

AREA 1 ROAD USERS' SATISFACTION SURVEY

May – October 2015 (Report 19)

Six Monthly Report

Prepared for Highways England by AECOM



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Introduction

227 people were interviewed in Area 1 between May and October 2015 for the Area Road Users' Satisfaction Survey (ARUSS). The survey was conducted in home, face to face.

Respondents are randomly selected within quotas on age, gender and working status to broadly represent the population of Area 1.

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.

Summary: Headlines

Overall satisfaction

- Satisfaction with Highways England has remained similar (87%) to the last reporting period (89%) but decreasing trend since Year 7 (2012-13) overall
- Females more likely to say they were satisfied than males (89% compared to 86% respectively)

Safety

- Decreasing trend in proportion of respondents feeling safe from 66% in Year 7 to 51% in Year 10 to date
- In the current reporting period, non-drivers were more likely to feel safe than drivers (66% compared to 49%)
- Increase in respondents feeling unsafe due to other people's driving (48%, up from 38%)

Roadside Advertising

- Decreasing trend in respondents seeing roadside advertising from 59% in Year 7 to 51% in Year 9 but has since increased slightly to 55% in Year 10 to date
- Drivers more likely to have seen roadside advertising than non-drivers (59% to 28%)
- In the current reporting period, 35% of respondent who had seen roadside advertising said they found it distracting, an increase from 26% in the last reporting period

Traffic Officers on the A38

- Fluctuations in proportions of respondents who have seen Traffic Officers on the A38 over time, but has remained at around 50% since reporting began (48% in the current reporting period)
- 32% of respondents said seeing Traffic Officers made them feel their journey was going to be safer
- Frequent users were more likely to say they had seen them than infrequent users (53% compared to 38%)

Roadside Memorials

- 60% of respondents had seen roadside memorials, an increasing trend
- Views on whether they are appropriate or distracting are mixed
- Frequent users were more likely to say that roadside memorials affected their driving compared to infrequent users (22% and 15% respectively)

Summary: Headlines
Did you know...

65% experienced congestion with 42% of these saying it was because of peak time traffic...

32% felt unsafe on A30 (Bodmin to Penzance) and 28% on the A35 (Honiton to Bere Regis)...

"Middle lane driving"

"Volume of traffic"

53% had seen Incident Support Units but no respondents had been assisted by them...

"Support police at accidents, emergencies, emergency calls and clean the roads"

"If someone has a crash"

"Help at the scene of an accident or emergency"

55% had seen roadside advertising with 60% of these having said it did not bother them...

"Sometimes in wrong place blocking view or they become tatty."

"Pointless"

92% said their driving changed when travelling through roadworks with 76% saying they slow down

"Aware of people working"

"There's a hazard ahead"



- Where % 'better' exceeds % 'worse'
 - Where % 'worse' exceeds % 'better'
 - Where % 'worse' equals % 'better'

- Positive change compared to last report
 - Negative change compared to last report
 - Similar result as last report

Summary: Area 1 Headlines (Comparisons to last report (November 2014 to April 2015))

Safety: felt safe

Decrease in proportions feeling safe from 62% to 51%

Base: 227

Quality of road surface

19% said better than 12 months ago although 13% said worse

Base: 208

Vegetation

11% said more overgrown than 12 months ago but 10% said it was less overgrown

Base: 194

Grass Cutting

10% said better than 12 months ago although 11% said worse

Base: 185

Amount of litter (Trunk roads, users only)

14% said worse than 12 months ago, 13% said better

Base: 197

Road surface noise

8% said better than 12 months ago, 5% said worse

Base: 194

Temporary road signs

Similar proportions satisfied (86% down from 87%)

Base: 186

Signs through roadworks

85% travelled through roadworks and 9% of those saw no signs, a decrease from 26%

Base: 227 / 192

Seen Traffic Officers on A38

Decrease in those who have seen Traffic Officers on the A38 (from 52% to 48%)

Base: 227

Incident Support Units

53% said they had seen Incident Support Units compared to 51% last time

Base: 227

Congestion

Similar proportions of respondents experiencing congestion (67% last reporting period and 65% this)

Base: 227

Red X

71% indicated it was illegal to drive in a lane with red x, down from 73% last time

Base: 227

Roadwork safety

92% said their driving changed through roadworks
76% of these slowed down due to roadworks
30% said this was because of roadworkers

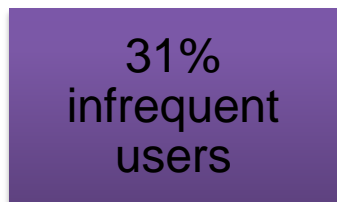
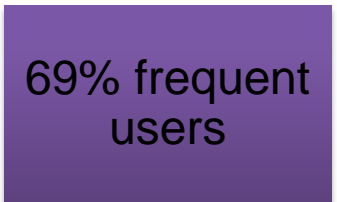
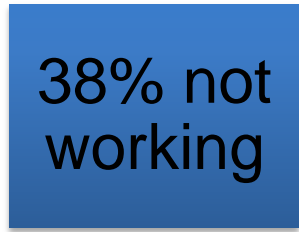
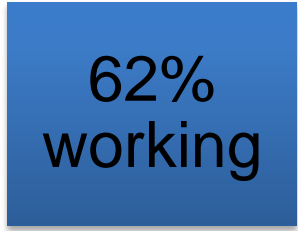
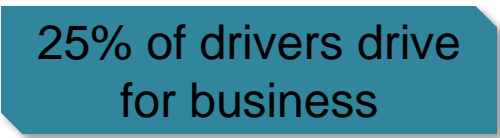
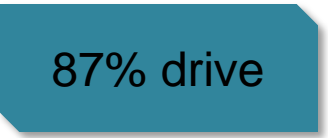
Base: 198 / 183

**More comparisons are shown on pages 30 to 32*

Summary: Information on respondents (Report 19)



227 interviews conducted



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 randomly 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 on the map.

Respondents are **selected to a quota set on age, gender and working status** to broadly represent the population of Area 1 using data collected in the 2011 Census.

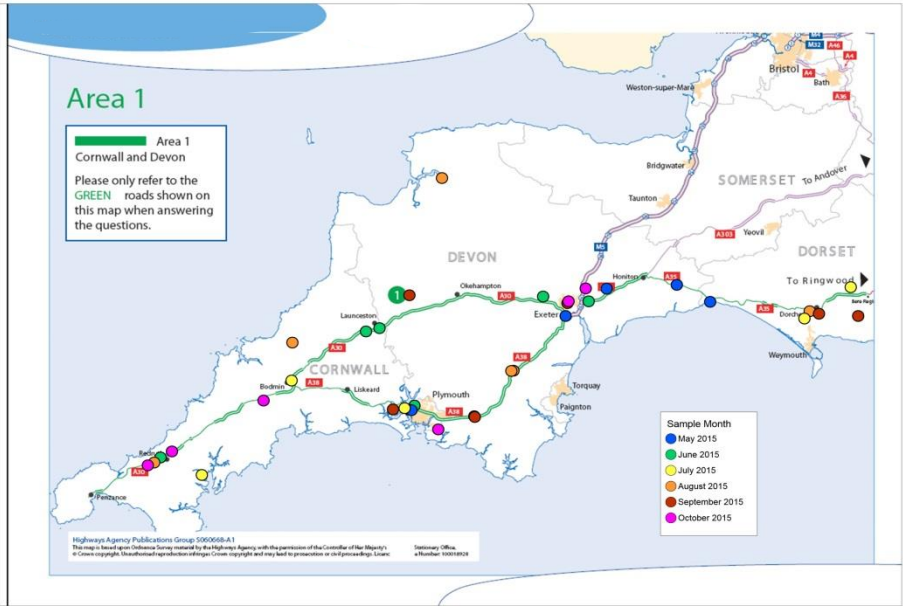
Respondents are only asked about roads in Area 1 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 1 roads.

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 1.

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

Outcome	Frequency
No one home	1008
Refused	206
Out of quota	388
Interviews achieved	227

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 1 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 1
 - Rest Areas (page 9)
 - Lay-bys (page 12)
 - Traffic Officers on A38 (page 14)
 - Saltash Tunnel (page 17)
 - Roadside memorials (page 18)
 - Incident Support Units (page 20)
- Overall Satisfaction (page 22)
- Use of the Highways England network
 - Frequency of use (page 23) and purpose (page 24)
- Trend analysis for questions common to all areas
 - Summary of road conditions and maintenance (page 25)
 - Safety on the network (page 26)
 - Roadside advertising (page 27)
 - Experience of congestion (page 28)
 - Driver behaviour through roadworks (page 29)
 - Safety at roadworks (page 29)
 - Summary tables (page 30)

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

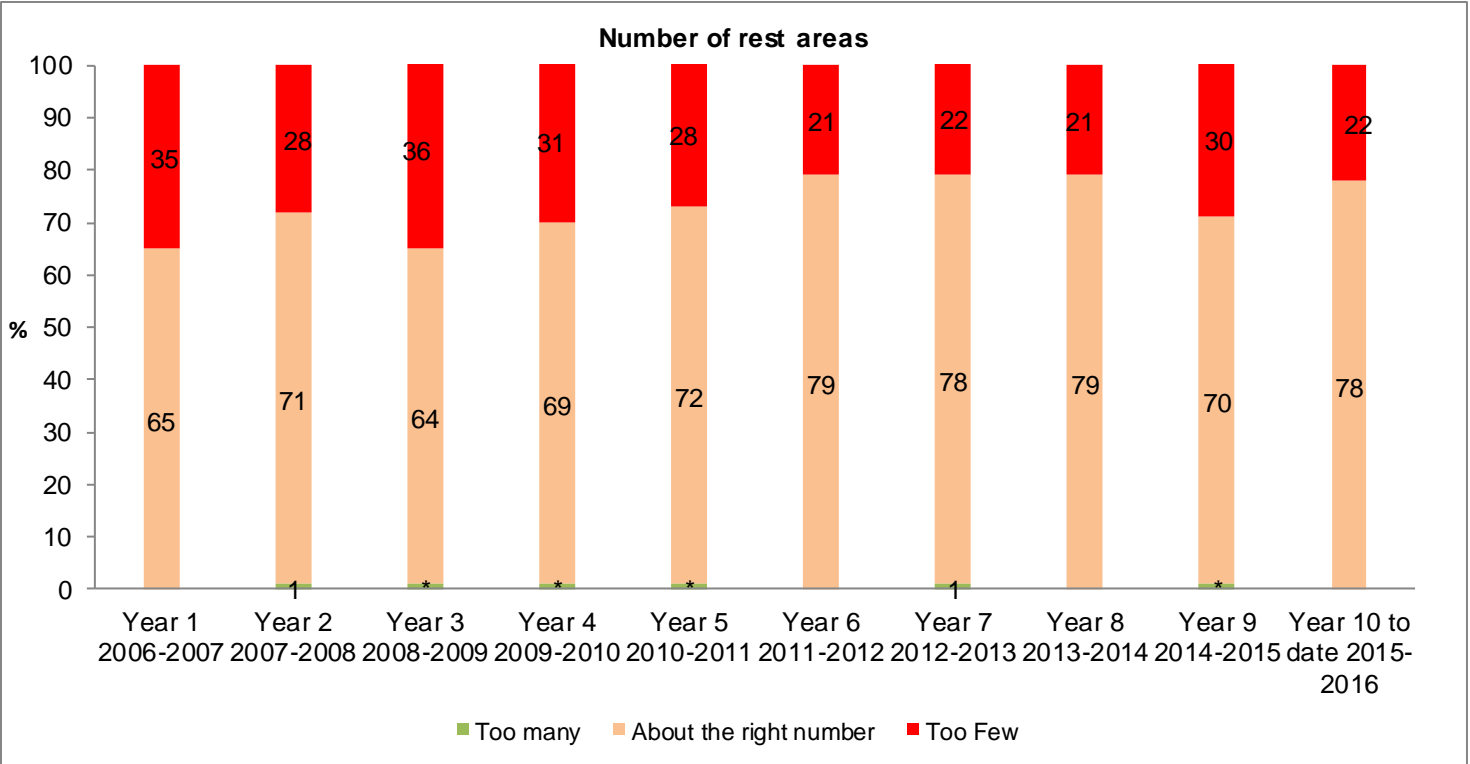
In tables and charts shown in this report, percentages may total more than 100%; this is either due to rounding or because respondents were able to give more than one answer to the question. Throughout the analysis, an asterisk (*) is used if a proportion is more than zero but less than 1%. Analysis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

For more information, please contact the Customer, Stakeholder and Partnership Team.

Area Specific Questions Rest Areas

Respondents were asked about the number of rest areas where they can take a break at the roadside in Area 1, these being picnic areas, lay-bys etc. Over the last 6 months, 78% of respondents said there were about the right number of rest areas, 23% felt there were too few and no respondents thought there were too many.

The chart shows the variation by year in the survey results and there has been a slight increase in the number of respondents saying there were about the right number of areas from 64% in Year 3 (2008-09) to a high of 79% in Year 8 (2013-14) and has fluctuated since then. There was no difference by sub-group.



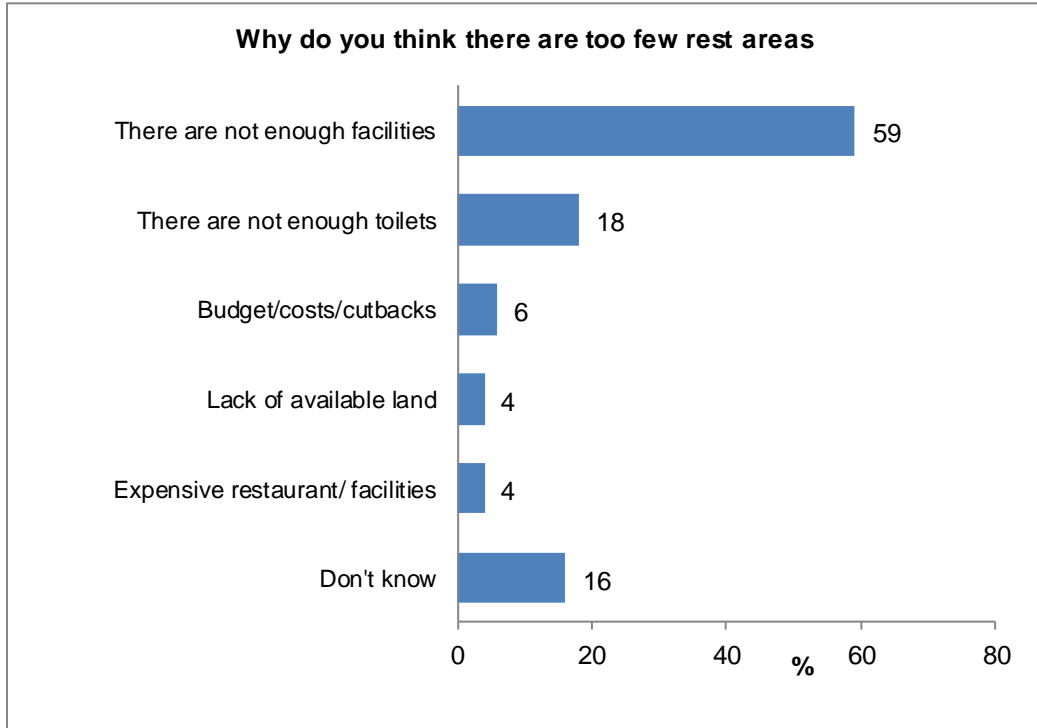
Base: Y1 06-07 (647), Y2 07-08 (779), Y3 08-09 (789), Y4 09-10 (779), Y5 10-11 (789), Y6 11-12 (446), Y7 12-13 (440), Y8 13-14 (447), Y9 14-15 (443), Y10 15-16 to date (265)

Thinking about rest areas, do you think there are too many, too few or about the right number? (Prompted)

Area Specific Questions Rest Areas

Respondents were asked why they thought there were too few rest areas; 59% of respondents said there were not enough facilities, 18% said there were not enough toilets, 6% said it was due to the budget, costs or cutbacks whilst 16% said they did not know.

Of those saying there were too few rest areas (n=51), over two fifths (43%) said this was the case on the A30 (Exeter to Bodmin) and 37% said the A38 (Devon).

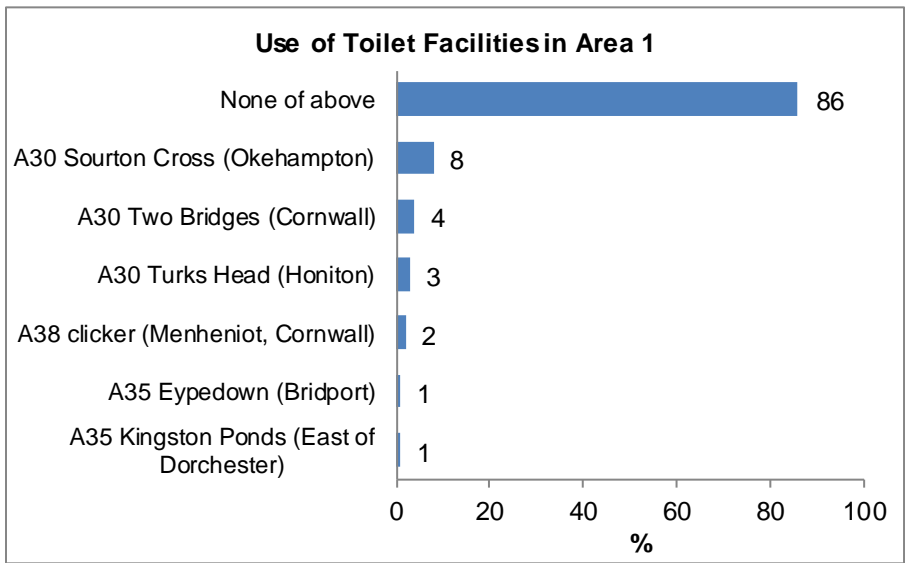


Base: 51
*Why do you think there are **too few** rest areas?* (Prompted)
Respondents could give more than one answer.

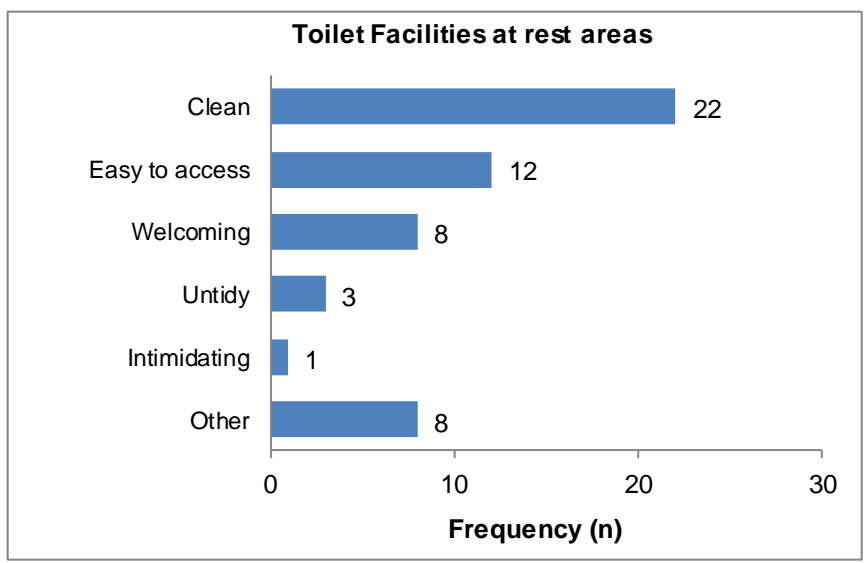
Area Specific Questions
Rest Areas

Respondents were then asked whether they had used toilet facilities at a number of rest areas in Area 1. The majority (86%) of respondents said that they had not used any on Highways England roads while 8% had used facilities at A30 Sourton Cross (Okehampton). Respondents who had not used any of the toilet facilities were asked why this was: 86% said they did not need to stop, whilst 7% said they did not travel that far.

Those respondents who had used toilets (n=31) were asked what they thought of the toilet facilities they had used most recently. Twenty two respondents said they were clean, twelve found them easy to access and eight found them welcoming.



Base: 227
Have you used any of the following toilet facilities alongside Highways England roads in this area? (Prompted) Respondents could give more than one answer



Base: 31
Thinking about the toilet facilities you have used would you say they are...? (Prompted) Respondents could give more than one answer

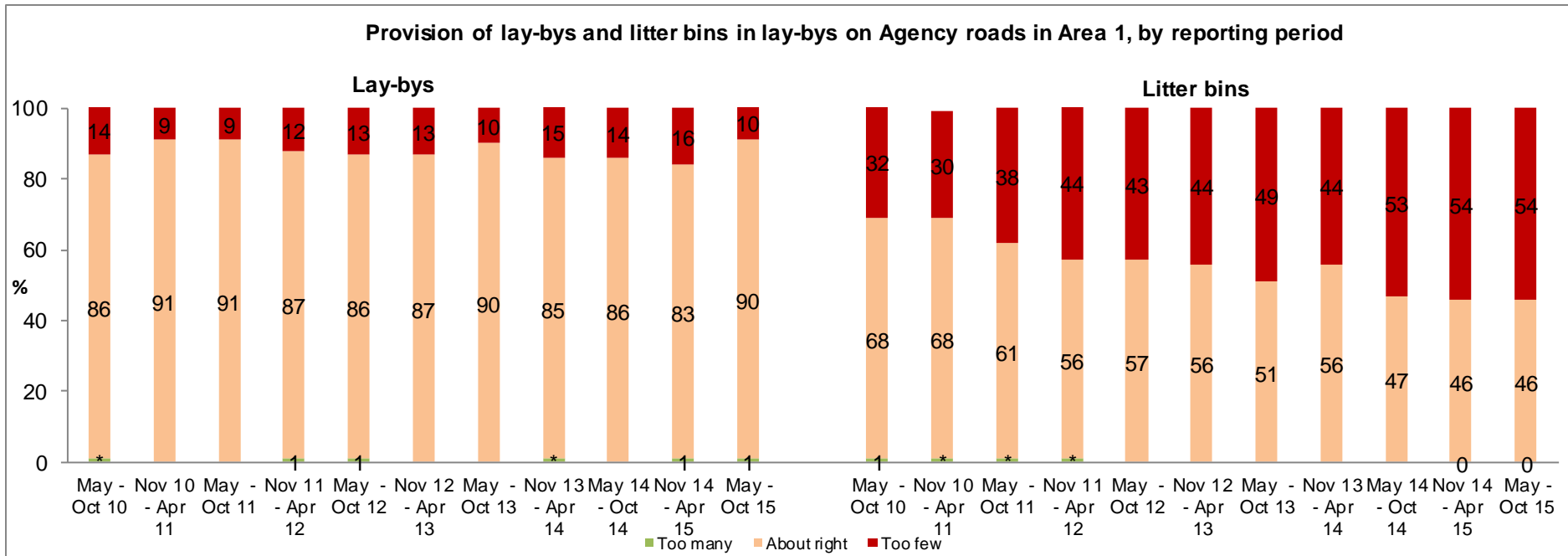
Area Specific Questions

Lay-bys

Respondents in Area 1 were asked about the provision of lay-bys on the Highways England roads in the area. In the current reporting period, 90% of those who noticed them said there were about the right number, 10% thought there were too few and 1% said there were too many.

When asked about litter bins, 54% did not notice them in lay-bys. Of those that did, 46% of respondents said there were about the right number and 54% stated there were too few.

Since reporting began, there has been an increase in the proportion of respondents who said there were too few litter bins in lay-bys in Area 1 from 30% in November 10 – April 11 to a high of 54% in the current reporting period.

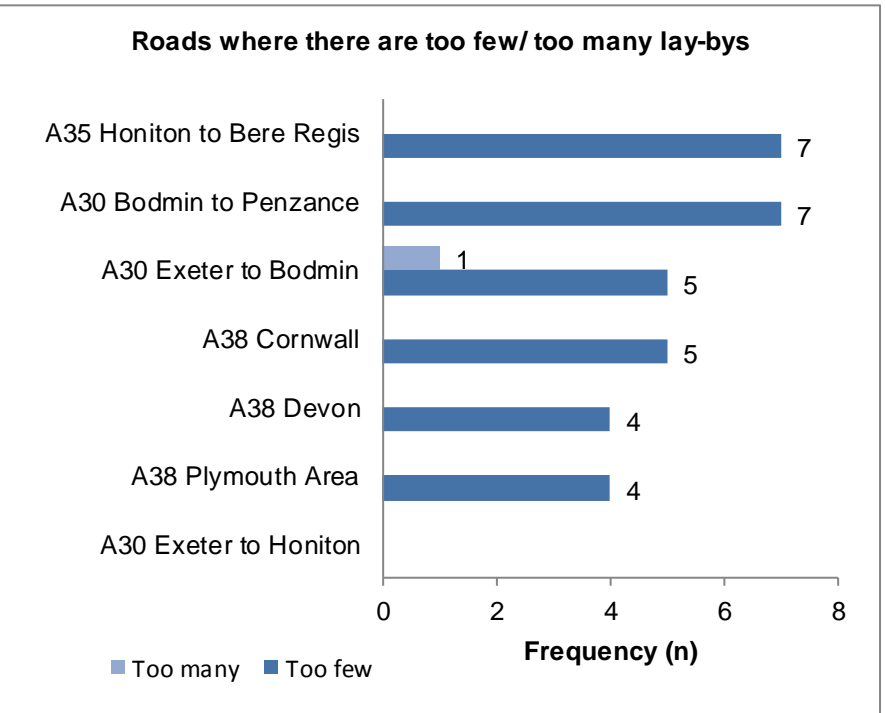


Base (Provision of lay-bys): May – Oct 10 (326), Nov 10 – Apr 11 (347), May – Oct 11 (182), Nov 11 – Apr 12 (187), May – Oct 12 (198), Nov 12 – Apr 13 (178), May – Oct 13 (182); Nov 13 – Apr 14 (170); May 14 – Oct 14 (197); Nov 14 – Apr 15 (184), May – Oct 15 (187)
 Base (Provision of litter bins in lay-bys): May – Oct 10 (311), Nov 10 – Apr 11 (227), May – Oct 11 (116), Nov 11 – Apr 12 (115), May – Oct 12 (89), Nov 12 – Apr 13 (84), May – Oct 13 (86); Nov 13 – Apr 14 (91); May 14 – Oct 14 (95); Nov 14 – Apr 15 (103), May – Oct 15 (104)
 All bases excludes respondents who said 'did not notice'.

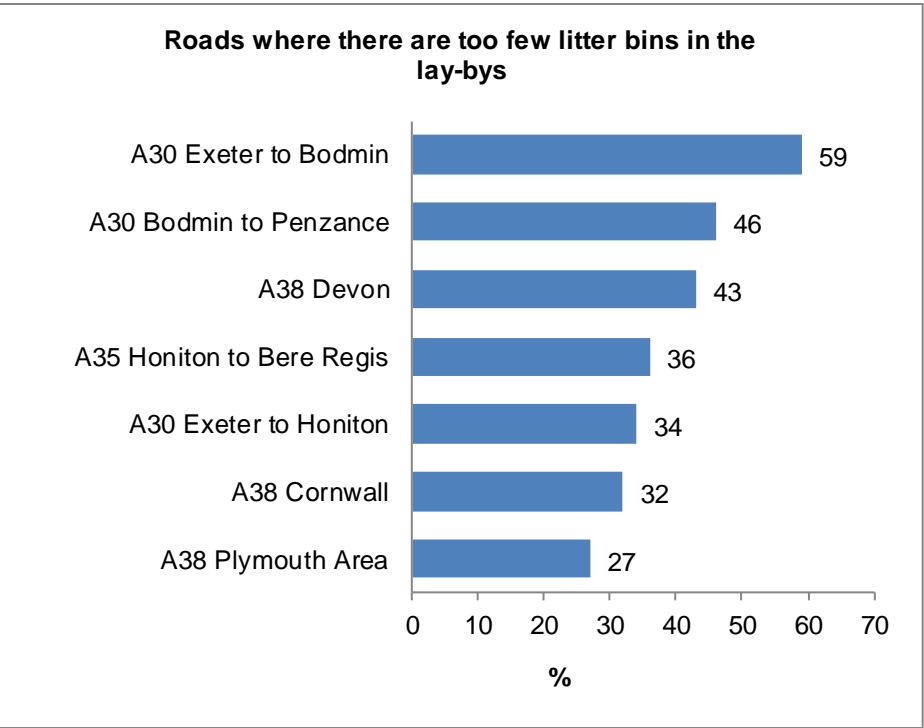
Area Specific Questions
Lay-bys

Seven respondents each said there were too few lay-bys on the A30 (Bodmin and Penzance) and A35 (Honiton to Bere Regis) whilst one respondents said there were too many on A30 (Exeter to Bodmin).

The A30 Exeter to Bodmin had the highest number of respondents stating there were too few litter bins in the lay-bys (59%) whilst 46% of respondents said this was the case on the A30 Bodmin to Penzance.



Base (too few):18
Base (too many): 1
Where do you think there are too many/ too few lay-bys? (Prompted)
Respondents could give more than one answer.

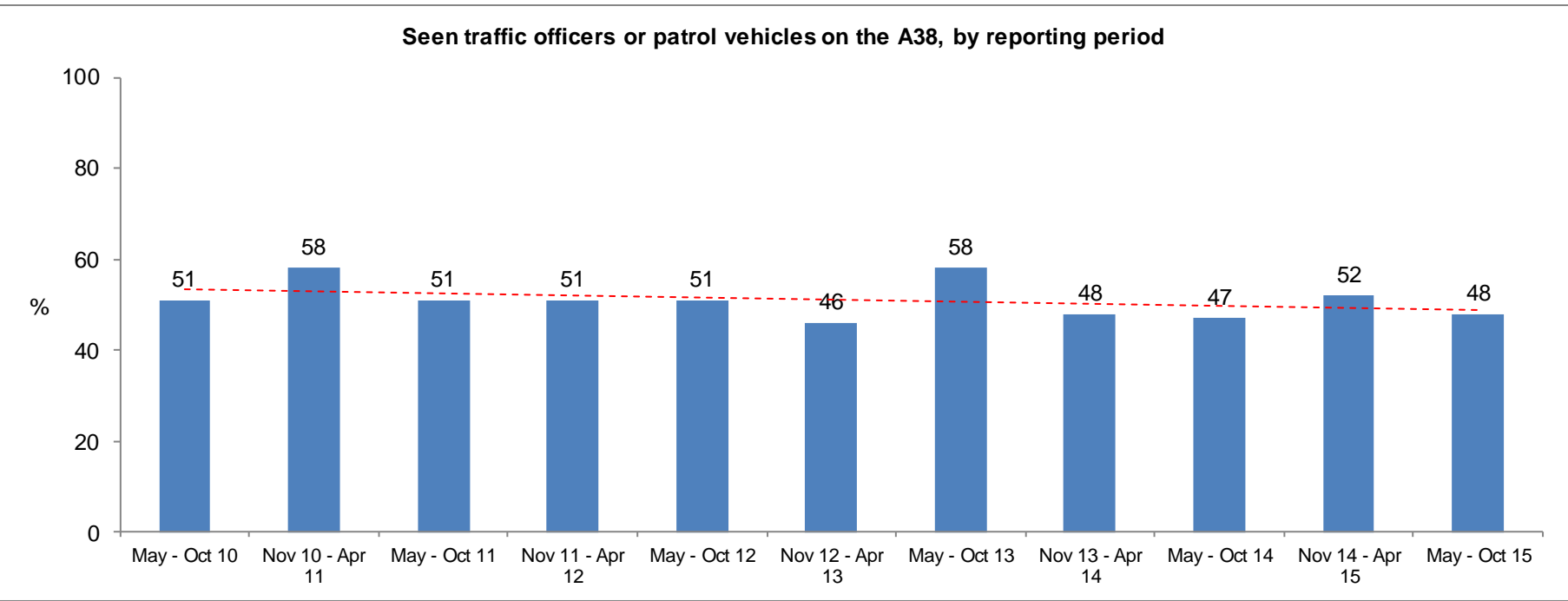


Base: 56 (too few)
Where do you think there are too many/ too few litter bins in lay-bys? (Prompted)
Respondents could give more than one answer.

Area Specific Questions
Traffic Officers on A38

Respondents were asked about Highways England Traffic Officers or patrol vehicles on the A38; 48% of respondents said they had seen Traffic Officers or patrol vehicles on the A38 over the current reporting period. Frequent users were more likely to have seen them than infrequent users (53% compared to 38%).

The proportion of respondents who have seen traffic officers has fluctuated by reporting period but overall has remained at around 50% since reporting began.

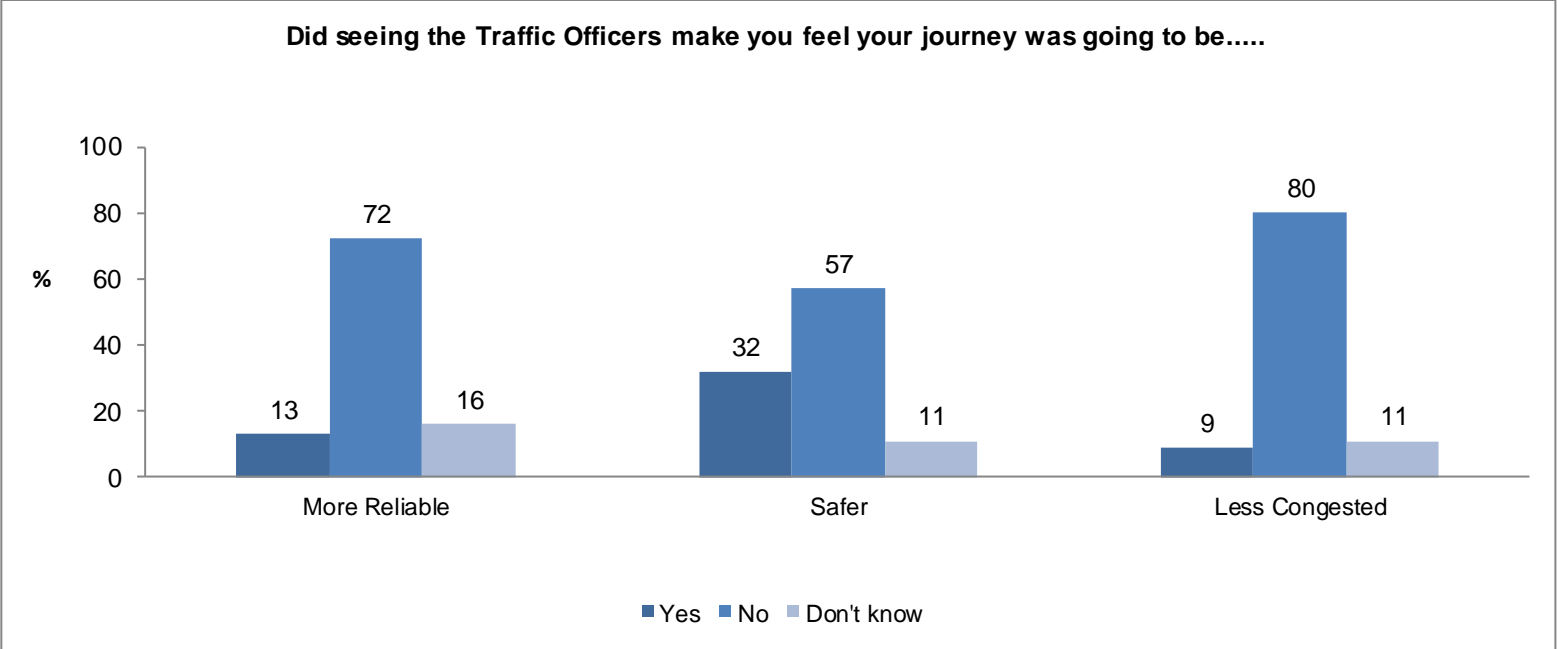


Base: May - Oct 10 (265); Nov 10 - Apr 11 (396); May - Oct 11 (218); Nov 11 - Apr 12 (218); May - Oct 12 (217), Nov 12 – Apr 13 (224), May – Oct 13 (225); Nov 13 – Apr 14 (224), May – Oct 14 (222), Nov 14 – Apr 15: (222), May – Oct 15: (227)

Have you seen any Highways England Traffic Officers or patrol vehicles on the A38? (Unprompted)

Area Specific Questions
Traffic Officers on A38

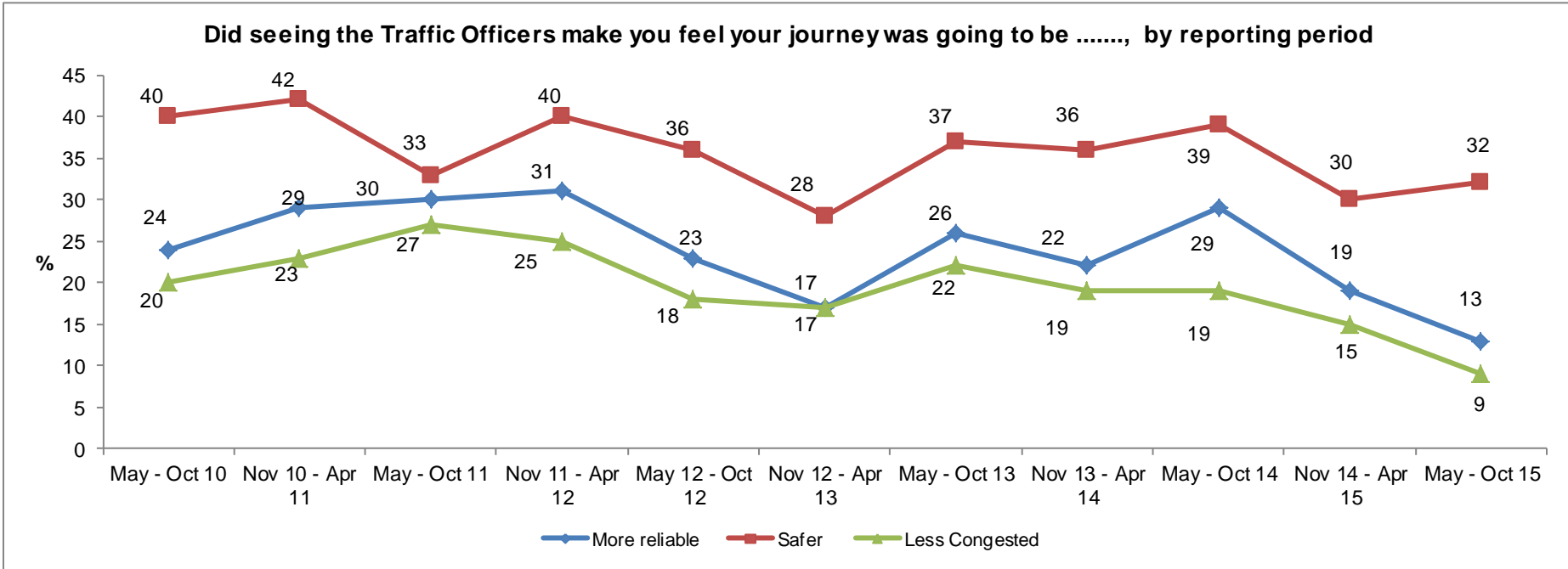
The respondents who had seen Traffic Officers (n=109) were then asked if seeing them made them feel that their journey was going to be more reliable, safer and/ or less congested. Over a tenth (13%) of respondents said seeing them made them feel their journey was going to be more reliable whilst 72% did not. Thirty two percent of respondents said seeing them made them feel safer, whilst 57% said they did not. Finally, 9% felt seeing Traffic Officers made them feel that the journey would be less congested whereas 80% did not.



Base: More Reliable: 109, Safer: 109, Less Congested: 109
 Did seeing the Traffic Officers make you feel that your journey was going to be.....(Prompted)

Area Specific Questions Traffic Officers on A38

The proportion of respondents saying that seeing Traffic Officers make them feel their journey was going to be more reliable, safer or less congested has fluctuated over time since reporting began. However, the proportion of respondents saying their journey was more reliable, safe or less congested reached an all time low in each category in Nov 12 – Apr 13 (17%, 28%, 17% respectively). Since then, this proportion has fluctuated whilst the proportion stating their journey would be less congested has fallen to a new low of 9% in the current reporting period and reliability has also fallen to its lowest at 13%.

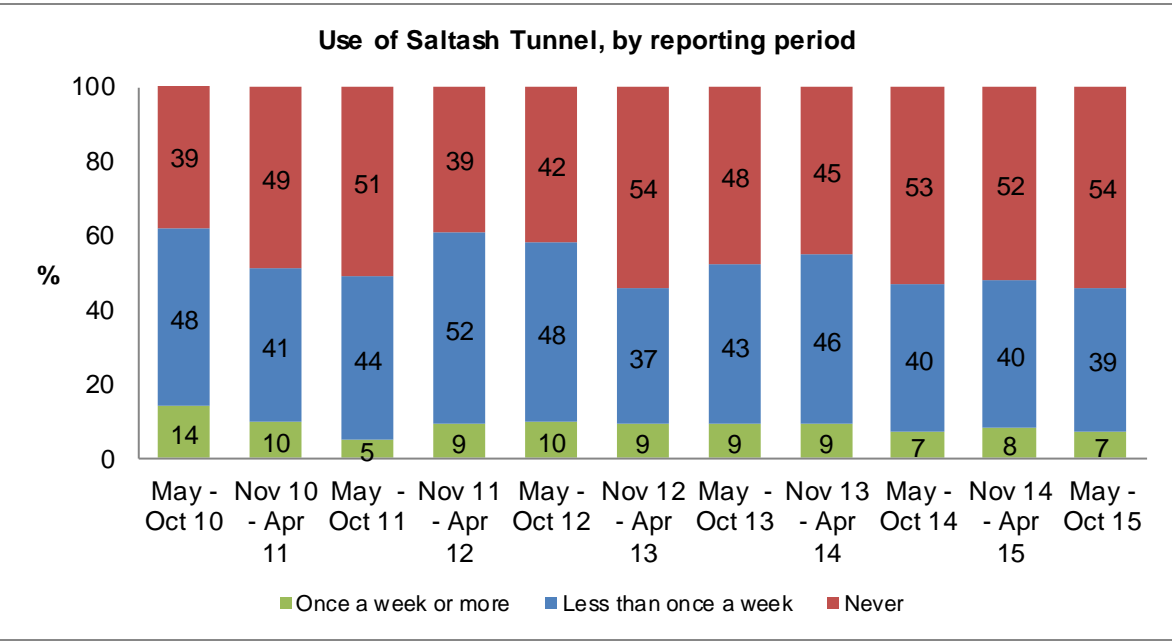


Base: More Reliable: May – Oct 10 (167); Nov 10 – Apr 11 (231); May – Oct 11 (112); Nov 11 – Apr 12 (110); May – Oct 12 (110); Nov 12 – Apr 13 (104); May – Oct 13 (130); Nov 13 – Apr 14 (107); May – Oct 14 (105), Nov 14 – Apr 15 (115), May – Oct 15 (109)
 Base: Safer: May – Oct 10 (169); Nov 10 – Apr 11 (231); May – Oct 11 (112); Nov 11 – Apr 12 (110); May – Oct 12 (110); Nov 12 – Apr 13 (104); May – Oct 13 (130); Nov 13 – Apr 14 (108); May – Oct 14 (105), Nov 14 – Apr 15 (115), May – Oct 15 (109)
 Base: Less Congested: May – Oct 10 (167); Nov 10 – Apr 11 (226); May – Oct 11 (112); Nov 11 – Apr 12 (110); May – Oct 12 (110); Nov 12 – Apr 13 (104); May – Oct 13 (130); Nov 13 – Apr 14 (108); May – Oct 14 (105), Nov 14 – Apr 15 (115), May – Oct 15 (109)
 Did seeing the Traffic Officers make you feel that your journey was going to be.....(Prompted)

Area Specific Questions Saltash Tunnel

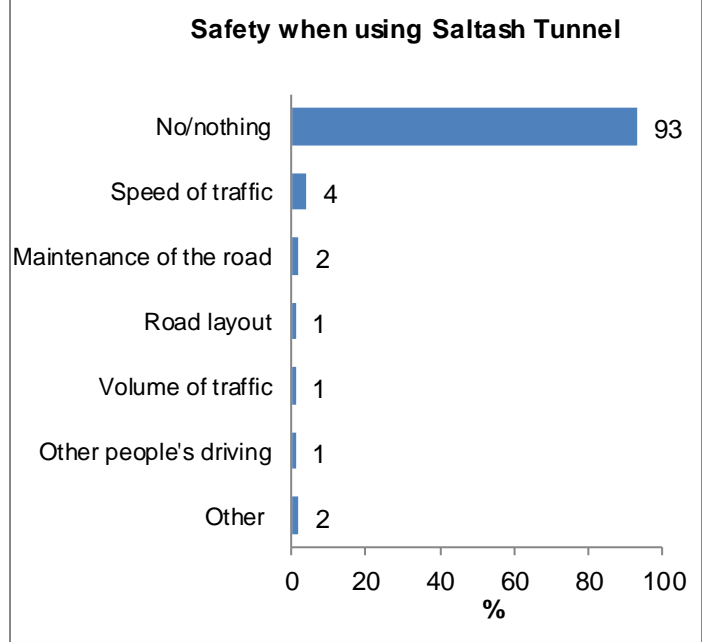
Respondents in Area 1 are asked about their frequency of use of Saltash Tunnel on the A38 in Cornwall. Seven percent of respondents used the tunnel once a week or more whilst two fifths (40%) used it less than once a week and 54% never used the Saltash Tunnel.

Respondents who used the tunnel were asked if anything made them feel unsafe while travelling through it and 93% said nothing made them feel unsafe (similar to the previous reporting period (92%). Safety concerns when using the Saltash Tunnel included speed of the traffic (4%).



Base: May - Oct 10: 330; Nov 10 - Apr 11: 396; May - Oct 11: 218; Nov 11 - April 12: 218; May - Oct 12: 217, Nov 12 – Apr 13: 224, May – Oct 13: 225, Nov 13 – Apr 14: 224, May – Oct 14: 222, Nov 14 – Apr 15: 222, May – Oct 15: 227

How often do you use the Saltash Tunnel on the A38 in Cornwall? (Unprompted)

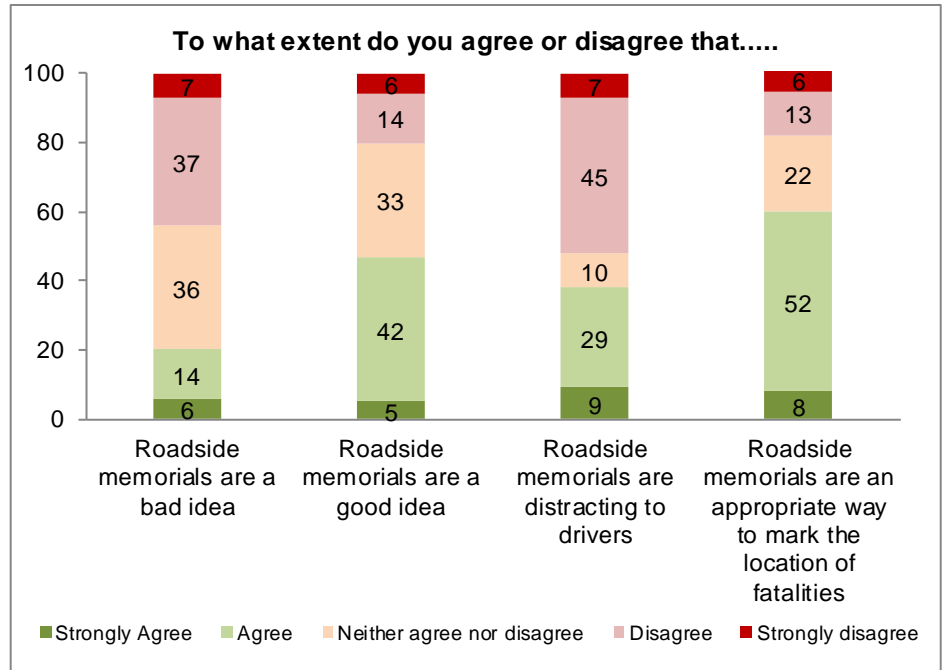
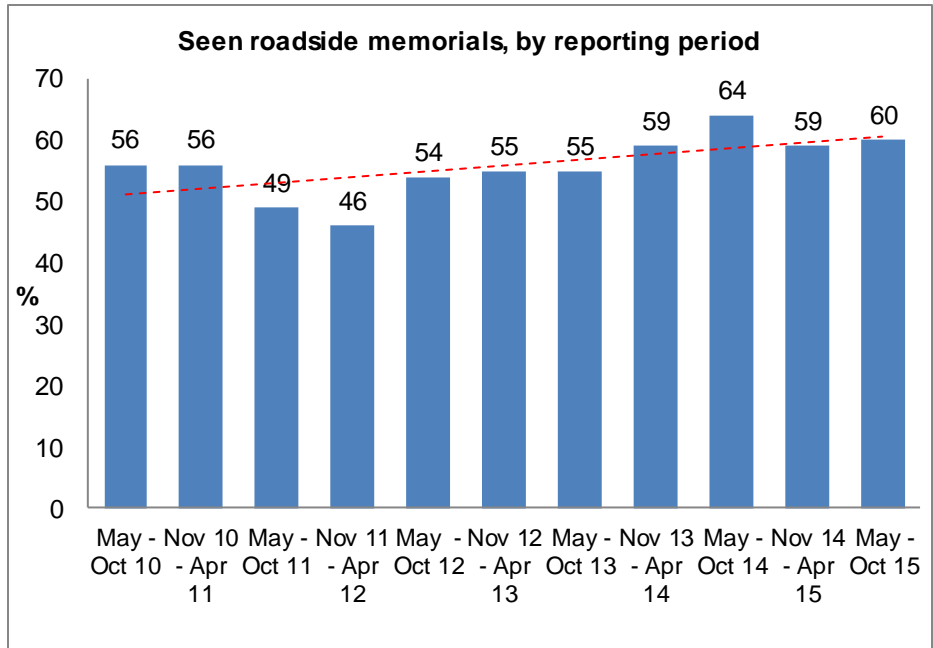


Base: 104
Has anything made you feel unsafe while travelling through the Saltash Tunnel on the A38 recently? (Unprompted)

Area Specific Questions Roadside Memorials

Markers, such as flowers and other memorials, are sometimes placed at the roadside where there have been fatal accidents, and respondents were asked if they have seen any such memorials. Three fifths (60%) of the respondents had seen them over the last reporting period, 32% had not and 8% could not remember or were unsure. Since reporting began, the proportion of respondents who had seen roadside memorials has fluctuated, but increased since 2011.

Respondents who had seen them were asked to what extent they agreed or disagreed with statements about them. Over the last reporting period, almost half (47%) agreed or strongly agreed that roadside memorials were a good idea. Sixty percent of respondents agreed or strongly agreed that roadside memorials were an appropriate way to mark the location of fatalities but almost a fifth (19%) disagreed or strongly disagreed. Almost two fifths (38%) stated they agreed or strongly agreed that roadside memorials were distracting for drivers.



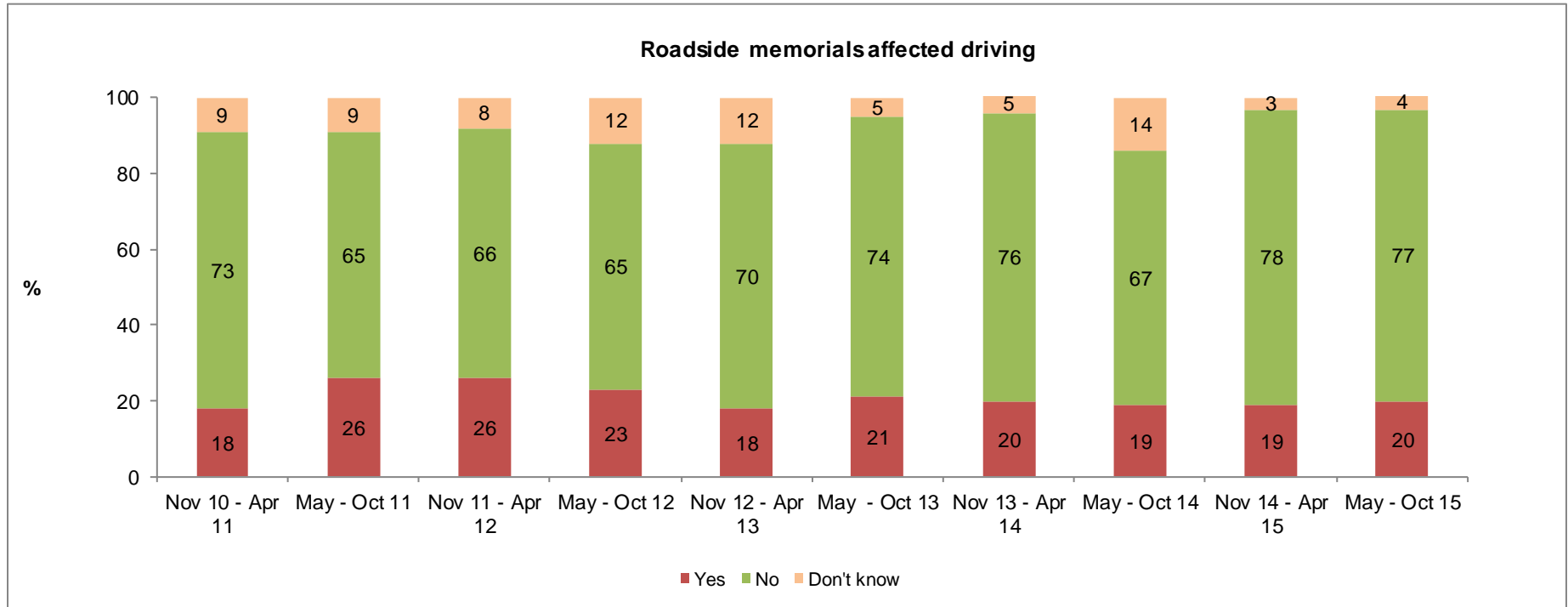
Base: May 10 – Oct 10 (332), Nov 10 – Apr 11 (397), May 11 – Oct 11 (218), Nov 11 – Apr 12 (218), May 12 – Oct 12 (217), Nov 12 – Apr 13 (224), May 13 – Oct 13 (225), Nov 13 – Apr 14 (224), May – Oct 14 (222), Nov 14 – Apr 15: (222), May – Oct 15: (227)
Have you seen any roadside memorials on Highways England roads in this area recently? (Unprompted)

Base: 136 (All)
Thinking about roadside memorials that you have seen on Highways England roads in this area recently, to what extent do you agree or disagree that.....(Prompted)

Area Specific Questions Roadside Memorials

In the current reporting period, when asked if seeing roadside memorials affected their driving, a fifth (20%) of those who had seen them said it did, 4% were unsure whilst over three quarters (77%) said they did not. Frequent users said this was more likely compared to infrequent users (22% compared to 15%).

Results have been largely consistent over time.



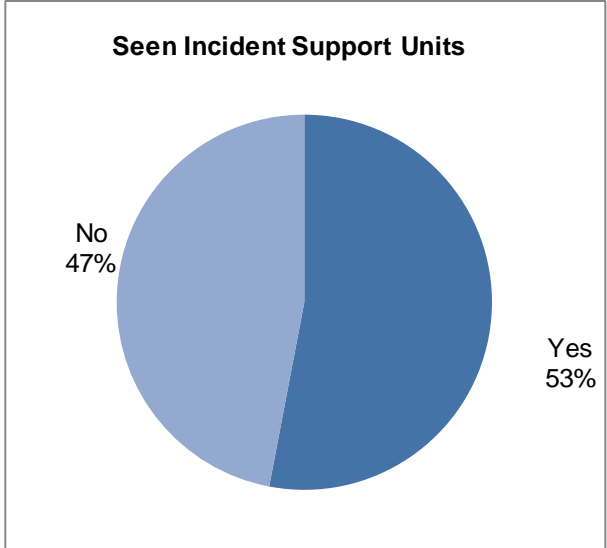
Base: Nov 10 – Apr 11: 67; May – Oct 11: 106; Nov 11 – Apr 12: 100; May – Oct 12: 117; Nov 12 – Apr 13: 122; May – Oct 13: 123, Nov 13 – Apr 14: 131, May - Oct 14: 141, Nov 14 – Apr 15: 131, May – Oct 15: 136

Do the presence of roadside memorials that you have seen on Highways England roads affect your driving? (Unprompted)

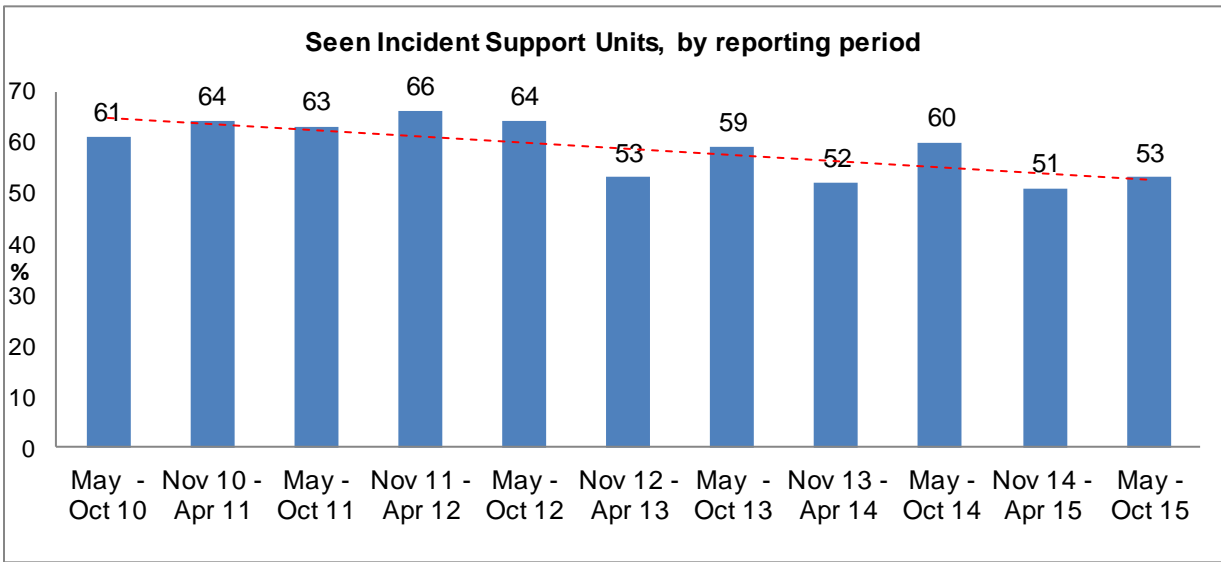
Area Specific Questions Incident Support Units

Respondents in Area 1 were asked about Incident Support Units. Fifty three percent of respondents said they had seen them whilst 47% had not in the current reporting period. Frequent users were more likely to have seen them than infrequent users (58% compared to 42%).

Since this question was introduced, the proportion of respondents seeing Incident Support Units has gradually decreased despite fluctuations by reporting period since November 2012.



Base: 227
Have you seen any of these vehicles on the Highways England roads in this area? (Unprompted)

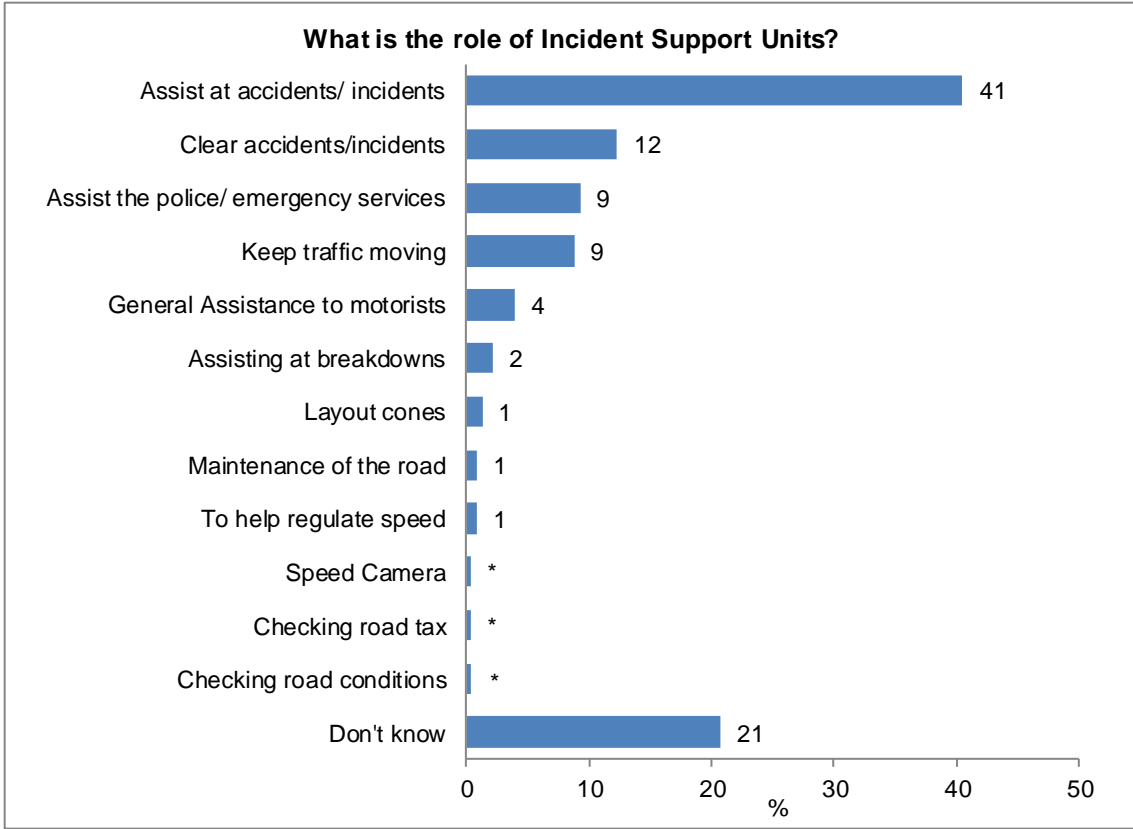


Base: May - Oct 10: 265; Nov 10 - Apr 11: 396; May - Oct 11: 218; Nov 11 - April 12: 218; May - October 12: 217; Nov 12 - Apr 13: 224; May 13 - Oct 13: 225, Nov 13 - Apr 14: 224, May - Oct 14: 222, Nov 14 - Apr 15: 222, May - Oct 15: 227

Have you seen any of these vehicles on the Highways England roads in this area? (Unprompted)

Area Specific Questions
Incident Support Units

All respondents were asked what they thought the role of the Incident Support Units was. Forty one percent of respondents said their role was to assist at accidents or incidents whilst 12% thought their role was to clear accidents or incidents. Over a fifth (21%) did not know what their role was. Of the respondents who had seen them, no respondents had been assisted by an Incident Support Unit.



Base: 227
 What do you think their role is? (Unprompted)
 Respondents could give more than one answer

Area specific questions

Overall Satisfaction

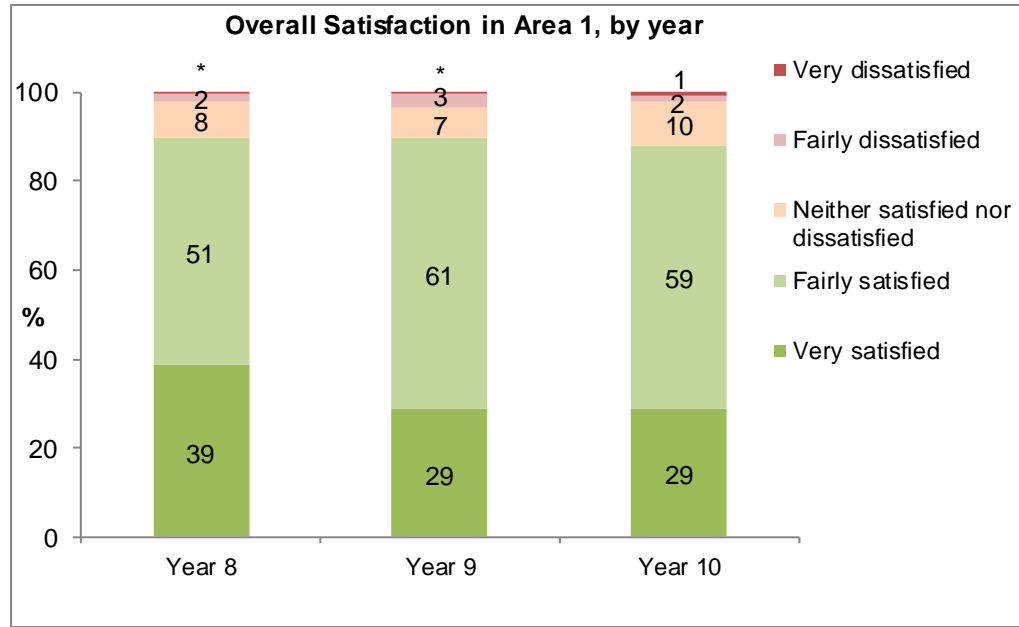
Since October 2013, respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England trunk roads in Area 1.

In the current reporting period six months (May to October 2015), the majority (87%) of respondents were either very satisfied (30%) or satisfied (58%).

The trend, by year, since this question was introduced is shown in the chart, showing a consistent proportion of respondents who are satisfied.

By subgroup:

- Females were most likely to say they were satisfied than males (89% compared to 86% respectively); and
- 93% of respondents who stated they felt safe also stated they were satisfied



Base: Y8 13-14 (264); Y9 14-15 (445); Y10 to date 15-16 (265)
 How satisfied or dissatisfied are you with travelling on Highways England trunk roads in this area? (Unprompted)

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

- "Happy with the roads, many have been resurfaced in the area" [Male, 17-19]
- "All been improved over the last few years and well signposted" [Male, 45-54]
- "Have a few potholes but fairly good" [Male, 25-34]
- "Am well travelled worldwide so our roads are pretty good compared to others" [Male, 45-54]
- "Have not had major hold ups in the last 12 months like we have had previously" [Female, 65+]

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

- "The winding roads/Haldon Hill is dangerous going down - too fast/no control of car" [Female, 65+]
- "Speed of traffic on roads which is frightening" [Female, 65+]
- "Other drivers are so thoughtless" [Female, 55-59]
- "Other drivers'/van drivers' speed" [Male, 45-54]

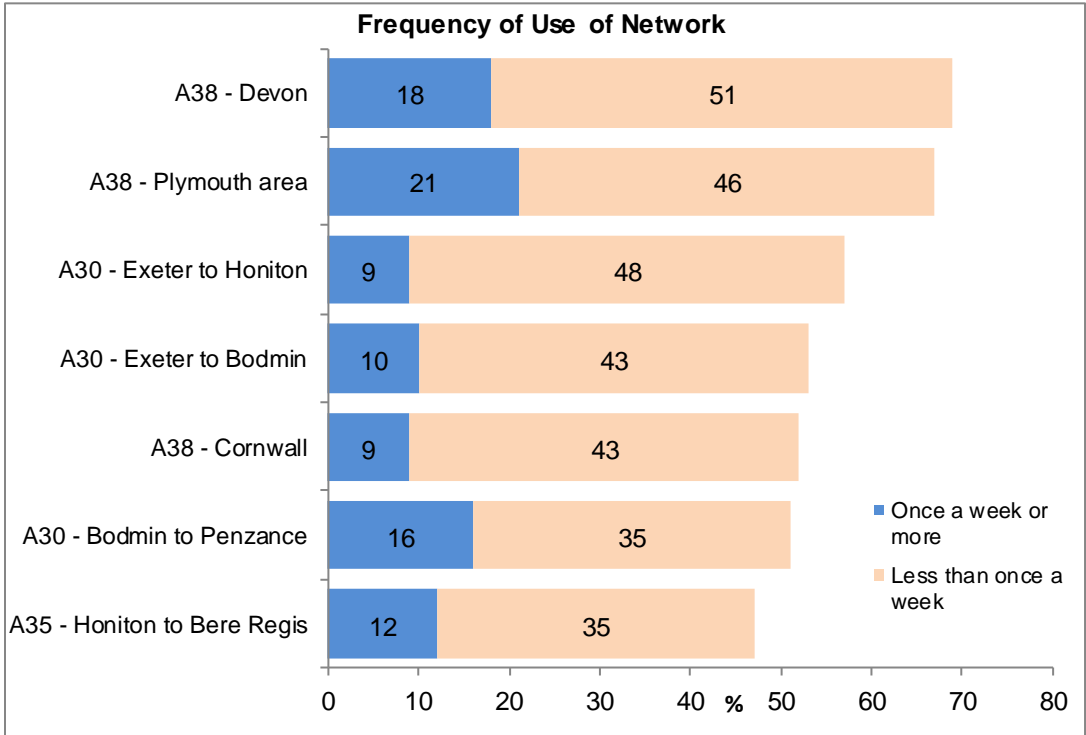
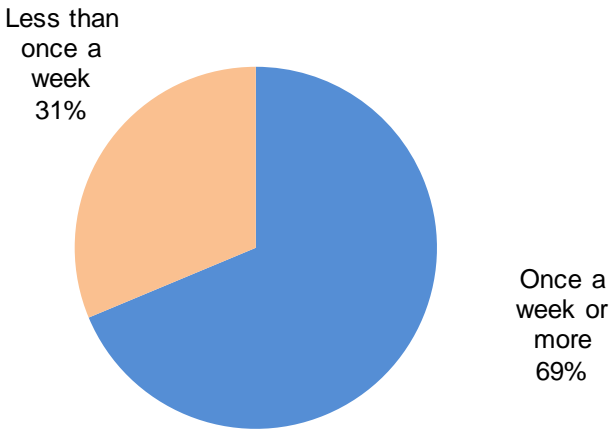
Frequency of Road Use

Respondents were asked how often they travelled on Highways England roads in Area 1. Sixty nine percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were more likely to:

- Feel less safe (53%) compared to infrequent users (62%)

The chart shows the roads by frequency of use. Overall 69% used the A38 (Devon) and 67% used the A38 (Plymouth area).

Frequency of Network Use



Base: 227
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 227 for each road
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

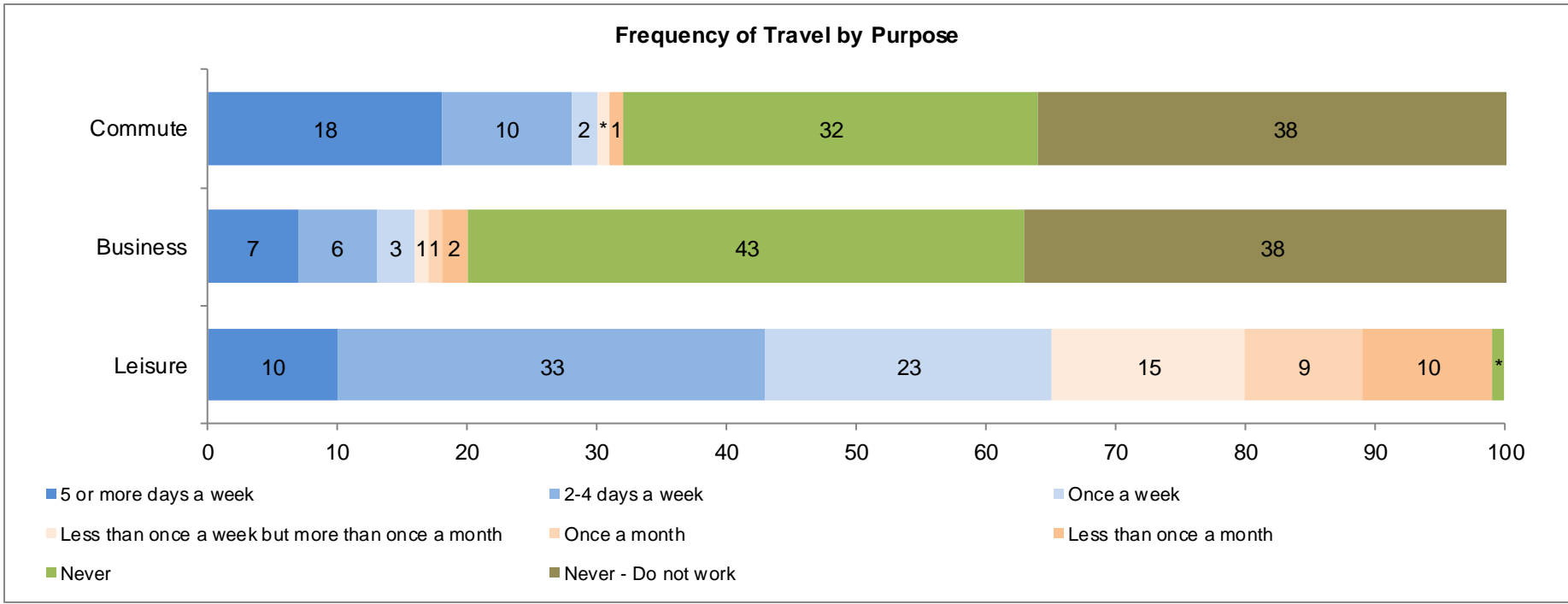
Journey Purpose

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

- 31% of respondents used roads for commuting, 32% worked but did not commute;
- 20% of respondents used roads for business purposes, 43% worked but did not; and
- All but one respondent used the roads for other purposes.

By sub group:

- Males were more likely to use the network for commuting than females (60% compared to 37%); and
- Those travelling for business were most likely to be 35-59 males drivers, from the ABC1 socio-economic group and drive between 10,001 and 20,000 miles per year.

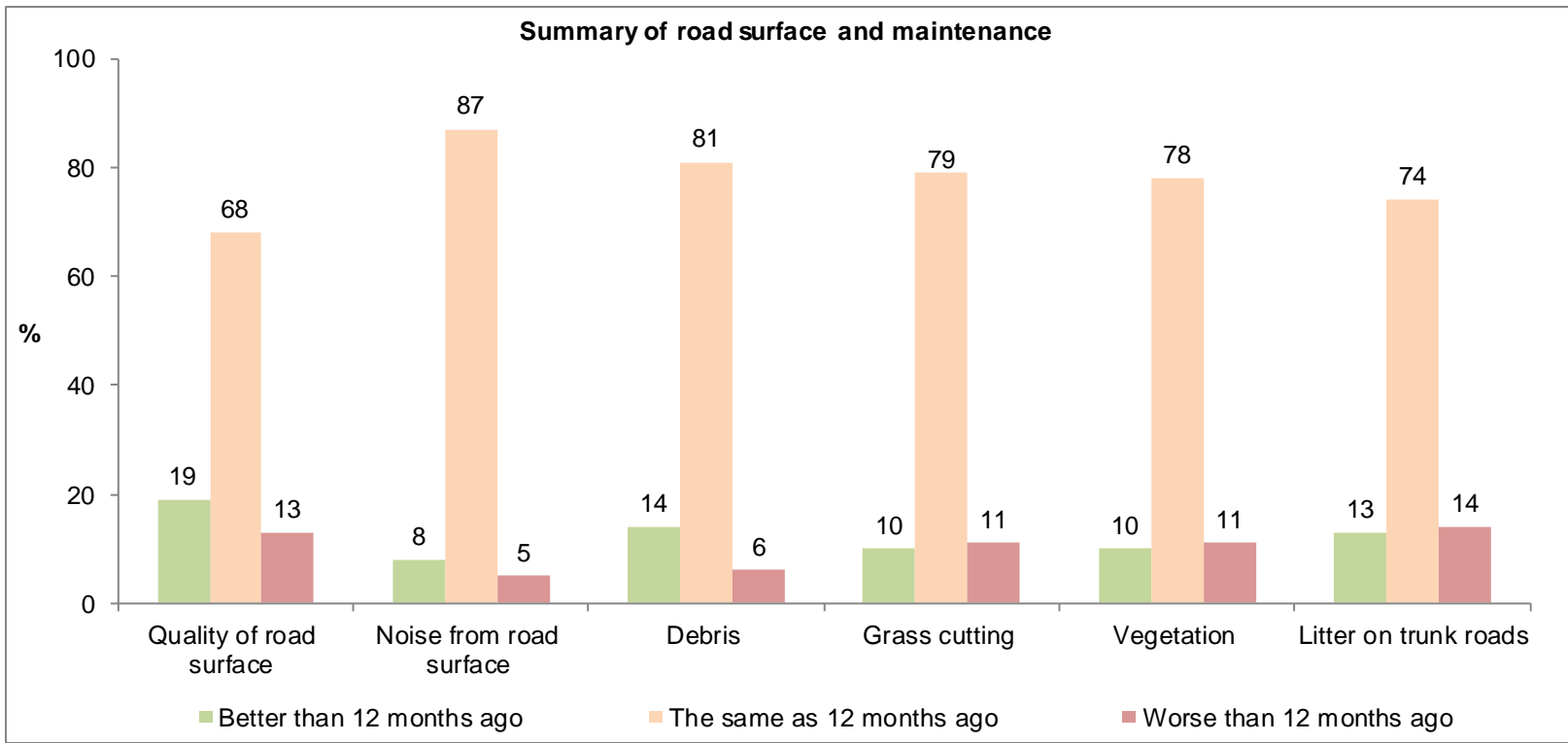


Base: 227
 (How often do you use Highways England roads for...? (Prompted))

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 sub sector:

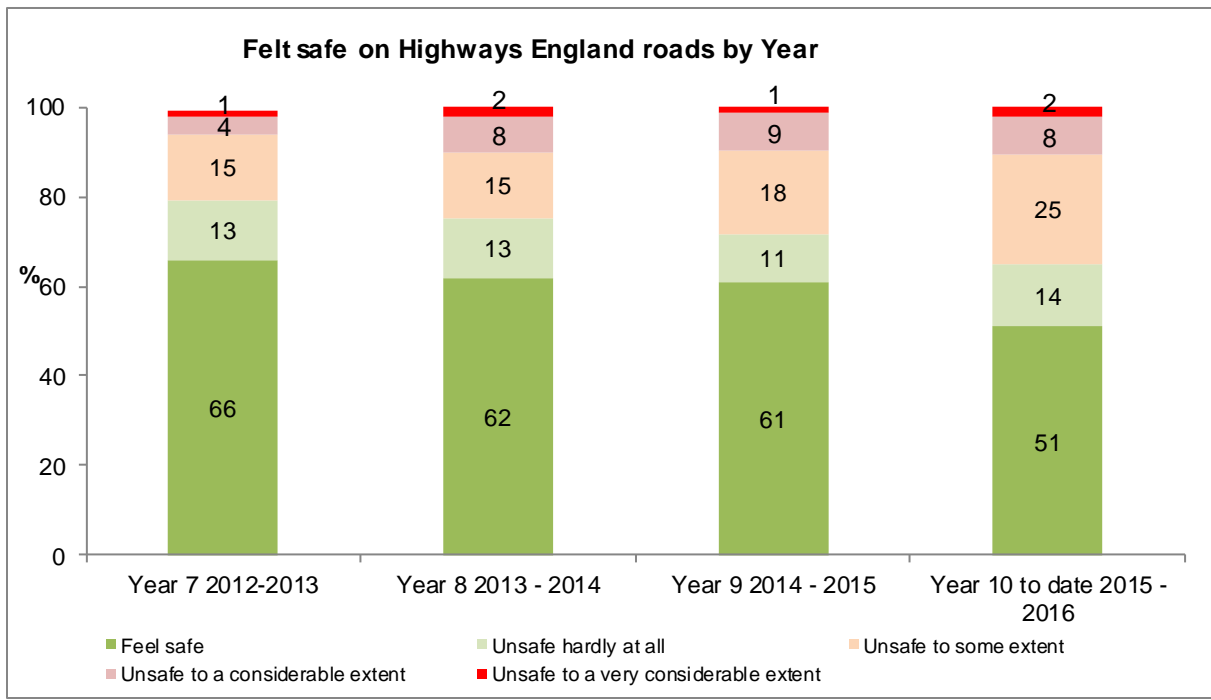
- Respondents aged 60+ were more likely to say that quality of road surface is worse (25%) than respondents aged 35-59 (10%) and 17-34 (7%);
- Males were more likely to say debris is better than 12 months ago than females (17% compared to 10%); and
- Frequent users of the network were more likely to state that litter on trunk roads is better than 12 months ago than infrequent users (16% compared to 5%)



Base: Quality of surfaces (208); Road surface noise (194); Debris (200); Grass Cutting (185); Vegetation (194); 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, 51% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (56% compared to 47% in the current reporting period);
- ✓ Non-drivers were more likely to feel safe than drivers (66% felt safe compared to 49%);
- ✓ Twenty one percent of users of the A30 (Bodmin to Penzance) felt unsafe on the road as did 20% of users of the A35 (Honiton to Bere Regis); and
- ✓ **There has been a decreasing trend in respondents feeling safe from 66% in Year 7 (2012-13) to 51% in Year 10 to date (2015-16).*



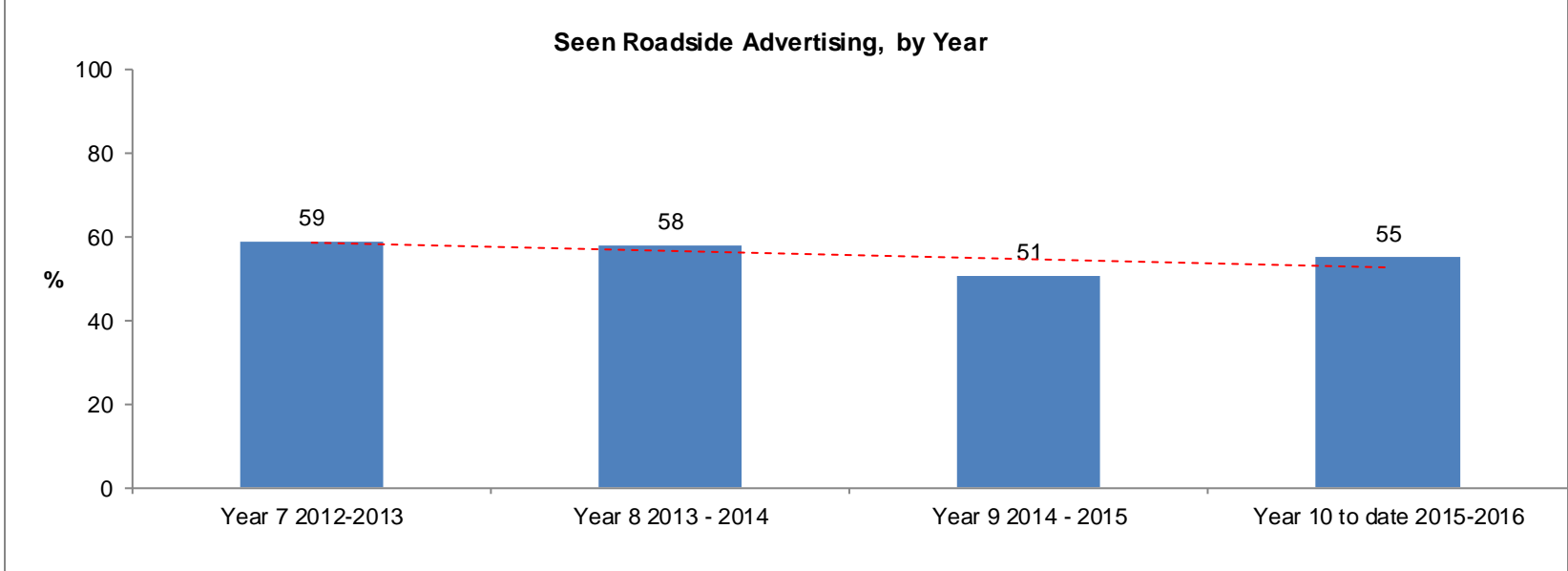
	Users of the road	Felt unsafe to some extent	
		N	%
A38 Devon	157	18	11
A38 Plymouth area	153	11	7
A30 Exeter to Honiton	128	8	6
A30 Exeter to Bodmin	120	10	8
A38 Cornwall	119	8	7
A30 Bodmin to Penzance	116	24	21
A35 Honiton to Bere Regis	107	21	20

Base = Y7 12-13 (439), Y8 13-14 (447), Y9 14-15 (445), Y10 15-16 to date (265)
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

Roadside advertising

- ✓ In the current reporting period, 55% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (59% to 28%);
- ✓ Frequent users were more likely than infrequent users to have seen roadside advertising (58% compared to 48%); and
- ✓ *The proportion of respondents who had seen roadside advertising decreased from 59% in Year 7 (2012-13) to 51% in Year 9 (2014-15) but has since increased again to 55% in Year 10 to date (2015-16).

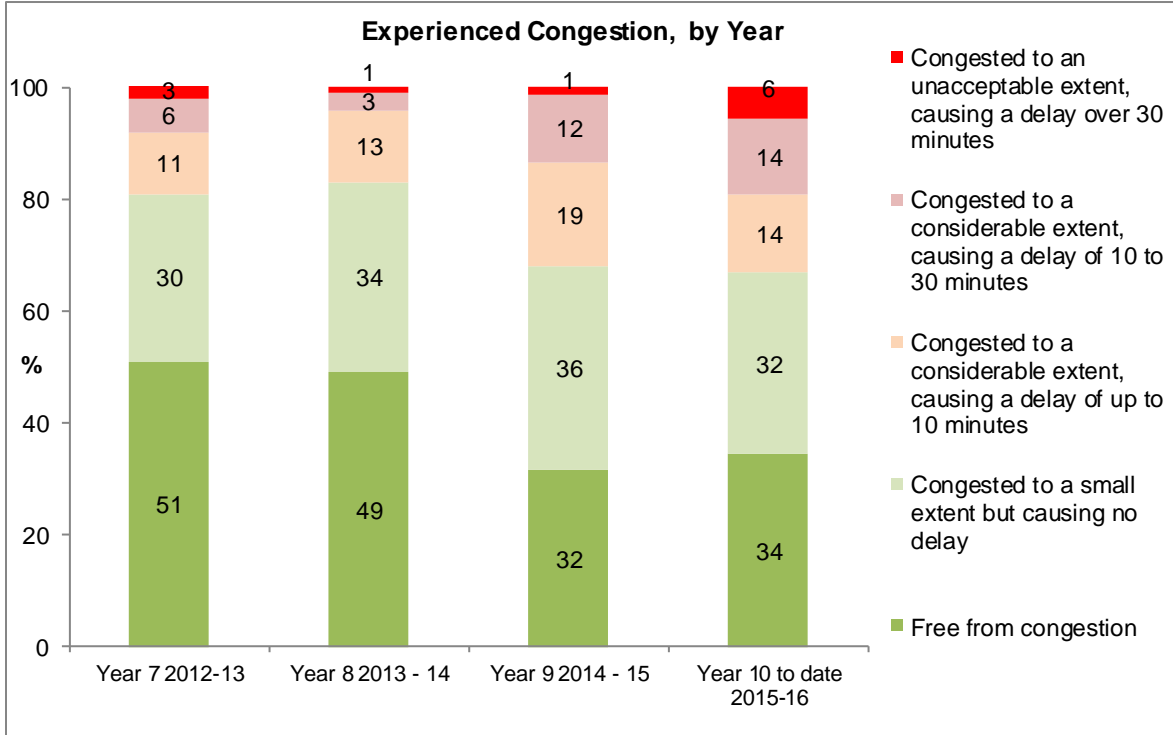


Base = Y7 12-13 (440), Y8 13-14 (447), Y9 14-15 (445), Y10 15-16 to date (265).
 Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?

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

Congestion

- ✓ In the current reporting period 65% of respondents experienced congestion and 34% experienced congestion which resulted in a delay;
- ✓ Those travelling 10,000 miles or more on Highways England roads were more likely to have experienced congestion than those who travel under 10,000 miles (74% compared to 64%);
- ✓ The A30 (Bodmin to Penzance) and the A35 (Honiton to Bere Regis) were the roads reported by the highest proportion of users as being congested (both 20%); and
- ✓ *Increase in proportion of respondents experiencing congestion from 49% in Year 8 (2013-14) to 68% in Year 10 to date (2015-16)

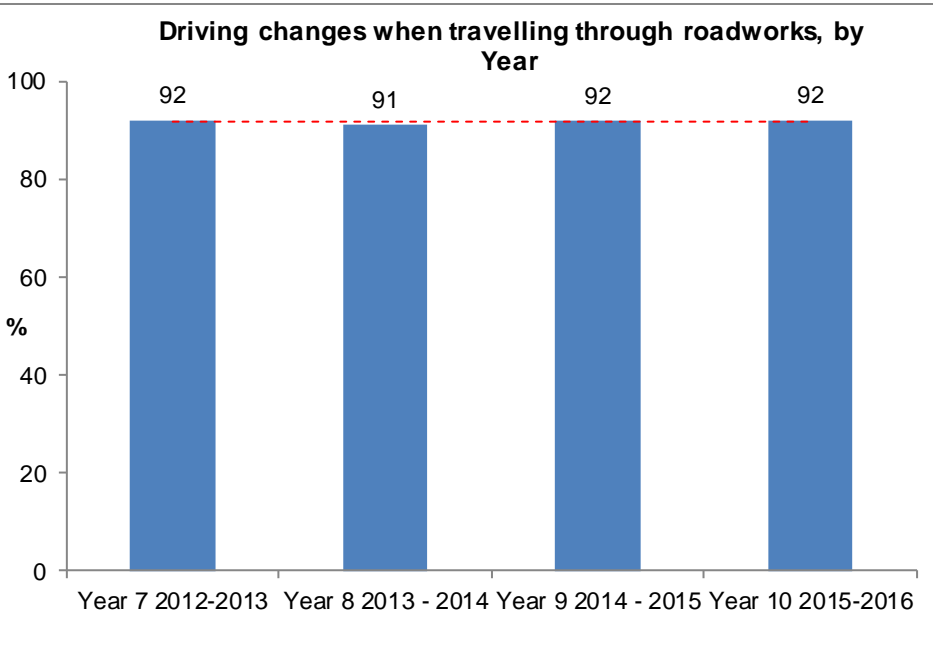


	Users of the road	Delayed by congestion	
		N	%
A38 Devon	157	14	9
A38 Plymouth area	153	8	5
A30 Exeter to Honiton	128	5	4
A30 Exeter to Bodmin	120	11	9
A38 Cornwall	119	2	2
A30 Bodmin to Penzance	116	23	20
A35 Honiton to Bere Regis	107	21	20

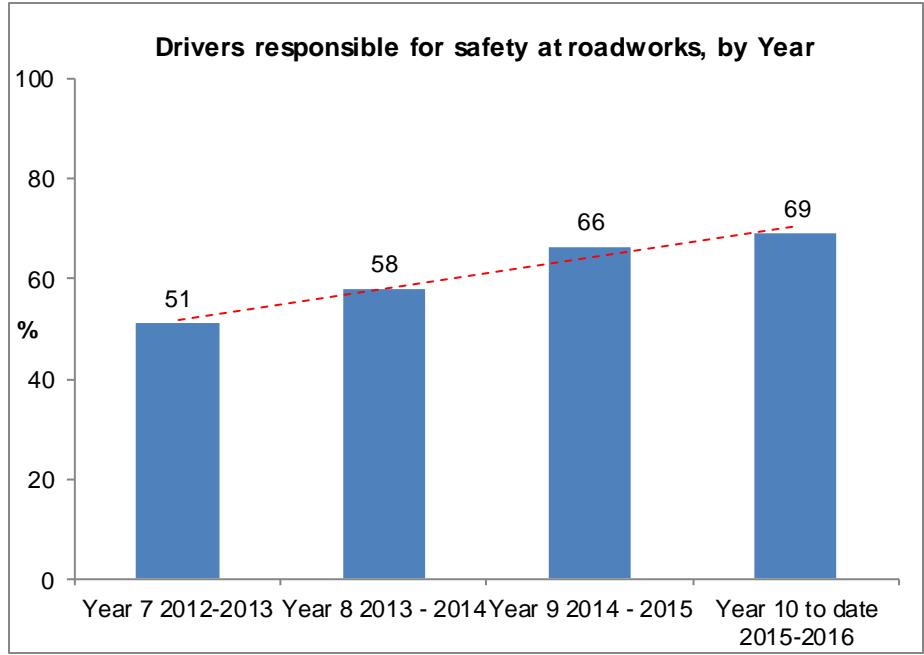
Base = Y7 12-13 (440), Y8 13-14 (447), Y9 14-15 (445), Y10 15-16 to date (265)
 Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?
 *Trend analysis on data collected since Year 7 2012-13

Driving behaviour through roadworks

- ✓ In the current reporting period, overall 92% of drivers who had driven through roadworks said their driving changed when doing so. There were no differences by sub-group.
- ✓ Seventy one percent of all respondents said drivers should be ensuring safe travel through roadworks. By sub-group:
 - ✓ Those aged 17-34 were more likely to say that drivers should be ensuring safe travel through roadworks compared to other age groups (79% compared to 68% of 35-59 year olds and 66% of respondents aged 60+);
 - ✓ Non-drivers were more likely than drivers to state that safe travel through roadworks is the drivers' responsibility (79% compared to 69%).
- ✓ There has been an increasing trend in the proportion of respondents stating that drivers are responsible for safe travel since Year 7 (2012-13) whilst the proportions stating their driving changes has stayed consistent



Base = Y7 12-13 (356), Y8 13-14 (345), Y9 14-15 (368); Y10 15-16 to date (229).
 Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?



Base = Y7 12-13 (439), Y8 13-14 (440), Y9 14-15 (443), Y10 15-16 to date (265).
 Who do you think should be ensuring drivers travel safely through roadworks?

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

Summary Tables

		Current Report (May - Oct 2015)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas	Difference from National Average
Drivers		87%	227	0%	87%	222	81%	6%
Business Drivers (drivers only)		25%	198	-5%	30%	192	29%	-4%
Frequent Users (use Agency roads once a week or more)		69%	227	11%	58%	222	60%	9%
Travel as...	Car / van driver	85%	227	-1%	86%	222	78%	7%
	Passenger in a car or van	41%	227	12%	29%	222	43%	-2%
Felt safe on the network		51%	227	● -11%	62%	222	61%	● -10%
Felt unsafe on the network		49%	227	● 11%	38%	222	39%	● 10%
	Felt unsafe: Hardly at all	32%	111	● 8%	24%	84	23%	● 9%
	Felt unsafe: To a considerable/very considerable extent	20%	111	● -6%	26%	84	20%	● 0%
	Felt unsafe: Due to other people's driving	48%	111	● 10%	38%	84	48%	● 0%
Road surface quality:	Better than 12 months ago	● 19%	208	2%	17%	204	18%	1%
	Worse than 12 months ago	13%	208	-4%	17%	204	21%	-8%
Road surface noise:	Better than 12 months ago	● 8%	194	3%	5%	190	11%	-3%
	Worse than 12 months ago	5%	194	-9%	14%	190	12%	-7%
Grass cutting:	Better than 12 months ago	10%	185	-1%	11%	197	11%	-1%
	Worse than 12 months ago	● 11%	185	1%	10%	197	8%	3%
Vegetation:	Less overgrown than 12 months ago	10%	194	-2%	12%	194	10%	0%
	More overgrown than 12 months ago	● 11%	194	4%	7%	194	8%	3%
Debris:	Better than 12 months ago	● 14%	200	3%	11%	203	13%	1%
	Worse than 12 months ago	6%	200	-2%	8%	203	10%	-4%
Litter:	Better than 12 months ago	13%	197	3%	10%	195	10%	3%
	Worse than 12 months ago	● 14%	197	-1%	15%	195	14%	0%

Summary Tables

		Current Report (May - Oct 2015)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas	Difference from National Average
Responsibility for litter seen								
Highways England		19%	227	● -9%	28%	219	23%	● -4%
Local Council/ Local Authority		16%	227	● -7%	23%	219	19%	● -3%
People travelling on the network		65%	227	● 13%	52%	219	54%	● 11%
Satisfied/ very satisfied with permanent road signs		90%	227	● -2%	92%	222	87%	● 3%
Dissatisfied/ very dissatisfied with permanent road signs		3%	227	● 1%	2%	222	3%	● 0%
Seen one or more temporary road signs		82%	227	● 5%	77%	222	64%	● 18%
Satisfied/ very satisfied with temporary road signs		86%	186	● -1%	87%	172	84%	● 2%
Dissatisfied/ very dissatisfied with temporary road signs		6%	186	● 3%	3%	172	7%	● -1%
Travelled through roadworks recently		85%	227	● 18%	67%	222	72%	● 13%
Saw signs giving reason for the work		66%	192	● 0%	66%	148	62%	● 4%
Saw no signs giving reason for the work		9%	192	● -17%	26%	148	19%	● -10%
Signs through the roadworks provided enough information		83%	144	● 14%	69%	137	69%	● 14%
Signs through the roadworks did not provide enough information		13%	144	● -15%	28%	137	21%	● -8%
Passed roadworks when no one was working		62%	192	● -2%	64%	148	64%	● -2%
Seen roadside advertising		55%	227	● 5%	50%	222	58%	● -3%
Not bothered by roadside advertising		60%	125	● 0%	60%	110	61%	● -1%
Experienced congestion on Highways England roads		65%	227	● -2%	67%	222	80%	● -15%
with delay		34%	227	● 9%	25%	222	36%	● -2%
Travel as a vulnerable user to some extent or more (n=7)		3%	227	N/A	N/A	N/A		
	Pedestrian (n=3)	1%	7	N/A	N/A	N/A	2%	● -1%
	Cyclist (n=5)	2%	7	N/A	N/A	N/A	2%	● 0%
	Horse rider (n=0)	0%	7	N/A	N/A	N/A	0%	● 0%
Red X VMS Meaning	Lane closed/ no entry	83%	227	● 5%	78%	222	N/A	N/A
Action taken	Change lanes/ avoid lanes	87%	227	● 4%	83%	222	N/A	N/A
Illegal to travel in	Yes it is illegal	71%	227	● -2%	73%	222	62%	● -9%

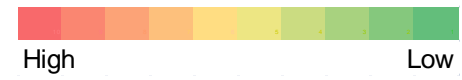
Summary Tables

	Current Report (May - Oct 2015)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas	Difference from National Average
Seen VMS	72%	227	-1%	73%	222	85%	-13%
VMS Useful / Very Useful	93%	164	2%	91%	161	90%	3%
VMS Better than 12 months ago	14%	146	-4%	18%	154	21%	-7%
Worse than 12 months ago	0%	146	-2%	2%	154	3%	-3%
Amount of rest areas: Too many	0%	227	-1%	1%	222	N/A	N/A
Amount of rest areas: Too few	23%	227	-4%	27%	222	N/A	N/A
Used toilets facilities in rest areas: Yes	14%	227	-1%	15%	222	N/A	N/A
Amount of lay-bys: Too many	1%	187	0%	1%	184	N/A	N/A
Amount of lay-bys: Too few	10%	187	-6%	16%	184	N/A	N/A
Amount of litter bins in lay-bys: Too many	0%	104	0%	0%	103	N/A	N/A
Amount of litter bins in lay-bys: Too few	54%	104	0%	54%	103	N/A	N/A
Seen Traffic Officers on A38	48%	227	-4%	52%	222	N/A	N/A
More reliable: Yes	13%	109	● -6%	19%	115	N/A	N/A
Safer: Yes	32%	109	● 2%	30%	115	N/A	N/A
Less congested: Yes	9%	109	● -6%	15%	115	N/A	N/A
Use Saltash Tunnel: Never	54%	227	2%	52%	222	N/A	N/A
Seen roadside memorials: Yes	60%	227	1%	59%	222	N/A	N/A
Roadside memorials Affect Driving: Yes	20%	136	1%	19%	131	N/A	N/A
Seen Incident Support Units: Yes	53%	227	2%	51%	222	N/A	N/A
Driving changes when travelling through roadworks	92%	198	● 1%	91%	192	84%	● 8%
Slow down	76%	183	● -6%	82%	175	81%	● -5%
Changes due to: Roadworkers	30%	183	-4%	34%	175	29%	1%
Drivers themselves should ensure safe driving	71%	227	● 7%	64%	222	66%	● 5%
Highways England should ensure safe driving	24%	227	-14%	38%	222	29%	-5%
Police should ensure safe driving	30%	227	2%	28%	222	24%	6%

Summary

	Users of the road	Felt unsafe to some extent		Road surface has bad patches		Road is moderately or very noisy		Grass not cut short		Vegetation is overgrown		Some or a lot of debris		Where litter reported		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%		
A38 Devon	157	18	11	10	6	5	3	8	5	7	4	7	4	17	11	14	9
A38 Plymouth area	153	11	7	6	4	3	2	4	3	5	3	2	1	12	8	8	5
A30 Exeter to Honiton	128	8	6	9	7	24	19	3	2	3	2	2	2	13	10	5	4
A30 Exeter to Bodmin	120	10	8	5	4	9	8	5	4	5	4	4	3	13	11	11	9
A38 Cornwall	119	8	7	1	1	1	1	4	3	5	4	1	1	7	6	2	2
A30 Bodmin to Penzance	116	24	21	6	5	3	3	8	7	9	8	8	7	14	12	23	20
A35 Honiton to Bere Regis	107	21	20	14	13	7	7	6	6	8	7	5	5	11	10	21	20

Table comparing roads, showing the proportion of users of that road where issues noted



Report Title:	19 - May - October 2015 Report	
Date of Issue:	20th November 2015	
Prepared by:	Jodie Knight	AECOM House 179 Moss Lane Altrincham WA15 8FH
Reviewed / Approved by:	Jonathan Warboys Christine Johnson	
Data File	Area 1 MTD file June 2007 – April 2014 Area 1 MTD May 2014 – October 2015	
Status	Unweighted	
Base Cases	227	

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.