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Introduction

229 people were interviewed in Area 14 between June – November 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.

Summary: Headlines

Overall satisfaction

- Overall satisfaction decreased from 80% to 76% since last reporting period
- Those aged 17-34 were significantly more likely to be satisfied than those aged 35-59 (86% compared to 65%)

Safety

- Slight increase in proportion feeling safe compared to last report (from 64% to 65%)
- Drivers are significantly less likely to feel safe than non-drivers (56% compared to 86%)
- 11% of users of the A1 Newcastle felt unsafe to some extent or more

Roadworks

- Small decrease in the proportions of people NOT seeing road signs compared to the last reporting period (from 31% to 26%)
- Proportions saying signs do NOT provide enough information have stayed the same compared to the last reporting period (both 17%)

Litter

- 17% of respondents said litter was better than 12 months ago on motorways, whilst only 10% said the same for trunk roads
- Frequent users were significantly more likely to say litter on trunk roads was better than 12 months ago
- 16% of users on the A1(M) reported seeing litter, as did 11% of A1 Newcastle users

Red X

- 61% of respondents knew it was illegal to drive in a lane with a red X
- Males significantly more likely to know that it is illegal than females (68% to 55%)
- Frequent users more likely to know that it is illegal than infrequent users (65% compared to 56%)

Congestion

- Decrease in the number of people experiencing congestion since last report (from 84% to 79%)
- However, increase in users experiencing congestion with a delay (36% to 43%)
- 31% of users of the A1 Newcastle reported being delayed by congestion as did 13% of users of A1(M)

VMS

- 87% of users think that VMS signs are very or quite useful, a slight decrease from 89% last reporting period
- 25% of users feel that VMS are better than 12 months ago, an increase from 19% on the last reporting period
- 17-34 year olds were more likely to find them useful than those aged 35-59 or 60+ (91% compared to 86% and 85% respectively)

Summary: Headlines

72% passed roadworks where no-one was working, with 32% feeling annoyed by this...

"Typical observation - more of a joke when you see someone working"

"Do not enter, the way ahead is closed"

65% had seen VMS in the area, 15% said Highways England had to ensure they were more up to date...

"They flick too quickly to read them properly"

"Update them more often and state the time they were updated"

35% had felt unsafe on a Highways England road in the last 12 months, with 36% putting this down to other drivers and 23% roadworks...

"On the A19 I hit a large piece of wood which buckled my wheel and was very frightening"

"Moving cones can cause problems"

56% said that the Red X means that the lane is closed, 39% didn't know that it was illegal to travel in a Red X lane...

"No stopping"

"Take another route"

86% said their driving changed when travelling through roadworks with the presence of roadworkers the most common reason for this (35%)...

"Drivers in front ignore road signs they weave in and out of lanes"

"The advert where the children say about their dad working on the roads is thought provoking"



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

- Positive change compared with last report
 - Similar to last report
 - Negative change compared with last report

Summary: Area 14 Headlines (Comparisons to last report (December 2014 to May 2015))

Safety: felt safe

Slight increase in proportions feeling safe, from 64% to 65%



Base: Report 18=231, Report 19=229

Standard of road surface

22% said worse than 12 months ago, whilst only 19% said better



Base: 213

Vegetation

19% said less overgrown than 12 months ago, whilst only 11% said worse



Base: 199

Grass Cutting

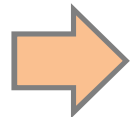
24% said better than 12 months ago compared to 9% saying worse



Base: 204

Amount of litter (TR)

12% of people each said better and worse than 12 months ago



Base: 195

Amount of litter (m/ways)

20% said better than 12 months ago compared to 11% saying worse



Base: 195

Permanent road signs

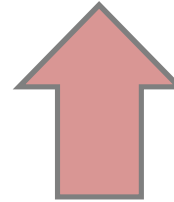
Increase in people feeling satisfied from 84% to 89%



Base: Report 18=231, Report 19=229

Signs through roadworks

24% of people saw no signs through roadworks, an increase from 21%



Base: Report 18=181, Report 19=136

VMS: Better than 12 months ago

25% said better than 12 months ago, whilst only 5% said they were worse



Base: 148

Debris

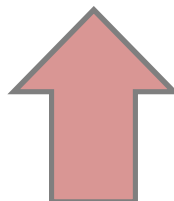
24% said the amount of debris was better than 12 months ago, only 9% said worse



Base: 206

Congestion

43% said they experienced congestion with a delay, an increase from 36% in the last report



Base: Report 18=231, Report 19=221

Red X



61% indicated it was illegal to drive in a lane with a red X.

Base: 229

Roadworker safety



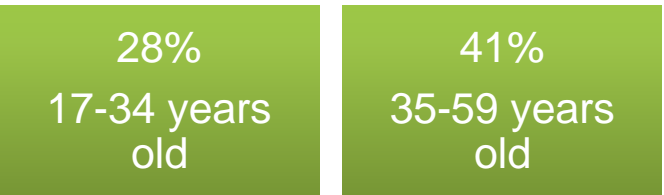
Of those who change their driving due to roadworks 86% slowed down

35% said this was because of roadworkers

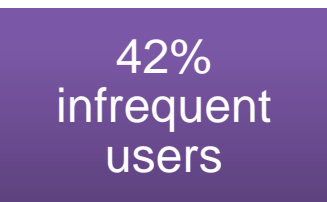
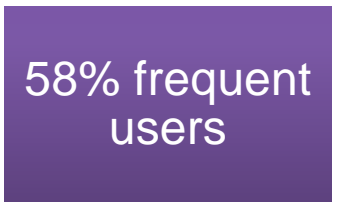
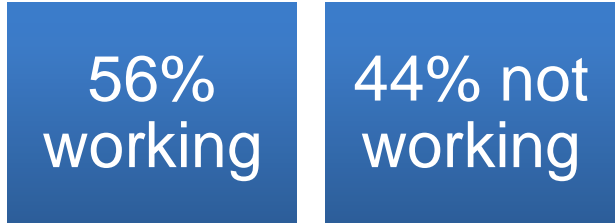
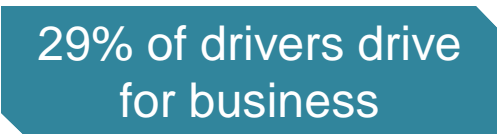
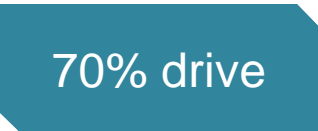
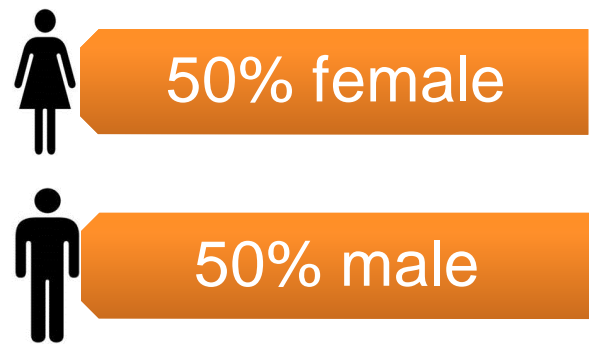
Base: 138

**More comparisons are shown on page 21*

Summary: Information on respondents (Report 19)



229 interviews conducted



Introduction

This report presents the results of surveys conducted in Area 14 between June and November 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 14
 - Naming of Trunk Road Junctions (page 9)
 - Variable Message Signs (page 11)
 - Overall Satisfaction (page 12)
- Use of the Highways England network
 - Frequency of use of the network (page 13) journey purpose (page 14)
- Summary of conditions of road and maintenance (page 15)
- Safety on the network (page 16)
- Roadside advertising (page 17)
- Experience of congestion (page 18)
- Driving behaviour through roadworks and safety at roadworks (page 19)
- Summary tables (page 21)

Appendix 1 presents the survey questionnaire, annotated with top-line responses for all questions between June to November 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 Questions

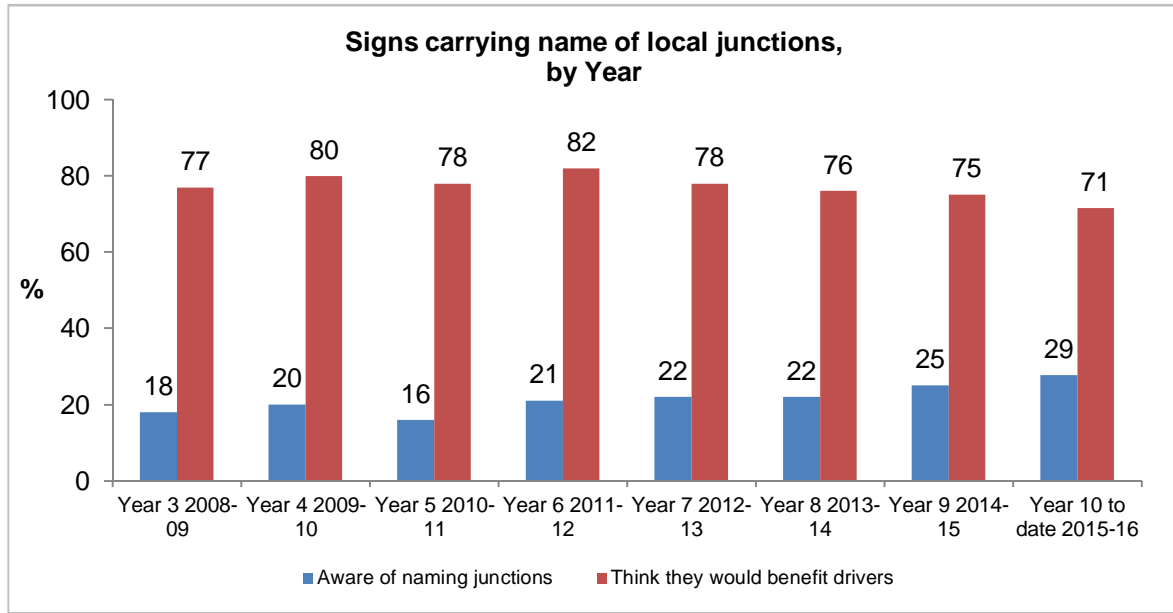
Naming of Trunk Road Junctions

Respondents were asked whether or not they were aware that some of the signs on Highways England trunk roads around Gateshead and Newcastle carry the local name of the junction.

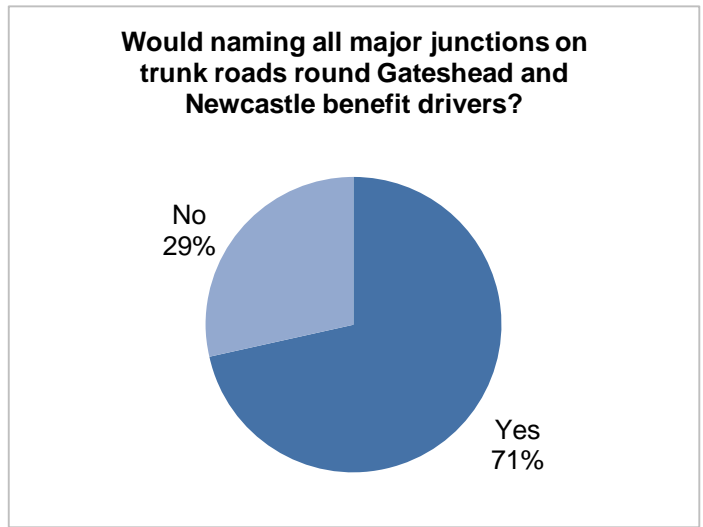
In the current reporting period 76% were not aware that some of the junctions carry local names. There has been a gradual increase in the proportions of respondents who are aware since Year 3 (2008-2009)

Respondents were then asked whether they thought naming all major junctions would benefit drivers. Seventy one percent said that it would. By subgroup;

- Frequent drivers were significantly less likely to say that it would benefit drivers compared to infrequent drivers (64% compared to 80%)
- Those who drive for business were significantly more likely to say that it would benefit drivers compared to those who don't (85% compared to 60%)
- Females were more likely to say that it would benefit drivers than males (77% compared to 65%)



Base: Aware of naming junctions: Y3 08-09 (133), Y4 09-10 (812), Y5 10-11 (810), Y6 11-12 (502), Y7 12-13 (448), Y8 13-14 (457), Y9 14-15 (463); Y10 to date 15-16 (303)
 Think they would benefit drivers: Y3 08-09 (126), Y4 09-10 (787), Y5 10-11(784), Y6 11-12 (502), Y7 12-13 (446), Y8 13-14 (454), Y9 14-15 (459), Y10 to date 15-16 (303)



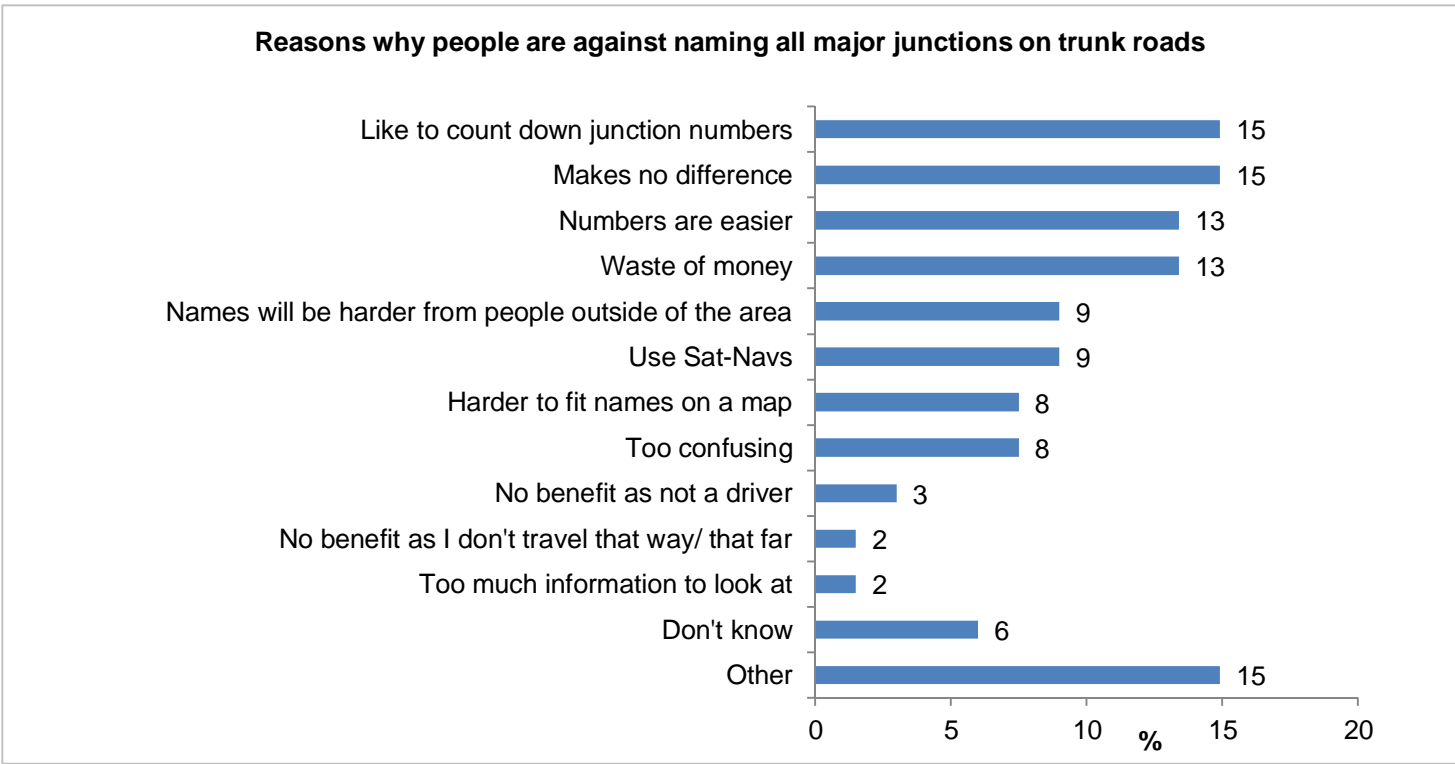
Base: 229
 Do you think that naming all major junctions on trunk roads round Gateshead and Newcastle would be of benefit to drivers? (Unprompted)

Area Specific Questions

Naming of Trunk Road Junctions

Those thinking naming all major trunk road junctions would not be of benefit to drivers were asked why this was. Fifteen percent said that they liked to count down junction numbers, however a further 15% indicated that it made no difference. Thirteen percent each stated that numbers are easier and that naming the junctions would be a waste of money. Other comments included;

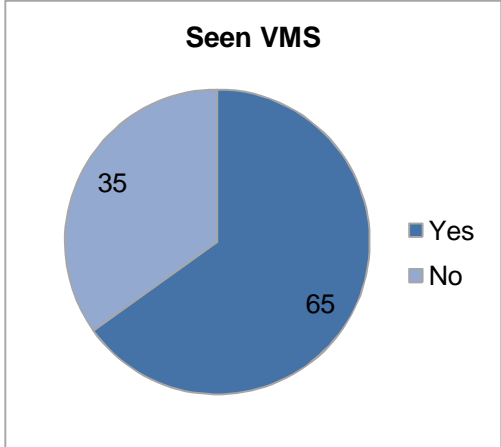
- *“If any information about delays it's helpful to know exact spot you're at.” 17-34 year old female*
- *“Sometimes it can be confusing leaving Newcastle” 17-34 year old male*
- *“It would seriously be good” 60+ male*



Base: 67

Why do you think that naming all major junctions on trunk roads round Gateshead and Newcastle would not be a benefit to drivers? (Unprompted). Respondents could give more than one answer

Area Specific: Variable Message Signs



Respondents were asked if they had seen any VMS on the Highways England network in the last 12 months. 65% said they had seen VMS, a decrease on the last reporting period (71%). Respondents were also asked how useful they found the VMS; 87% said they found them either very or quite useful. By subgroup;

- Younger people aged 17-34 year olds were more likely to find them useful than those aged 35-59 or 60+ (91% compared to 86% and 85% respectively)
- Those who drive more than 10,000 miles per year work less likely to find VMS useful than those who drive less (83% compared to 88%)

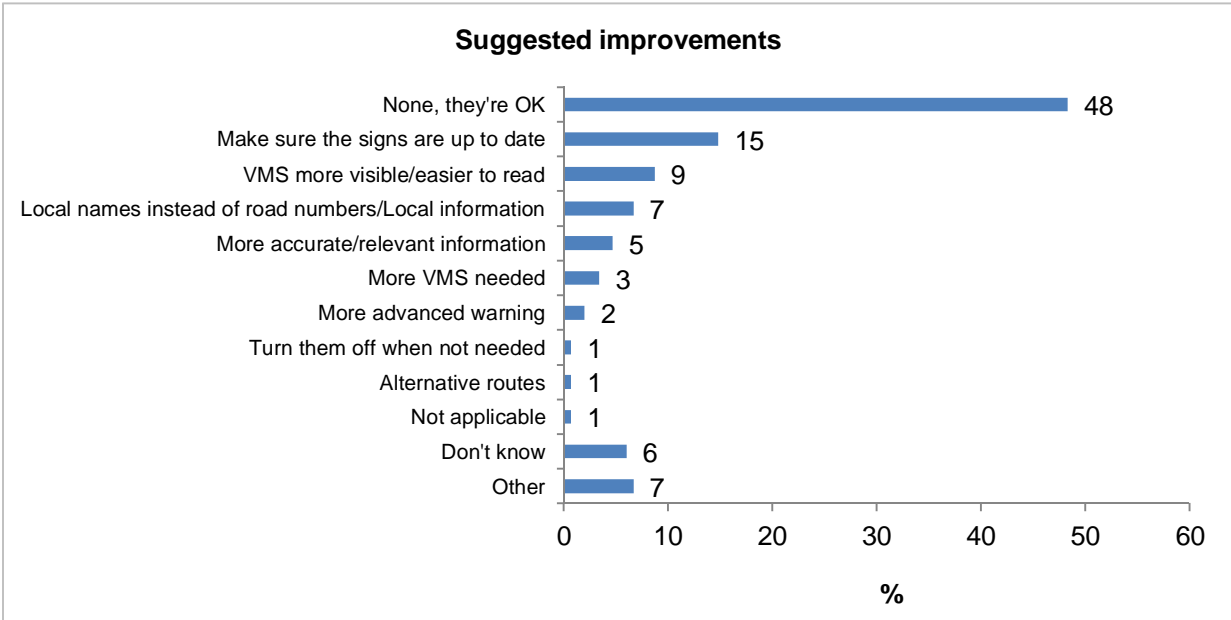
Respondents were then asked whether the VMS in the area were better, worse or the same as 12 months ago. Twenty five percent said they were better than 12 months ago, whilst 5% felt they were worse. The majority, 70%, felt they were the same as 12 months ago.

Base: 229
Have you seen any VMS on Highways England roads in this area in the last 12 months? (Prompted)

A chart showing suggested improvements to VMS by respondents is shown to the right.

15% of respondents suggested that signs need to be kept up to date, whilst 9% indicated that signs needed to be more visible/ easier to read.

- Drivers were significantly more likely to suggest signs need to be kept up to date than non-drivers (19% compared to 3%)
- Other suggestions included having more local event information and for the to only flash when they are relevant. A full breakdown of other responses can be found in the Appendix



Base: 149
Is there any way in which you think that VMS could be improved? (Unprompted)

Overall Satisfaction

Respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 14.

In the current reporting period (June to November 2015), the majority (76%) of respondents were either very satisfied (21%) or fairly satisfied (55%).

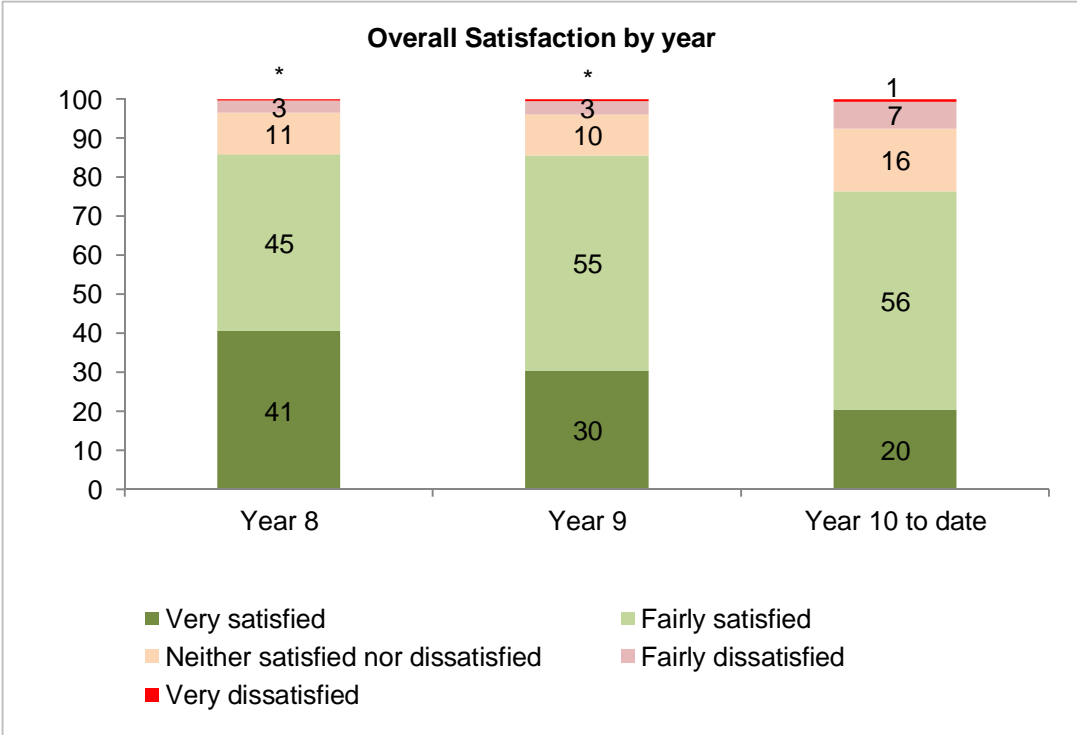
The trend, by year, since this question was introduced is shown in the chart.

By subgroup

- Drivers were significantly more likely to be dissatisfied than non drivers (10% compared to 1%)
- Those aged 17-34 were significantly more likely to be satisfied than those aged 35-59 (86% compared to 65%)
- Frequent users were significantly more likely to be dissatisfied than infrequent drivers (11% compared to 2%)

Reasons for respondents being satisfied included:

- *You cannot help the volume of traffic which is the problem usually (Male, 60-64)*
- *The Tyne tunnel is so quick now, there is no delay (Male, 35-44)*
- *Gets me from A to B promptly and safely (Male, 60-64)*
- *Always well maintained, clean and gets me to where I want to go. Complete roadworks causing no major delays to traffic (Female, 17-19)*
- *Seem to be improving the roads and getting a handle on the problem areas. Noticed less advertising on the roads (Male, 25-34)*
- *I know they're making lots of improvements and don't come across many problems (Female, 35-44)*



Year 8 13-14 (227), Year 9 14-15 (400), Year 10 to date 15-16 (304)
 How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Unprompted)

Reasons for respondents being dissatisfied included:

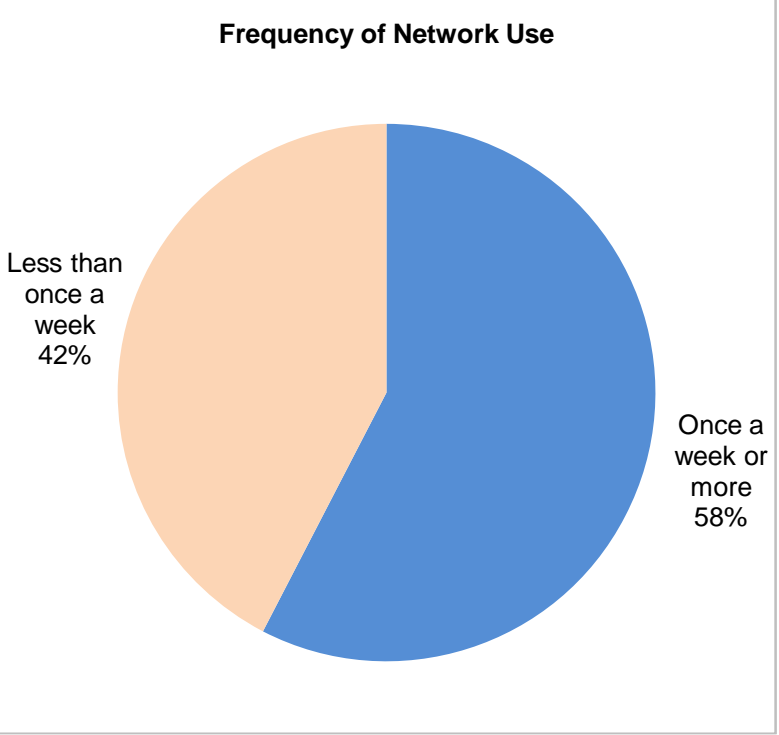
- *Too many roadworks not being completed quickly enough (Female, 45-54)*
- *Do not think planning of roadworks are good, nobody working on it. Better planning needed (Male, 55-59)*
- *Need more gritting of roads in the winter and more people working on the roadworks (Male 45-54)*
- *Amount of roadworks. Amount of congestion. Can't travel any distance without hitting roadworks (Male, 65+)*
- *Taking too long to do roadworks at A1 Newcastle around the Metro Centre (Female, 45-54)*
- *Roadworks with no-one working on them sometimes (Male, 25-34)*

Frequency of Road Use

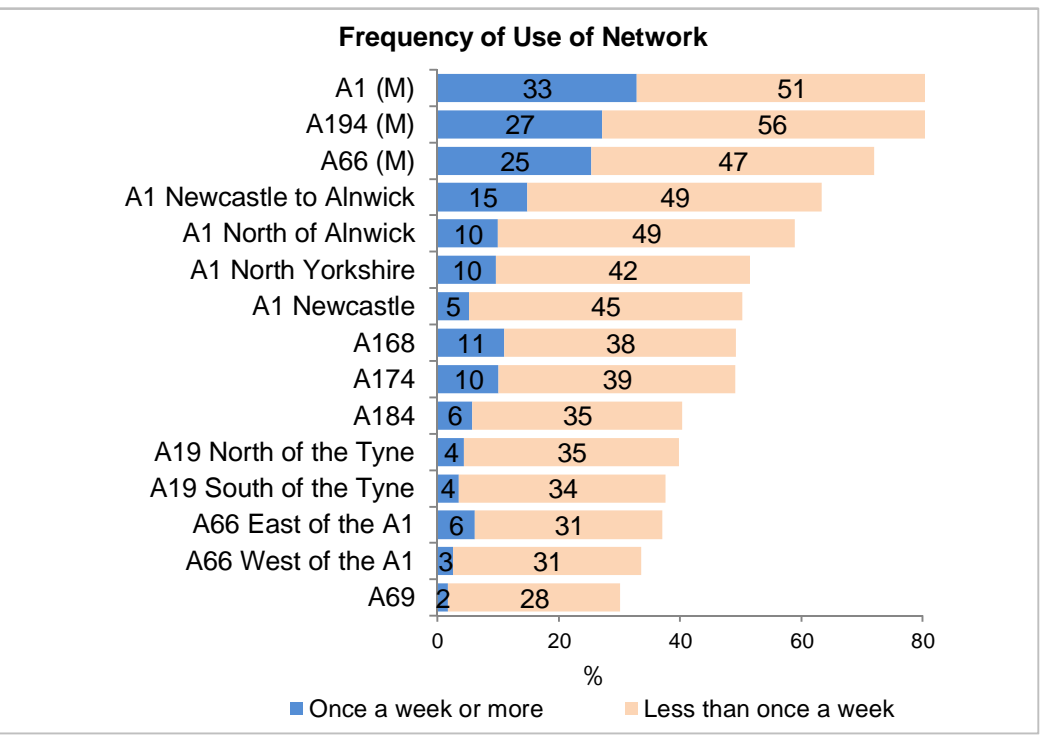
Respondents were asked how often they travelled on Highways England roads in Area 14. Fifty eight percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were more likely to:

- Feel unsafe on roads (43% compared to 24% of infrequent users);
- Know that driving in a lane with a Red X above it is illegal (65% compared to 56%); and
- Have experienced congestion (88% compared to 67%).

The chart shows the most frequently used roads. Overall, 84% used the A1(M), 83% the A194(M) and 72% the A66(M). The least frequently used was the A69 with only 30% of respondents using the road.



Base: 229
How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)



Base: 229 for each road
How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

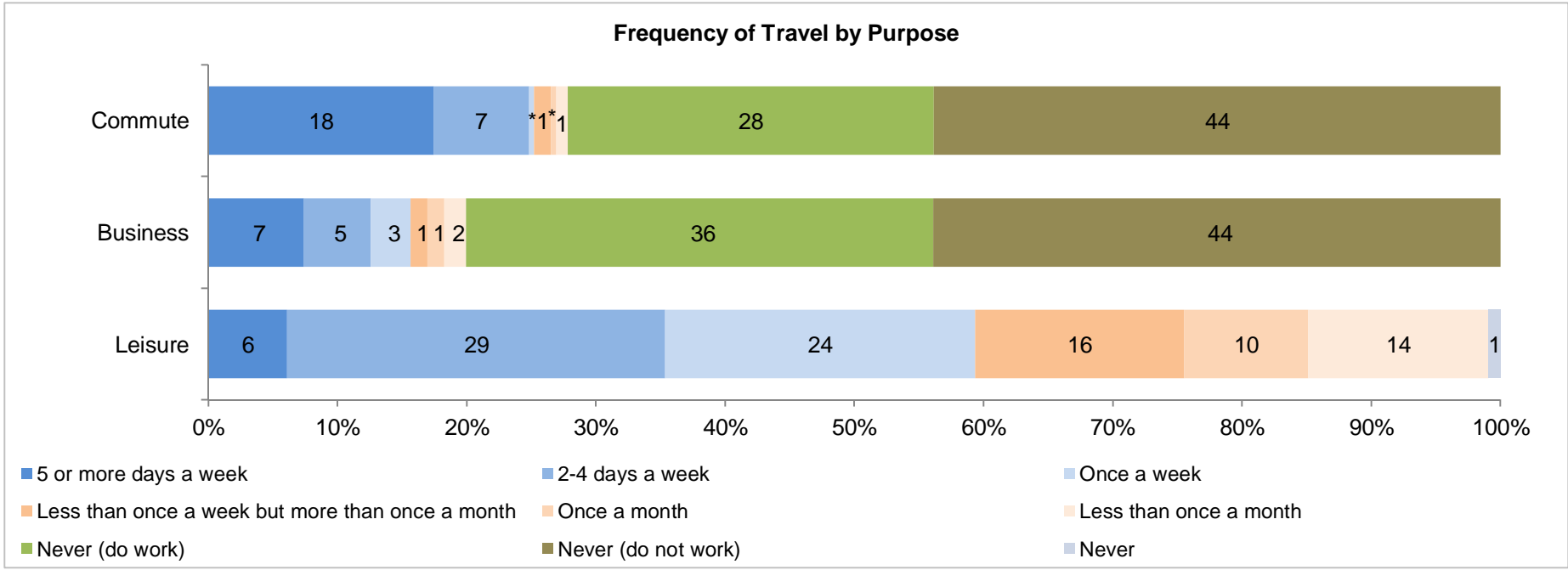
Journey Purpose

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

- 28% of respondents used Highways England roads for commuting, a further 28% worked but did not commute;
- 19% of respondents used Highways England roads for business purposes, 36% worked but did not travel on them for business; and
- All but 1% used the roads for other purposes.

By sub group:

- Those using the network for commuting were more likely to be 35-59 year old male drivers, from the C2 socio-economic group and drive over 10,000 miles per year; and
- Those driving for business were most likely to be 60+ males drivers, from the C2 socio-economic group and drive more than 10,000 miles per year.

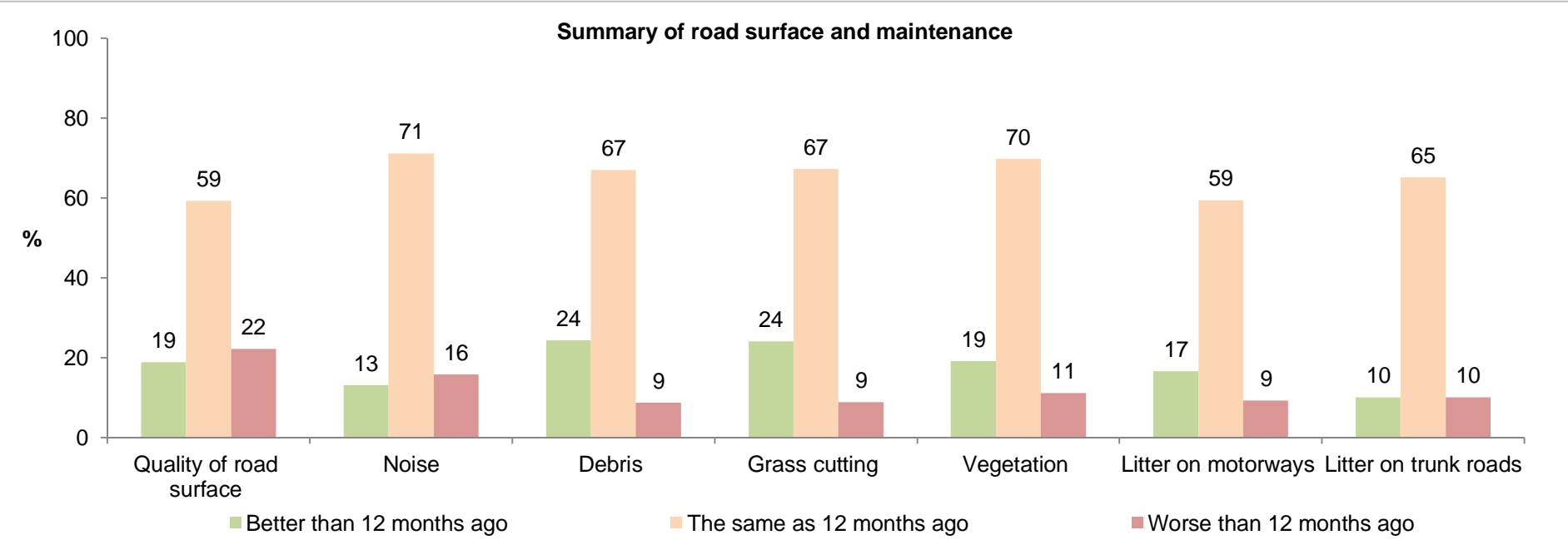


Base: 229
 How often do you use Highways England roads for...? (Prompted)

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:

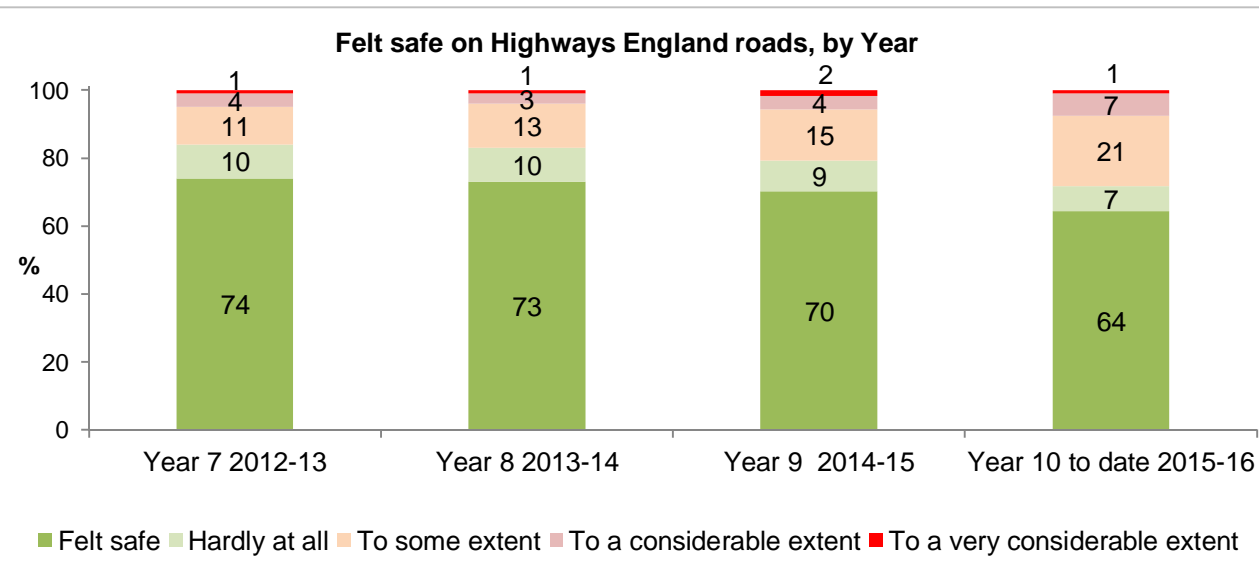
- Frequent drivers were significantly more likely to level of litter on motorways was better than 12 months ago infrequent drivers (22% compared to 9%);
- Those who drive for business purposes were significantly more likely to think the levels of litter on trunk roads were worse than 12 months ago than those who don't (22% compared to 8%);
- Respondents who drive more than 10,000 miles per year were more likely to think the grass cutting was better than 12 months ago than those who drive 10,000 miles or less (25% compared to 19%)
- Drivers were less likely to say that the quality of road surface was better than 12 months ago than non-drivers (18% compared to 21%);
- Males were more likely to say that debris levels were better than 12 months ago than females (28% compared to 20%)



Base: Quality of surfaces (213); Noise (198); Debris (206); Grass Cutting (204); Vegetation (199); Litter on motorways (195); Litter on trunk roads (195) Thinking about the Highways Agency roads that you have used in this area over the last 12 months, do you think _____ are/is...

Safety

- ✓ In the current reporting period, 65% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Drivers are significantly less likely to feel safe than non-drivers (56% compared to 86% in the current reporting period);
- ✓ Frequent drivers significantly more likely to feel unsafe than infrequent drivers (43% compared to 24% in the current reporting period);
- ✓ Fourteen percent of users of the A1 Newcastle felt unsafe to some extent or more, as well as 8% of users of the A19 South of the Tyne; and
- ✓ *Decrease from 74% in Year 7 to 64% in Year 10 to date (64%).



Base = Year 7 12-13 (446), Year 8 13-14 (454), Year 9 14-15 (461), Year 10 to date 15-16 (304)

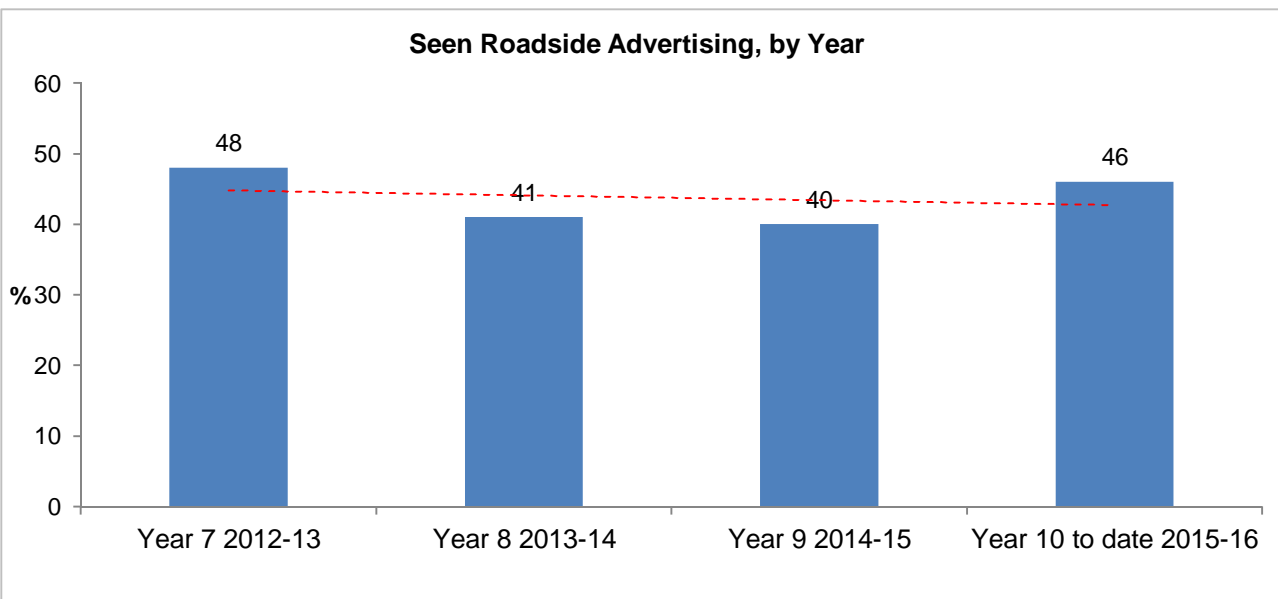
To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

	Users of the road	Felt unsafe to some extent or more	
		N	%
A1 Newcastle	192	27	14
A1 (M)	190	13	7
A19 South of the Tyne	165	14	8
A19 North of the Tyne	145	4	3
A69	135	8	6
A1 Newcastle to Alnwick	118	2	2
A1 North Yorkshire	115	2	2
A194 (M)	112	0	0
A184	112	0	0
A696	99	0	0
A1 North of Alnwick	92	1	1
A66 (M)	91	1	1
A174	86	0	0
A66 East of A1	85	1	1
A66 West of A1	77	3	4
A168	69	0	0

Roadside advertising

- ✓ In the current reporting period, 50% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers more likely to have seen roadside advertising than non-drivers (52% compared to 46% in the current reporting period);
- ✓ Users of the A19 South of the Tyne and the A1(M) were the most likely to see roadside advertising with 17% and 15% of users seeing it on these roads; and
- ✓ *Decreasing trend in respondents seeing roadside advertising since Year 7 (2012-13), despite an increase from 45% in Year 9 to 46% in Year 10 to date.



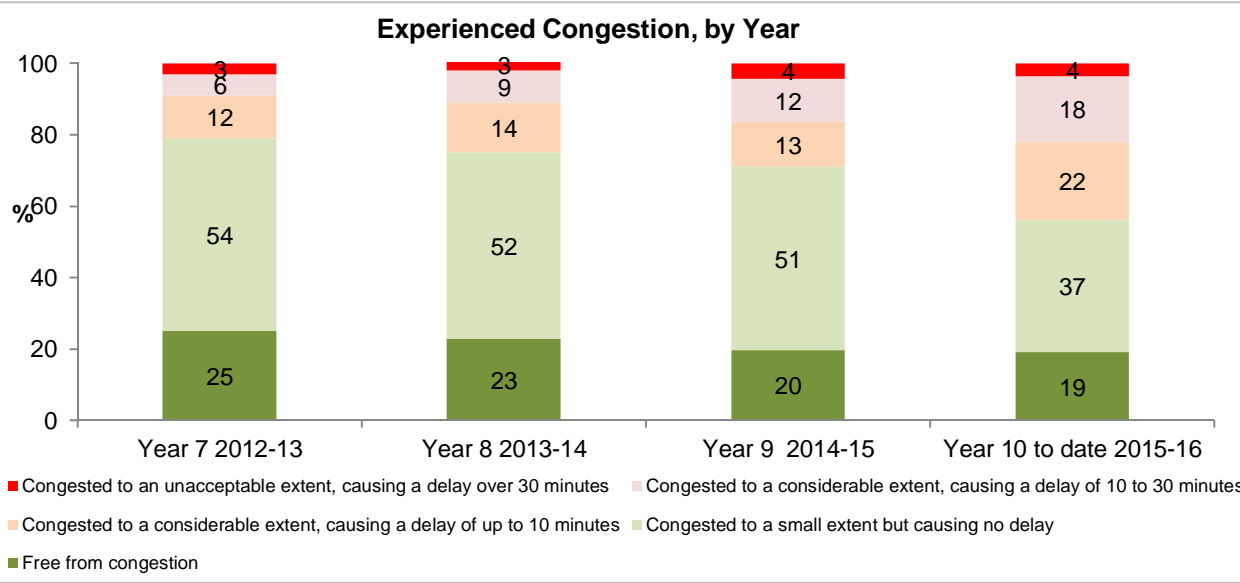
	Users of the road	Roadside Advertising	
		N	%
A1 Newcastle	192	23	12
A1 (M)	190	29	15
A19 South of the Tyne	165	33	17
A19 North of the Tyne	145	7	4
A69	135	18	12
A1 Newcastle to Alnwick	118	5	4
A1 North Yorkshire	115	6	5
A194 (M)	112	1	1
A184	112	1	1
A696	99	1	1
A1 North of Alnwick	92	3	3
A66 (M)	91	3	3
A174	86	0	0
A66 East of A1	85	3	3
A66 West of A1	77	2	2
A168	69	1	1

Base = Year 7 12-13 (448), Year 8 13-14 (457), Year 9 14-15 (76), Year 10 15-16 to date (304) . *Thinking about the Highways Agency 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 79% of respondents experienced congestion on Highways England roads and 43% experienced congestion which resulted in a delay;
- ✓ Frequent users were significantly more likely to have experienced congestion than infrequent users (88% compared to 67% in the current reporting period);
- ✓ Those working full time were significantly more likely to have experienced congestion compared to those who are not (85% compared to 74%);
- ✓ The A1 Newcastle and the A1(M) were the roads reported by the highest proportion of users as being congested (31% and 13% respectively); and
- ✓ **Increase in the proportions of respondents experiencing congestion on Highways England roads year to year.*



Base = Year 7 12-13 (448), Year 8 13-14 (457), Year 9 14-15 (463), Year 10 15-16 to date(304)
Thinking about your experience of Highways Agency roads in your local area recently, would you say that the roads were generally...?

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

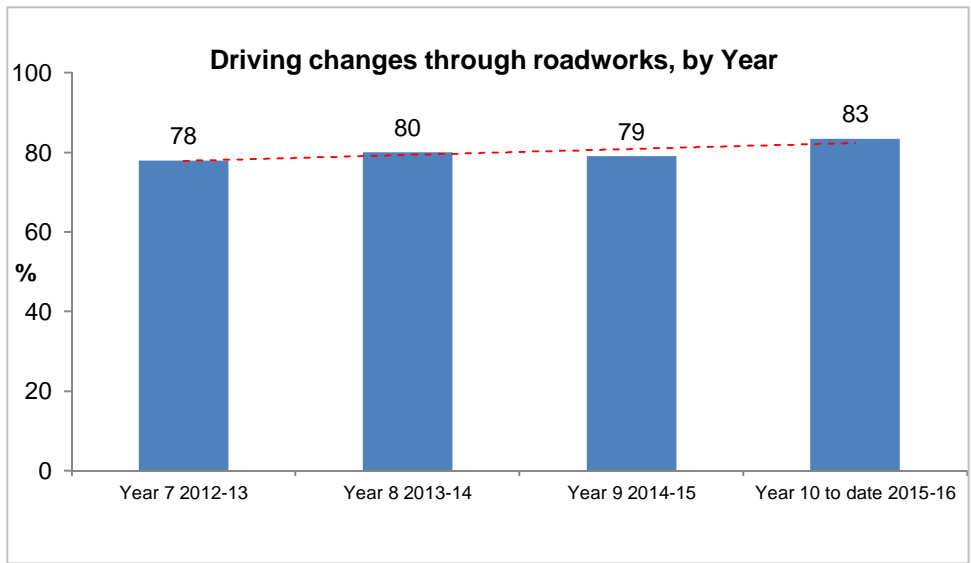
	Users of the road	Delayed by congestion	
		N	%
A1 Newcastle	192	60	31
A1 (M)	190	24	13
A19 South of the Tyne	165	16	8
A19 North of the Tyne	145	2	1
A69	135	3	2
A1 Newcastle to Alnwick	118	1	1
A1 North Yorkshire	115	2	2
A194 (M)	112	1	1
A184	112	0	0
A696	99	0	0
A1 North of Alnwick	92	1	1
A66 (M)	91	1	1
A174	86	1	1
A66 East of A1	85	2	2
A66 West of A1	77	1	1
A168	69	1	1

Experience of travel through roadworks

Respondents were asked whether their driving changes when they travel through roadworks, 86% of drivers indicated that their driving does change.

These respondents were then asked in what way their driving changes. Eighty six percent of respondents said that they slowed down, whilst 25% indicated that they were more careful. In the current reporting period, for whether driving changes by sub-group:

- Those who drive for business purposes were more likely to change their driving compared to those that do not (94% compared to 82%);
- Frequent drivers were less likely to change their driving than infrequent drivers (84% compared to 89%); and
- Females were more likely to change their driving than males (90% compared to 82%).
- *Proportions of respondents saying that their driving changes through roadworks has, despite some fluctuations, has remained at a similar level since Year 1(2006-07)



Base = Year 7 12-13 (338), Year 8 13-14 (353), Year 9 14-15 (355), Year 10 15-16 to date (299).
 Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?

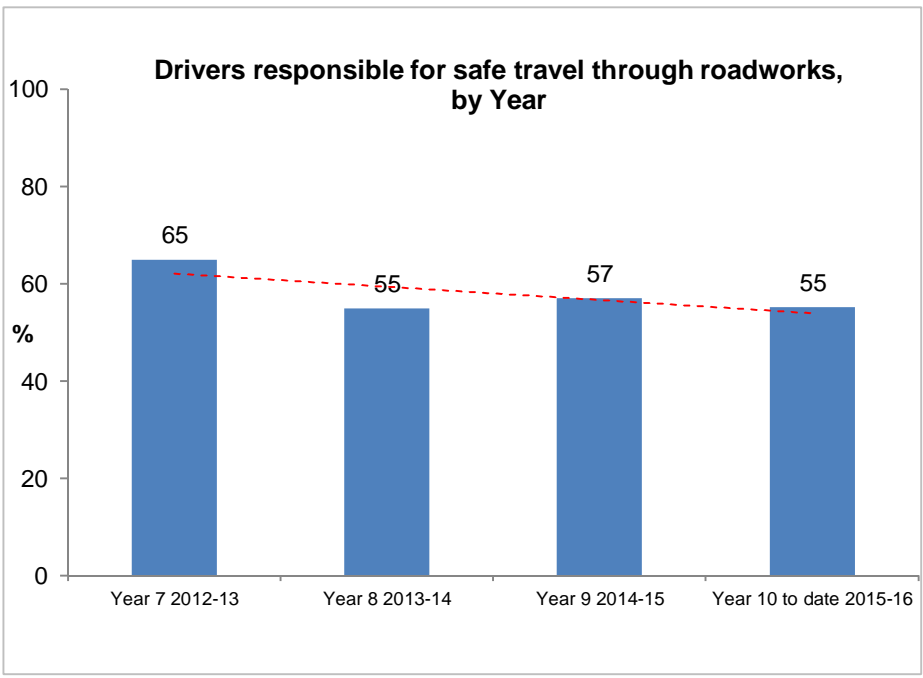
*Trend analysis on data collected since Year 1 2006-07

Experience of travel through roadworks

Respondents were then asked who was responsible for safety through the roadworks, 60% said it was the drivers responsibility. Twenty one percent said that it was Highways England's responsibility, whilst 19% indicated it was the responsibility of the contractors undertaking the roadworks. By subgroup;

- Drivers were significantly less likely to say that contractors who are undertaking the roadworks than non-drivers (16% compared to 28%);
- Those working full time were significantly less likely to say that the council were responsible than those not (3% compared to 12%);
- Those aged 60+ were less likely to say that drivers were responsible than those aged 17-34 and 35-59 (54% compared to 63% and 62%)

*Proportions of respondents saying that drivers were responsible for safety through roadworks has increased since Year 1(2006-07), but has remained at a similar level for the last few years;



Base = Year 7 12-13 (448), Year 8 13-14 (457), Year 9 14-15 (460), Year 10 15-16 to date (299).
 Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?

*Trend analysis on data collected since Year 1 2006-07

Summary Tables

		Current Report (Jun - Nov 15)	Base	Change from previous Six Month period	Previous Report (Dec 14- May 15)	Base	Average All Areas (where applicable)	Difference from National Average
Drivers		70%	229	-5%	75%	231	81%	-11%
Business Drivers		29%	159	1%	28%	171	29%	0%
Frequent Users (use Agency roads once a week or more)		58%	229	-11%	69%	231	61%	-3%
Travel as...	Car / Van Driver	70%	229	-3%	73%	231	78%	-8%
	Passenger in a car or van	42%	229	9%	33%	231	43%	-1%
Felt safe on the network		65%	229	● 1%	64%	231	60%	● 5%
Felt unsafe on the network		35%	229	● -1%	36%	231	25%	● 10%
	Felt unsafe: Hardly unsafe at all	23%	80	● 0%	23%	83	25%	● -2%
	Felt unsafe: To a considerable/very considerable extent	21%	80	● -2%	23%	83	19%	● 2%
	Felt unsafe: Due to other people's driving	36%	80	-9%	45%	83	50%	-14%
Road surface quality:	Better than 12 months ago	19%	213	2%	17%	211	18%	1%
	Worse than 12 months ago	● 22%	213	3%	19%	211	19%	3%
Road surface noise	Better than 12 months ago	13%	198	-2%	15%	199	12%	1%
	Worse than 12 months ago	● 16%	198	3%	13%	199	10%	6%
Grass cutting:	Better than 12 months ago	● 24%	204	11%	13%	201	11%	13%
	Worse than 12 months ago	9%	204	0%	9%	201	8%	1%
Vegetation:	Less over grown than 12 months ago	● 19%	199	5%	14%	204	10%	9%
	More over grown than 12 months ago	11%	199	5%	6%	204	9%	2%
Debris:	Better than 12 months ago	● 24%	206	13%	11%	198	13%	11%
	Worse than 12 months ago	9%	206	0%	9%	198	10%	-1%
Litter on Motorways:	Better than 12 months ago	● 20%	229	6%	14%	229	14%	6%
	Worse than 12 months ago	11%	229	1%	10%	229	11%	0%
Litter on Trunk Roads:	Better than 12 months ago	12%	229	-1%	13%	229	10%	2%
	Worse than 12 months ago	12%	229	2%	10%	229	15%	-3%

Summary Tables

	Current Report (Jun- Nov 15)	Base		Change from previous Six Month period	Previous Report (Dec 14- May 15)	Base	Average All Areas	Difference from National Average
Responsibility for litter seen								
Highways England	22%	229	●	3%	19%	231	23%	● -1%
Local Council/ Local Authority	19%	229		-4%	23%	231	19%	● 0%
People travelling on the network	60%	229	●	2%	58%	231	55%	● 5%
Permanent road signs: Very satisfied/ Quite satisfied								
	89%	229	●	5%	84%	231	87%	● 2%
Very dissatisfied/ Quite dissatisfied								
	1%	229	●	-3%	4%	231	3%	● -2%
Seen one or more temporary signs								
	74%	229		5%	69%	231	65%	● 9%
Quite satisfied/ very satisfied with temporary road signs								
	80%	229	●	-2%	82%	159	84%	● -4%
Quite dissatisfied/ very dissatisfied with temporary signs								
	7%	229	●	0%	7%	159	8%	● -1%
Travelled through roadworks recently								
	84%	229		6%	78%	231	74%	● 10%
Saw signs giving reason for the work								
	47%	193	●	0%	47%	181	62%	● -15%
Saw no signs giving reason for the work								
	24%	193	●	3%	21%	181	18%	● 6%
Signs through the roadworks provided enough information								
	64%	136	●	-4%	68%	123	70%	● -6%
Signs through the roadworks did not provide enough information								
	28%	136	●	2%	26%	123	20%	● 8%
Passed roadworks when no-one was working								
	72%	135	●	-4%	76%	181	63%	● 9%
Seen roadside advertising								
	50%	229		11%	39%	231	59%	● -9%
Not bothered by roadside advertising								
	65%	114		2%	63%	89	60%	● 5%
Experienced congestion on Highways England roads								
	79%	229	●	-5%	84%	231	80%	● -1%
with delay								
	43%	229	●	7%	36%	231	35%	● 8%

Summary Tables – Area Specific

		Current Report (Jun - Nov 15)	Base	Change from previous Six Month period	Previous Report (Dec 14- May 15)	Base	Average All Areas	Difference from National Average
Agency roads affected ability to move safely	(n=12)	5%	229	1%	4%	231	N/A	N/A
To some extent or more as a Pedestrian	(n=2)	1%	229	-1%	2%	231	2%	-1%
To some extent or more as a Cyclist	(n=2)	1%	229	-1%	2%	231	2%	-1%
To some extent or more as an equestrian	(n=0)	0%	229	-1%	1%	231	0%	0%
Seen VMS		65%	229	-6%	71%	231	82%	-17%
VMS Useful/ very useful		87%	229	● -2%	89%	163	90%	● -3%
Suggested improvements	Keep signs up to date	15%	149	-2%	17%	168	N/A	N/A
	More accurate/relevant information	5%	149	-1%	6%	168	N/A	N/A
Aware of named junctions on Agency trunk roads		24%	229	-6%	30%	230	N/A	N/A
Naming all major junctions would benefit:	Yes	71%	229	-7%	78%	229	N/A	N/A
Driving changes when travelling through roadworks		86%	161	● 7%	79%	173	83%	● 3%
	Slow down	86%	138	● 4%	82%	136	80%	● 6%
Changes due to:	Roadworkers	35%	136	-5%	40%	136	29%	6%
Drivers themselves should ensure safe driving		60%	224	● 2%	58%	230	67%	● -7%
Highways England should ensure safe driving		21%	224	● 1%	20%	230	28%	● -7%
Police should ensure safe driving		11%	224	● -8%	19%	230	25%	● -14%
Red X VMS Meaning	Lane closed/ no entry	72%	227		N/A	N/A	N/A	N/A
Action taken	Change lanes/ avoid lanes	73%	228		N/A	N/A	N/A	N/A
Illegal to travel in	Yes it is illegal	61%	229		N/A	N/A	61%	● 0%
Overall Satisfaction	Very/Fairly Satisfied	76%	229	● -4%	80%	230	84%	● -8%
	Very/Fairly Dissatisfied	7%	229	● -1%	8%	230	6%	● 1%

Summary

	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches / is poor		Road is moderately noisy to travel on		Standard of grass cutting is poor		Vegetation is overgrown		Seen debris		Where litter reported		Roadside Advertising		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A1 Newcastle	192	27	14	30	16	27	14	18	9	16	8	24	13	22	11	23	12	60	31
A1 (M)	190	13	7	9	5	8	4	4	2	4	2	6	3	30	16	29	15	24	13
A19 South of the Tyne	165	14	8	11	7	9	5	11	6	10	5	5	3	10	5	33	17	16	8
A19 North of the Tyne	145	4	3	3	2	3	2	3	2	5	3	2	1	4	2	7	4	2	1
A69	135	8	6	10	7	8	6	3	2	2	1	8	6	6	4	18	12	3	2
A1 Newcastle to Alnwick	118	2	2	2	2	2	2	0	0	3	2	1	1	4	3	5	4	1	1
A1 North Yorkshire	115	2	2	0	0	0	0	0	0	0	0	0	0	0	0	6	5	2	2
A194 (M)	112	0	0	0	0	0	0	0	0	0	0	0	0	3	3	1	1	1	1
A184	112	0	0	2	2	1	1	2	2	0	0	1	1	2	2	1	1	0	0
A696	99	0	0	0	0	2	2	2	2	0	0	2	2	1	1	1	1	0	0
A1 North of Alnwick	92	1	1	4	4	0	0	1	1	2	2	1	1	3	3	3	3	1	1
A66 (M)	91	1	1	1	1	0	0	0	0	1	1	0	0	4	4	3	3	1	1
A174	86	0	0	0	0	1	1	0	0	0	0	0	0	2	2	0	0	1	1
A66 East of A1	85	1	1	3	4	3	4	3	3	3	3	1	1	4	5	3	3	2	2
A66 West of A1	77	3	4	3	4	0	0	0	0	0	0	0	0	0	0	2	2	1	1
A168	69	0	0	0	0	0	0	1	1	1	1	0	0	0	0	1	1	1	1

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



Report Title:	19 - Area 14 June – November 2015 Report
Date of Issue:	18/12/15
Prepared by:	Ben Barker
Reviewed / Approved by:	Jodie Knight Chris Johnson
Data File	MTD Area 14 December to November 2015.sav Area 14 MTD file August 06 - May 14.sav
Status	Unweighted
Base Cases	229

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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.