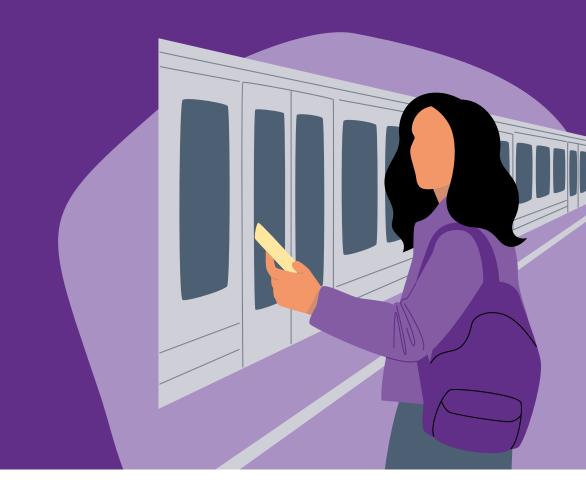


## **WOMEN'S SURVEY 2023**

Women's experiences of travel and its cost



Work supported by





#### INTRODUCTION

I have caring duties that public transport can't help Transport is a gendered issue. How we use transport, what for and where we go to, is determined by our experiences of work, care and free time. Women typically make more frequent, shorter journeys throughout the day due to domestic and caring responsibilities. Whereas men typically make fewer but longer work-related journeys during peak hours. How we travel is also vital when we consider Scotland's climate change commitments and investment that will be made to meet these commitments.

The SWBG Women's Survey 2023 asked for women's experiences on cost, access and safety when using public transport or active travel infrastructure in Scotland. We also asked for women's views on how to improve services to meet their needs.

In total, 871 women from all 32 local authorities in Scotland took part in the survey from February to March 2023 (see Appendix for local authority response rate). Out of 871 women, 846 answered questions relating to travel. This report focuses on responses given about transport, the impact of transport costs and how spending on transport works for women.

- ▶ 28% of survey respondents said they were struggling to manage transport costs, rising to 41% for disabled women and 54% for single parents
- ▶ **53%** of women responding were very dissatisfied or dissatisfied with the cost of public transport
- ▶ **48%** of disabled women responding were either very dissatisfied or dissatisfied with the safety of walking and wheeling routes in their area

As highlighted in our first report from the Women's Survey 2023,<sup>2</sup> the cost-of-living crisis is impacting women hard. Women are making choices to skip meals, reduce heating and energy use, reduce washing and cutting down on extra spending. Transport is one of the costs that plays into this. Through this survey, women told us about the challenges faced by rising costs and how public transport options do not meet their needs for work, care or personal life. In addition, the survey highlighted concerns women had about safety on public transport.

We sought to understand women's access to and views on active travel. With Scottish Government commitment to increase spending on active travel as we move towards a net-zero economy, it should work to tackle inequalities in travel, not reinforce them. Yet evidence of current usage demonstrates this is another area that is currently skewed, and men are more likely to benefit from active travel infrastructure spending, with men twice as likely to cycle for travel on a regular basis than women.<sup>3</sup> It is perhaps telling that 57% of survey respondents felt questions on cycle routes were not applicable to their circumstances.

A gendered lens needs to be taken to public transport and active travel spending to ensure that it tackles existing inequalities in relation to the different ways in which men and women use and could use public spaces. A gender analysis could help in building a comprehensive transport network that considers individuals' lived experience. Without this, inequalities fuelled by our transport system will continue to make it harder for women to get to work or education and managing caring responsibilities.

Gender budgeting is a process that can support decision making on transport spending at national and local levels. Views shared in this part of the Women's Survey 2023 highlight some of the experiences of women in Scotland that demonstrates the need for this analysis to be built into planning processes.



## **DEMOGRAPHICS**

26% in a two adult household without children thousehold with children thousehold with children thousehold without children thousehold without children thousehold without children thousehold with children thousehold with

The majority of women are in paid work,

43% employed full-time 21% employed part-time





3% were unemployed

6% looking after home or family and

9%
permanently retired
from work

9 % were unable to work due to disability or illness 42%
of respondents earn under 20K
The majority earn under 60K





53% Scottish, 28% British,
3% women from ethnic minority communities and 2% mixed or multiple ethnic groups

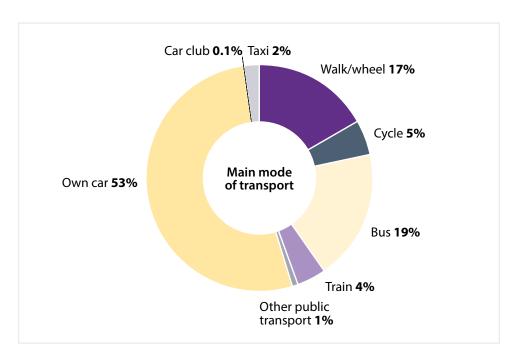
31% of women who responded have a disability



## HOW WOMEN TRAVEL

In responding to the survey women told us their main mode of transport.

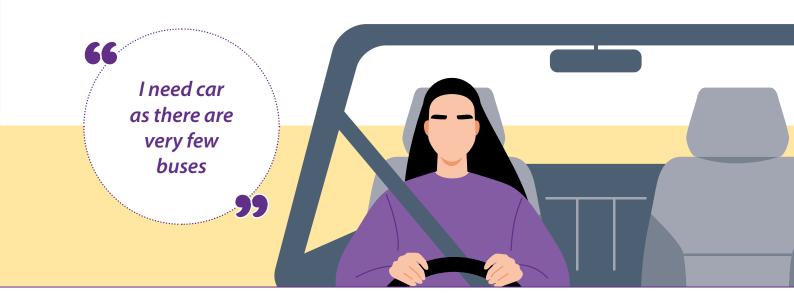




It is the one I can afford

However, for some groups of women the primary mode of transport varied:

- ▶ 37% of women from ethnic minority communities used buses as their main mode of transport, with 28% relying on cars
- ▶ 23% of single parents walked or wheeled, higher than the overall numbers
- ▶ 27% of disabled women relied on buses, with 36% using their own car as a main mode of transport
- ▶ 61% of rural women responding to the survey had their own car as their main mode of transport with only 1% of them using trains



These findings highlight the importance of considering women's differing experiences and different lived realities. For particular groups of women, some forms of transport are used to a greater extent than others. For example, disabled women and women earning less than £20,000<sup>i</sup> are more reliant on bus services and less likely to own a car than our overall survey respondent group. Whereas rural women have higher car dependence. Transport planning needs to consider gender analysis from an intersectional perspective to build inclusive and sustainable transport networks that can work for the most marginalised women. Understanding who is accessing different forms of transport is a critical first step to this analysis. This kind of data, on a larger scale, can also help target policy responses for investment.

"I don't have the luxury of time to walk/bus/bike children to school and be at work on time. School is 8:45, I start work at 9. I have to drive"

"After school club ends at 5:30, I can stay at work until 5 if I drive. If I got the bus I'd need to leave at 4:30. This would mean reducing my hours and therefore income"

"Train time for my route... has trains either before 8am or after 9am! Therefore I need to go into town much earlier than needed... as for mothers in my area how are they supposed to get kids to school then get train into city centre for work at 9? Discriminating against women and mothers, creates barriers to working full time!"

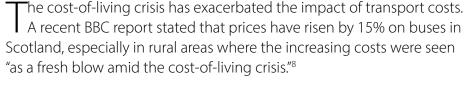
Statistics from Travel Scotland provide wider context to transport use in Scotland. These statistics are derived from the Scottish Household Survey in 2021 highlight that overall, 16% of adults used the bus at least once per week in 2021, whereas only 3% used the train. These statistics are the most recent but are taken from a time when travel restrictions were in place. Data taken from 2018 highlights that 53% of journeys were made as a car drive, 13% as car passenger, 8% by bus and rail accounted for 1% of journeys. Of public transport journeys 73% were taken by bus, with 19% taken by rail. The statistics used by Transport Scotland highlight that those in a household whose net annual income was up to £10,000 were least likely to have one or more cars available for private use. 71% of households in large urban areas

had cars compared to 92-94% of those in rural areas.<sup>6</sup> Data from the Office of National Statistics published in 2018 highlights that women in Scotland make up 57.7% of those who travel to work by bus and 45.1% of those who travel by train to work. This data also highlights that men make up 85.4% of those who travel by bike to work.<sup>7</sup> Ensuring sex-disaggregated data is available is vital to supporting the process of gender budget analysis.

## THE COST OF TRAVEL



I have to walk to work as can't afford travel costs



- ▶ 28% of survey respondents said they were struggling to manage transport costs, rising to 41% for disabled women and 54% for single parents
- 37% of women responding to our survey said that they had to change travel plans due to the cost of public transport, this rose to
   42% of disabled women and 53% of women from ethnic minority communities

Some women expanded their responses by saying:

"I can only afford to get the bus to work around once or twice a week at most. I try to save this for bad weather days but, even still, I've walked for over an hour to get to work in the pouring rain because I couldn't afford the bus"

"Some days when the weather is bad I try to take the bus because it can be dangerous, but seeing the cost of the round trip from home as I explained above, I sometimes just have to stay and work from home over the winter, which really adds to the depressing feeling of just being stuck at home"

Women responding to our survey highlighted that rising costs across all forms of transport were impacting them. However, it was felt that for certain public transport options, costs were rising but reliability and frequent cancellations, or overcrowding, made it feel like they were paying more for poorer services.

"The cost increases but somehow less buses. In our area, the regular buses have been cut which leads to overcrowding and no guarantee of actually them arriving when meant or even getting into full buses"

Costs of car travel was also highlighted as an area of concern. For many responding to the survey, car travel was viewed as the only viable option due to: lack of public transport options, time taken to travel by public transport, work patterns, the need to carry out multiple elements to a journey (such as dropping children off, travelling to work, travelling to care for other family members) or public transport costing more than driving.

"I work nightshift in another location, so there is no transport at that time anyway, I have had to knock back shifts because I don't have the fuel in my car. I put £50 in a week and once its gone that's it, can't travel"



I have had to cancel my mental health app in the past due to bus costs and not being able to cover it

Despite the costs of car travel, women frequently cited that car travel was cheaper for their journey than public transport. In addition to this, public transport routes were regularly highlighted as taking significantly longer than car travel, especially in rural areas. As local and national government looks to respond to climate change and to reduce carbon emissions, the cost and reliability of public transport are key.

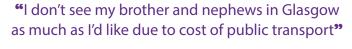
"Sometimes taking a train will be extremely expensive in comparison to say a bus journey, however the bus often takes a significantly longer time. If it works out cheaper to go in the car I will chose that option"

"It [public transport] would work out more expensive than taking the car and a lot of waiting for connections"

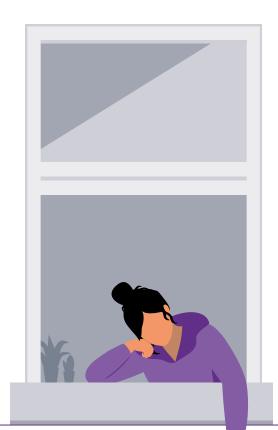
Most journeys women told us about related to travel for work or education, travel with children or to other caring or household responsibilities, and leisure travel. However, there were several women that raised experiences of the cost of travel impacting on health, either by having to dedicate money to travel for health care appointments and taking this from other essential spending, or by missing health care appointments because of the cost of travel.

"The costs have increased for buses, and the bus I get to my regular hospital appointment is a rural one, so that is really quite high. It costs me nearly £8.00 a week to go to my appointment alone"

For others the cost of travel impacted on feelings of isolation, a rising concern we highlighted within the cost-of-living survey report.



"There were times when I decided not to take part in an activity or meeting as the cost of public transport, was higher than the cost of that activity itself"



### Public transport policy interventions that are having positive impact

In responding to the survey, a couple of policy interventions were highlighted as improving the situation. Free transport for both younger and older respondents was positively noted, although within constraints of timetabling and access issues. Several respondents highlighted the quality of Lothian buses, as Scotland's biggest publicly owned bus service this demonstrates rewards from public investment and ownership. No other transport company was singled out for positive praise in this way.

"Have made more use of buses since children got free bus travel"

"If my children are travelling we now use buses as they travel free with their bus pass it takes longer than train or car but we need to save money"

"I got rid of my car – costly and environmentally bad. I have free bus travel locally and pay only a booking fee to use buses to visit family and friends further afield – travelling free or low cost gets me out of the house"

Additionally peak train ticket costs were highlighted as a significant expense and actions such as the Scotrail 'half-price ticket sale' were seen as a way of reducing expenditure.



## ACCESS, RELIABILITY, ROUTES AND TIMETABLES OF PUBLIC TRANSPORT

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Routes	14%	22%	22%	30%	11%
Timetable	19%	29%	22%	24%	6%

I work in shifts and there is no public transport to accommodate my shifts Respondents to our survey raised a range of issues relating to access, routes and reliability of timetables. These included lack of reliability of services, frequent train and bus cancellations, and challenges to access for wheelchair users and those travelling with a pram (both relating to step free access and bus space).

"The buses are unreliable and also not frequent. I am also a carer and have no time to rely on public transport. I don't live near a train station. We are semi-rural"

When asked what initiative would improve experiences of transport:

- ▶ 62% respondents to the survey said more regular buses or trains
- ▶ **52%** said more bus routes that connect to amenities/services
- ▶ 44% highlighted more liable provision

Connected ticketing and connected services were also highlighted as issues. For example, ferry timetables that did not link with mainland train timetables or being able to travel on bus and train through a single ticket system.

"Local bus times don't run to connect with morning ferries (which most are) or connect with return sailings"

For those living in rural areas, long, indirect journeys were a barrier to using public transport. As well as distance and footpaths to get to bus stops.

Women travelling with wheels, either a pram or by wheelchair, highlighted physical barriers to accessing public transport.

"I use a car because of disability. Public transport is not very accessible and mobility issues mean it is exhausting and painful to get around train stations. Main stations have lifts but they are far apart and no longer have taxis in the station"

"I have free bus pass but have been left stranded at bus stop and unable to reach medical appts"

"There are steps to the train station so I can't access it with a buggy, wasn't allowed to take my buggy on the subway. One time a bus driver wouldn't let me on the bus because there was already one buggy on there, so I had to wait for another one and missed my appointment"

I work as a care
at home provider
and I need the
car to maintain
my employment

### **Transport experience for rural respondents**

More women in rural areas used a car as their main mode of transport than the overall response rate in our survey, 61% of rural respondents compared to 53% overall and 49% of women in urban areas.

"The public transport from my village, although is regular, it takes long time to get to the places I need to go and with a family of 5 and 2 jobs, time is key. Also, the price for the bus and the train is quite expensive, so it's not really worth to expend money on that if there are no benefits for myself"

50% of women responding to our survey in rural areas were very dissatisfied or dissatisfied with public transport routes, with 64% dissatisfied with timetables, compared to 36% and 48%, respectively, of women in the survey overall. Women in rural areas frequently highlighted the lack of choice in transport options, irregular bus timetables, significantly longer journeys by public transport and expensive services. In addition to this, women highlighted that while there were often shops within walking distance of their homes, these were likely to be more expensive than those in bigger towns. These are some elements that feed into a rural premium and highlight the additional costs to living in Scotland's rural areas.

"No choice. Public transport rare and not joined up. Too remote to cycle. No train. Fortunately some small shops and GP are within walking distance"

"I mainly walk because I cannot afford to repair my 2007 car. We also live on an island and CALMAC charge approximately £20 (car and driver) to get on and off the island if we are in a car, so walk on passenger is cheaper. However this is isolating me more and more at home and on the island because it is unappealing to walk in the wind and rain to get to the mainland"

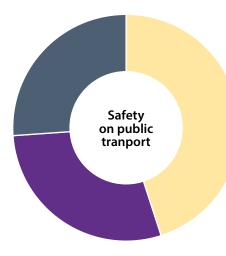
Of rural respondents who answered questions on active travel, 54% were very dissatisfied or dissatisfied with cycle routes and 48% with walking and wheeling routes.

"Experience of active travel in rural areas are limited by access to safe routes. Particularly with fast connecting roads often being necessary"

From our village to the nearest shop/GP surgery is a 1 mile walk on the main road with no pavement

## FEELINGS OF SAFETY ON PUBLIC TRANSPORT

While it is positive that many respondents were satisfied with safety levels, it remains a significant number of women who felt unsafe on public transport at least at some points during the day or night. The intersectional understanding of this is important to consider for those planning and maintaining transport infrastructure and services, with disabled women responding to our survey feeling the least safe when using public transport.



**45%** of survey respondents were satisfied or very satisfied with safety on public transport, **29%** felt neutral and **26%** were either dissatisfied or very dissatisfied. The number of those dissatisfied or very dissatisfied with public transport safety rose to **47%** for disabled women responding to the survey.

- **45%** satisfied/very satisfied
- ▶ 29% felt neutral
- **▶ 26%** dissatisfied/dissatisfied

Experiences of disabled women reported in the survey were two-fold. Physical safety onboard public transport due to access and space for those with wheelchairs, mobility aids or visual impairments was an area of concern. As well as personal safety due to fear of intimidation, violence or assault.

"As a wheelchair user buses are often unsafe – no way to secure wheelchair so I slide off if the bus brakes sharply or turns a corner. Assistance for trains is unreliable and wheelchair space is often blocked by luggage"

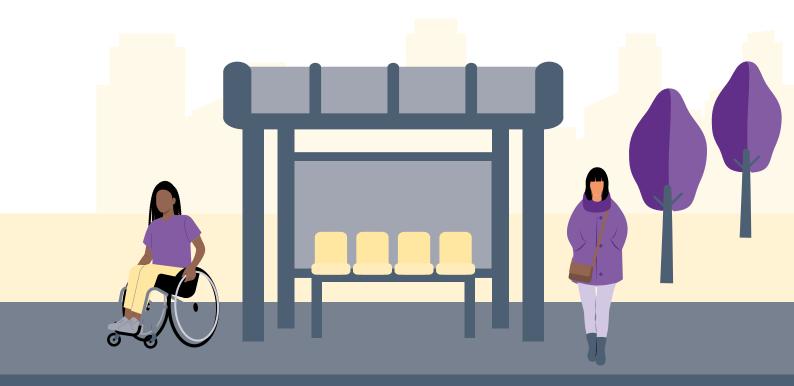
Concerns for many of those who were dissatisfied with levels of safety related to behaviour of others in terms of either anti-social behaviour or concerns for personal safety as a woman. Travelling after dark was a particular area of concern. This linked to both travelling by train and bus, and to areas surrounding stations or bus stops. Understanding women's safety concerns with public transport is important if local and national government are to invest in a service that can be used equitably.

"I was recently followed home from the train and the area surrounding the station is incredibly dark so it does not feel safe. The trains are intimidating late at night when there are a lot of drunk people and there are not always staff around both on the train or at stations" Some of the stations I use feel unsafe – poorly lit and the low-level platform has very limited phone signal

"A bad experience on public transport with anti-social behaviour whilst travelling with my daughter pointed me to get a car again so we could feel safe"

Women shared both specific instances in which they were followed or verbally intimidated, with a couple of respondents also reporting more serious experiences of sexual assault impacting their views of safety on public transport. For others responding to the survey, it was a feeling of lack of safety that was highlighted. While a feeling of lack of safety may be pervasive to wider challenges of violence against women and girls in society, there are steps within transport systems that could be taken to improve conditions. For example, low levels of lighting, unstaffed stations and services, and overgrown areas around stations and bus stops, were all cited as reasons for feeling unsafe when accessing public transport, especially after dark.

These findings correspond with qualitative research undertaken by Transport Scotland into women and girls' experiences of safety on public transport. In which women reported 'always' or 'often' feeling unsafe on public transport and surrounding areas and the need to be in a state of 'vigilance' of their surroundings. This research highlights concerns over travelling at night, poorly lit stations and bus stops, reliability of services and impact of anti-social behaviour. Understanding the different experiences and feelings towards safety between women, different groups of women, and men is important for transport planners to build safe and inclusive public transport options. Transport Scotland's report made a series of recommendations which government and transport providers need to follow through.



# **ACTIVE TRAVEL**

The pavement quality is AWFUL

I enjoy walking and can save money while getting exercise at the same time Like all forms of transport, use of active travel routes for cycling, walking and wheeling is gendered. Where routes go, how accessible they are and the feasibility of undertaking journeys while undertaking care or household tasks, all make up elements of this. In Scotland, men are over twice as likely (29%) as women (13%) to cycle at least once a week and more likely to think cycling is safe (45% vs. 39%, respectively). However, trends registered during the pandemic saw a large increase of women cycling, running and walking in the UK, with apps such as Strava showing 108% rise in the median number of activities recorded by women in the 18-29 age group. Meanwhile, women in other age groups also saw substantial increases of between 52% and 65%. This rise points out the effect that quieter roads coupled with the introduction of active travel infrastructure can have on women's perception of safety, and/or on their likelihood to cycle. He was a substantial increases of the coupled with the introduction of active travel infrastructure can have on women's perception of safety, and/or on their likelihood to cycle. He was a substantial increases of the coupled with the introduction of active travel infrastructure can have on women's perception of safety, and/or on their likelihood to cycle. He was a substantial increases of the couple with the introduction of active travel infrastructure can have on women's perception of safety, and/or on their likelihood to cycle.

- ▶ 5% of those responding to our survey used cycling as a main mode of transport, this dropped to none for the single parents responding to the survey
- ▶ 17% used walking/wheeling as the main mode of transport, this increased to 23% for single parents
- ▶ 59% of respondents to the survey felt questions on access and safety of cycle routes was not applicable to them, 34% of respondents felt the same for walking and wheeling routes

The Scottish Government has committed to increasing spending on active travel to 10% of the travel budget. This is an important commitment in response to climate change and one which should be delivered at pace. As part of its delivery there needs to be an understanding of who the spend is benefiting and work carried out to build greater equality into the use of active travel routes.

"The pavement quality is AWFUL. I tend to walk a lot, especially when I don't have the pram. But with the pram the pavements are terrible, they are so broken and bumpy in places that it makes it hard to walk the pram if the baby is sick or you have to go so slow to avoid pavement potholes etc. If my 4 year old is with me on her bike or scooter it's really dangerous, and she fell over the handlebars once and cracked her tooth because of a pavement pothole (she wasn't even going fast)"

## SAFETY AND ROUTES FOR ACTIVE TRAVEL

Road full of potholes cycle paths not joined up and narrow Respondents to our survey expressed concerns about safety and routes for active travel including a lack of dedicated cycling infrastructure, joined up cycling routes, and poor maintenance of cycling routes and pavements.

- ▶ **40%** of women who cycled were dissatisfied or very dissatisfied with access to cycle routes
- ▶ **53%** of women responding to the survey were dissatisfied or very dissatisfied with safety on cycle routes
- **38%** of respondents felt the same about safety on walking or wheeling routes

Current cycling infrastructure does not feel safe enough for women to make use of it.

"Whilst there has been a lot of investment in Dundee getting to the community areas (schemes) is not easy. It's also difficult cycling in the city centre"

"I walk because I don't feel safe cycling in Aberdeen. There are very few cycle lanes and drivers are unpredictable. I feel much safer as a pedestrian, though there are places in Aberdeen that I won't walk in after dark because I feel unsafe doing so. This affects my ability to independently move around the city"

Improvements to routes and connecting of existing routes was highlighted as a positive within Edinburgh and a concern for people across other areas of Scotland. Respondents were concerned that most journeys would involve cycling on roads rather than dedicated cycle paths. Many did not feel this was safe. Research has shown that women in the UK are at increased risk of near misses and road abuse from drivers.<sup>12</sup>

"Edinburgh is changing for the better when it comes to cycling, however they are still routes that don't take cyclists into consideration or are full of potholes. Also, bike theft is a huge problem that deters people from using this form of transport"

Women responding to our survey frequently used walking and wheeling routes but did highlight concerns where this was not possible or where safety was felt to be an issue. Reasons for feeling unsafe while walking, wheeling or cycling were proximity to busy roads, poor quality of pavements, cars parked on pavements or cycle paths, and poor lighting in areas. In rural areas, no pavements were also highlighted as a concern for women.

"The pavements are uneven, covered in potholes and frequently missing dropped kerbs. This makes it incredibly difficult to wheel anywhere"



Another safety concern raised was levels of lighting, and the impact this had particularly in winter months.

"I walk to/from the train, and the street lighting is awful and it's just not great. I don't feel unsafe in the sense of there are pavements so I'm not walking on the road, but it just isn't well lit and as a woman it just makes me cautious and hyper aware of my surroundings"

"I walk pushing the pram locally. We live close to most amenities. Occasionally when I have the double buggy I find that we can't fit through a space, usually due to parked cars on the pavement"

"Our son goes to school on a very steep hill and on days where there is snow/ice/frost it is incredibly dangerous but only the road is gritted meaning that parents doing drop off (predominantly women, often with other young children in buggies etc) have to decide between walking directly in the road which is dangerous in terms of traffic, or trying to walk on the pavement which is incredibly slippery and a hazard"

\*\*I regularly cycle 12 miles to work. Roughly 70% of the route is on cycle paths. I feel cycle path or mixed use could be extended. Often on cycle paths there's debris which causes punctures or skids. In addition the cycle stretch nearest my home is not well lit. For the winter months I feel at risk while cycling there\*\*

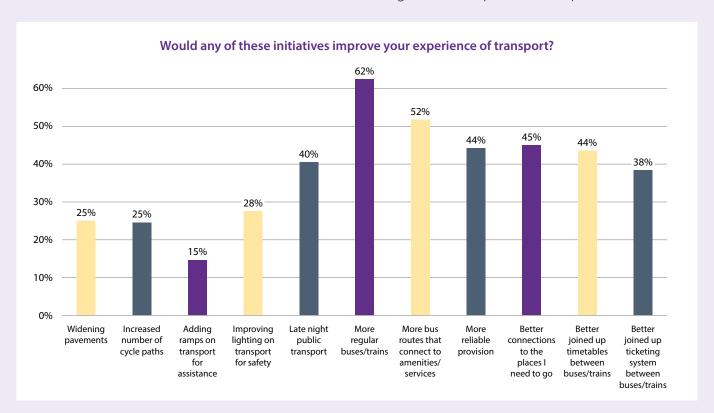


### RECOMMENDATIONS

These recommendations have been informed by women's responses to the survey. When responding to questions about transport, women stated that more regular, reliable public transport services with better connections to places people

want to go are vital. There were also calls for improved lighting, widening pavements and increasing cycle routes.

The following graph shows areas respondents thought would improve their experience of travel.



The following recommendations are for both national and local government in Scotland:

- Increase the use of intersectional gender budget analysis on transport decisions at national and local level. This recommendation cuts across both public transport and active travel planning processes to broaden and build equality into transport systems. As an organisation SWBG will work with local authorities and groups seeking to increase their use of this type of analysis;
- Widening access to free public transport provision to those in receipt of benefits including asylum seekers and cap the cost of public transport;

- Invest in public provisioning models and community transport schemes;
- Building active travel routes that deliver for daily journeys that recognise work, care and leisure needs;
- ▶ Implement the recommendations from Transport Scotland's report – 'Women and girls experiences of personal safety when using public transport' (2023);
- Improve safety awareness amongst transport staff including violence against women training for bus drivers and train conductors. As well as piloting schemes such as the 'Between Stop Services' in Montreal for women travelling alone, often at night.

#### **APPENDIX**

#### **Local Authority areas**

871 responses from all 32 local authority areas as follows:

	·
Local Authority	Number of responses
Aberdeenshire	14
Aberdeen	12
Angus	21
Argyll & Bute	16
City of Edinburgh	101
Clackmannanshire	19
Comhairle nan Eilean Siar	3
Dumfries and Galloway	8
Dundee	55
East Ayrshire	28
East Dunbartonshire	14
East Lothian	20
East Renfrewshire	6
Falkirk	14
Fife	19
Glasgow City	142
Unknown	11

Local Authority	Number of responses
Inverclyde	17
Midlothian	13
North Ayrshire	9
North Lanarkshire	87
Orkney	7
Perth & Kinross	32
Renfrewshire	20
Scottish Borders	20
Shetland Islands	1
South Ayrshire	8
South Lanarkshire	61
Stirling	16
The Highland Council	15
The Moray Council	28
West Dunbartonshire	8
West Lothian	26

### **ENDNOTES**

- <sup>1</sup> Women's Budget Group (2021) Towards Gender-Inclusive and Sustainable Transport Systems
- SWBG (2023) Women's Survey 2023 Experiences of rising costs across Scotland
- <sup>3</sup> Sustrans (2018) Bikelife Women: reducing the gender gap
- <sup>4</sup> Transport Scotland (2023) Scottish Transport Statistics 2022
- <sup>5</sup> Transport Scotland (2020) Scottish Transport Statistics No. 38 2019 Edition
- <sup>6</sup> Transport Scotland (2023) Scottish Transport Statistics 2022
- <sup>7</sup> Office of National Statistics (2018) Commuting to work by gender, UK country and region
- <sup>8</sup> BBC (2023) Soaring bus fares devastating for passengers
- Transport Scotland (2023) Women and girls experiences of personal safety when using public transport
- <sup>10</sup> Sustrans (2022) The Walking and Cycling Index 2021
- <sup>11</sup> The Guardian (2020) Women behind huge increase in running and cycling in 2020
- <sup>12</sup> Aldred, R (2016) Cycling near misses: Their frequency, impact, and prevention. Transportation Research Part A: Policy and Practice

WOMEN'S SURVEY 2023 Women's experience of travel and its cost	

