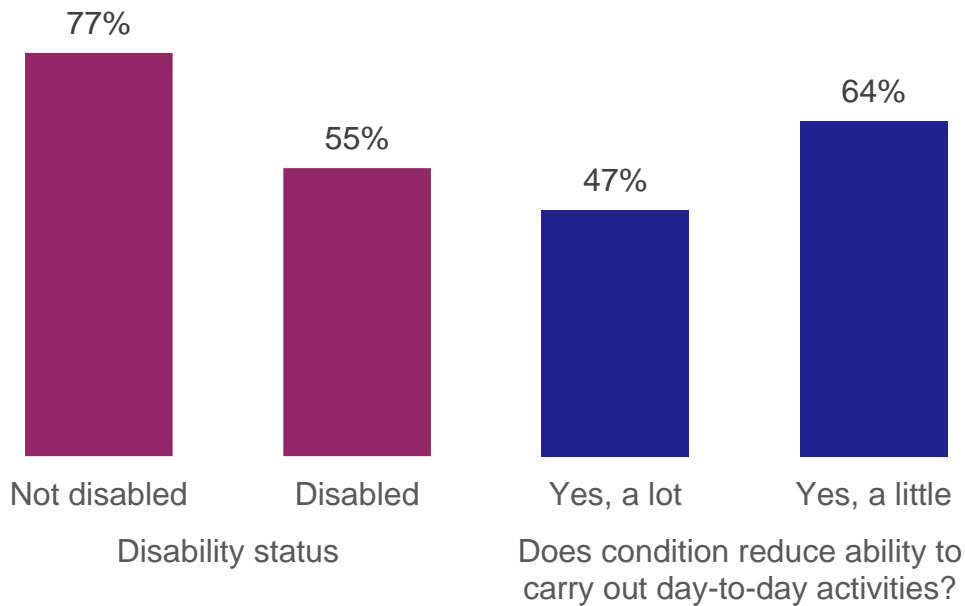
Car Travel

Driving Licence

Disabled people are less likely to possess a driving licence drive than those who are not disabled. (55% compared to 77%). [shown in Figure 19 below]

Those whose condition reduces their ability to carry out day to day activities a lot are less likely to have a licence than those whose condition affects activities a little (47% compared to 64%). [shown in Figure 19 below]

Figure 19: Driving licence possession, by whether adult is disabled and whether the condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



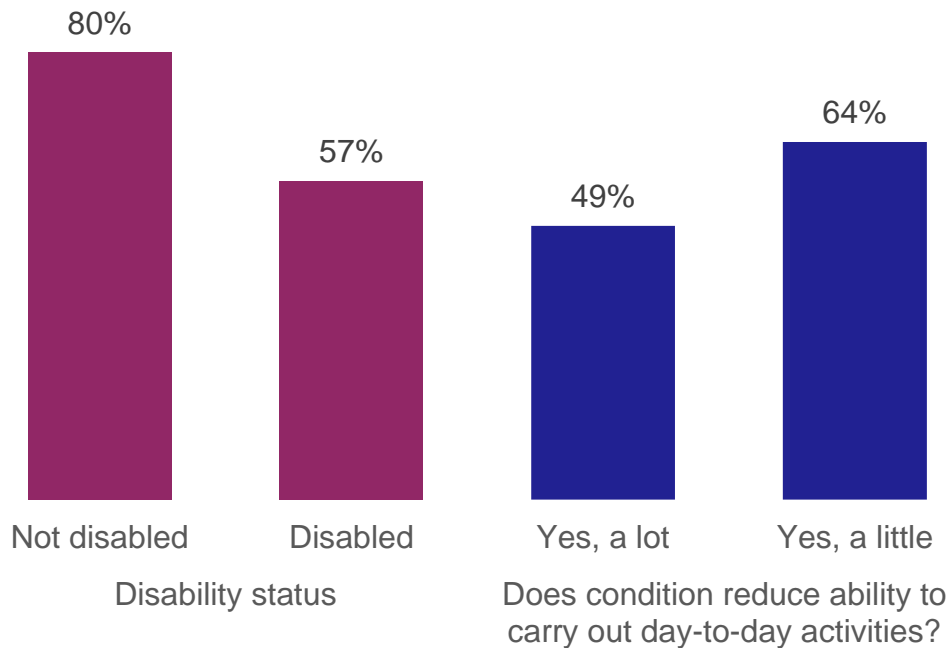
There are fewer licence holders for disabled people with all particular conditions than for those not disabled. Driving licence ownership was particularly low for disabled people with speech impairment (20%), learning or behavioural problems (19%), and epilepsy (17%).

Household car access

Disabled people are less likely to have a car available to their household than non-disabled people (57% compared to 80%). [shown in Figure 20 below]

49% of those whose condition reduces their ability to carry out day-to-day tasks a lot have no access to a car, compared to 64% of those whose ability to carry out day-to-day tasks in affected a little. [shown in Figure 20 below]

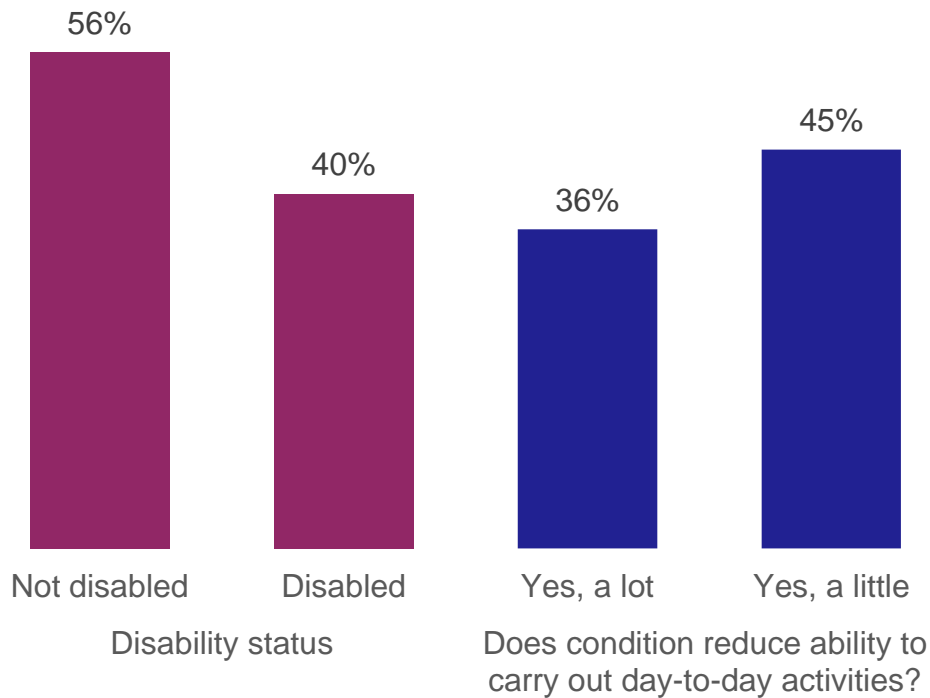
Figure 20: Household access to at least one car, by whether is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017-2021 (combined)



Age and income are likely to be factors in whether someone owns a car. But even when comparing only people in a household on a low income (in the lowest 30 per cent of incomes) and aged under 60, disabled people are still less likely to have access to a car (40%) than those not disabled (56%). [shown in Figure 21 below]

Those with a condition that affects day-to-day activities a lot on low household incomes are least likely to have access to a car (36%), compared to 45% of those whose day-to-day activities were affected a little. [shown in Figure 21 below]

Figure 21: Household access to a car for adults aged under 60 in a low household income, by whether adult has disability and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



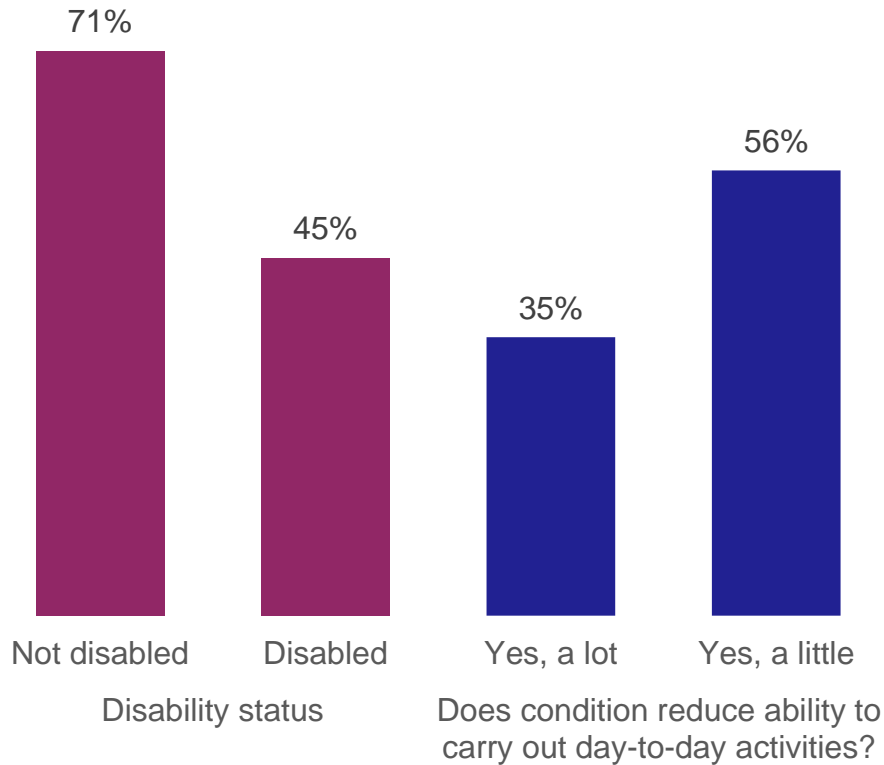
Frequency of driving

People who are disabled are less likely to drive at least once a week than those who are not (45% compared to 71%). [shown in Figure 22 below]

Those whose condition reduces their ability to carry out day to day activities a lot are less likely to drive at least once a week than those whose disability only affects activities a little (35% compared to 56%). [shown in Figure 22 below]

For all categories of limiting health conditions, weekly driving is less frequent than for people without a limiting health condition. The least frequent drivers are disabled people with a speech impairment (12%), learning or behavioural difficulties (12%) and epilepsy (13%).

Figure 22: Percentage driving at least once a week, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



Outcome Indicators for Accessible Travel Framework

The data presented in the following section relates to the 31 of the 38 indicators specified in the Accessible Travel Framework for which measurement is available.

They are separated into four main outcomes:

- 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
- Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure.

However, there are currently no measures developed to monitor the success of involving disabled people into decision-making processes regarding public transport.

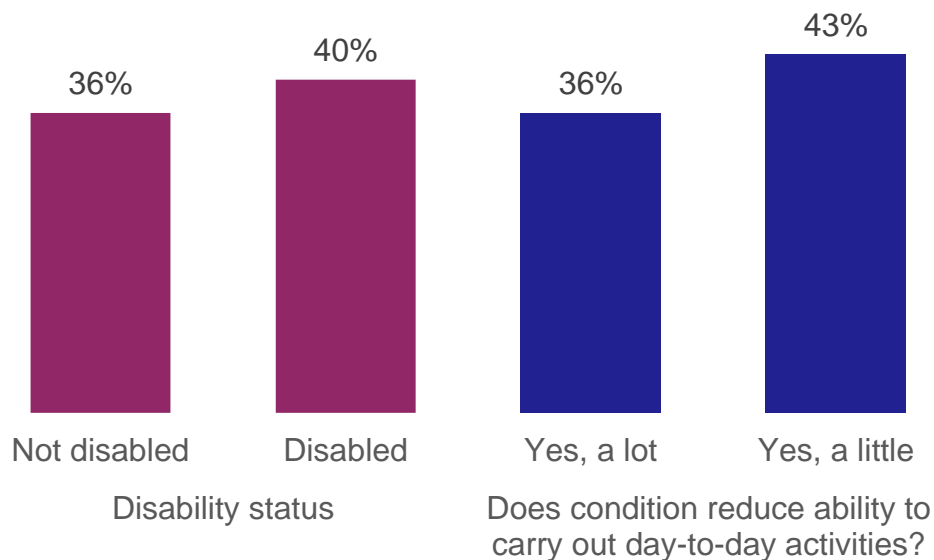
More disabled people make successful door journeys, more often

This outcome includes nine indicators, although for three of those there is either no data available (i.e., for *Use of ferry services* and *Multi-stage journeys*), or the indicator became discontinued (i.e., *Views on convenience accessing service* – discontinued in 2016). The results for the remaining six indicators are discussed below.

Use of local bus services in the past month

The data for the two indicators examining the percentage of people using bus and train services in the past month come from the Scottish Household Survey, combining the years 2017 to 2021. Disabled people used the bus slightly more frequently than non-disabled people (40% to 36%). However, when looking at degree of disability, the most frequent users, 43%, were those whose condition only limited everyday activities a little. Those whose condition limited activities a lot used the bus no more frequently than non-disabled people (36%). [shown in Figure 23]

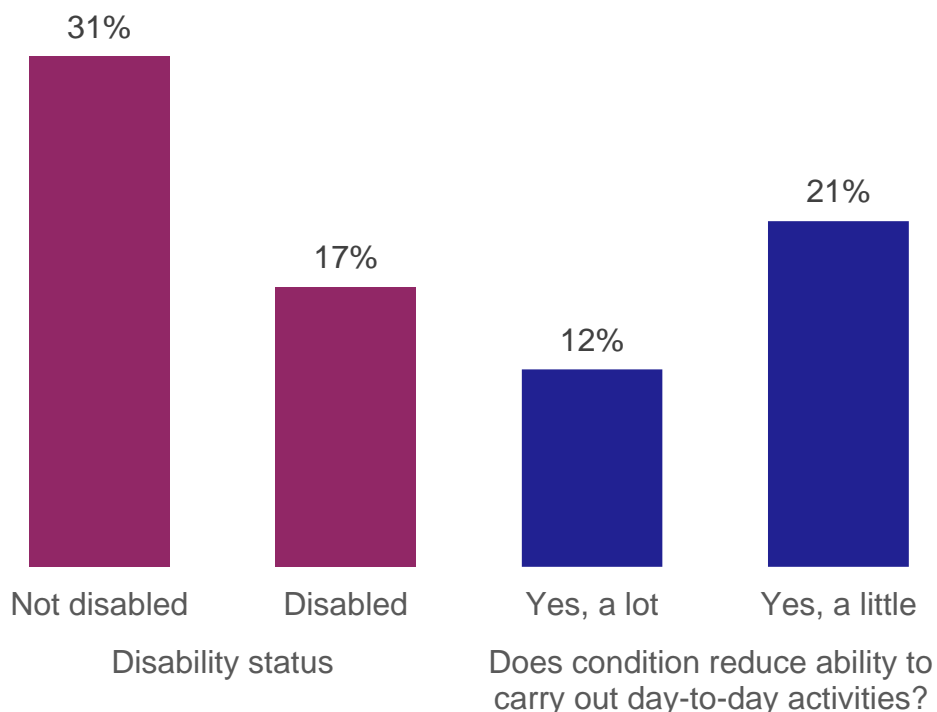
Figure 23: Percentage of people who used the bus in the last month, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



Use of local train services in the past month

Unlike bus usage, which has been higher for disabled people than non-disabled people, the train is more likely to have been used in the past month by people who are not disabled (31%) than disabled people (17%). Those whose disability affects everyday activities the most are least likely to use the train (12%). [shown in Figure 24 below]

Figure 24: Percentage of people who used the train in the last month, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2017 to 2021 (combined)



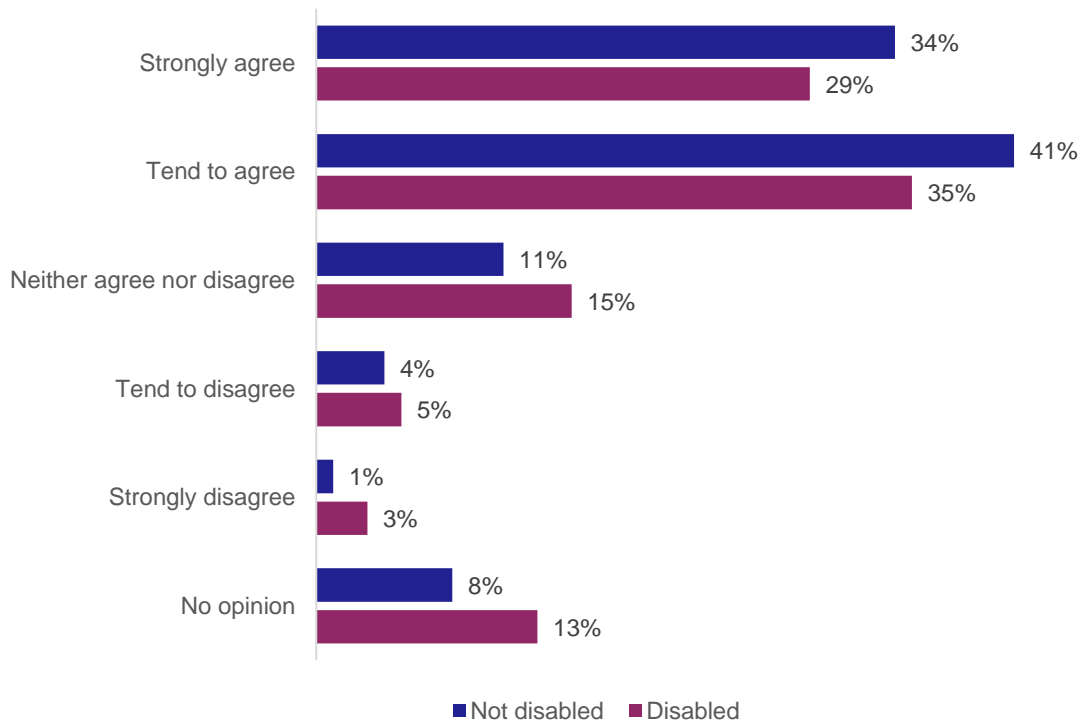
Whether experienced difficulties when changing from buses to other public transport modes

The Scottish Household Survey also enquires about the ease of change from buses or trains to other modes of public transport. There is only one data point available for each indicator, which reports the combined results from years 2016, 2019 and 2021 for buses.

Figure 25 indicates that a higher percentage of non-disabled people than disabled people agreed that it is easy to change from buses to other forms of transport (76%

vs 64%, respectively). Likewise, more disabled people disagreed that it is easy to do this shift (8% vs 6%).

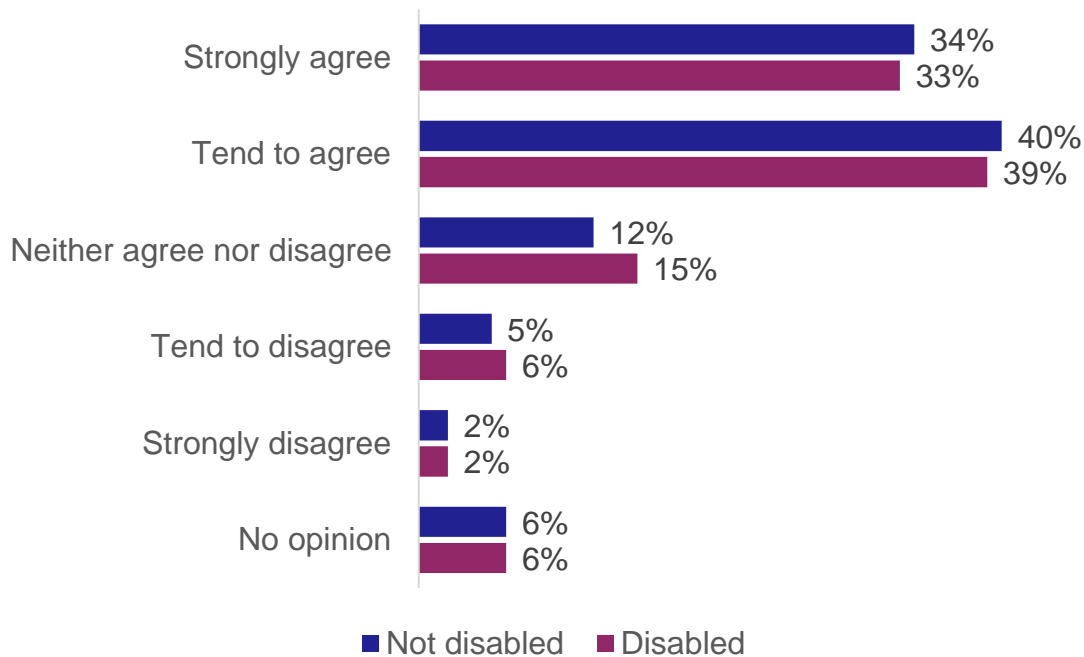
Figure 25: Easy to change from buses to other forms of transport by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, (2016, 2019 and 2021 combined)



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

Regarding the question of switching modes from trains to other public transport modes, there was little difference between the proportions of disabled and non-disabled people strongly agreeing that it is easy to make this shift (33% to 34% respectively). [shown in Figure 26 below]

Figure 26: Easy to change from trains to other forms of transport by whether adult is disabled, (2016, 2019 and 2021 combined)

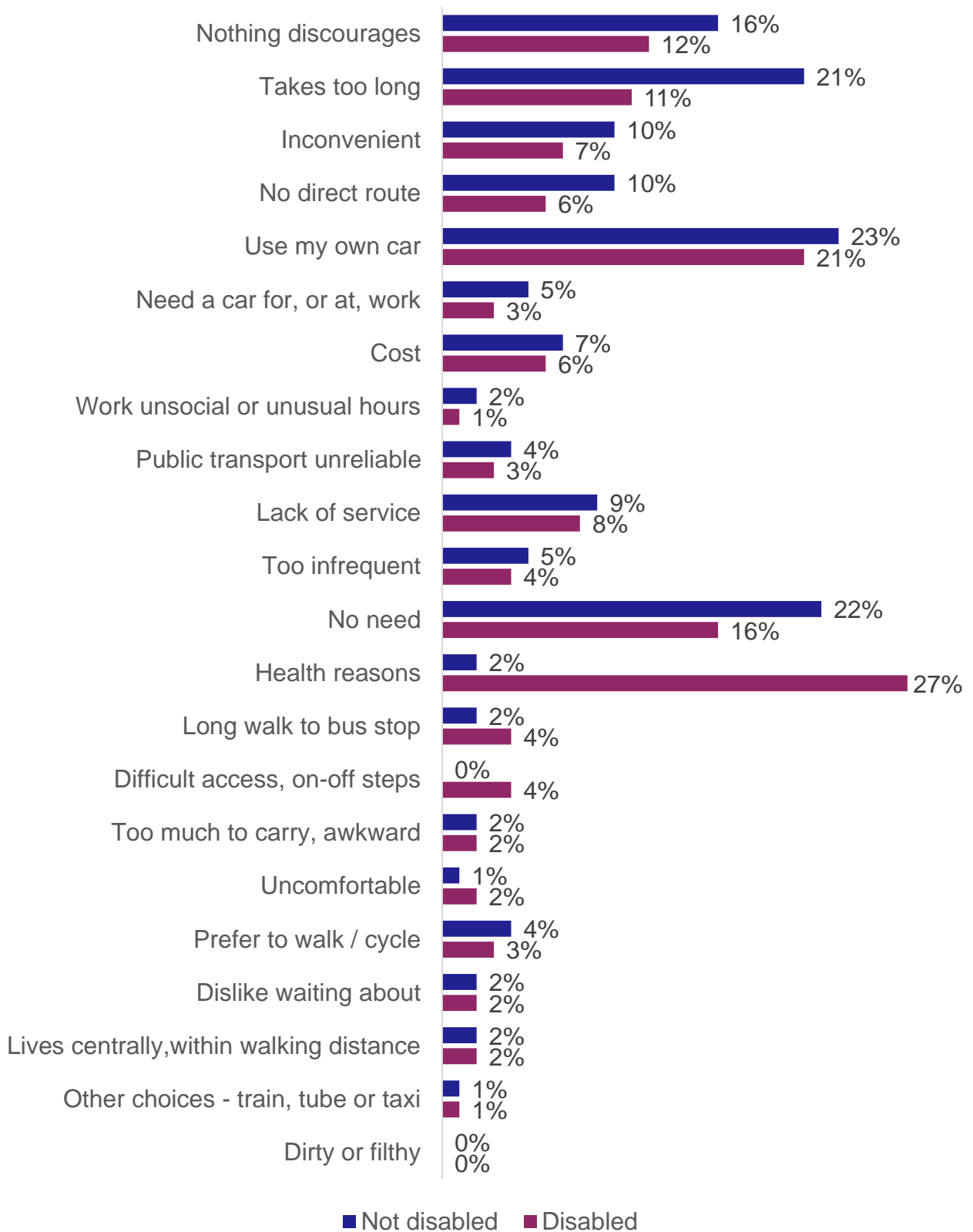


Factors discouraging public transport use

The following indicator also draws from the Scottish Household Survey data. This question was only asked in alternate years, and data for 2016, 2018 and 2020 are combined.

When asked to select the factors that discourage using the bus more often, Figure 27 indicates that the most common reason chosen by disabled people was health reasons (27%). In comparison, only 2% of non-disabled people stated health as the factor that discourages them from using the bus more often. The most likely reason for not using the bus more often among non-disabled people is the use of their own car (23%). This is also a common response given by disabled people, with 21% of listing car use as the reason for not using the bus more. The third most commonly chosen option for disabled people was no need to use the bus more often (16%), which was chosen by even more non-disabled people (22%).

Figure 27: What discourages you from using the bus more often, by whether adult is disabled, (2016, 2018 and 2020 combined)

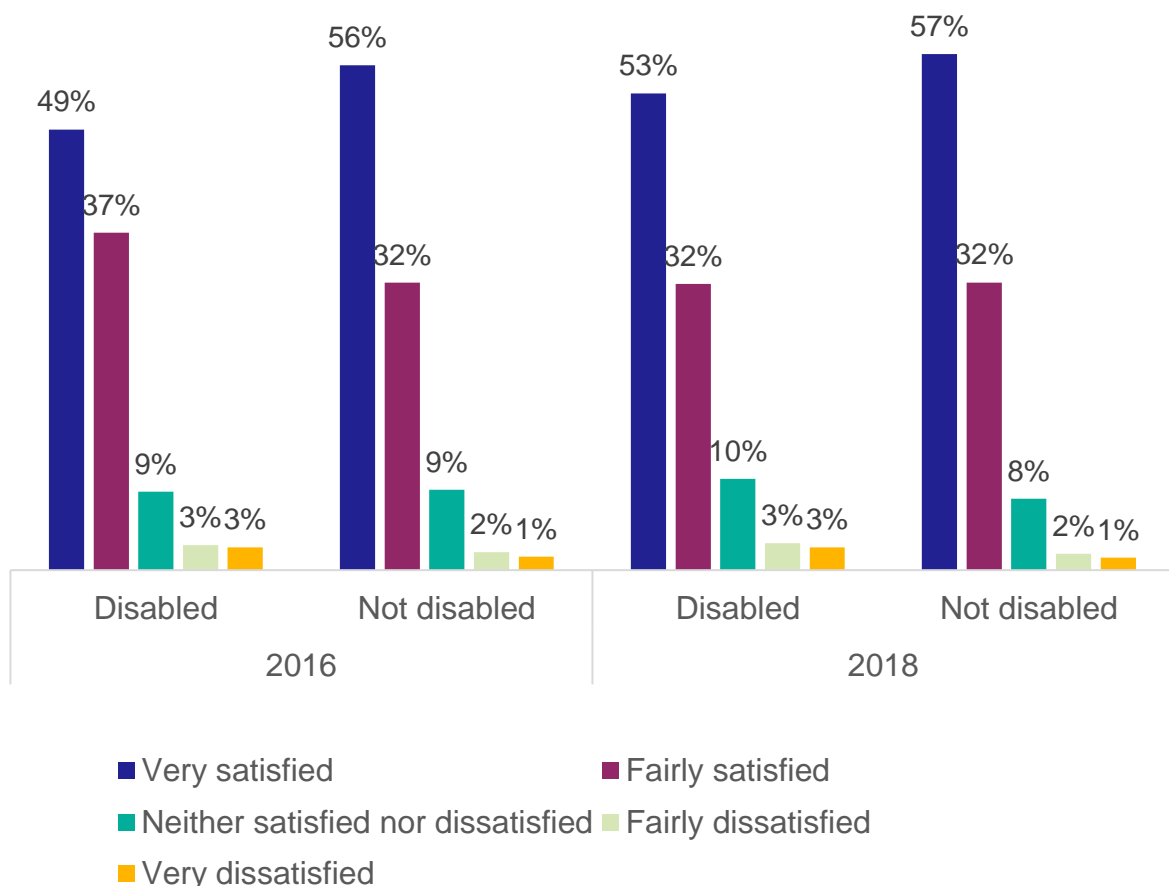


Satisfaction with distance of bus stop from beginning of journey

The final indicator for this outcome, to have *more disabled people make successful door-to-door journeys, more often*, examined people’s satisfaction with distance of bus stop from the beginning of their journey. The data for this measure comes from the Bus Passenger Survey, provided to Transport Scotland by Transport Focus.

The data available reflect passengers’ satisfaction measured in 2016 and 2018, and are presented in Figure 28. Overall, slightly fewer disabled people than non-disabled people claimed to be very or fairly satisfied with the distance of bus stop from their starting point (86% and 88%, respectively, in 2016, and 84% and 89%, respectively, in 2018). The proportion of those being fairly or very dissatisfied remained the same across both data points: 3% for disabled people and 3% for non-disabled people.

Figure 28: Satisfaction with distance of bus stop from the beginning of journey by disability status, 2016 and 2018



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

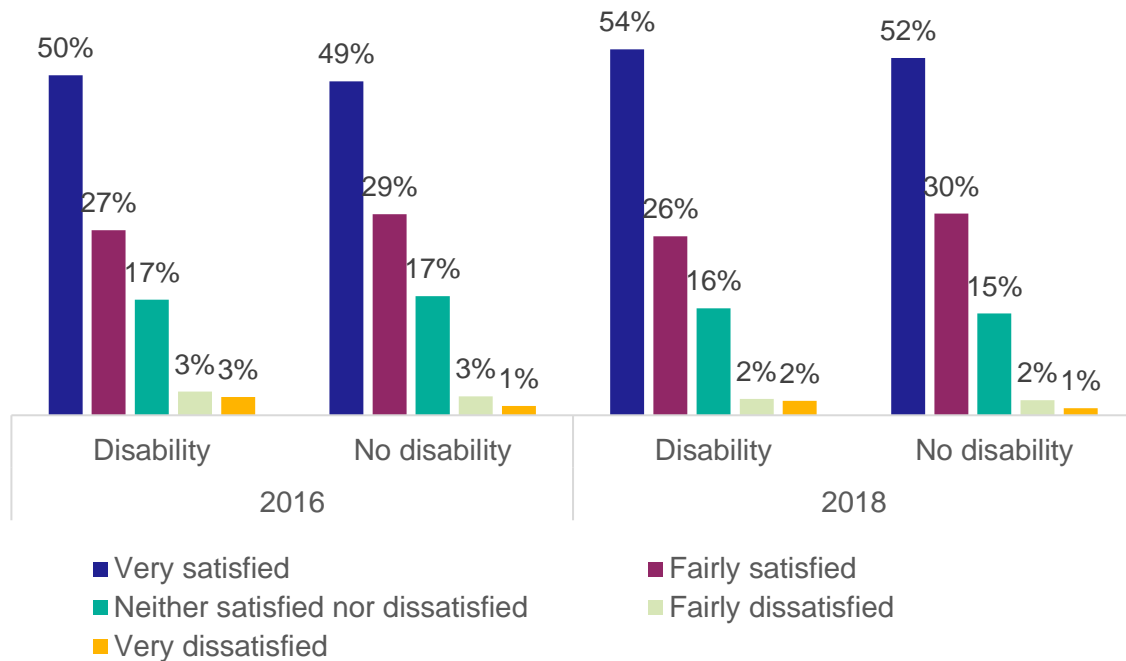
This outcome for the Accessible Travel Framework contains 12 indicators, but two have too small an overall sample size for Scotland to be reported (i.e., Whether used assistance on trains and satisfaction with assistance, and Whether train station met needs as a passenger with a disability or long-term illness). Thus, the remaining 10 indicators are discussed below.

Satisfaction with bus driver - helpfulness and attitude of the driver

The data for indicators enquiring about individuals' satisfaction with helpfulness and attitude of the bus driver, and with time given by the bus driver to get to a seat comes from the Bus Passenger Survey and is available for years 2016 and 2018.

For satisfaction with the driver's helpfulness and attitude, the majority of individuals were very or fairly satisfied in both years. The proportions were also similar based on the disability status (i.e. 77% of disabled and 78% of non-disabled people in 2016, and 80% of disabled and 82% of non-disabled people in 2018). [shown in Figure 29 below]

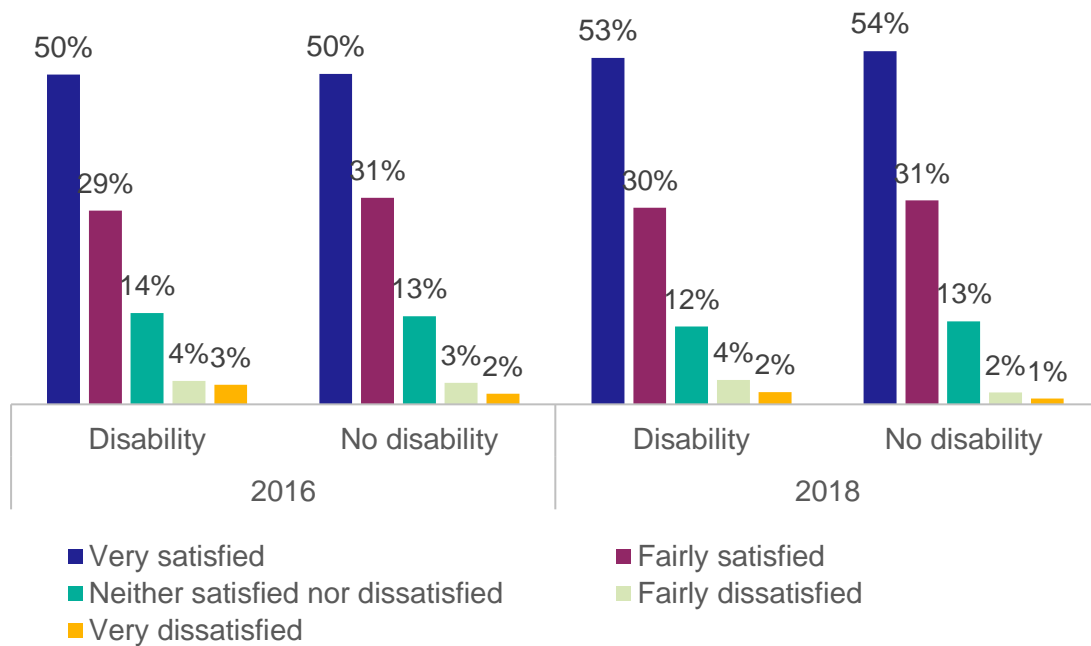
Figure 29: Satisfaction with bus driver helpfulness/attitude by disability status, 2016 and 2018



Satisfaction with bus driver - time given to get to the seat

Regarding the satisfaction with time given by the driver to get to a seat, again, the majority of individuals were very or fairly satisfied. In 2016, 80% of disabled and 81% of non-disabled people stated they were satisfied with the time given to get to a seat, which increased to 83% and 85%, for the two groups respectively, in 2018. [shown in Figure 30 below]

Figure 30: Satisfaction with the time the bus driver gave to get to a seat by disability status, 2016 and 2018

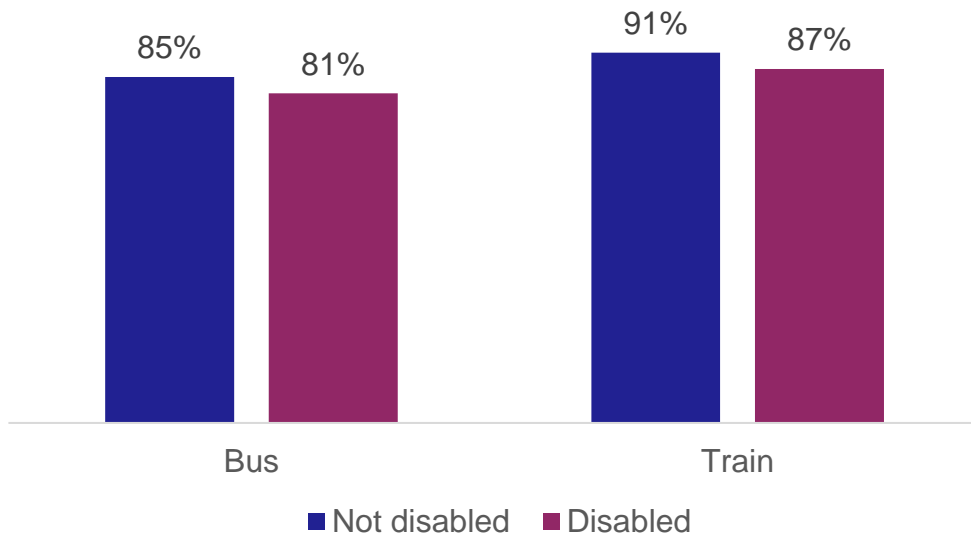


Views on the ease of finding out about routes and times (bus and train indicator combined)

The Scottish Household Survey asks about individuals' view on whether finding information about bus and train routes and times is easy. Data for 2016, 2019 and 2021 was combined.

Figure 31 shows that a slightly smaller percentage of disabled people than non-disabled people considered finding out about public transport routes and times easy. For buses, the percentages were 81% for disabled people and 85% for those not disabled, and for trains, 87% and 91% respectively.

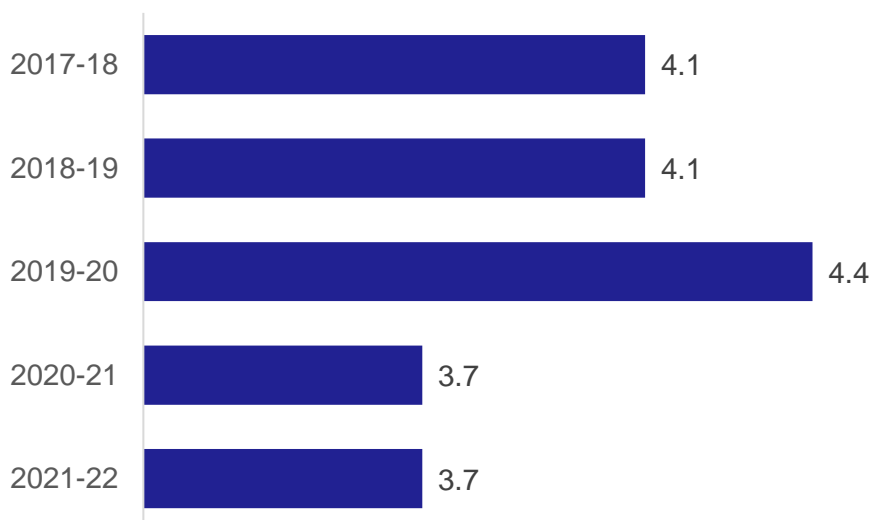
Figure 31: The percentage who agreed that finding out about bus and train routes and times was easy, by whether adult is disabled, (2016, 2019 and 2021 combined)



Number of accessible buses

The Scottish Government’s Scottish Transport Statistics publication provides information on the number and percentage of wheelchair accessible buses and taxis. This data is reported annually and indicates that, since 2019-2020, 100% of buses in Scotland were accessible or low floor buses. However, as Figure 32 shows, the total number of buses decreased from 4.4 thousand in 2019-20 to 3.7 thousand in 2020-21 and 2021-22.

Figure 32: Number of accessible or low floor buses (thousands), 2017-18 to 2021-22



Number of wheelchair accessible taxis

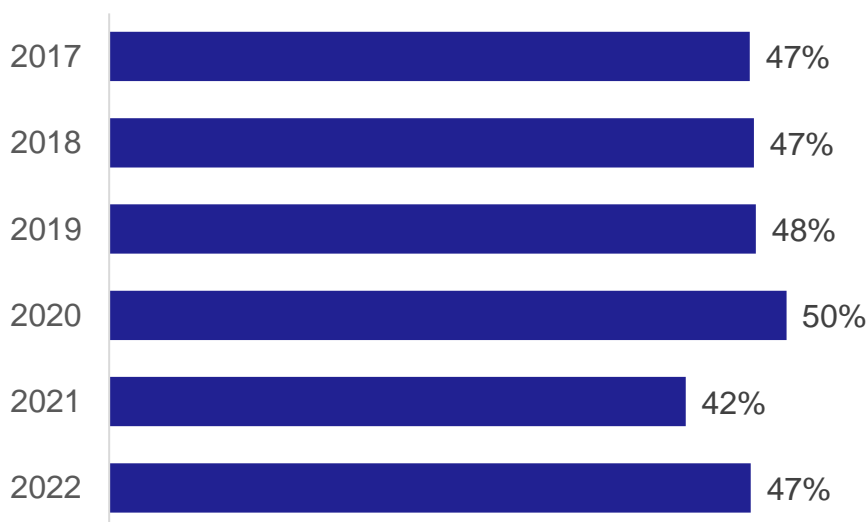
Figure 33 shows a drop in the number of wheelchair accessible taxis from a fairly consistent 4,900 in each year from 2017 to 2020, to about 3,300 in 2021, followed by a rise to around 4,400 in 2022. [shown in Figure 33 below]

Figure 33: Number of wheelchair accessible taxis, 2017 to 2021



The proportion of wheelchair accessible taxis compared to the total number of taxis available increased slightly from 2017 to 2020 from 47% to 50%. This dropped in 2021 to 42%, but rose again in 2022 to 47%. [shown in Figure 34 below]

Figure 34: Proportion of wheelchair accessible taxis from total available, 2017 to 2023

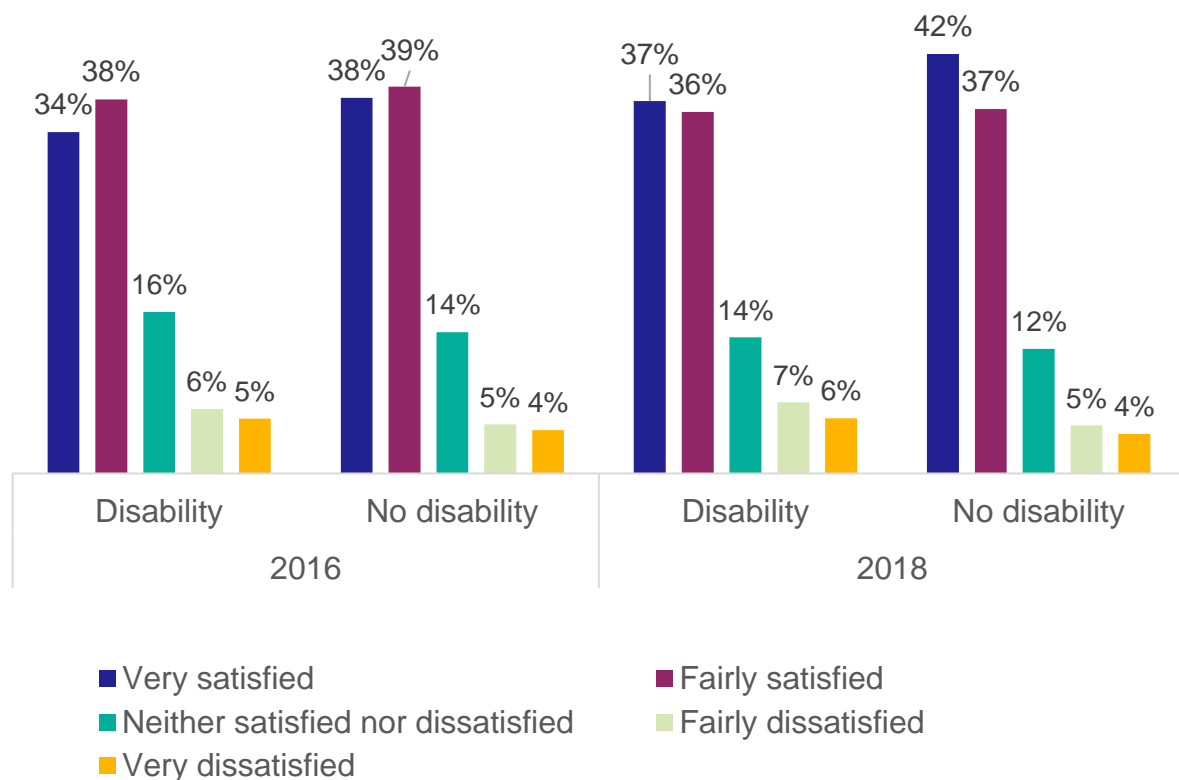


Views on information provided at the bus stop

Bus and Rail Passenger Surveys, conducted by Transport Focus, provide data on individuals' satisfaction with information provided at bus stop and on the bus, information about train times and/or platforms, and information provided during the train journey.

Figure 35 and Figure 36 show that slightly fewer disabled people were very or fairly satisfied with information available at the bus stop. 72% of disabled people and 77% of people who were not disabled were satisfied in 2016. 2018 percentages were similar, at 74% and 79%, respectively

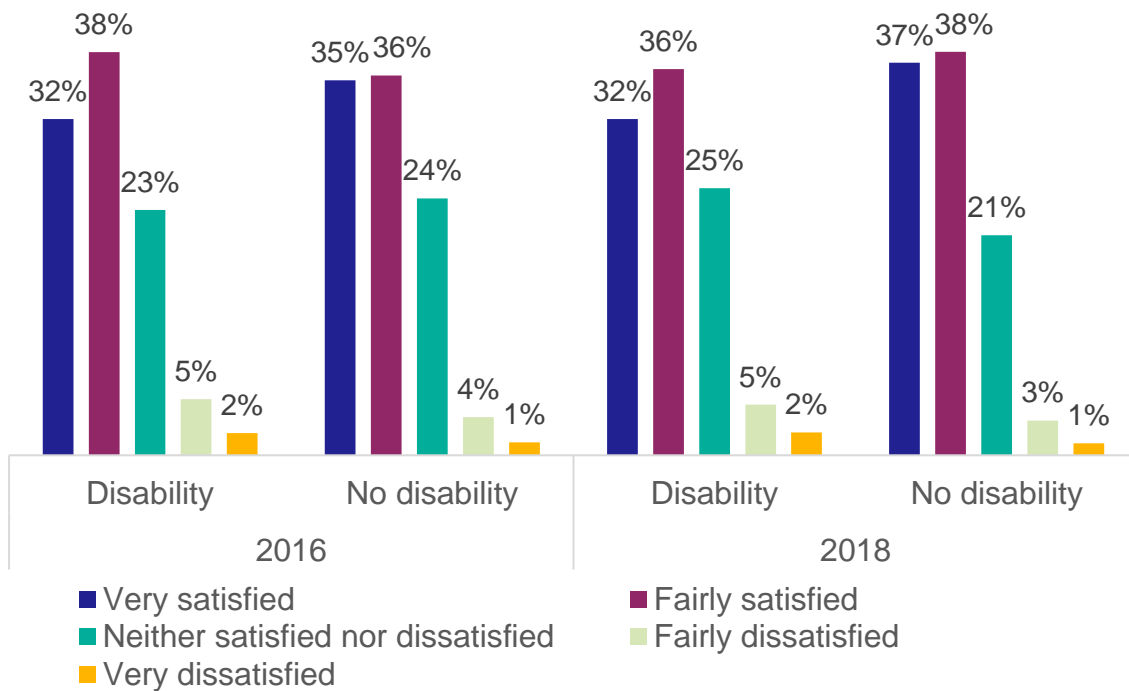
Figure 35: Satisfaction with information provided at bus stop by disability status, 2016 and 2018



Views on information provided inside the bus

70% of disabled passengers and 71% of non-disabled passengers reported being very or fairly satisfied with information given inside the bus in 2016. In 2018, these percentages slightly dropped for disabled people (68%), yet increased for those with no disability to 75%. [shown in Figure 36 below]

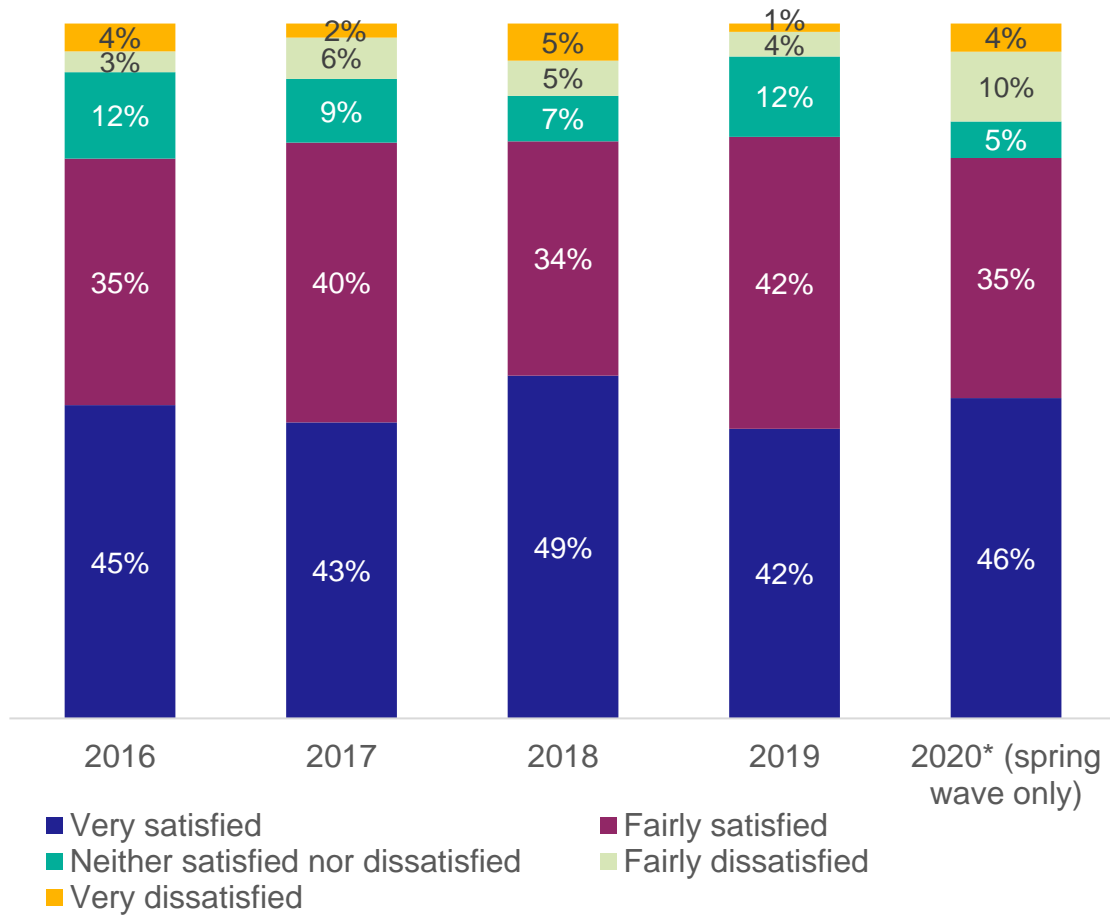
Figure 36: Satisfaction with information provided inside the bus by disability status, 2016 and 2018



Views on information provided about train times/platforms

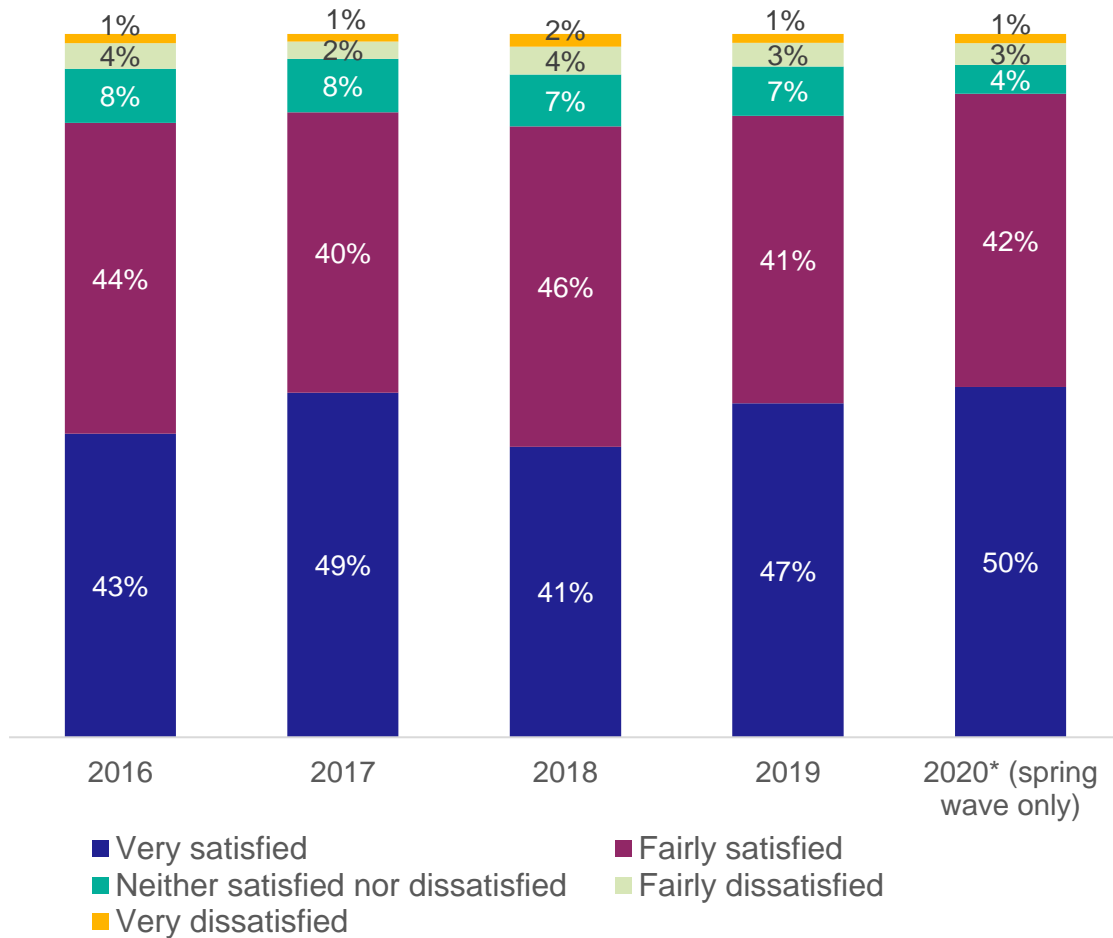
When looking at passenger satisfaction with the available information about train times and/or platforms, the majority of disabled people reported being very or fairly satisfied (over 80% annually, since 2016). [shown in Figure 37 below]

Figure 37: Satisfaction with information about train times/platforms (disabled people), 2016 to 2020



Looking at the passenger satisfaction among those with no reported disability, levels of satisfaction were higher, ranging from 87 to 89% from 2016 to 2019. In 2020, this increased to 91%, but this should be interpreted carefully due to a smaller overall sample size for 2020. [shown in Figure 38 below]

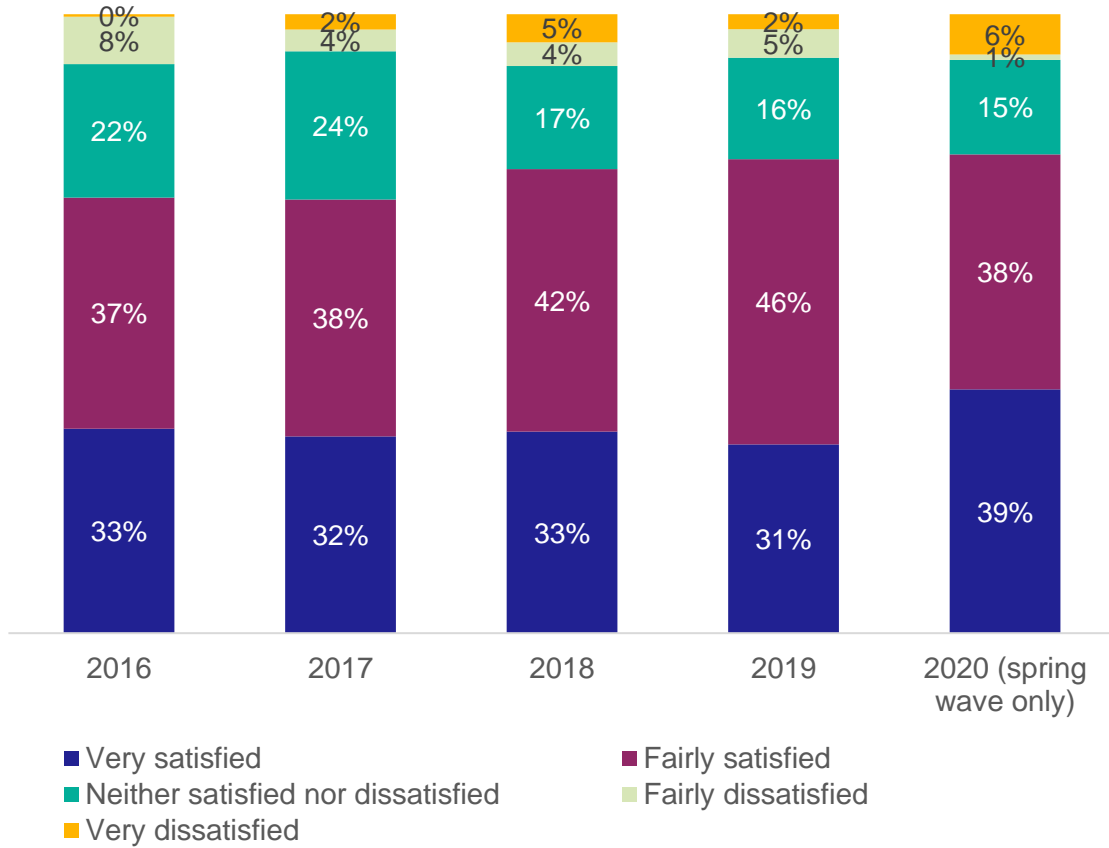
Figure 38: Satisfaction with information about train times and platforms (not disabled), 2016 to 2020



Views on information provided during the journey

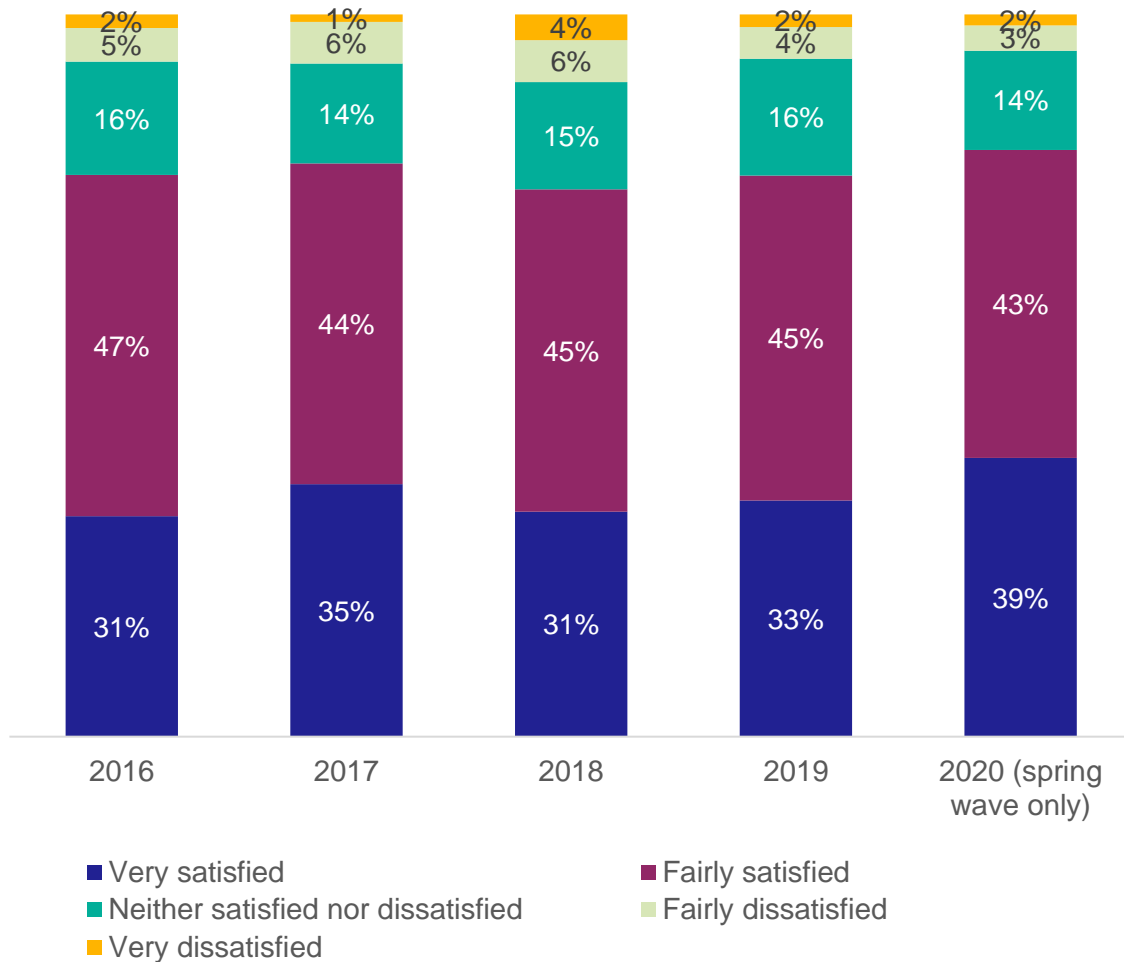
Regarding the information provided to passengers during the train journey, the majority of disabled passengers were very or fairly satisfied. Since 2016, this indicator consistently showed levels satisfaction at 70% or over. [shown in Figure 39]

Figure 39: Satisfaction with information during the train journey (disabled people), 2016 to 2020



When non-disabled passengers were asked the same question, the proportion of participants saying they were very or fairly satisfied with information provided during their train journey was consistently 76% or higher. [shown in Figure 40 below]

Figure 40: Satisfaction with information during the train journey (not disabled), 2016 to 2020



Satisfaction with public transport

Disabled and non-disabled people reported similar levels of satisfaction with public transport, 67% and 68% respectively.

Disabled people feel comfortable and safe using public transport

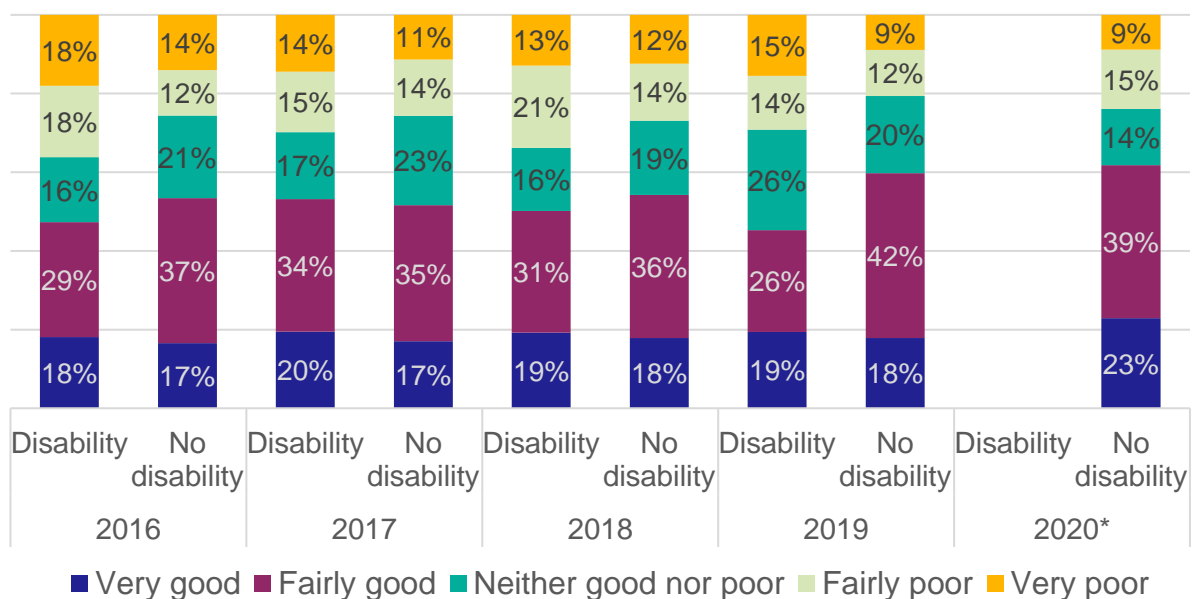
The third and final outcome contains 17 indicators, but one has too small overall numbers to be able to be broken down by disability (i.e. *Whether experienced crime while travelling or near transport facilities and whether the incident was related to disability*). Thus, the remaining 16 indicators are discussed below.

Views on toilet facilities on the train

The data for the next four indicators (i.e. views on toilet facilities on the train and at the station, and availability of staff on the train and at the station) come from the National Rail Passenger Survey conducted by Transport Focus. This survey ran biannually, typically having a Spring and an Autumn wave. In 2020 though, only the Spring wave was conducted because of the pandemic. Thus, data for some indicators are either hidden, due to having less than 75 responses, or should be interpreted with caution, due to a small sample size (between 75-99 responses).

Figure 41 demonstrates that, on average, over 50% of disabled and non-disabled passengers considered toilet facilities on the train either very or fairly good. There was a slight increase in rating among non-disabled passengers in 2019 and 2020, although the 2020 wave had a much smaller sample. The sample size was too small to provide data for this indicator for disabled people for 2020.

Figure 41: Rating of toilet facilities on the train by disability status, 2016 to 2020

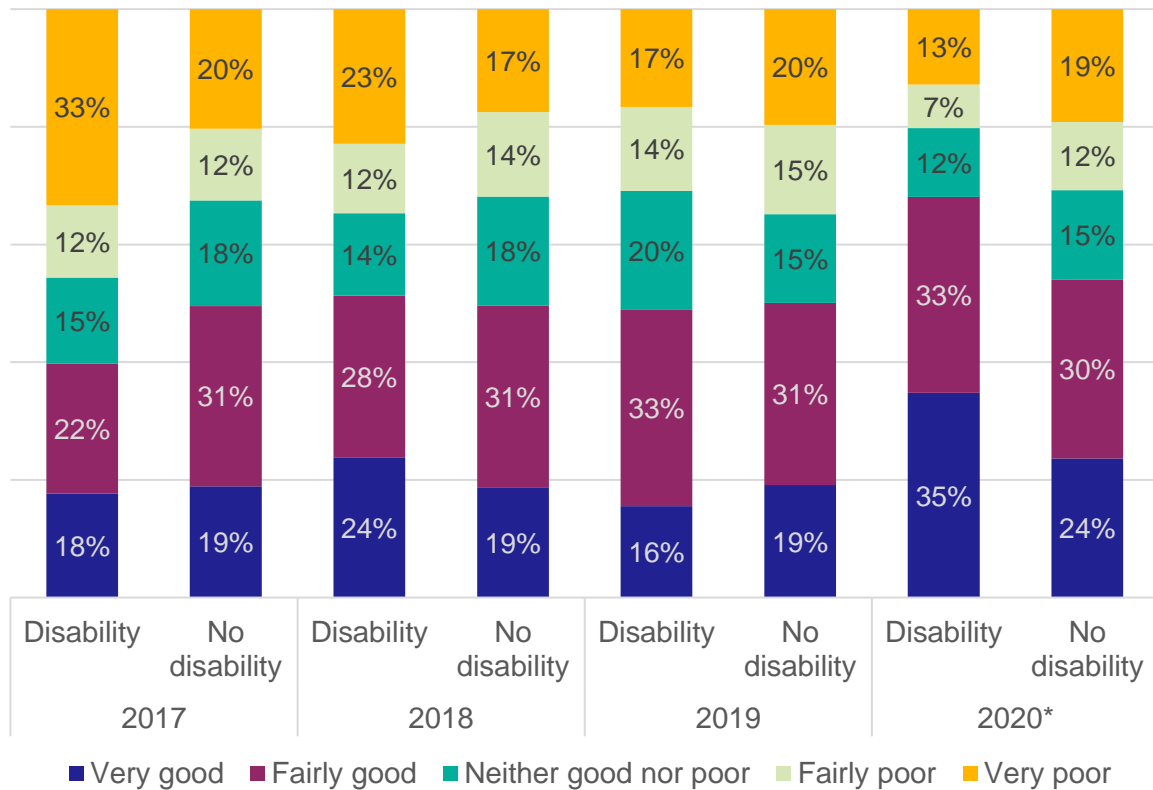


Views on toilet facilities at the station

When enquiring about individuals' rating of toilet facilities at the train station, a slightly lower proportion of people thought they were very or fairly good, between 40 and 50%. Roughly one in five individuals thought toilet facilities at the train station were fairly or very poor, regardless of their disability status. [shown in Figure 42 below]

Data for the year 2020 should be interpreted with caution, due to a smaller sample size.

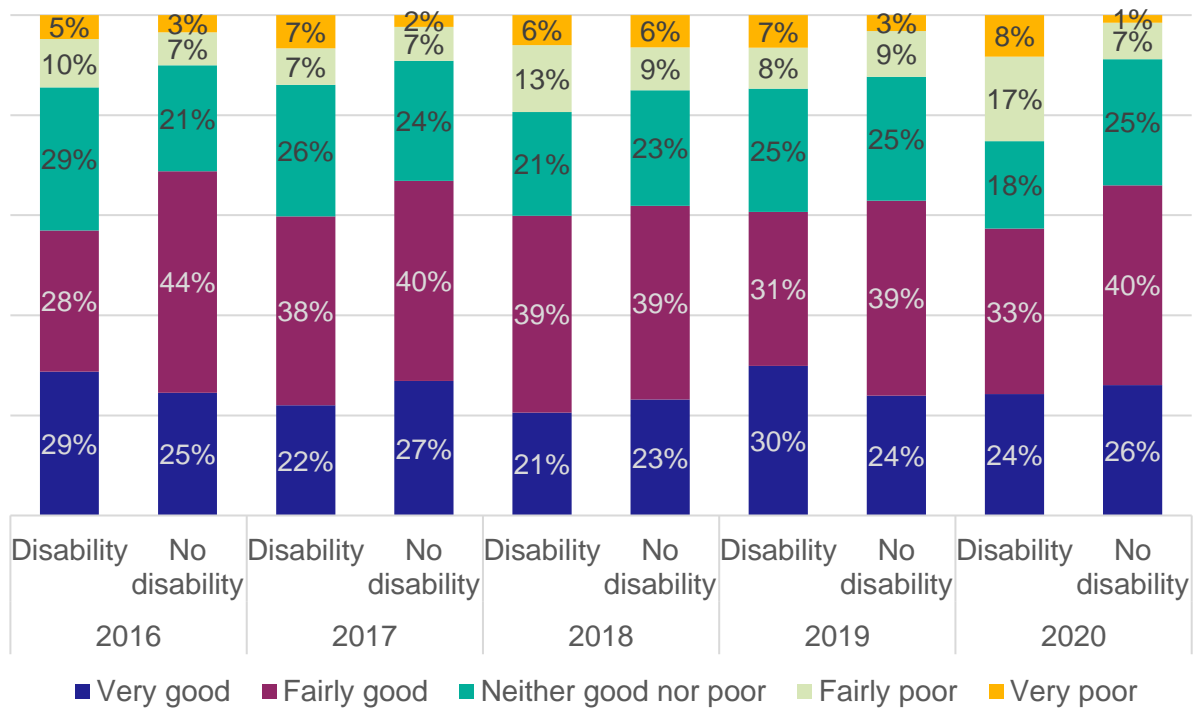
Figure 42: Rating of toilet facilities at the station by disability status, 2017 to 2020



Availability of staff on the train

Figure 43 shows rating of the availability of staff on the train, regardless of disability status as fairly or very good, was consistently 57% or higher. At the same time, at least one in five individuals stated that they were neutral on the matter; they found staff availability neither good nor poor.

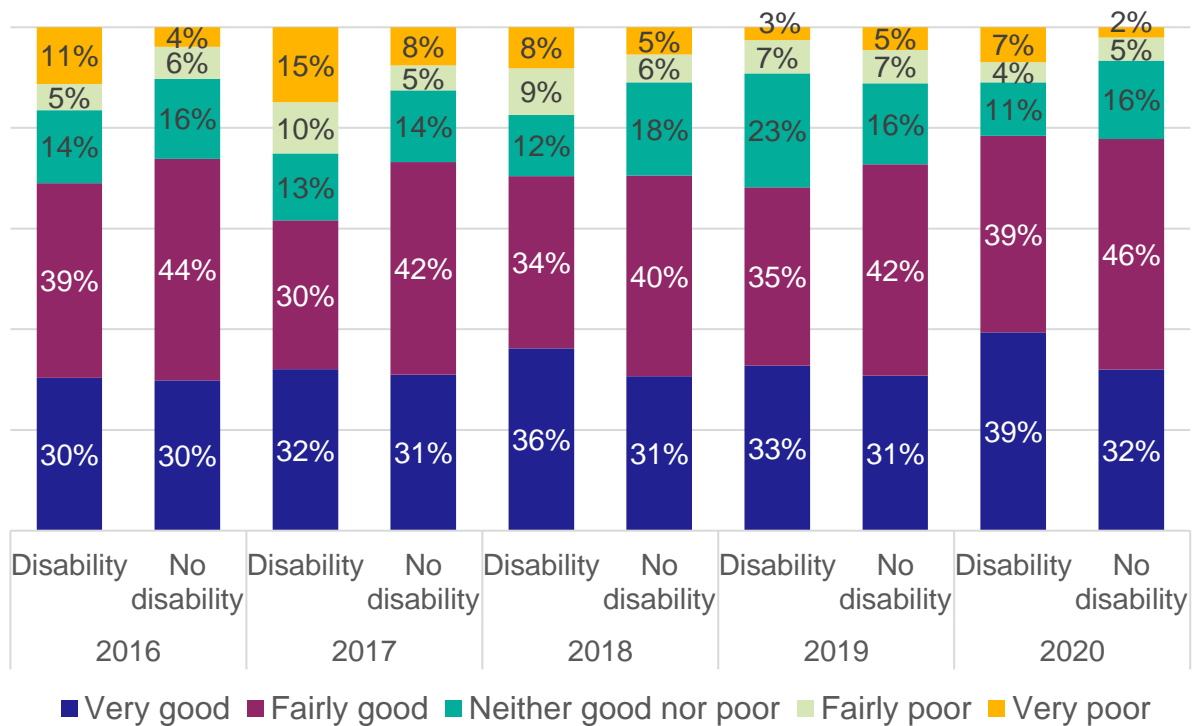
Figure 43: Rating of availability of staff on the train by disability status, 2016 to 2020



Availability of staff at the station

A higher proportion of respondents claimed availability of staff at the train station was good or very good, than it was on the train. For all years, since 2016, and regardless of disability status, at least 62% participants rated indicator good [see Figure 44 below]

Figure 44: Rating of availability of staff at the station by disability status, 2016 to 2020

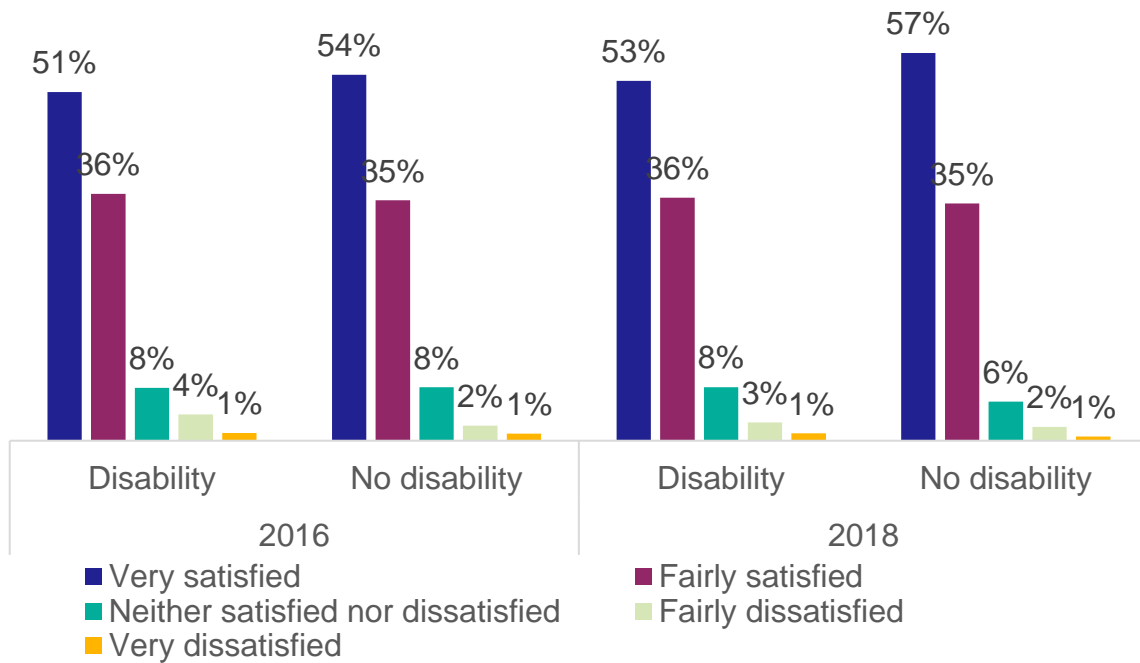


Satisfaction on bus with availability of seating

Figure 45 shows data from the Bus Passenger Survey, conducted by Transport Focus. This survey ran until 2019 and the only two data points available are 2016 and 2018.

Overall, the proportion of people satisfied with availability of seating or space to stand on a bus is 87% or higher. A slightly higher proportion (3%) of non-disabled people than disabled people say they are satisfied

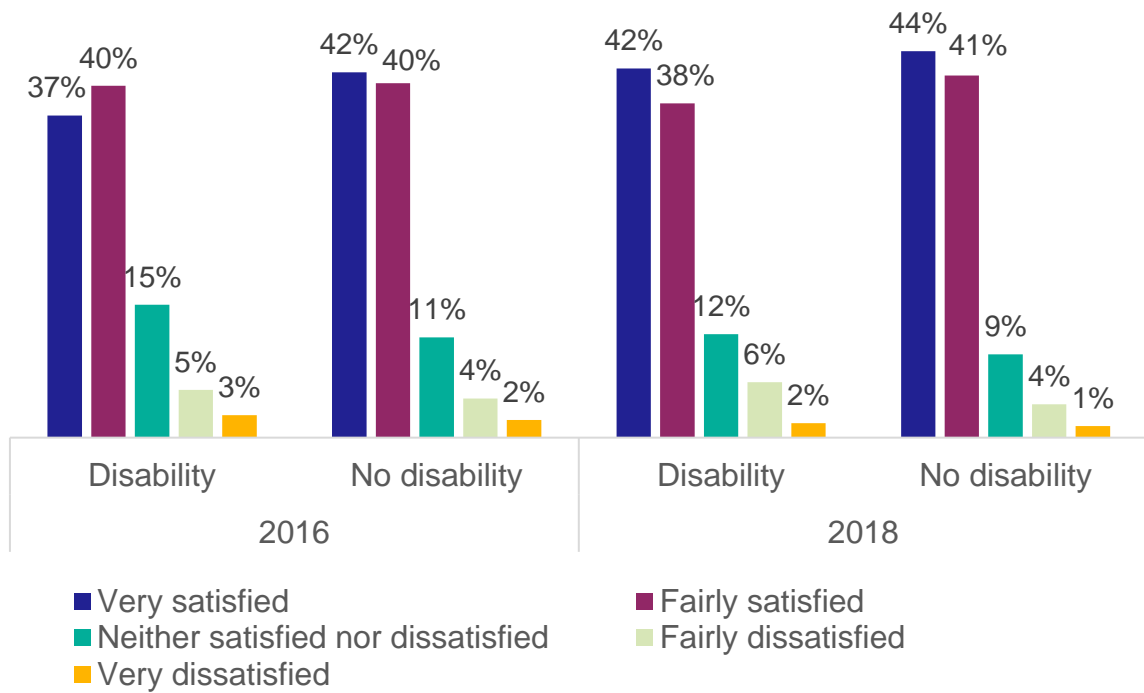
Figure 45: Satisfaction with availability of seating or space to stand (bus) by disability status, 2016 and 2018



Satisfaction on bus with comfort of seats

On the satisfaction with the comfort of seats on a bus, the difference in satisfaction between non-disabled and disabled people is 5%. However, Figure 46 shows that around 80% of people in each group were satisfied.

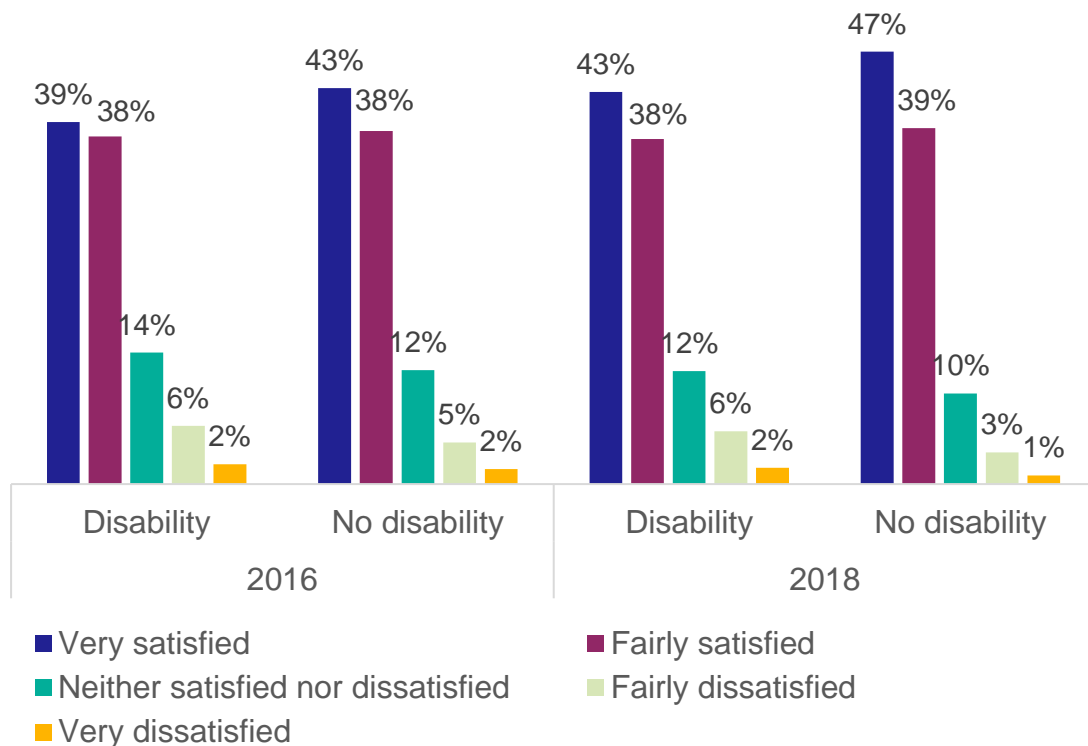
Figure 46: Satisfaction with the comfort of seats on the bus by disability status, 2016 and 2018



Satisfaction on bus with amount of personal space

Figure 47 presents data on individuals’ satisfaction with the amount of personal space on the bus. For both groups, 77% or more were very or fairly satisfied, with non-disabled people rating this indicator slightly more positively in both years examined.

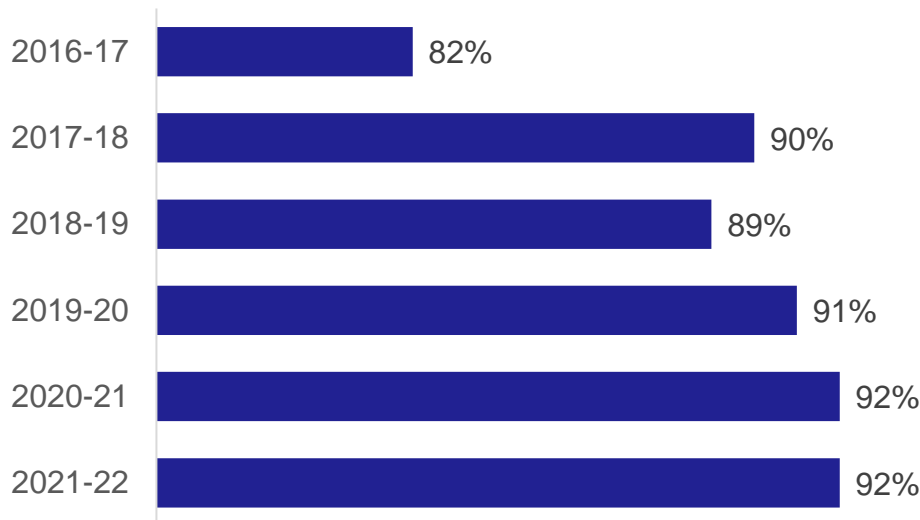
Figure 47: Satisfaction with the amount of personal space on the bus by disability status, 2016 and 2018



Percentage of buses with CCTV

Scottish Transport Statistics publishes data on the percentage of buses that have CCTV on board. This information is collected annually and presented in Figure 48. The proportion of buses with CCTV increased over the years from 82% in 2016-17 to 92% in 2021-2022.

Figure 48: Percentage of buses in Scotland with CCTV, 2016-17 to 2021-22



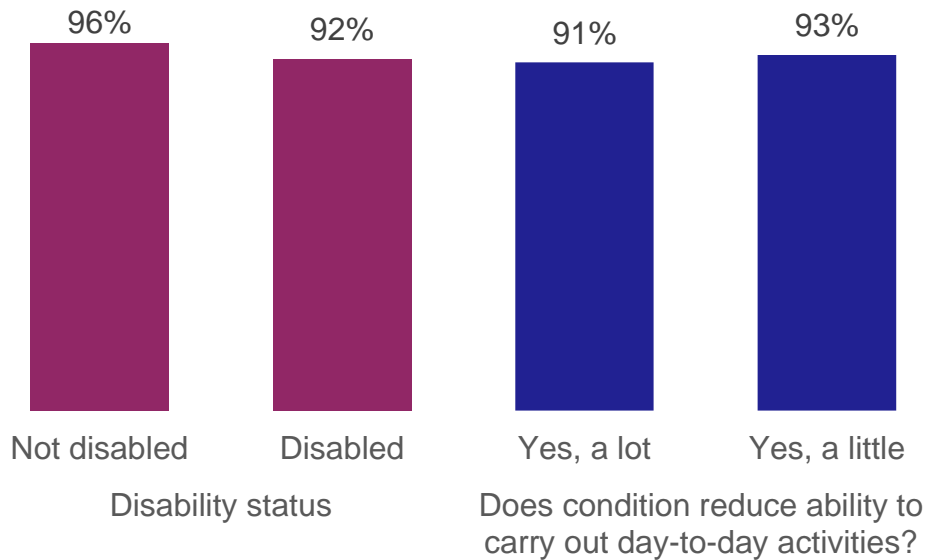
Whether feel safe and secure on trains during the day

Information on the perception of safety on public transport and/or while waiting at the platform/station comes from two data sources. The phrasing of the question and any added specifics (e.g., time of day) depend on the source. The sample sizes also differ between different surveys and, as such, the percentage of people reporting feeling safe or unsafe might vary in comparison. For example, Figure 51, Figure 52 and Figure 54 present information on feelings of safety on the bus, but Figure 51 and Figure 52 look at the specific parts of the day compared to Figure 54, due to different sources used. Subsequently, the questions are phrased slightly differently and percentages will be different.

The first four indicators inquire about feelings of safety and security on public transportation using data from the Scottish Household Survey. The data combines the years 2014, 2016, and 2019.

Figure 49 presents analysis of feelings of safety and security on the train during the day. It shows that a higher proportion of non-disabled people reported feeling safe, although the percentage for both groups is high (96% and 92%, respectively).

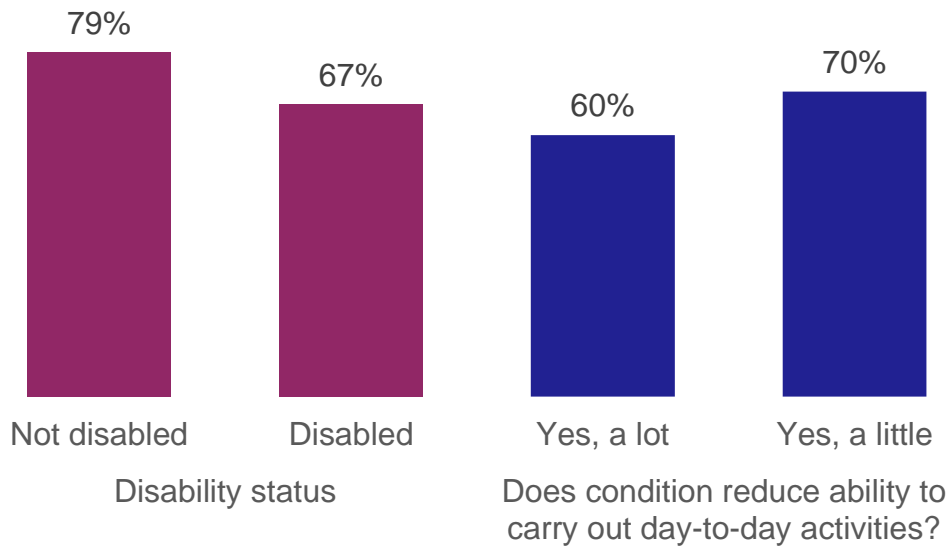
Figure 49: Feelings of safety and security on the train in the day, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks (2016, 2019 and 2021 combined)



Whether feel safe and secure on trains during the evening

Figure 50 indicates that feelings of safety and security on the train in the evening is lower than in the daytime. This drop is larger for people disabled people, where only 67% reported feeling safe, compared to 79% of non-disabled people.

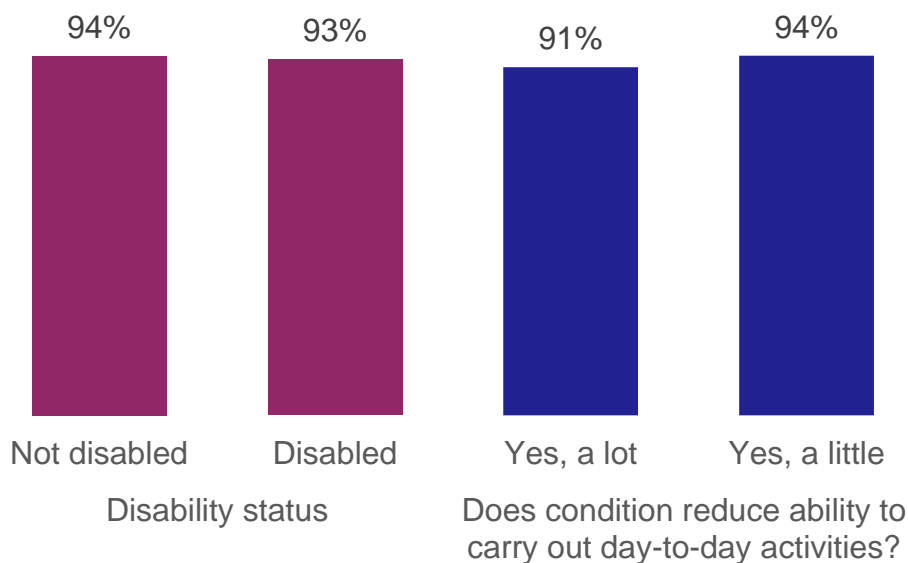
Figure 50: Feelings of safety and security on the train in the evening by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, (2016, 2019 and 2021 combined)



Whether feel safe and secure on buses during the day

The next indicator discusses feelings of safety and security on the bus during the day, and again demonstrates that perception of safety is high for both groups (93% and 94%, respectively). [shown in Figure 51 below]

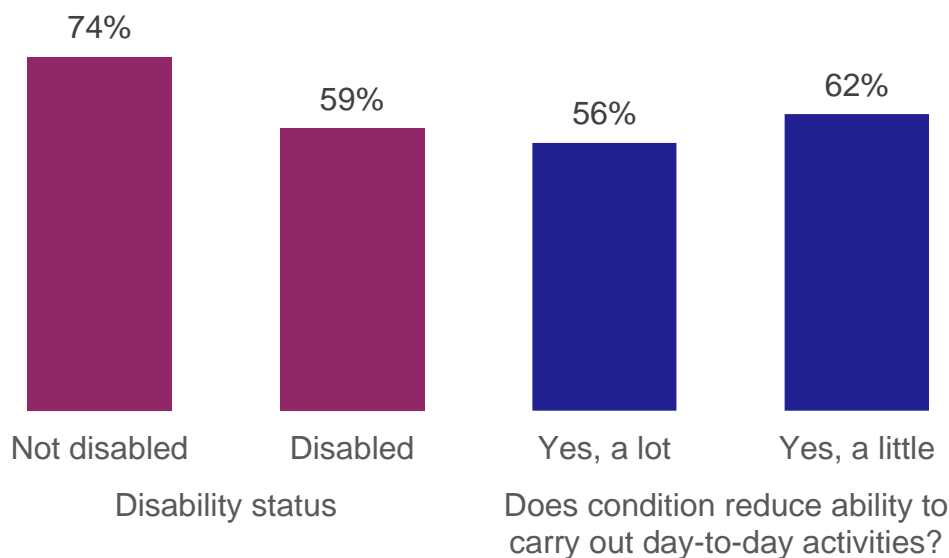
Figure 51: Feel safe and secure on the bus in the day by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks (2016, 2019 and 2021 combined)



Whether feel safe and secure on buses during the evening

However, as with rail, Figure 52 shows that the perception of safety is lower when using buses in the evening. Again, non-disabled people reported feeling more safe than disabled people (74% vs 59%). Overall, the perception of safety seems slightly higher for trains than buses (93% vs 92% for disabled people, and 96% vs 94% for non-disabled people during the day). This difference is starker for evenings, when 67% of disabled people feel safe on trains, but only 59% do so on buses. Likewise, 79% of non-disabled people reported feeling safe on trains, and 74% reported so for buses. [shown in Figure 52 below and Figure 50 above]

Figure 52: Feelings of safety and security on the bus in the evening, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks (2016, 2019 and 2021 combined)

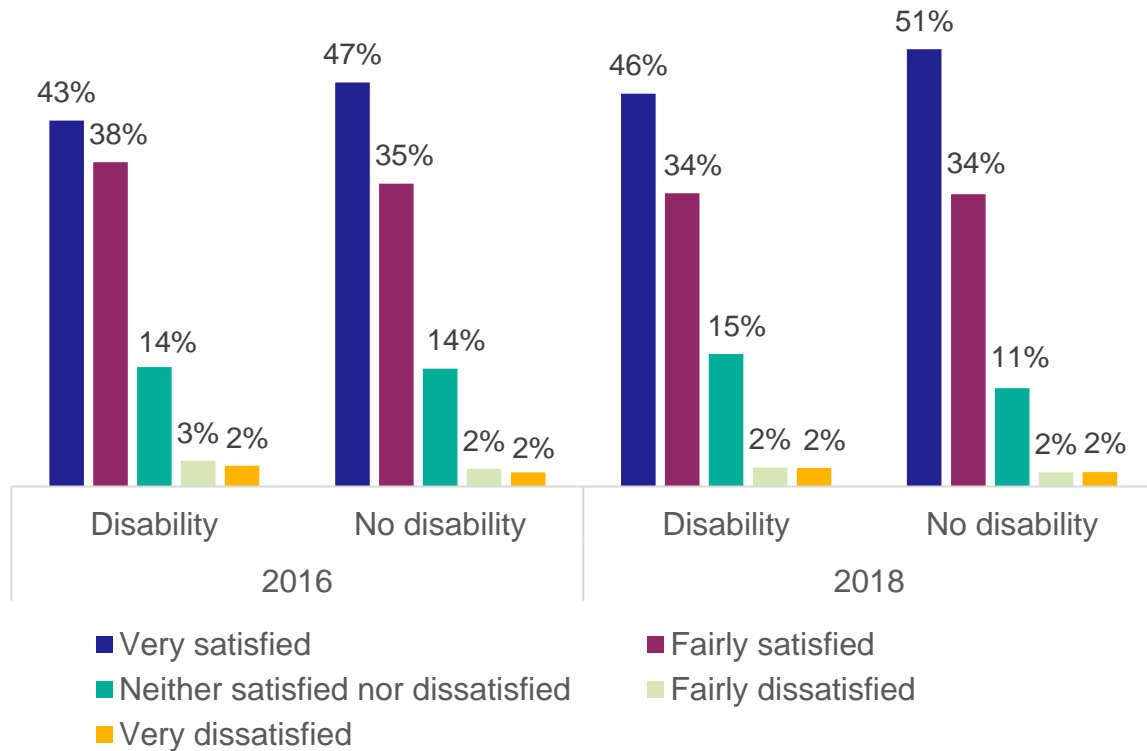


Views on personal safety while at bus stop

The Bus Passenger Survey, which was run by Transport Focus until 2019, is the second data source that enquires about personal safety at a bus stop and on the bus. Figures are available for 2016 and 2018.

Figure 53 shows that the majority of people claimed to feel very or fairly safe at the bus stop (80% or higher). This was relatively consistent regardless of the disability status.

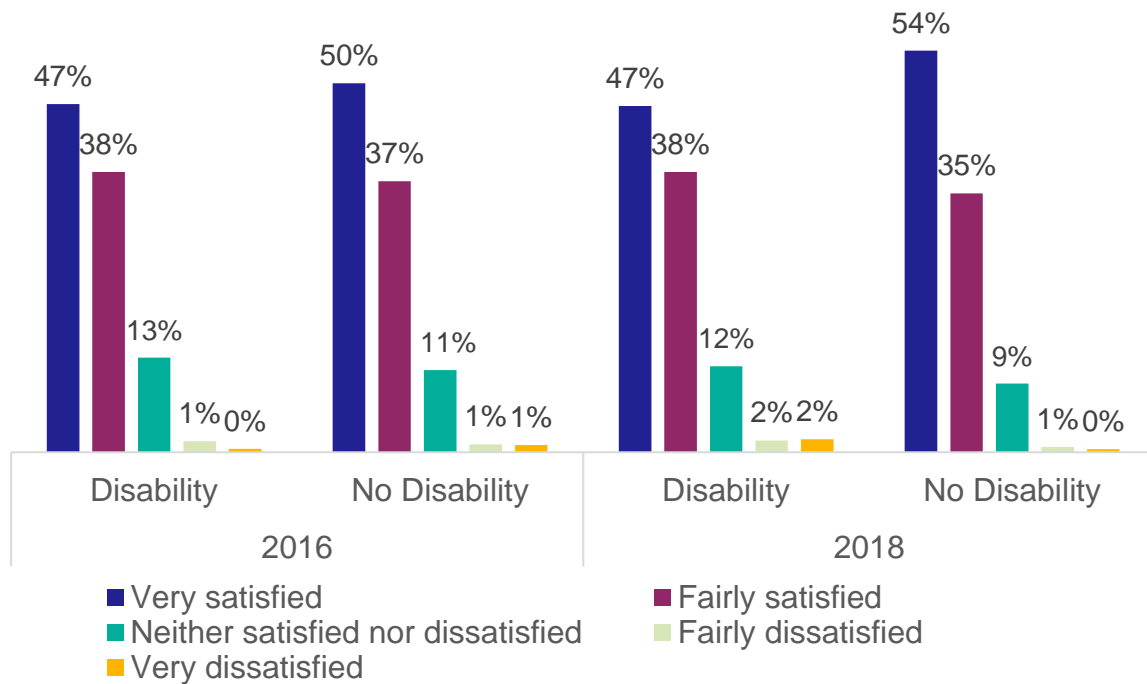
Figure 53: Satisfaction with personal safety while at bus stop, by disability status, 2016 and 2018



Views on personal safety while on bus

Likewise, when asked about personal safety on the bus, an even higher proportion of people stated feeling very or fairly satisfied (85% or higher). [shown in Figure 54]

Figure 54: Satisfaction with personal safety while on bus, by disability status, 2016 and 2018

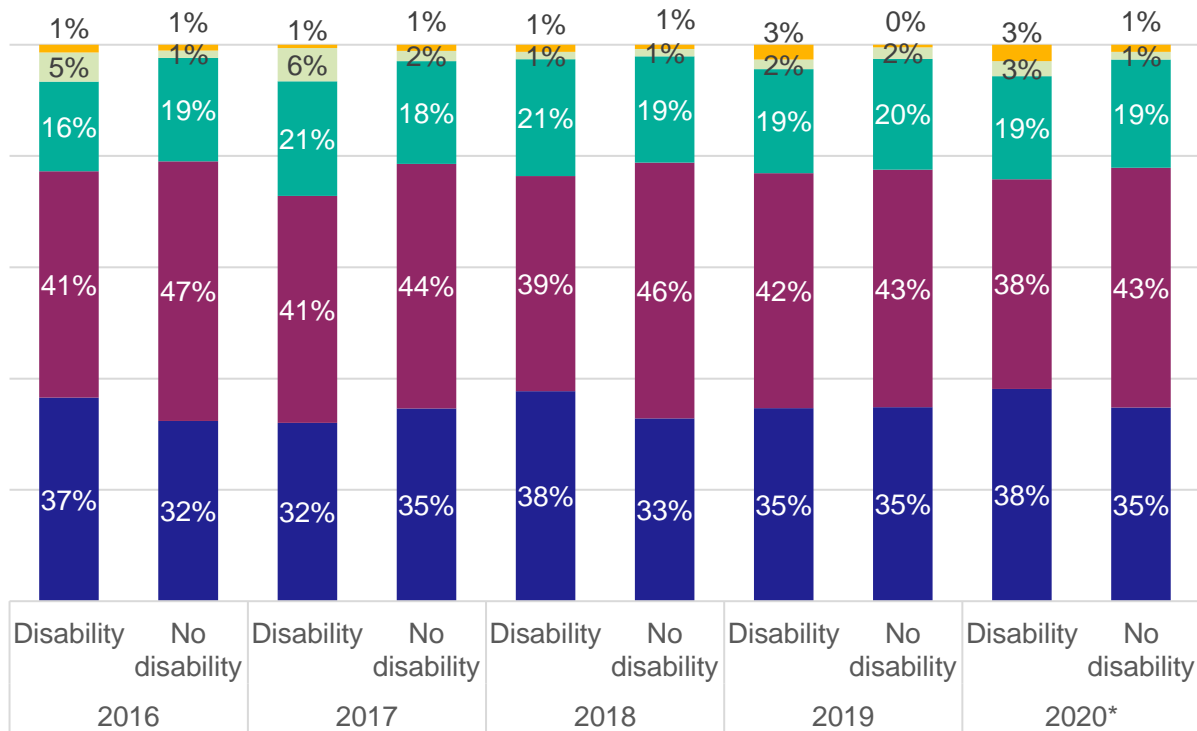


Views on personal safety while using the train station

Data on individuals’ views on personal safety while using the train station and while on the train come from the National Rail Passenger Survey conducted by Transport Focus.

Figure 55 indicates that for all years, 73% or more respondents rate personal security while at the train station as very or fairly good, regardless of disability status. However, around one in five said that their personal safety is neither good nor bad.

Figure 55: Perceived personal security while using the train station, 2016 to 2020

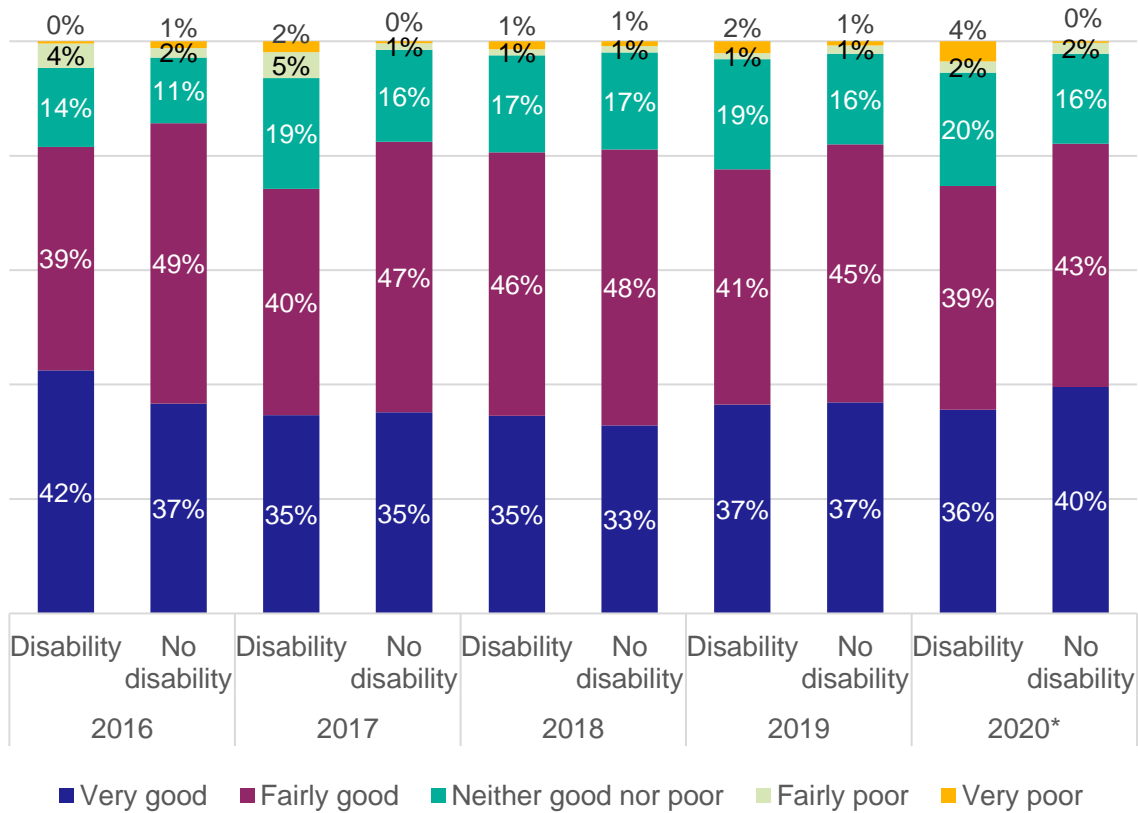


■ Very good ■ Fairly good ■ Neither good nor poor ■ Fairly poor ■ Very poor

Views on personal safety while on the train

Regarding personal safety while on the train, the National Rail Passenger Survey reports that around 80% of respondents claim to feel very or fairly safe. The preceding question changed in spring 2017, which could have affected results of this question from that time. The lowest percentage was 74%, reported by disabled people in 2017. The percentage feeling safe is lower than that for buses. [shown in Figure 56 below]

Figure 56: Perceived personal security while on the train by disability status, 2016 to 2020



Further opinions on public transport from Scottish Household Survey

Reasons for not using the bus more often

Disabled people were far more likely to say that they did not use the bus more due to health reasons than people who were not disabled (27% compared to 2%). Although numbers were much lower, disabled people were also more likely to report difficult access on or off steps (4% vs 0%), a long walk to the bus stop (4% vs 2%) and uncomfortable (2% to 1%). [shown in Figure 27 earlier in the publication]

Reasons for not using train more

Due to the rotation of questions within the Scottish Household Survey questionnaire, this question has not been asked since 2019. The last three years of available data (2014, 2016 and 2019) have been combined. Reasons for not using the train more were not greatly different between disabled and non-disabled people, although ‘cost’

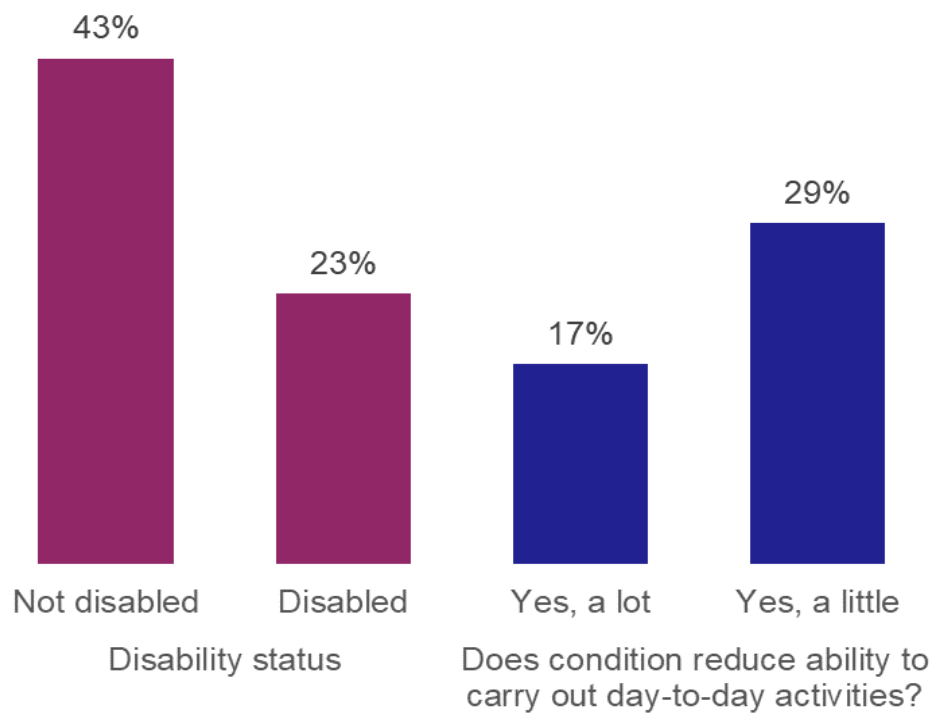
was named by more disabled people than non-disabled people (16% compared to 12%). 'Health reasons' was given by 3% of disabled people compared to 0% of non-disabled people.

Aviation

Flying for leisure

23% of disabled people flew for leisure in the previous year, compared to 43% of the non-disabled population. [shown in Figure 57 below]

Figure 57: Percentage of people taking at least one flight for leisure in past year, by whether adult has a disability and whether their condition limits their ability to carry out day-to-day tasks, 2018 to 2021 (combined)



Travel cost and affordability

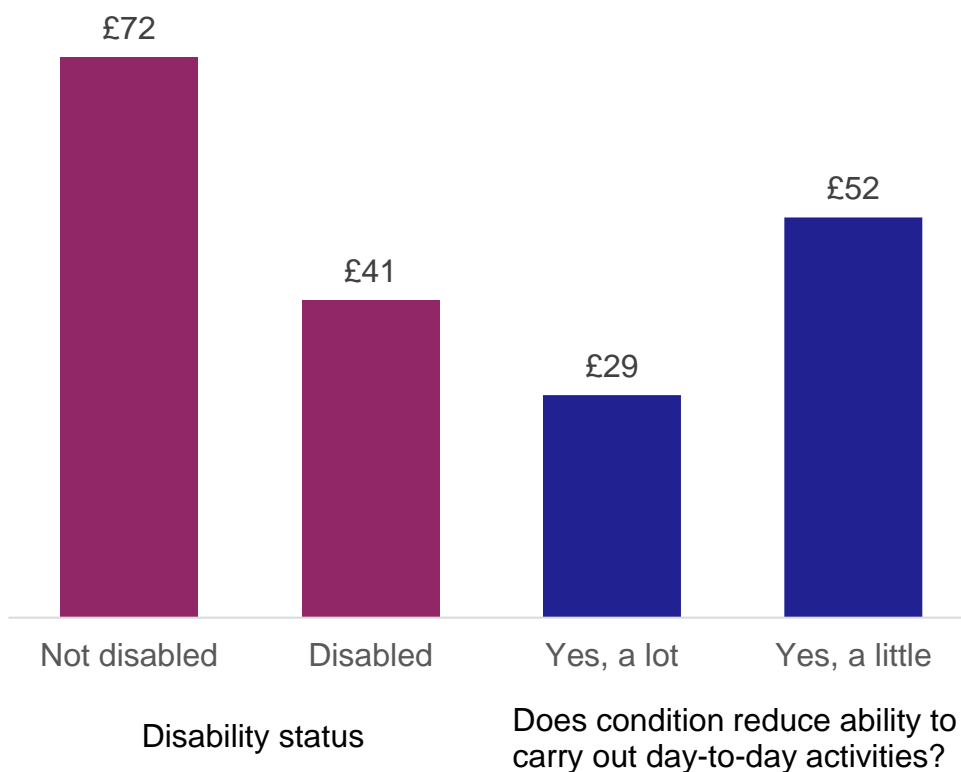
Questions on transport cost and affordability were introduced in the Scottish Household survey in 2021. There were significant restrictions due to COVID-19 in that year, and fuel prices rose in 2022 after this data was collected.

Expenditure on car fuel

Of those who spent on car fuel, average spend was less for disabled people, with an average (mean) spend of £77 a month compared to £98 for those who are not disabled.

47% of disabled people do not buy car fuel, compared to 27% for those not disabled. This rises to 60% of those who have a condition that limits day to day activity. When those who pay nothing are considered, the gap between the mean spent is greater, with disabled people spending an average of £41 and people who are not disabled spending £72. [Shown in Figure 58]

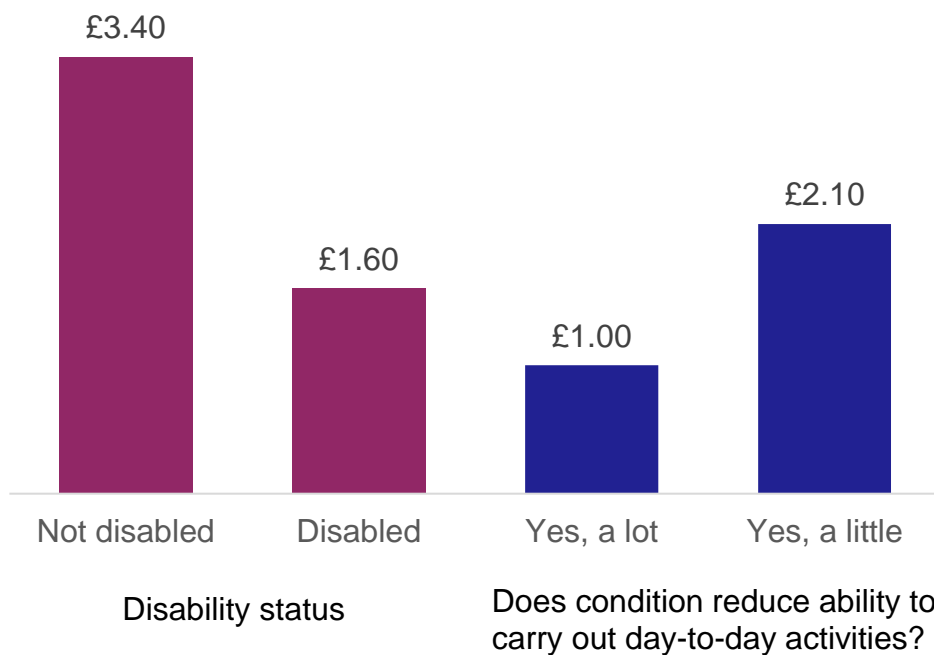
Figure 58: Amount spent on fuel in the past month (including those who do not drive), by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2021



Expenditure on public transport

Most people had spent nothing for public transport in the past week, with 89% of those disabled paying nothing compared to 82% of those not disabled. Average (mean) spending per week was lower for disabled people, at £1.60 compared to £3.40 [Shown in Figure 59]. These figures are likely to have been affected by COVID-19 related restrictions in place in 2021.

Figure 59: Average (mean) expenditure on public transport, by whether adult is disabled and whether their condition limits their ability to carry out day-to-day tasks, 2021

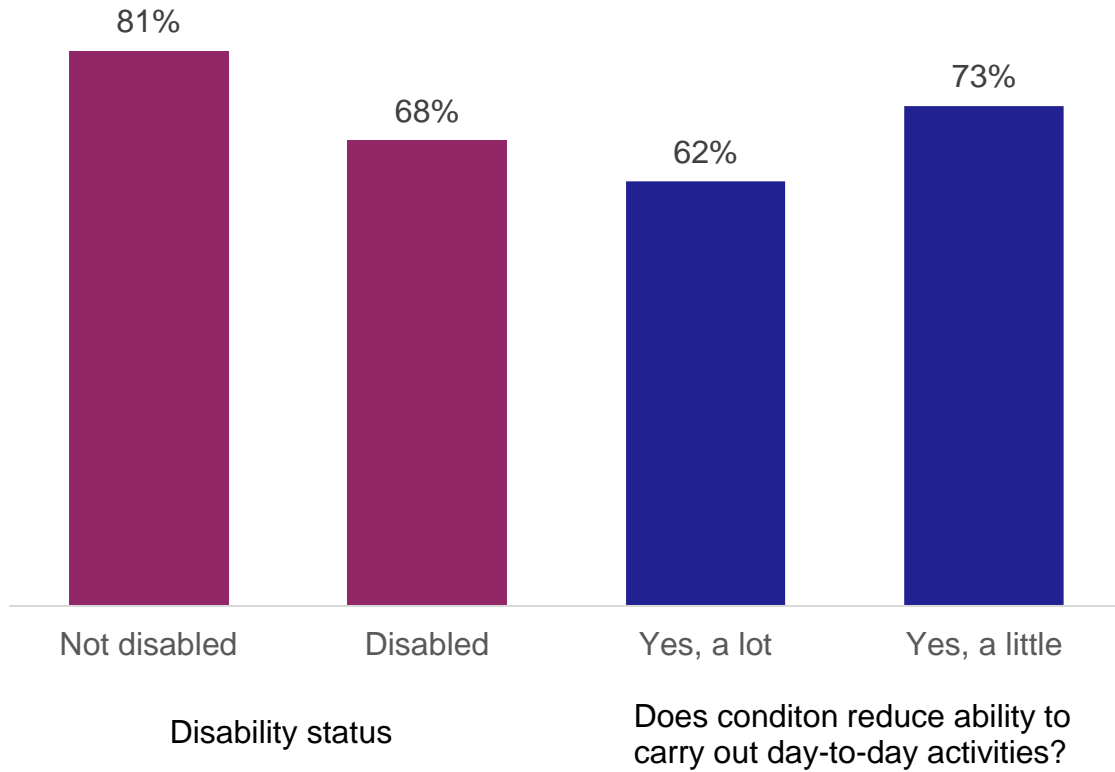


Affordability of transport

Disabled people were less likely to consider that their transport costs were affordable. 68% of disabled people said their costs were very or fairly easy to afford, compared to 81% for people who were not disabled. Only 62% of those disabled people with a condition that reduced their ability to carry out activities considered costs very or fairly easy to afford. The survey was conducted over a time period before fuel prices and general inflation reached a peak in 2022. [shown in Figure 60 below]

Lower average incomes are likely to have an effect on affordability for disabled people. There may also have been substantial spending on taxis for some disabled people, but this is not recorded by the survey.

Figure 60: Percentage who thought transport costs were very or fairly easy to afford, by whether adult is disabled, and whether a long-term health condition affects their day-to-day activities, 2021



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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.

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