Area 2 ROAD USERS' SATISFACTION SURVEY
May – October 2015
Report 19

Prepared for Highways England by AECOM
Introduction

231 people were interviewed in Area 2 between May and October 2015 (referred to as the current reporting period) for the Area Road Users’ Satisfaction Survey (ARUSS). The survey was conducted in home, face to face.

ARUSS measures awareness of and satisfaction with Highway England’s services and other aspects of road users’ experiences and perceptions in an area. The questionnaire comprises two main sections: core questions that are asked in all 13 areas; and questions specific to the area being surveyed. The ARUSS is interested in people’s general experiences and perceptions of the network as opposed to a specific journey.
<table>
<thead>
<tr>
<th>Summary: Headlines</th>
<th>Overall satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Overall satisfaction has decreased compared to the previous report (from 89% in the last report to 82% this reporting period)</td>
<td></td>
</tr>
<tr>
<td>• Full time workers significantly more likely to be very satisfied compared to those who don’t work full time (23% compared to 10%)</td>
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<table>
<thead>
<tr>
<th>Safety</th>
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</thead>
<tbody>
<tr>
<td>• Decrease in proportions feeling safe this reporting period compared to last (58% compared to 69%), 59% on motorways and 61% on trunk roads</td>
</tr>
<tr>
<td>• Non-drivers more likely to feel safe than drivers (68% compared to 57%)</td>
</tr>
<tr>
<td>• 14% of users of the A303 felt unsafe to some extent or more, as well as 12% of users of the A36</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>VMS</th>
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<tbody>
<tr>
<td>• 91% of users had seen VMS in the last 12 months, an increase from 89% in the last reporting period, however the proportion who had seen mobile VMS had decreased from 66% to 64%</td>
</tr>
<tr>
<td>• Those aged 17-34 were more likely to find VMS useful than those aged 35-60 and 60+ (98% compared to 88% and 87% respectively)</td>
</tr>
<tr>
<td>• 51% of respondents felt that VMS were okay as they are and did not need improving</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Litter</th>
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<tbody>
<tr>
<td>• Litter is perceived as worse than 12 months ago by 13% each on both trunk roads and motorways</td>
</tr>
<tr>
<td>• Frequent users were significantly more likely to think that Highways England were responsible for litter seen on the network than infrequent users (45% compared to 26%)</td>
</tr>
<tr>
<td>• 20% of users of the A303 reported seeing litter, a higher proportion than on any other road</td>
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<table>
<thead>
<tr>
<th>Red X</th>
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<tbody>
<tr>
<td>• Decrease in respondents saying “Yes it’s illegal [to travel in a lane with a Red X above it]” since last reporting period (from 71% to 67%)</td>
</tr>
<tr>
<td>• Females were significantly more likely to say that they didn’t know whether it was illegal or not compared to males (30% compared to 17%)</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Congestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Proportions experiencing congestion with a delay had increased from last reporting period from 40% to 56%</td>
</tr>
<tr>
<td>• Business drivers were significantly more likely to have experienced congestion to some extent than non business drivers (93% compared to 84%);</td>
</tr>
<tr>
<td>• 29% of users of the A303 experienced congestion with a delay, more than on any other road</td>
</tr>
</tbody>
</table>
91% had seen VMS and of these 90% had found them useful. Making sure signs were up to date was the most common improvement suggested.

“Make information easier to understand”

“Sometimes they refer to incidents a long way away - can cause confusion.”

“Build up of traffic”

42% felt unsafe on Highways England roads with other peoples’ driving the most common reason for this (50%).

“A plank of wood fell from a lorry onto the motorway. Farmers trucks with hay getting on the windscreen obstructing my view.”

“The drainage by Clevedon is bad, when it rains you aquaplane”

67% knew that going through the Red X was illegal. Other comments on what it meant included…

“Can’t use the hard shoulder or that lane”

“Don’t go down there”

“Crossing closed”

88% said their driving changed when travelling through roadworks with slowing down being the most common way (75%).

“More aware of hazards, concentrate a lot more”

“Look out for roadworkers”

69% had seen roadside advertising with 39% of these having a negative opinion.

“They’re too far away to read”

“Overwhelming & confusing in amongst the amount of road signs”
Summary: Area 2 Headlines (Comparisons to last report (October to March 2015))

- Safety: felt safe
  - Decrease in proportions feeling safe from 69% to 58%
  - Base: 231

- Quality of road surface
  - 24% said better than 12 months ago although 18% said worse
  - Base: 217

- Vegetation
  - 20% said more overgrown than 12 months ago but only 6% said it was less overgrown
  - Base: 191

- Grass Cutting
  - 18% said worse than 12 months ago but only 10% said better
  - Base: 193

- Amount of litter (Trunk roads, users only)
  - 13% said worse than 12 months ago, 7% said better
  - Base: 197

- Amount of litter (motorways, users only)
  - 15% said better than 12 months ago, 13% said worse
  - Base: 200

- Temporary road signs
  - Decrease in proportions satisfied (86% down to 82%)
  - Base: 188

- Signs through roadworks
  - 89% travelled through roadworks and 18% saw no signs, an increase from 16%
  - Base: 231/206

- Journey reliability/variation
  - 17% stated journey time varies every time or most of the time, decrease from 26%
  - Base: 66

- Congestion
  - Proportions of respondents experiencing congestion with a delay up from 40% to 56%
  - Base: 231

- Red X
  - 67% indicated it was illegal to drive in a lane with red x, down from 71% last time
  - Base: 229

- Roadwork safety
  - 88% said their driving changed through roadworks
  - 75% of these slowed down due to roadworks
  - 43% said this was because of roadworkers
  - Base: 192/169/169

*More comparisons are shown on pages 24 to 26
Summary: Information on respondents (Report 19)

- 25% 17-34 years old
- 42% 35-59 years old
- 33% 60 or over

- 51% female
- 49% male

- 231 interviews conducted
- 84% drive
- 35% of drivers drive for business
- 59% frequent users
- 41% infrequent users
- 46% working
- 54% not working

- 76% use the M5 South of the M4
- 70% use the M5 North of the M4
Summary: Information on sampling approach

For this survey the primary sampling unit is the output area (OA). The pool of OAs is stratified prior to sampling, such that 2/3 of the sample are drawn from OAs within 10km of the motorway/trunk road network, while the remaining third are drawn from anywhere within the area. Six interviews are conducted in six randomly selected output areas per month giving 36 interviews per month in each ARUSS area. The locations of interviews conducted for this reporting period are shown in the map.

Respondents are selected to a quota set on age, gender and working status to broadly represent the population of Area 2 using data collected in the 2011 Census.

Respondents are only asked about roads in Area 2 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 2 roads.

On the sample point map, some sample points may be nearer to a road in another area however they will fall within 10km of an access point to a road in Area 2.

The table below shows the number of households engaged with and eventual number of interviews:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>No one home</td>
<td>718</td>
</tr>
<tr>
<td>Refused</td>
<td>284</td>
</tr>
<tr>
<td>Out of quota</td>
<td>579</td>
</tr>
<tr>
<td><strong>Interviews achieved</strong></td>
<td><strong>231</strong></td>
</tr>
</tbody>
</table>

Map showing location of ARUSS sample points for interviews conducted between May and October 2015
Introduction

This report presents the results of surveys conducted in Area 2 between May and October 2015. The questionnaire comprises two main sections: core questions that are asked in all 13 Highways England areas, and questions specific to the area being surveyed. The ARUSS is interested in people’s general experiences and perceptions of the network as opposed to a specific journey. Following this introduction the report includes results for the following topics:

- Area Specific Questions for Area 2
  - Mobile Variable Message Signs (page 9)
  - Variable Message Signs (VMS) (page 10)
  - Reliability of journeys (page 11)
  - Information about roadworks (page 12)
  - Amount of roadworks (page 13)
  - Severn Crossings (page 14)
  - Smart Motorways (page 15)
- Overall satisfaction (page 16)
- Use of the Highways England network
  - Frequency of use of the network (page 17) journey purpose (page 18)
- Summary of conditions of road and maintenance (page 19)
- Safety on the network (page 20)
- Experience of congestion (page 21)
- Roadside advertising (page 22)
- Driving behaviour through roadworks and safety at roadworks (page 23)
- Summary tables (page 24)

Appendix 1 presents the survey questionnaire, annotated with top-line responses for all questions between May and October 2015.

In tables and charts shown in this report, percentages may total more than 100%; when this is so it is either due to rounding or because respondents were able to give more than one answer to the question. Throughout the analysis, an asterisk (*) is used if a proportion is more than zero but less than 1%. Analysis by Socio-Economic Group (SEG) is referred to where appropriate. Note that for trend analysis, respondents who ‘did not notice’ are not included.

Reference is made to specific year numbers within the report. This reflects the Highways England year running from April to March and starts from Year 1 in 2006/07. The current year is Year 10 which runs from April 2015 to March 2016.

For more information, please contact the Customer, Stakeholder and Partnership Team.
Area Specific: Mobile Variable Message Signs

Respondents in Area 2 were asked whether they had seen Mobile Variable Message Signs (VMS) in the last 12 months: 64% stated that they had.

All respondents were asked what they thought the signs were for; 33% thought mobile signs were for temporary problems, whilst 31% thought that they were for general driver information and alerts.

Respondents were also asked what information they thought would be useful to have on VMS. The most frequent response was information about delays/advanced warning about delays (36%), followed by alternative route information (27%) and estimated time of delays (17%).

**Useful Information on VMS**

- Delays/Advanced warning about delays: 36%
- Alternative routes: 27%
- Estimated time of delay: 17%
- Temporary road hazards: 13%
- General driver information/alerts: 14%
- Reason for delay: 12%
- Accidents: 11%
- Current roadworks: 11%
- Road closures: 10%
- Events: 9%
- Estimated length of delay (distance): 8%
- Nothing it's fine as it is: 7%
- Future roadworks: 3%
- Lane closures: 5%
- Weather conditions: 3%
- Start and finish dates of roadworks: 2%
- Speed limits/restrictions: 2%
- Localised Information: 1%
- Safety messages: 1%
- Better signage: 1%
- Traffic flows: 1%
- Don't know: 6%
- Other: 4%

**Purpose of Mobile VMS**

- Temporary problems: 33%
- General driver information/alerts: 31%
- Alerting drivers to delays: 24%
- Current roadworks: 10%
- Alerting drivers to accidents: 9%
- Warning of problems ahead: 9%
- Future roadworks: 7%
- Alternative routes: 5%
- Lane closures: 4%
- Road conditions: 2%
- Major events causing disruptions: 2%
- Information about emergencies: 2%
- Congestion: 2%
- Road closures: 1%
- Weather conditions: 1%
- Speed limit/restrictions: 1%
- Don't know: 3%
- Other: 3%

Base: 228
What information do you think would be useful to have on Variable Message Signs (VMS)? (Unprompted)
Three people did not provide an answer

Base: 228
What do you think these signs are for? (Unprompted)
Three people did not provide an answer
Area Specific: Variable Message Signs

Respondents in Area 2 were also asked whether they had seen any permanent Variable Message Signs (VMS) in the last 12 months, 91% stated that they had. Ninety percent of the respondents who had seen VMS found them either quite useful or very useful. By subgroup;

- Younger people aged 17-34 were more likely to find VMS useful than those aged 35-59 and 60+ (98% compared to 88% and 87% respectively)
- Drivers were more likely to find them not useful compared to non-drivers (11% compared to 6%)

Respondents were then asked which messages they had seen and how useful they had found them. Ninety five percent of those who had seen accident information on VMS said they were useful/very useful, whilst only 72% of those who had seen signs campaign messages (such as ‘don’t drink and drive’) found them to be useful/very useful. A full breakdown can be found in the Appendix.

Respondents in Area 2 were also asked how VMS could be improved. Fifty one percent felt they were okay as they are, whilst 21% felt that Highways England should ensure that signs are kept up to date. A selection of verbatim other responses are shown below.

- “More simple information like ‘When you have overtaken, move left’, it just prompts people”
- “Be more concise with the message. People slow down to read the message”
- “Inform bikers not to overtake on the inside”
- “More messages – ‘Don’t chuck your rubbish out of cars’”
- “More advanced warning
- VMS more visible/easier to read
- More information
- More VMS signs needed
- Local names instead of road numbers/local info
- Improve reliability
- Weather messages
- Other

How could VMS be improved?

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>None. They’re OK</td>
<td>51</td>
</tr>
<tr>
<td>Make sure signs are up to date</td>
<td>21</td>
</tr>
<tr>
<td>More accurate/relevant</td>
<td>7</td>
</tr>
<tr>
<td>More information</td>
<td>5</td>
</tr>
<tr>
<td>VMS more visible/easier to read</td>
<td>4</td>
</tr>
<tr>
<td>More advanced warning</td>
<td>3</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>2</td>
</tr>
<tr>
<td>More VMS signs needed</td>
<td>1</td>
</tr>
<tr>
<td>Local names instead of road numbers/local info</td>
<td>1</td>
</tr>
<tr>
<td>Improve reliability</td>
<td>1</td>
</tr>
<tr>
<td>Weather messages</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
</tr>
</tbody>
</table>

Base: 210
Are there any ways in which you think VMS could be improved? (Unprompted)
Area Specific: Reliability of Journeys

In the current reporting period, 29% of respondents said they made a regular journey on roads in the area. By subgroup:

- Those aged 17-34 and 35-59 were significantly more likely to make a regular journey than those aged 60+ (40% and 33% compared to 14%); and
- Those who were working full time were more likely to make a regular journey than those not working full time (44% compared to 15%); and

In the current reporting period, of those making a regular journey, 17% said their journey time varied most or every time they made it. The proportional responses since Year 7 are shown on the right. Proportions experiencing significant journey time variation have decreased from Year 9 to Year 10 so far.

They were then asked what could be done to improve journey time reliability: a full breakdown of responses is given below.

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>1</td>
</tr>
<tr>
<td>Reduce volume of traffic</td>
<td>1</td>
</tr>
<tr>
<td>Widen the road</td>
<td>2</td>
</tr>
<tr>
<td>Improvements to roads</td>
<td>1</td>
</tr>
<tr>
<td>Build a bypass</td>
<td>1</td>
</tr>
<tr>
<td>Build a dual carriageway</td>
<td>1</td>
</tr>
<tr>
<td>Variable speed limit</td>
<td>1</td>
</tr>
<tr>
<td>Faster with roadworks</td>
<td>1</td>
</tr>
<tr>
<td>Fewer roadworks</td>
<td>1</td>
</tr>
<tr>
<td>Do repairs at weekend</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
<tr>
<td>Respondents</td>
<td>11</td>
</tr>
</tbody>
</table>

What do you think Highways England could do to improve the reliability of this journey? (Unprompted)

Does the journey time vary each time you make this trip? (Prompted)

- "Streamline the toll on the Severn Bridge"
- "There is nothing they can do - just too much traffic"
- "I don’t think it’s down to Highways England - what can they do to reduce volume of traffic"
Area Specific Questions
Information about roadworks

Respondents were asked about information provision for small scale roadworks that take place in Area 2. Seventy seven percent of respondents would like to be notified about these roadworks via road signs, 48% would like to be notified on the radio and 25% stated the television. By subgroup;

- Those who drive for work or business were significantly more likely to want to be informed by road signs than those who do not (86% compared to 74%)
- Frequent drivers were significantly more likely to want to be informed via Sat Nav than infrequent drivers (12% compared to 2%).

Respondents were asked what information about roadworks they would find helpful. Eighty-one percent of respondents thought information on the length (timewise) of roadworks would be helpful, whilst 37% thought knowing alternative routes would be helpful. A further 28% though that information on the area of the roadworks would also be helpful.

Other responses included information on any changes to speed limits (n=3), updates on weather conditions through the roadworks, and information on emergency contact numbers.

### Method of informing about roadworks

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road signs</td>
<td>77%</td>
</tr>
<tr>
<td>Radio</td>
<td>48%</td>
</tr>
<tr>
<td>Television</td>
<td>25%</td>
</tr>
<tr>
<td>Local Newspaper</td>
<td>17%</td>
</tr>
<tr>
<td>Internet</td>
<td>15%</td>
</tr>
<tr>
<td>Leaflets</td>
<td>14%</td>
</tr>
<tr>
<td>Sat Nav</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>

Base: 228 (three people did not provide an answer)

When roadworks are necessary in this area how would you like the Highways England to notify you? (Prompted) Respondents could give more than one answer

### Helpful Information

<table>
<thead>
<tr>
<th>Information</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length (timewise) of roadworks</td>
<td>81%</td>
</tr>
<tr>
<td>Alternative routes</td>
<td>37%</td>
</tr>
<tr>
<td>Area of roadworks</td>
<td>28%</td>
</tr>
<tr>
<td>Road closure</td>
<td>19%</td>
</tr>
<tr>
<td>Details of road repairs</td>
<td>17%</td>
</tr>
<tr>
<td>Length (in distance) of roadworks</td>
<td>15%</td>
</tr>
<tr>
<td>Hours of working</td>
<td>15%</td>
</tr>
<tr>
<td>Advanced notice of roadworks</td>
<td>12%</td>
</tr>
<tr>
<td>Current delays</td>
<td>11%</td>
</tr>
<tr>
<td>Effect of roadworks</td>
<td>10%</td>
</tr>
<tr>
<td>Don't know</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
</tr>
</tbody>
</table>

Base: 231 What sort of information would you find helpful? (Unprompted) Respondents could give more than one answer
Area Specific Questions
Amount of roadworks
Respondents were asked about the amount of roadworks which had recently taken place in Area 2. Eighty one percent felt there was an acceptable amount of roadworks in the area, whilst 9% felt there was an unacceptable amount. A further 10% felt there were not enough roadworks in the area. By subgroup:

- Those who drive for business purposes were significantly more likely to think there was an unacceptable amount of roadworks compared to those who don’t (15% compared to 6%)

- Respondents aged 17-34 were more likely to say there was an unacceptable amount of roadworks than those in older age groups (14% compared to 9% (35-59) and 7% (60+))

- Frequent travellers were less likely to say there was an acceptable amount of roadworks compared to infrequent travellers (78% compared to 85%)

Respondents who stated that there was an unacceptable amount of roadworks in this area were then asked why they thought this. Amongst the responses received; 4 respondents each said there were too many roadworks, they take too long, and that they are all done at the same time. A full breakdown of responses can be found within the Appendix.

Base = 213. Thinking about your experiences on the roads in this area recently, would you say that …? (Prompted)
Area Specific Questions
Severn Crossings

Respondents were asked about the Severn Crossings, the M48 Severn Bridge and the M4 Second Severn Crossing, and their use of them. Thirty one percent of all respondents had travelled across either of the Severn Crossings in the last six months. The majority of these respondents (94%) had travelled across them less than once a week, whilst 6% had done so once a week or more.

Respondents who had used the crossings were also asked what their preferred method of payment at the tolls would be. The most popular method was by cash, with significantly more respondents choosing preferring this method over an other method (61%). The second most popular method was by debit card. By subgroup;

- Females were significantly more likely to prefer cash than males (74% compared to 51%)
- Infrequent network users were significantly more likely to prefer cash compared to frequent users (79% compared to 50%)

Have you travelled across either of the Severn Crossings in the last six months? (Unprompted)

What would be your preferred method of payment at the tolls, assuming there is no additional charge for paying by any of these methods? (Prompted)
Area Specific Questions

Smart Motorways

Respondents were asked whether they were aware of the smart motorway section around the M4 and M5 Junction at Bristol. Forty one percent said they were aware, of whom 88% had travelled through the section. Twenty three percent of those who had travelled through the section had done so once a week or more since November 2013.

Those respondents who had were then asked to describe their experience of travelling through the smart motorway section depending on whether they had experienced smart motorways with or without all lanes running and their responses can be seen in the charts on the right.

Respondents were then asked what the effect the smart motorways had on their journey. Thirty eight percent said it had no effect. By subgroup;

- Older respondents (60+) were significantly more likely to say that smart motorways had no effect on their journeys than younger age groups (64% compared to 37% (17-34) and 23% (35-59)).

**Effect of smart motorways on journey**

- None/Nothing: 38%
- Less delays/Journey times quicker: 33%
- Traffic flowed: 19%
- Delays/Journey time slower: 6%
- Less congestion: 5%
- Smoother: 4%
- More congestion: 2%
- Other: 7%

**Experience through smart motorway (WITH all lanes running)**

- Traffic flowed: 22
- It was fine: 21
- Journey was quicker: 8
- No affect: 4
- Less congestion: 4
- Didn't like it: 2
- Journey was slower: 8
- Other: 8

**Experience through smart motorway (WITHOUT all lanes running)**

- None/No change: 15
- Traffic flowed: 5
- Congested: 4
- Delays/slower journey time: 2
- Improved time/journey: 1
- Other: 1

Base: 84

*What effects has the smart motorway had on your journey(s)?*
Area Specific Questions

Overall Satisfaction

Respondents are asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 2.

In the current six month reporting period, the majority (82%) of respondents were either very satisfied (16%) or satisfied (66%). The trend, by quarter, since Year 9 Quarter 2 is shown in the chart.

By subgroup for this reporting period:

- Those working full time were significantly more likely to be very satisfied than those who don’t work full time (23% compared to 9%)
- Drivers were more likely to be satisfied (either very or fairly) than non drivers (89% compared to 81%);
- Males were more likely to be satisfied (either very or fairly) than females (85% compared to 80%)

Reasons for respondents being satisfied in the current reporting period included:

- “They are managed well. Roadworks are quick” (Male, 20-24)
- “They keep the roads well maintained and patrolled” (Female, 45-54)
- “Doing their best with the money available” (Female, 45-54)
- “Normally quite well maintained; journey times reliable apart from peak times” (Male, 20-24)
- “They are doing a reasonable job within a limited budget” (Female, 65+)

Reasons for respondents not being satisfied in the current reporting period included:

- “The major routes vary so much, often there are problems with congestion on the roads” (Female, 45-54)
- “It depends on what time you travel, it’s frustrating to see long sections of cones and no roadworks going on” (Female, 65+)
- “Near to SN15 4GY a barrier is needed to cut down on noise levels” (Male, 45-54)
- “A lot of work needs to be carried out on the A303 to improve it” (Female, 65+)
Frequency of road use

Respondents were asked how often they travelled on Highways England roads in Area 2. Fifty nine percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were:

- Significantly more likely to be working full time (75% of those working full time are frequent drivers compared to 46% of those not)
- More likely to be male than female (63% of males are frequent drivers compared to 56% of females)
- More likely to be younger than 60 (64% of aged 17-34, 66% aged 35-59 and 48% of those aged 60+ are frequent drivers)

The chart shows the roads by frequency of use. Overall 76% used the M5 South of the M4 and 70% used the M1 North of the M4. Sixty five percent used the M4.

### Frequency of Network Use by road

<table>
<thead>
<tr>
<th>Road</th>
<th>Once a week or more</th>
<th>Less than once a week</th>
</tr>
</thead>
<tbody>
<tr>
<td>M5 South of the M4 (J15 - 31)</td>
<td>60</td>
<td>16</td>
</tr>
<tr>
<td>M5 North of the M4 (J15 - 9)</td>
<td>56</td>
<td>14</td>
</tr>
<tr>
<td>M4</td>
<td>58</td>
<td>7</td>
</tr>
<tr>
<td>A303</td>
<td>41</td>
<td>13</td>
</tr>
<tr>
<td>M32</td>
<td>45</td>
<td>6</td>
</tr>
<tr>
<td>A417 / A419</td>
<td>33</td>
<td>14</td>
</tr>
<tr>
<td>A36</td>
<td>31</td>
<td>13</td>
</tr>
<tr>
<td>A40</td>
<td>22</td>
<td>13</td>
</tr>
<tr>
<td>A46</td>
<td>29</td>
<td>3</td>
</tr>
<tr>
<td>A4</td>
<td>29</td>
<td>3</td>
</tr>
<tr>
<td>M48</td>
<td>27</td>
<td>2</td>
</tr>
<tr>
<td>M49</td>
<td>22</td>
<td>1</td>
</tr>
</tbody>
</table>

Base: 231 for each road

How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)
Journey Purpose

Respondents were asked about their frequency of travel by purpose. Overall:

- 35% of respondents used roads for commuting, 29% worked but did not commute;
- 31% of respondents used roads for business purposes, 30% worked but did not; and
- All but 2% used the roads for other purposes.

By sub group:

- Males were more likely to use the network for commuting than females (38% compared to 24%); and
- Those travelling for business were most likely to be 35-59 year old male drivers, from the ABC1 socio-economic group and drive more than 10,000 miles per year.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>5 or more days a week</th>
<th>2-4 days a week</th>
<th>Once a week</th>
<th>Once a month</th>
<th>Less than once a week but more than once a month</th>
<th>Less than once a month</th>
<th>Never (do work)</th>
<th>Never (do not work)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commute</td>
<td>17</td>
<td>10</td>
<td>3</td>
<td>2</td>
<td>29</td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>8</td>
<td>7</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>30</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Leisure</td>
<td>6</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>9</td>
<td>18</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Base: 231 (Other, Employer Business and To Work)

*How often do you use Highways England roads for...? (Prompted)*
Summary of conditions of road and maintenance

Respondents were asked whether they thought a series of aspects of maintenance were better, worse or the same as 12 months ago. The chart shows the results for the current reporting period. By subgroup:

- Those who drive for business purposes were significantly more likely to say that litter on trunk roads and the level of grass cutting were all better than 12 months ago compared to those who don’t drive for business (14% and 4% compared to 22% and 5% respectively); and
- Respondents aged 60+ were significantly more likely to say the level of grass cutting and the amount of debris were both worse than 12 months ago (28% and 19% respectively, compared to 9% and 7% of 17-34 year olds and 15% and 6% of 35-59 year olds).

Base: Quality of surfaces - 217; Noise – 213; Debris - 206; Grass Cutting - 193; Vegetation - 191; Litter on motorways - 200; Litter on trunk roads – 197

Thinking about Highways England roads that you have used in this area over the last 12 months, do you think ________ are/is...
Safety

- In the current reporting period, 58% of respondents felt safe whilst travelling on Highways England roads;
- Non-drivers were more likely to feel safe than drivers (68% felt safe compared to 57%);
- Males are more likely to feel safe than females (61% compared to 56%);
- Younger people (aged 17-34) were more likely to feel safe than those aged 35-59 and over 60 (66% compared to 53% and 60% respectively);
- Frequent users were more likely to feel unsafe than infrequent users (45% compared to 36%)
- The most common reason for feeling unsafe was ‘other peoples driving’ (50% of those that felt unsafe), followed by maintenance of the road (24%);
- *Decreasing trend in respondents feeling safe on both types of road since Year 7 (2012-13).*

<table>
<thead>
<tr>
<th>User of the road</th>
<th>Felt unsafe to some extent or more N</th>
</tr>
</thead>
<tbody>
<tr>
<td>M5 South of the M4 (J15 - 31)</td>
<td>175 11 6</td>
</tr>
<tr>
<td>M5 North of the M4 (J15 - 9)</td>
<td>161 10 6</td>
</tr>
<tr>
<td>M4</td>
<td>149 8 5</td>
</tr>
<tr>
<td>A303</td>
<td>124 17 14</td>
</tr>
<tr>
<td>M32</td>
<td>117 2 2</td>
</tr>
<tr>
<td>A417 / A419</td>
<td>109 11 10</td>
</tr>
<tr>
<td>A36</td>
<td>102 12 12</td>
</tr>
<tr>
<td>A40</td>
<td>82 9 11</td>
</tr>
<tr>
<td>A46</td>
<td>75 5 7</td>
</tr>
<tr>
<td>A4</td>
<td>74 2 3</td>
</tr>
<tr>
<td>M48</td>
<td>68 1 1</td>
</tr>
<tr>
<td>M49</td>
<td>52 1 2</td>
</tr>
</tbody>
</table>

Base (trunk roads) = Y7 2012-13 (416), Y8 2013-14 (369), Y9 2014-15 (448), Y10 2015-16 (266)

To what extent have you felt unsafe when travelling on Highways England (motorways/trunk roads) in this area?

*Trend analysis on data collected since Year 7 2012-13*
Congestion

✓ In the current reporting period 86% of respondents experienced congestion on Highways England roads and 56% experienced congestion which resulted in a delay;
✓ Those who drive for business purposes were significantly more likely to have experienced congestion than those who don’t (93% compared to 84%);
✓ Frequent drivers were significantly more likely to have experienced congestion with a delay than infrequent drivers (64% compared to 45%);
✓ The A303 was the road most frequently identified as being congested in Area 2 (n=36); and
✓ Increase in the proportions of respondents experiencing congestion on Highways England roads since Year 7 (2012-13).

<table>
<thead>
<tr>
<th>Users of the road</th>
<th>Delayed by congestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>M5 South of the M4 (J15 - 31)</td>
<td>175</td>
</tr>
<tr>
<td>M5 North of the M4 (J15 - 9)</td>
<td>161</td>
</tr>
<tr>
<td>M4</td>
<td>149</td>
</tr>
<tr>
<td>A303</td>
<td>124</td>
</tr>
<tr>
<td>M32</td>
<td>117</td>
</tr>
<tr>
<td>A417 / A419</td>
<td>109</td>
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<tr>
<td>A36</td>
<td>102</td>
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<tr>
<td>A40</td>
<td>82</td>
</tr>
<tr>
<td>A46</td>
<td>75</td>
</tr>
<tr>
<td>A4</td>
<td>74</td>
</tr>
<tr>
<td>M48</td>
<td>68</td>
</tr>
<tr>
<td>M49</td>
<td>52</td>
</tr>
</tbody>
</table>


Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?

*Trend analysis on data collected since Year 7 2012-13*
Roadside advertising

- In the current reporting period, 69% of respondents said they saw roadside advertising on Highways England roads;
- Drivers were significantly more likely to have seen roadside advertising than non-drivers (74% to 43%);
- Males were significantly more likely to have seen advertising than females (77% compared to 62%);
- Of those seeing roadside advertising, 61% said they were not bothered by them, whilst 33% found them to be distracting;
- A further 9% said they found the roadside advertising to be dangerous

<table>
<thead>
<tr>
<th>Year</th>
<th>Seen roadside advertising, by Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-07</td>
<td>63</td>
</tr>
<tr>
<td>2007-08</td>
<td>64</td>
</tr>
<tr>
<td>2008-09</td>
<td>63</td>
</tr>
<tr>
<td>2009-10</td>
<td>58</td>
</tr>
<tr>
<td>2010-11</td>
<td>63</td>
</tr>
<tr>
<td>2011-12</td>
<td>69</td>
</tr>
<tr>
<td>2012-13</td>
<td>62</td>
</tr>
<tr>
<td>2013-14</td>
<td>65</td>
</tr>
<tr>
<td>2014-15</td>
<td>62</td>
</tr>
<tr>
<td>2015-16</td>
<td>68</td>
</tr>
</tbody>
</table>


Thinking about the Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?
Driving behaviour through roadworks

✓ In the current reporting period, overall 88% of drivers who had driven through roadworks said their driving changed when doing so. Males were less likely to change their driving than females (84% compared to 92%)

✓ Sixty-six percent of all respondents said drivers should be ensuring safe travel through roadworks. The most common response across all subgroups was drivers themselves however there was some variation in the proportions giving other answers:

  ✓ Those who drive more than 10,000 miles per year were more likely to think it was the police’s responsibility than those who drive fewer miles (46% compared to 27%);
  ✓ Drivers were more likely to think it was Highways England’s responsibility than non-drivers (39% compared to 30%)

✓ There has been a slight increase in the proportion of respondents stating that their driving changes through roadworks as well as those stating that drivers are responsible for safe travel since Year 7 (2012-13), however there has been a year on year decline from Year 9 to Year 10.

Base = Year 7 12/13 - 363; Year 8 13/14 - 377; Year 9 14/15 - 382; Year 10 15/16 to date – 223. Excludes ‘Not applicable’

Does your driving change when you are travelling through roadworks?

*Trend analysis on data collected since Year 7 2012-13

Who do you think should be ensuring drivers travel safely through roadworks?

Base = Year 7 12/13 – 445; Year 8 13/14 – 445; Year 9 14/15 - 492; Year 10 15/16 to date - 271.
### Summary Tables

<table>
<thead>
<tr>
<th></th>
<th>Current Report (May - Oct 15)</th>
<th>Change from previous Six Month period</th>
<th>Last Report (Nov 14 - Apr 15)</th>
<th>Base</th>
<th>Average All Areas (where applicable)</th>
<th>Difference from National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drivers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>84%</td>
<td>4%</td>
<td>80%</td>
<td>226</td>
<td>85%</td>
<td>-1%</td>
</tr>
<tr>
<td><strong>Business Drivers</strong></td>
<td>35%</td>
<td>0%</td>
<td>35%</td>
<td>181</td>
<td>31%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Frequent Users</strong></td>
<td>59%</td>
<td>8%</td>
<td>51%</td>
<td>226</td>
<td>61%</td>
<td>-2%</td>
</tr>
<tr>
<td><strong>Travel as...</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car / Van Driver</td>
<td>81%</td>
<td>6%</td>
<td>75%</td>
<td>226</td>
<td>82%</td>
<td>-1%</td>
</tr>
<tr>
<td>Passenger in a car or van</td>
<td>54%</td>
<td>6%</td>
<td>60%</td>
<td>226</td>
<td>34%</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Felt safe on the network</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>58%</td>
<td>-11%</td>
<td>69%</td>
<td>226</td>
<td>61%</td>
<td>-3%</td>
</tr>
<tr>
<td><strong>Felt unsafe on the network</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42%</td>
<td>11%</td>
<td>31%</td>
<td>226</td>
<td>39%</td>
<td>3%</td>
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<tr>
<td><strong>Motorways</strong></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Felt unsafe: Hardly unsafe at all</td>
<td>38%</td>
<td>12%</td>
<td>26%</td>
<td>70</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Felt unsafe: To a considerable/very considerable extent</td>
<td>19%</td>
<td>-12%</td>
<td>31%</td>
<td>70</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Trunk Roads</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Felt unsafe: Hardly unsafe at all</td>
<td>31%</td>
<td>-2%</td>
<td>33%</td>
<td>63</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Felt unsafe: To a considerable/very considerable extent</td>
<td>20%</td>
<td>6%</td>
<td>14%</td>
<td>63</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Felt unsafe: Due to other people's driving</td>
<td>50%</td>
<td>16%</td>
<td>34%</td>
<td>70</td>
<td>48%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Road surface quality</strong>:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>24%</td>
<td>3%</td>
<td>21%</td>
<td>207</td>
<td>20%</td>
<td>4%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>18%</td>
<td>12%</td>
<td>12%</td>
<td>207</td>
<td>17%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Road surface noise</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>18%</td>
<td>6%</td>
<td>12%</td>
<td>195</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>12%</td>
<td>5%</td>
<td>17%</td>
<td>195</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Grass cutting</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>10%</td>
<td>2%</td>
<td>8%</td>
<td>173</td>
<td>11%</td>
<td>-1%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>18%</td>
<td>7%</td>
<td>11%</td>
<td>173</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Vegetation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less over grown than 12 months ago</td>
<td>6%</td>
<td>1%</td>
<td>5%</td>
<td>173</td>
<td>8%</td>
<td>-2%</td>
</tr>
<tr>
<td>More over grown than 12 months ago</td>
<td>20%</td>
<td>10%</td>
<td>10%</td>
<td>173</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Debris</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>11%</td>
<td>1%</td>
<td>12%</td>
<td>190</td>
<td>14%</td>
<td>-3%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>10%</td>
<td>2%</td>
<td>12%</td>
<td>190</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Litter on Motorways</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>15%</td>
<td>1%</td>
<td>14%</td>
<td>194</td>
<td>16%</td>
<td>-1%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>13%</td>
<td>1%</td>
<td>12%</td>
<td>194</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Litter on Trunk Roads</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better than 12 months ago</td>
<td>7%</td>
<td>2%</td>
<td>9%</td>
<td>183</td>
<td>11%</td>
<td>-4%</td>
</tr>
<tr>
<td>Worse than 12 months ago</td>
<td>13%</td>
<td>0%</td>
<td>13%</td>
<td>183</td>
<td>14%</td>
<td>-1%</td>
</tr>
<tr>
<td></td>
<td>Current Report (May - Oct 15)</td>
<td>Change from previous Six Month period</td>
<td>Last Report (Nov 14 - Apr 15)</td>
<td>Average All Areas (where applicable)</td>
<td>Difference from National Average</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------------</td>
<td>---------------------------------------</td>
<td>-------------------------------</td>
<td>--------------------------------------</td>
<td>---------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Responsibility for litter seen</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highways England</td>
<td>35%</td>
<td>231</td>
<td>4%</td>
<td>31%</td>
<td>226</td>
<td>20% - 15%</td>
</tr>
<tr>
<td>Local Council/Local Authority</td>
<td>22%</td>
<td>231</td>
<td>4%</td>
<td>18%</td>
<td>226</td>
<td>23% - 1%</td>
</tr>
<tr>
<td>People travelling on the network</td>
<td>58%</td>
<td>231</td>
<td>-5%</td>
<td>63%</td>
<td>226</td>
<td>54% - 4%</td>
</tr>
<tr>
<td><strong>Permanent road signs: Quite satisfied/Very satisfied</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>88%</td>
<td>231</td>
<td>3%</td>
<td>85%</td>
<td>226</td>
<td>86% - 2%</td>
</tr>
<tr>
<td>Fairly/ Very dissatisfied</td>
<td>2%</td>
<td>231</td>
<td>-3%</td>
<td>5%</td>
<td>226</td>
<td>3% - 1%</td>
</tr>
<tr>
<td><strong>Seen one or more temporary road signs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>81%</td>
<td>231</td>
<td>10%</td>
<td>71%</td>
<td>226</td>
<td>62% - 19%</td>
</tr>
<tr>
<td><strong>Quite satisfied/Very satisfied with temporary road signs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>82%</td>
<td>188</td>
<td>-4%</td>
<td>86%</td>
<td>160</td>
<td>82% - 0%</td>
</tr>
<tr>
<td><strong>Fairly dissatisfied/Very dissatisfied with temporary road signs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9%</td>
<td>188</td>
<td>3%</td>
<td>6%</td>
<td>160</td>
<td>11% - 2%</td>
</tr>
<tr>
<td><strong>Travelled through roadworks recently</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>89%</td>
<td>231</td>
<td>7%</td>
<td>82%</td>
<td>226</td>
<td>73% - 16%</td>
</tr>
<tr>
<td>Saw signs giving reason for the work</td>
<td>63%</td>
<td>206</td>
<td>4%</td>
<td>59%</td>
<td>186</td>
<td>59% - 4%</td>
</tr>
<tr>
<td>Saw no signs giving reason for the work</td>
<td>18%</td>
<td>206</td>
<td>2%</td>
<td>16%</td>
<td>186</td>
<td>22% - 4%</td>
</tr>
<tr>
<td>Signs through the roadworks provided enough information</td>
<td>72%</td>
<td>165</td>
<td>5%</td>
<td>67%</td>
<td>138</td>
<td>66% - 6%</td>
</tr>
<tr>
<td>Signs through the roadworks did not provide enough information</td>
<td>24%</td>
<td>165</td>
<td>0%</td>
<td>24%</td>
<td>138</td>
<td>23% - 1%</td>
</tr>
<tr>
<td><strong>Passed roadworks when no one was working</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>67%</td>
<td>206</td>
<td>-5%</td>
<td>72%</td>
<td>186</td>
<td>62% - 5%</td>
</tr>
<tr>
<td>Annoyed/frustrated/angry</td>
<td>54%</td>
<td>129</td>
<td>-8%</td>
<td>62%</td>
<td>134</td>
<td>47% - 7%</td>
</tr>
<tr>
<td><strong>Seen roadside advertising</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>69%</td>
<td>231</td>
<td>8%</td>
<td>61%</td>
<td>226</td>
<td>57% - 12%</td>
</tr>
<tr>
<td>Not bothered by roadside advertising</td>
<td>61%</td>
<td>160</td>
<td>-3%</td>
<td>64%</td>
<td>137</td>
<td>64% - 3%</td>
</tr>
<tr>
<td>Find it dangerous/ distracting</td>
<td>43%</td>
<td>160</td>
<td>11%</td>
<td>32%</td>
<td>137</td>
<td>78% - 35%</td>
</tr>
<tr>
<td><strong>Red X VMS Meaning</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lane closed/ no entry</td>
<td>85%</td>
<td>230</td>
<td>2%</td>
<td>83%</td>
<td>226</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td><strong>Action taken</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change lanes/ avoid lanes</td>
<td>94%</td>
<td>231</td>
<td>10%</td>
<td>84%</td>
<td>226</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td><strong>Illegal to travel in</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes it is illegal</td>
<td>67%</td>
<td>229</td>
<td>1%</td>
<td>66%</td>
<td>226</td>
<td>62% - 9%</td>
</tr>
</tbody>
</table>
## Summary Tables

<table>
<thead>
<tr>
<th><strong>Experienced congestion on Highways England roads</strong></th>
<th><strong>Current Report (May - Oct 15)</strong></th>
<th><strong>Change from previous Six Month period</strong></th>
<th><strong>Last Report (Nov 14 - Apr 15)</strong></th>
<th><strong>Base</strong></th>
<th><strong>Average All Areas (where applicable)</strong></th>
<th><strong>Difference from National Average</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Experienced congestion on Highways England roads</td>
<td>86%</td>
<td>9%</td>
<td>77%</td>
<td>225</td>
<td>78%</td>
<td>8%</td>
</tr>
<tr>
<td>with delay</td>
<td>56%</td>
<td>16%</td>
<td>40%</td>
<td>225</td>
<td>34%</td>
<td>22%</td>
</tr>
<tr>
<td><strong>Regular journey on Highways England roads</strong></td>
<td>Yes</td>
<td>4%</td>
<td>25%</td>
<td>226</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Journey time varies everytime/most of the time</td>
<td>17%</td>
<td>-9%</td>
<td>26%</td>
<td>57</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Highways England roads impacted ability to move safely (n=13)</strong></th>
<th><strong>Change from National Average</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>To some extent or more as a pedestrian (n=7)</td>
<td>N/A</td>
</tr>
<tr>
<td>To some extent or more as a cyclist (n=10)</td>
<td>N/A</td>
</tr>
<tr>
<td>To some extent or more as an equestrian (n=0)</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Seen VMS</strong></th>
<th><strong>N/A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Variable Message Signs Useful/ very useful</strong></td>
<td><strong>N/A</strong></td>
</tr>
<tr>
<td><strong>VMS</strong></td>
<td><strong>N/A</strong></td>
</tr>
<tr>
<td>Had no effect</td>
<td>33%</td>
</tr>
<tr>
<td>Caused change of route</td>
<td>32%</td>
</tr>
</tbody>
</table>

| **Are VMS**                                                       | **N/A**                          |
| Better than 12 month ago                                         | 26%                              |
| Worse than 12 months ago                                         | 0%                               |

| **Seen Mobile VMS:** Yes                                         | **N/A**                          |
| Informed about roadworks via:                                    | **N/A**                          |
| Road signs                                                       | 77%                              |
| **Roadwork:**                                                    | **N/A**                          |
| There is an acceptable amount of roadwork                        | 81%                              |

| **Aware of Smart Motorways around M4 / M5 Junction at Bristol**  | **N/A**                          |
| Crossed either of Severn Crossings: Yes                         | 41%                              |

| **Preferred payment at tolls:**                                  | **N/A**                          |
| Cash                                                             | 61%                              |

| **Driving changes when travelling through roadworks**            | **N/A**                          |
| Slow down                                                        | 75%                              |

| **Changes due to:**                                              | **N/A**                          |
| Roadworkers                                                      | 43%                              |

| **Drivers themselves should ensure safe driving**               | **N/A**                          |
| Highways England should ensure safe driving                     | **N/A**                          |

| Police should ensure safe driving                                | 33%                              |

---

26
Table comparing roads, showing the proportion of users of that road where issues noted.
<table>
<thead>
<tr>
<th><strong>Report Title:</strong></th>
<th>19 - Area 2 May - October 2015 Report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Issue:</strong></td>
<td>20th November 2015</td>
</tr>
</tbody>
</table>
| **Prepared by:**  | Ben Barker | AECOM House  
Altrincham  
WA15 8FH |
| **Reviewed / Approved by:** | Jodie Knight  
Christine Johnson |
| **Data File**     | Area 2 MTD May 2014 to October 2015  
Area 2 MTD file April 06 - April 14 |
| **Status**        | Unweighted |
| **Base Cases**    | 231 |
Technical Note:

**Summary tables:** The summary tables give an overview of an area’s results for the current six month reporting period. It also includes comparable figures from the previous six month reporting period and the national average. Differences across these figures are indicated using a traffic light system.

The traffic light system uses three colour coded dots to indicate whether figures for the current six month reporting period have improved, worsened, or remained the same (in comparison to the previous six months and national average). Green dots are used when the figure has improved, yellow when the figure is the same, and red is used when the figure is worse.

Due to the nature of the topics covered in the ARUSS questionnaire, a negative change is not necessarily denoted by a red symbol. For example, if the figure for the current six month reporting period on ‘journey time varying all the time’ was less than for the previous six months, this would be denoted by a green dot, as it is a positive improvement, showing respondents now having more consistent journey times.

A column showing Base numbers for each question indicates the number of respondents that were asked specific question. In some cases it will not equal the total six month sample size as respondents can be routed around the question. For example, if respondents were asked whether they travelled on the Highways England roads as a vulnerable user and only 20 respondents answered yes to this, all subsequent questions on that topic would have a Base of 20, with respondents who did not travel as a vulnerable user classed as ‘not applicable’.

Where no average is available due to small figures or a lack of data (e.g. if question has recently been introduced) ‘N/A’ is used.

**Sampling:** For this survey the primary sampling unit is the output area or OA. The pool of OAs is stratified prior to sampling, such that 2/3 of the sample are drawn from OAs within 10km of the motorway/trunk road network, while the remaining third are drawn from anywhere within the area. Six interviews are conducted in six randomly selected output areas per month giving 36 interviews per month in each ARUSS area. The six interviews are representative (in terms of age, gender and working status) of the population within the output area in the 2011 census so if 33% of the population is 17-34, 17% are 35-59 and 50% are 60+, 3 interviews will be conducted with people 60+, 2 with 17-34 year olds and 1 with 35-59 year olds.

**Route Specific Issues:** n is the number of respondents who made a comment and the percentage is the proportion of respondents that made a comment.

**SEG:** In general population - Group A - 3% of pop. Includes professionals, senior managers. Group B - 14% includes middle management. Group C1 - 26% includes junior management, all non-manual. Group C2 - 25% skilled manual workers. Group D 19% - semi and unskilled manual workers. Group E 13% - dependent on state long term, casual workers. NB retired people coded as status when working.