

# AREA 10 ROAD USERS' SATISFACTION SURVEY

## January – June 2015

### Report 18

*Prepared for Highways England by AECOM*



## Contents

<b>SUMMARY: HEADLINES</b> .....	<b>3</b>
<b>SUMMARY: AREA 10 HEADLINES (COMPARISON TO PREVIOUS REPORT)</b> ..	<b>5</b>
<b>SUMMARY: INFORMATION ABOUT RESPONDENTS</b> .....	<b>6</b>
<b>INTRODUCTION</b> .....	<b>7</b>
<b>AREA SPECIFIC QUESTIONS</b> .....	<b>8</b>
<b>FREQUENCY OF TRAVEL</b> .....	<b>14</b>
<b>FURTHER ANALYSIS</b> .....	<b>16</b>

### Introduction

220 people were interviewed in Area 10 between January – June 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 increased from 79% to 81% since last reporting period
- Those aged 17-34 more likely to be satisfied than those aged 60+ (from 77% to 86%)

Safety

- Increase in feeling safe compared to last report (from 62% to 68%)
- Drivers more likely to feel unsafe than non-drivers (from 21% to 37%)
- 11% of users of the M6 in the area felt unsafe to some extent or more on the road

Roadworks

- Small decrease in the proportions of people NOT seeing road signs compared to the last reporting period (from 17% to 15%)
- Small decrease in proportions saying signs do NOT provide enough information compared to the last reporting period (from 10% to 9%)

Litter

- 14% of respondents said litter was better than 12 months ago, 7% said litter was worse than 12 months ago
- A higher proportion of older road users (60+) felt litter was worse than 12 months ago than both of the younger age groups (15% (60+), 7% (35-59), 2% (17-34))
- 7% of users on the M62, as did 4% of A56 users reported seeing litter

Red X

- Decrease in respondents saying “Yes it’s illegal [to travel in a lane with a Red X above it]” since last reporting period (67% down to 64%)
- Males significantly more likely to know that it is illegal than females (67% to 49%)
- Those who use the network for business are significantly more likely to know it is illegal than those who don’t (75% to 53%)

Congestion

- Small increase in number of people experiencing congestion since last report (from 76% to 78%)
- However, decrease in users experiencing congestion with a delay (28% to 22%)
- 12% of users of M56 reported being delayed by congestion as did 12% of users of M60

VMS

- 95% of users think that VMS signs are very or quite useful
- 46% of users feel that VMS are better than 12 months ago, an increase from 34% on the last reporting period
- There was no variation by subgroup

Summary: Headlines  
Did you know...

44% had seen roadside advertising, with 34% finding it distracting

32% had felt unsafe on an Agency road in the last 12 months, with 12% putting this down to other drivers and 6% roadworks...

*"Lorries pull out with no indication"*

*"Lanes are too narrow"*

64% said that the Red X means that the lane is closed, 42% didn't know that it was illegal to travel in a Red X lane...

*"I look at what other drivers are doing"*

*"I look for more information"*

*"I think it means take extra care"*

84% had seen VMS in the area, 32% said Highways England had to ensure they were more up to date...

*"They leave the same message on too long, they need to be kept up to date"*



*"Make sure they're kept up to date and changed regularly"*



79% said their driving changed when travelling through roadworks with speed limits/cameras the most common reason for this (36%)...

*"It's the law"*

*"More aware of what's going on and the people working"*



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

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

**Summary: Area 10 Headlines (Comparisons to last report (July to December 2014))**

**Safety: felt safe**

Increase in people feeling safe from 62% to 68%



Base: Report 18=220, Report 17=218

**Standard of road surface**

29% said worse than 12 months ago



Base: 168

**Vegetation**

22% said less overgrown than 12 months ago



Base: 157

**Grass Cutting**

25% said better than 12 months ago



Base: 171

**Amount of litter (TR)**

11% of people said better than 12 months ago



Base: 141

**Amount of litter (m/ways)**

14% said better than 12 months ago



Base: 155

**Permanent road signs**

Increase in people feeling satisfied from 84% to 86%



Base: Report 18=220, Report 17=218

**Signs through roadworks**

15% of people saw no signs through roadworks, a decrease from 17%



Base: Report 18=106, Report 17=104

**VMS: Better than 12 months ago**

46% said better than 12 months ago, an increase from 34% in the last report



Base: Report 18=159, Report 17=177

**Sign visibility**

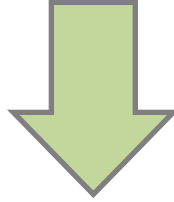
95% said signs are clearly visible in daylight, an increase from 91% last time



Base: Report 18=212, Report 17=207

**Congestion**

22% said they experienced congestion with a delay, a decrease from 28% in the last report



Base: Report 18=220, Report 17=218

**Red X**



58% indicated it was illegal to drive in the lane, a decrease from 63%

Base: Report 18=220, Report 17=218



**Roadworker safety**



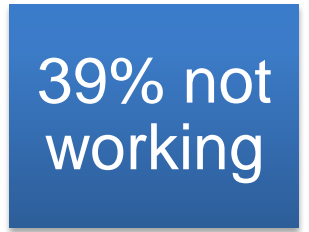
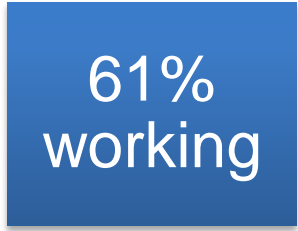
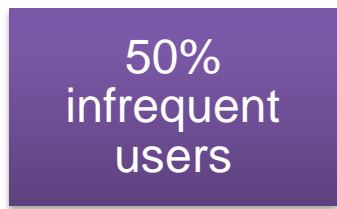
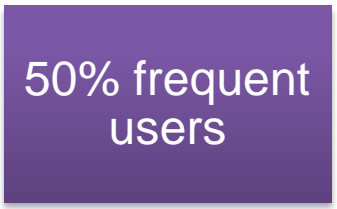
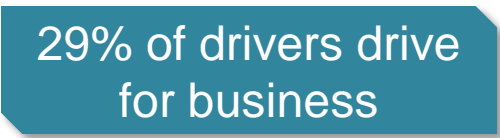
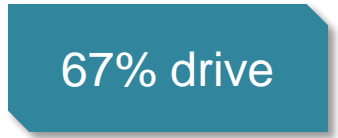
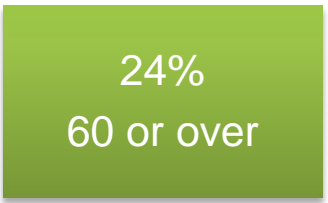
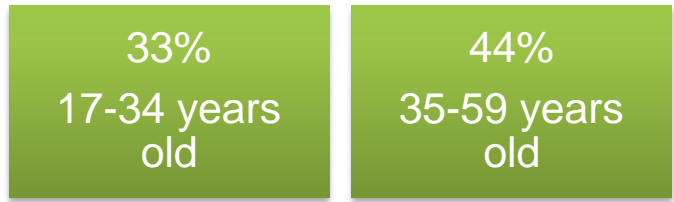
Of those who change their driving due to roadworks 77% slowed down

25% said this was because of roadworkers

Base: 114

*\*More comparisons are shown on page 21*

Summary: Information on respondents (Report 18)



**Summary: Information on sampling**

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 below. Respondents were only asked about roads within Area 10.

Respondents are **randomly selected within quotas on age, gender and working status** to broadly represent the population of Area 10.

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

Outcome	Frequency
No one home	1106
Refused	214
Out of quota	238
<b>Interviews achieved</b>	<b>220</b>

Map showing location of ARUSS sample points for interviews conducted between January and June 2015



Map showing location of ARUSS sample points for interviews conducted between January and June 2015

## Introduction

This report presents the results of surveys conducted in Area 10 between January and June 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 10
  - Incident Information (page 9)
  - Reliability of Journeys (page 10)
  - Planning Journeys (page 11)
  - Severe Weather Conditions (page 12)
- Use of the Highways England network
  - Frequency of use of the network (page 14) journey purpose (page 15)
- Summary of conditions of road and maintenance (page 16)
- Safety on the network (page 17)
- Roadside advertising (page 18)
- Experience of congestion (page 19)
- Driving behaviour through roadworks and safety at roadworks (page 20)
- Summary tables (page 22)

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

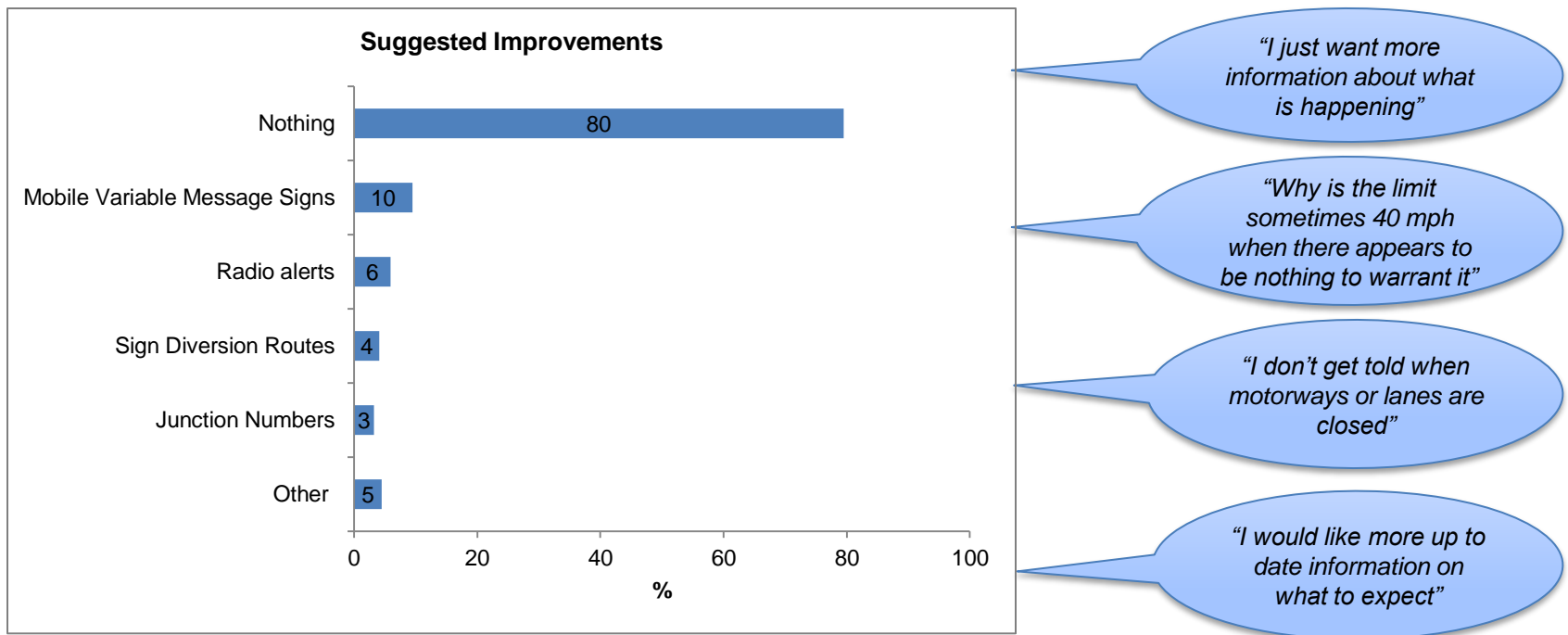
### Incident Information

Respondents were asked if they received enough information about incidents on Highways England roads during their journeys:

- Eighty-eight percent of respondents said they received enough information about incidents during their journey, an increase from 85% since the last reporting period;
- Those aged 17-34 and 35-59 were less likely to feel they received enough information than those aged 60+ (87% and 84% compared to 96%);

Respondents were also asked what improvements to information they would like to see;

- Overall, those aged 17-34 and 60+ were happier with the current set up than those aged 35-59 (85% compared to 73% suggesting no change needed)
- Non drivers more likely to suggest no improvements needed than drivers (88% compared to 76%)



Base: 220 (all respondents)

What improvements, if any, would you like to see to information available about incidents on these roads during your journey?

## Area Specific Questions

### Reliability of Journeys

Respondents were asked whether they make a regular journey. Thirty one percent of users said that they did. By subgroup for whether they make a regular journey:

- Respondents in the 17-34 and 35-59 age groups were significantly more likely to make a regular journey than those aged 60+ (42% and 35% compared to 10% respectively)
- Respondents from the ABC1 socio economic group were more likely to make a regular journey than those from the C2DE group (42% compared to 26%);

Sixteen percent of those who made a regular journey frequently experienced variations in journey time (every time or most of the time). By subgroup for those whose journey time varied:

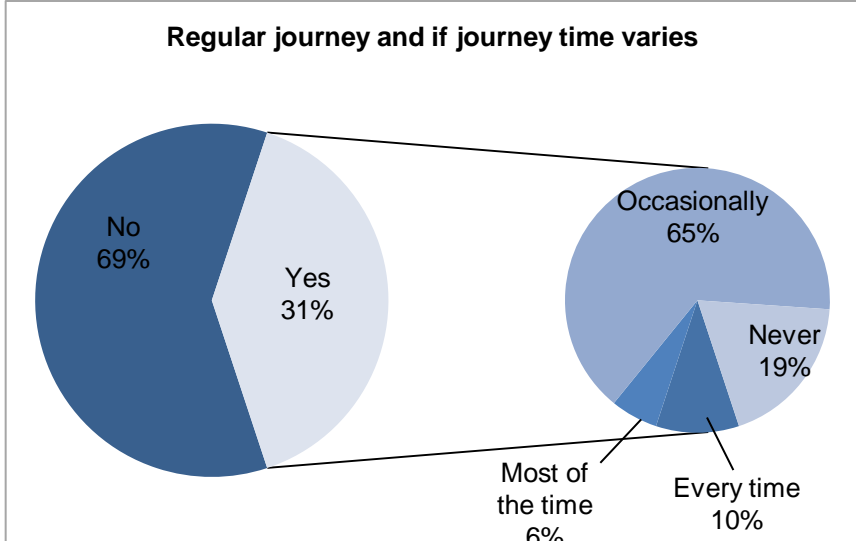
- Eighteen percent of people who use Highways England roads once a week or more frequently experienced variations in journey time
- Drivers were more likely to experience some journey time variation than non-drivers (84% compared to 67%)

Those whose journey time varied frequently were asked what could be done by Highways England to improve journey time reliability:

- Three respondents indicated that nothing could be done to improve reliability
- 2 respondents suggest that Highways England could be faster with roadworks to improve reliability
- 1 respondent stated that the volume of traffic should be reduced

Some comments from respondents included:

- *“Plan your roadworks better and work on them”*
- *“Traffic controls, keep the traffic flowing”*
- *“Nothing can be done, it’s just the peak traffic”*



Bases: Regular journey: 220; Time varies: 69  
*Do you make a regular journey at the same time of day on Highways England Trunk Roads and Motorways in this area?  
 Does the journey time vary each time you make this trip at this time of day?*

### Area Specific Questions

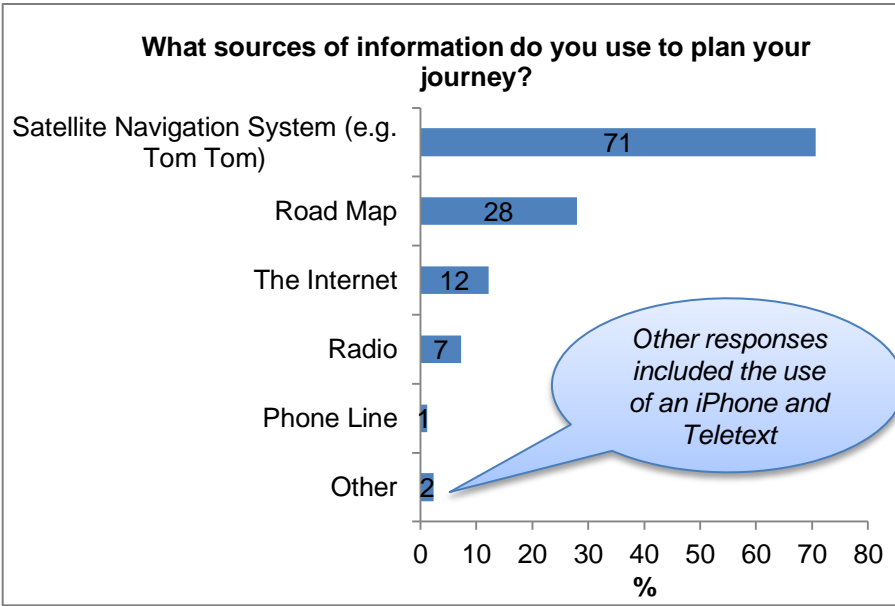
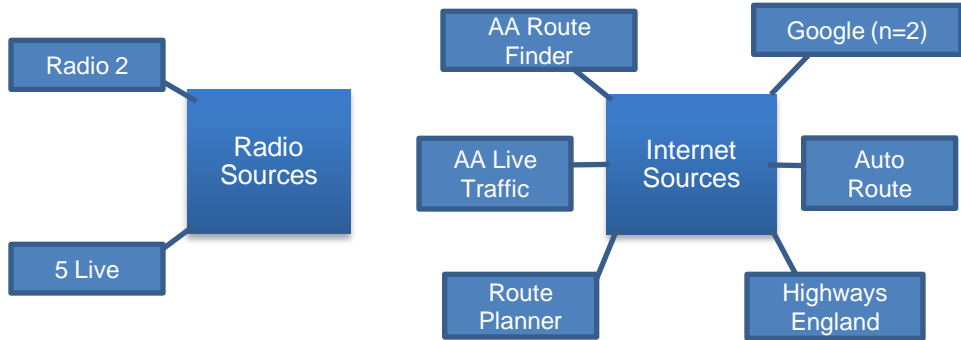
### Planning Journeys

All respondents were then asked whether they planned their journeys before they set off; 37% of respondents stated that they did. By subgroup for planning:

- Those who drive were significantly more likely to plan their journey than those who do not (51% compared to 8%)
- Respondents driving more than 10,000 miles per year were significantly more likely to plan their journeys than driving 10,000 or less (74% compared to 44%)
- Those from the AB socio-economic group were significantly more likely to plan ahead than those in the DE group (52% compared to 23%)

Respondents who planned their journeys were then asked which sources of information they used whilst planning. The most popular information source was Satellite Navigation System with 71% of respondents using it as a source. By subgroup for sources:

- Males are significantly more likely to use a road map than females (36% compared to 16%)
- Sat Nav was the most popular across all age groups, although it was more popular amongst the 17-34 year olds than those aged 60+ (81% compared to 63%)
- Every respondent within the AB socio-economic group indicated that they used a Sat Nav system to plan their journey, considerably more than the 57% within the C2 group and the C1 and DE groups (57% and 69% respectively)



Base: 82 (those who plan journeys)  
 What sources of information do you use to plan your journey?

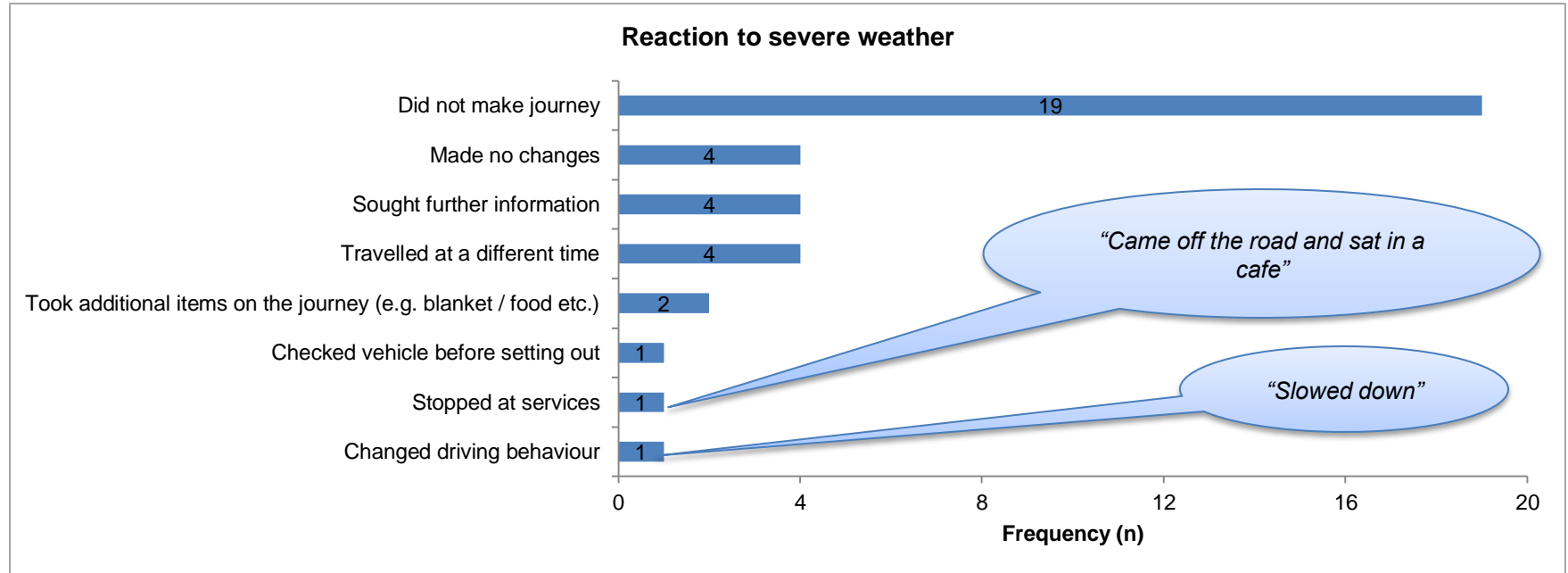
### Area Specific Questions

### Severe Weather Conditions

Respondents were questioned on whether they had made or planned a journey within the last 12 months which had been affected by severe weather conditions, 14% indicated that they had. These respondents were then asked whether they had made any changes to their journey as a result of this.

By sub group (note: base of sub-groups are small so conclusions should be treated with caution):

- Females were more likely to not make the journey due to severe weather than males (77% compared to 46%).
- Respondents under 60 years old were also more likely seek further information on their route, with no respondents over 60 years old indicating that they would (8% and 27% compared to 0%)
- Every non-driver and encountered severe weather conditions did not make their journey, compared to 52% of drivers who did not.



Base: 30

What changes, if any, did you make either before or during your journey as a result of the severe weather conditions?  
(Unprompted)

## Overall Satisfaction

Since October 2013, respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 10.

In the current reporting period (January to June 2015), the majority (81%) of respondents were either very satisfied (30%) or fairly satisfied (51%).

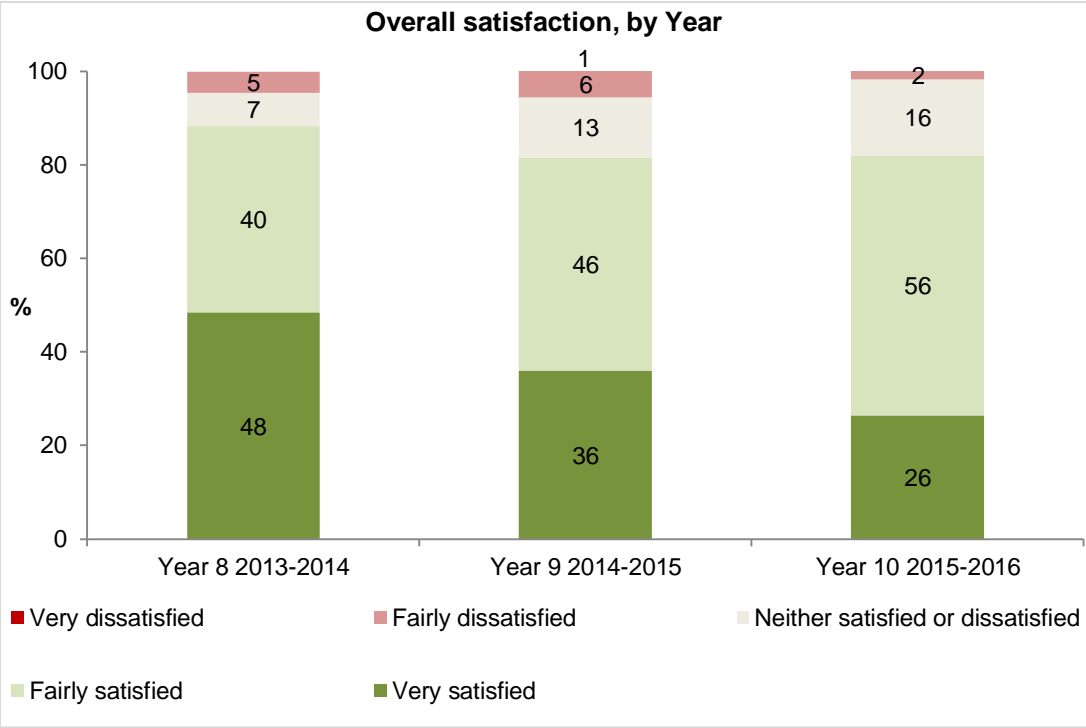
The trend, by quarter, since this question was introduced is shown in the chart.

### By subgroup

- Drivers were significantly more likely to be satisfied than non drivers (86% compared to 71%)
- Business drivers were less likely to be satisfied than non-business drivers (81% compared to 89%); and
- Frequent users were more satisfied than non-frequent users (85% compared to 77%).

### Reasons for respondents being satisfied included:

- *I feel safer on the motorways than I do on ordinary roads (Female, 25-34)*
- *I've never really experienced any disruption and find them easy to navigate (Female, 65+)*
- *They do a good job in the circumstances. The roads are well maintained and improved (Female, 35-44)*
- *By and large the motorways and trunk roads are very well run and maintained (Female, 65+)*
- *I never have any complaints (Male, 65+)*
- *I always get to work and home again without any trouble (Male, 25-34)*



Y8 (Oct – Mar 14) (221), Y9 (439), Y10 Q1 (Apr – Jun 15) (110)  
 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:

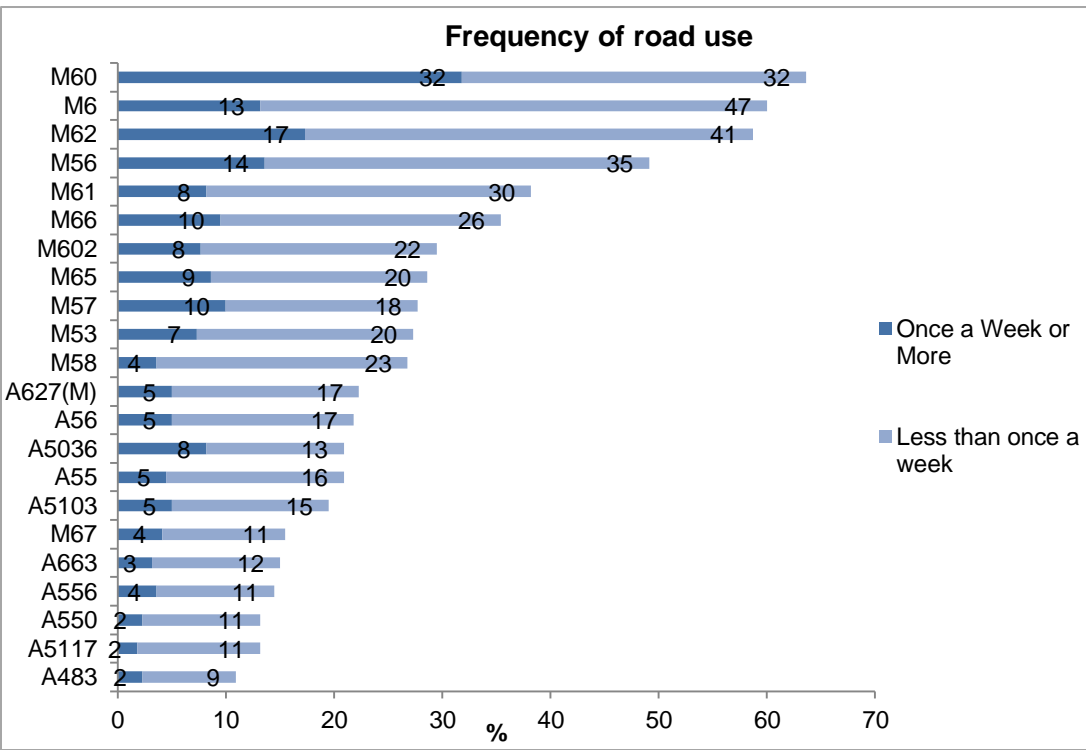
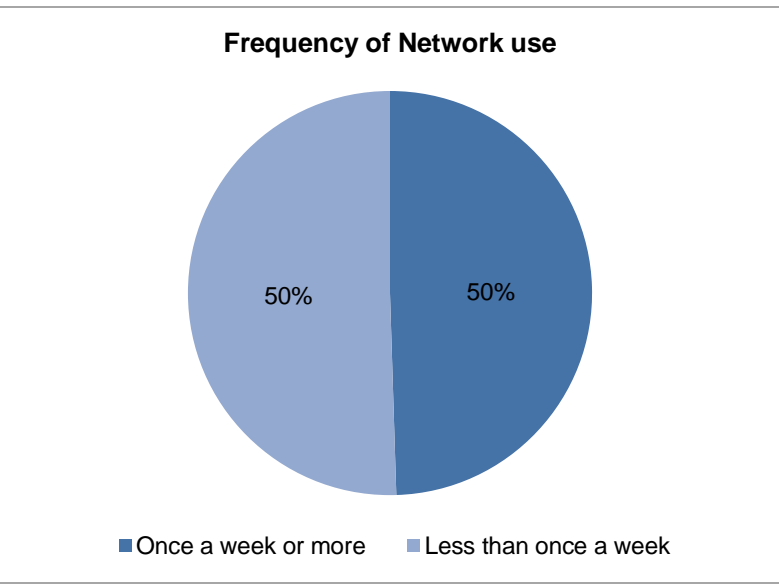
- *Roadworks take too long, and there are too many taking place at the same time (Male, 55-59)*
- *The roadworks go on too long along far too much of the M60. They should do shorter sections at a time & leave more of it open (Female, 65+)*
- *I never see anyone working on the roadworks when I pass them (Male, 55-59)*
- *The roads are in an awful condition - for example the A5036 where it meets M57 is full of potholes (Male, 60-64)*

### Frequency of Road Use

Respondents were asked how often they travelled on Highways England roads in Area 10. Fifty one 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 (63% compared to 37% of infrequent users);
- Know that driving in a lane with a Red X above it is illegal (71% compared to 45%); and
- Have experienced congestion (88% compared to 68%).

The chart shows the most frequently used roads. Overall, 64% used the M60, 60% the M6 and 58% the M62. The least frequently used was the A483 with only 11% of respondents using the road.



Base: 220  
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 220 for each road  
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

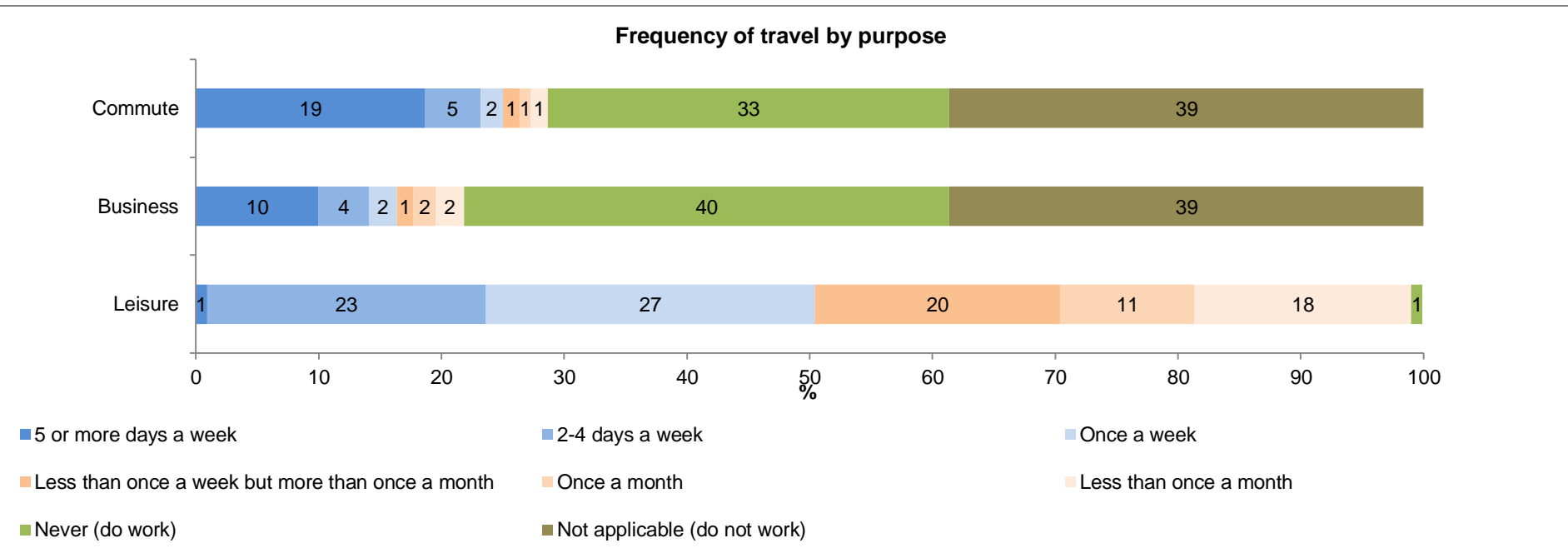
### Journey Purpose

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

- 29% of respondents used Highways England roads for commuting, 33% worked but did not commute;
- 21% of respondents used Highways England roads for business purposes, 40% 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 C2DE socio-economic group and to drive between 5,001 and 20,000 miles per year; and
- Those driving for business were most likely to be 35-59 males drivers, from the ABC1 or C2 socio-economic group and drive between 5,001 and 20,000 miles per year.

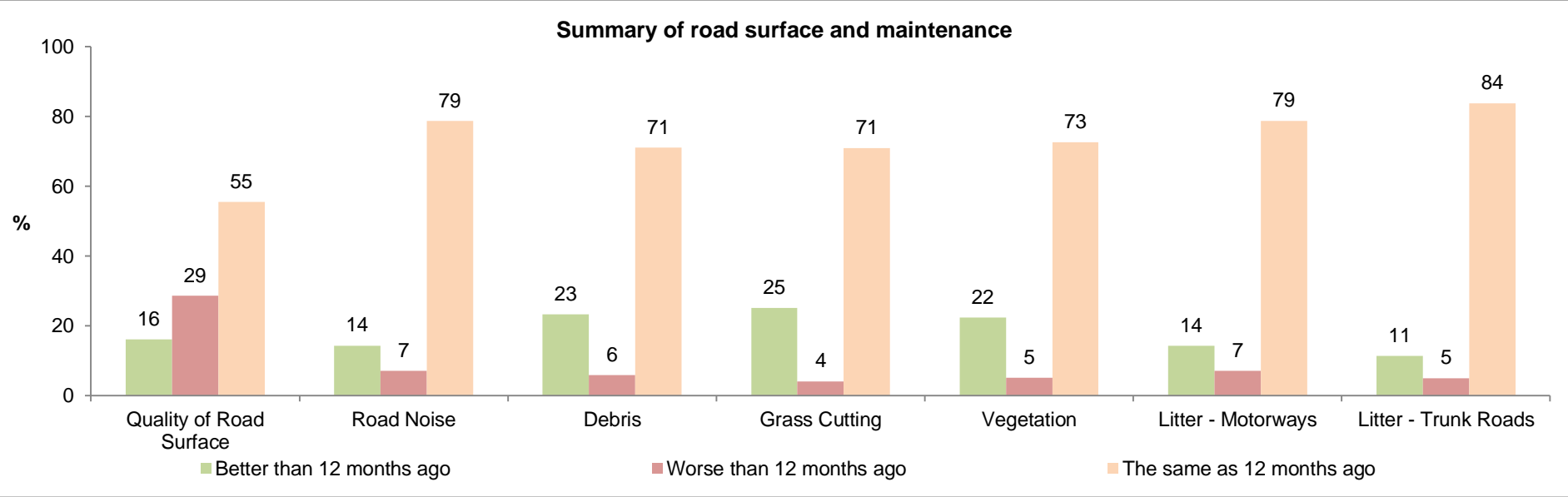


Base: 220  
 How often do you use Highways England roads for...? (Prompted)

### 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:

- Those who drive more than 20000 miles per year were significantly more likely to think that the quality of road surface was better than 12 months ago than those who had driven less than 10000 miles (60% compared to 12% and 13%);
- Those who driver between 10000 and 20000 miles per year were more likely to think the quality of road surface was worse than 12 moths ago than those who drove any other distance (41%)
- Respondents aged 35-59 and 60+ were more likely to think the road surface was worse than 12 months ago than those aged 17-34 (33 and 32% compared to 20%)
- Frequent users were significantly more likely to say that the levels of road noise was better than 12 months ago than infrequent users (22% compared to 5%); and
- Frequent users were more likely to say the grass cutting was better than 12 months ago than infrequent users (30% compared to 19%).

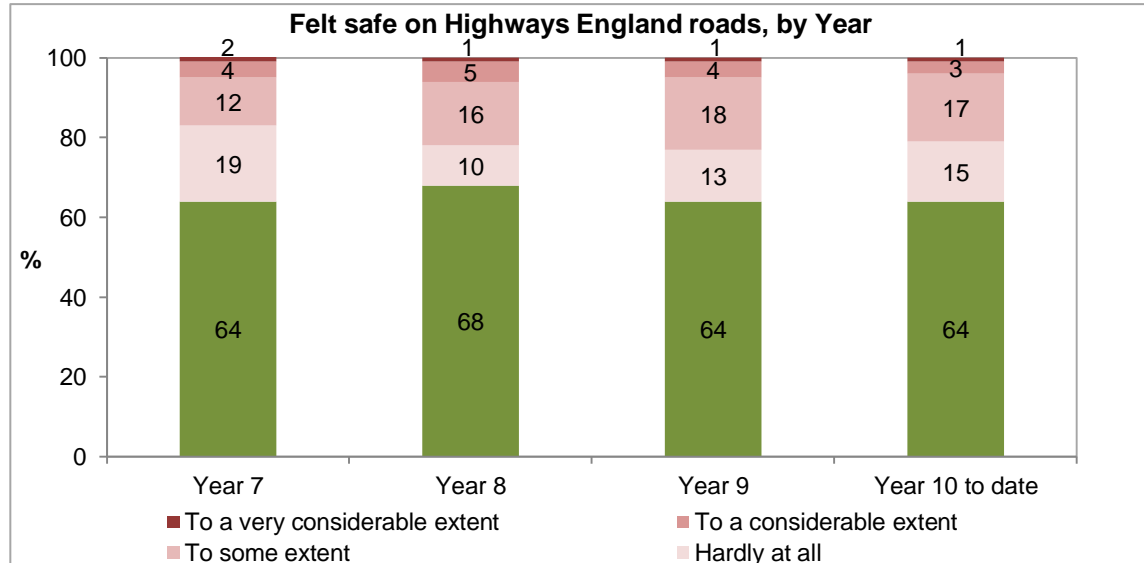


Base: Quality of surfaces (168); Noise (140); Debris (155); Grass Cutting (171); Vegetation (157); Litter on motorways (155); Litter on trunk roads (141) Thinking about the Highways Agency roads that you have used in this area over the last 12 months, do you think \_\_\_\_\_ are/is...



### Safety

- ✓ In the current reporting period, 64% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Drivers are significantly less likely to feel safe than non-drivers (63% compared to 79% in the current reporting period);
- ✓ Frequent drivers significantly more likely to feel unsafe than infrequent drivers (40% compared to 23% in the current reporting period);
- ✓ Nineteen percent of users of the M66 felt unsafe as did 14% of users of the M602; and
- ✓ *\*No change in proportion of users feeling safe since Year 7 (64%).*

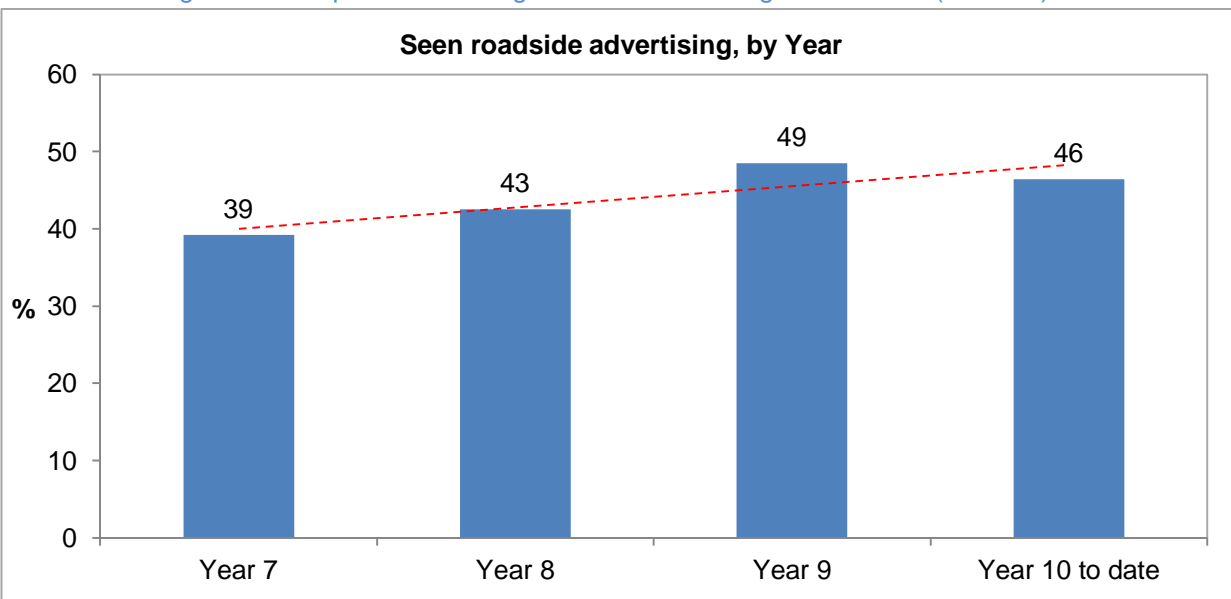


Base = Y7 12-13 (439), Y8 13-14 (442), Y9 14-15 (439), Y10 15-16 (110)  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?  
*\*Trend analysis on data collected since Year 7 2012-13*

Road	Users of the road	Felt unsafe to some extent or more	
		N	%
M60	140	1	1
M6	132	2	2
M62	129	7	5
M56	108	1	1
M61	84	0	0
M66	78	15	19
M602	65	9	14
M65	63	1	2
M57	61	1	2
M53	60	6	10
M58	59	4	7
A627(M)	49	4	8
A56	48	1	2
A5036	46	0	0
A55	46	6	13
A5103	43	0	0
M67	34	0	0
A663	33	1	3
A556	32	0	0
A5117	29	0	0
A550	29	1	3
A483	24	1	4

### Roadside advertising

- ✓ In the current reporting period, 46% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers significantly more likely to have seen roadside advertising than non-drivers (51% compared to 29% in the current reporting period);
- ✓ Frequent drivers were significantly more likely to have seen roadside advertising than infrequent drivers (53% compared to 24%);
- ✓ Users of the M6 and M56 were the most likely to see roadside advertising with 26% and 18% of users seeing it on these roads; and
- ✓ *\*Increasing trend in respondents seeing roadside advertising since Year 7 (2012-13)*



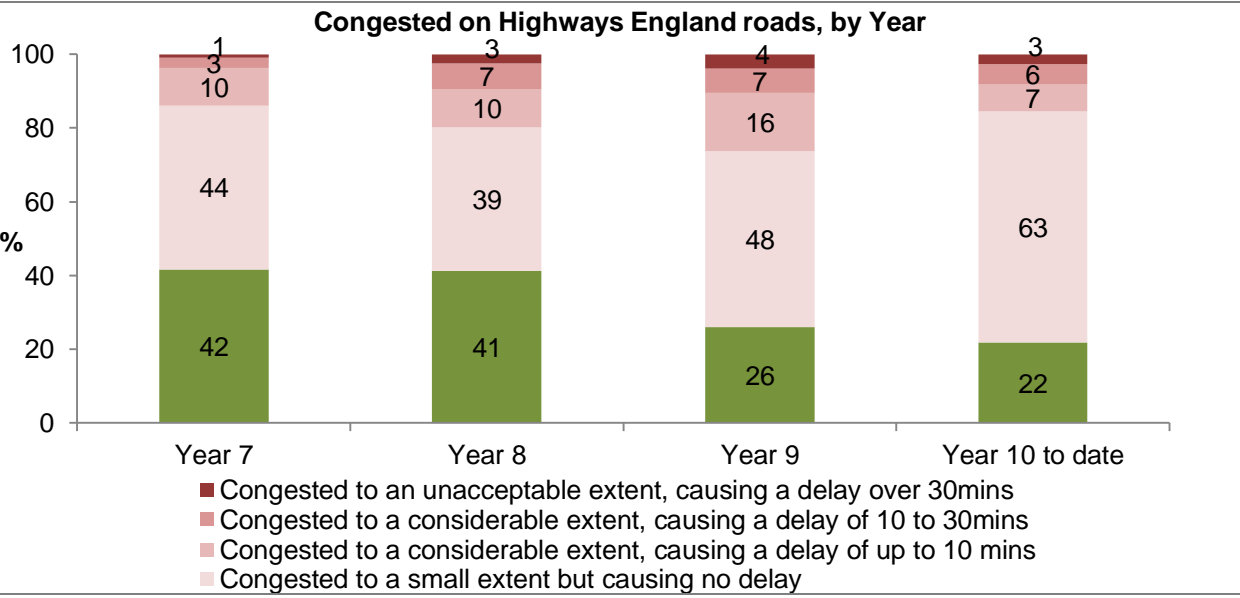
Road	Users of the road	Roadside advertising	
		N	%
M60	140	2	1
M6	132	37	26
M62	129	17	12
M56	108	25	18
M61	84	10	7
M66	78	7	5
M602	65	0	0
M65	63	7	5
M57	61	0	0
M53	60	2	1
M58	59	5	4
A627(M)	49	1	1
A56	48	2	1
A5036	46	0	0
A55	46	0	0
A5103	43	0	0
M67	34	1	1
A663	33	0	0
A556	32	0	0
A5117	29	0	0
A550	29	0	0
A483	24	0	0

Base = Y7 12-13 (441), Y8 13-14 (442), Y9 14-15 (439), Y10 15-16 (110) . Note small base in Year 10  
*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 78% of respondents experienced congestion on Highways England roads and 16% experienced congestion which resulted in a delay;
- ✓ Frequent users were significantly more likely to have experienced congestion than infrequent users (88% compared to 68% in the current reporting period);
- ✓ Those who drove for business were significantly more likely to have experienced congestion compared to those who do not (92% compared to 74%);
- ✓ The M60 and the M56 were the roads reported by the highest proportion of users as being congested (12%) seconded by the M6 (7%); and
- ✓ *\*Increase in the proportions of respondents experiencing congestion on Highways England roads year to year.*

Road	Users of the road	Delayed by congestion	
		N	%
M60	140	17	12
M6	132	10	7
M62	129	6	4
M56	108	17	12
M61	84	0	0
M66	78	1	1
M602	65	0	0
M65	63	1	1
M57	61	5	4
M53	60	1	1
M58	59	2	1
A627(M)	49	0	0
A56	48	4	3
A5036	46	3	2
A55	46	0	0
A5103	43	0	0
M67	34	0	0
A663	33	0	0
A556	32	0	0
A5117	29	0	0
A550	29	0	0
A483	24	0	0



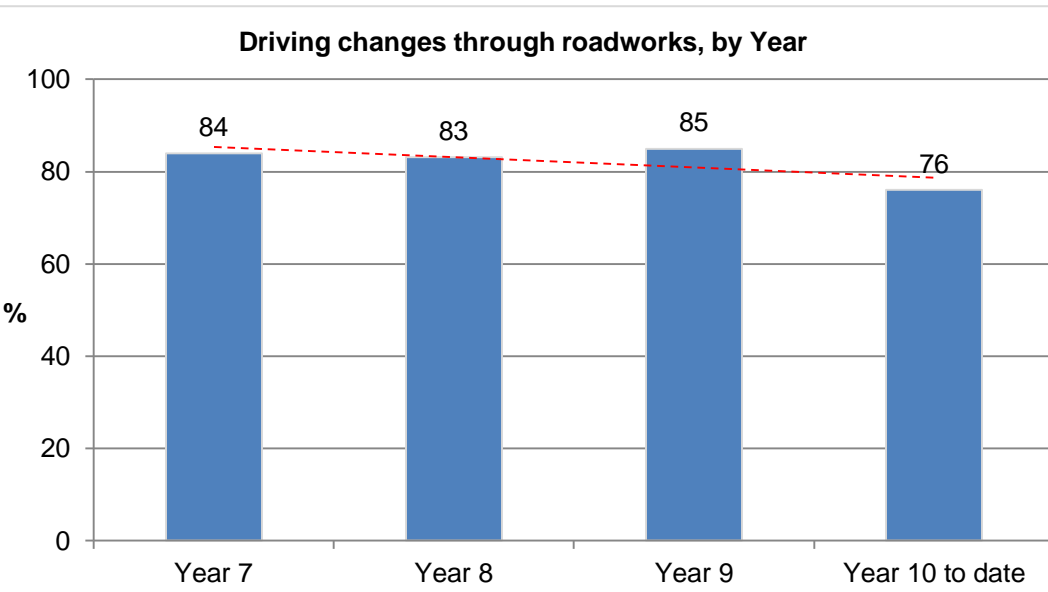
Base = Y7 12-13 (441), Y8 13-14 (442), Y9 14-15 (439), Y10 15-16 (110)  
 Thinking about your experience of Highways Agency roads in your local area recently, would you say that the roads were generally...?

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

## Driving behaviour through roadworks

- ✓ 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 (87% compared to 75%);
  - ✓ Frequent drivers were more likely to change their driving than infrequent drivers (82% compared to 74%); and
  - ✓ Females were more likely to change their driving than males (84% compared to 75%).

✓ \*Fluctuations in the proportions of respondents saying their driving changes through roadworks from Year 7 with no clear increase or decrease trend over the last 3 years, however a slight decrease in year 10 to date (85% in year 9 compared to 76% in year 10 to date). This has remained at a fairly stable high since the increases following the Highways England safety campaign in previous years.

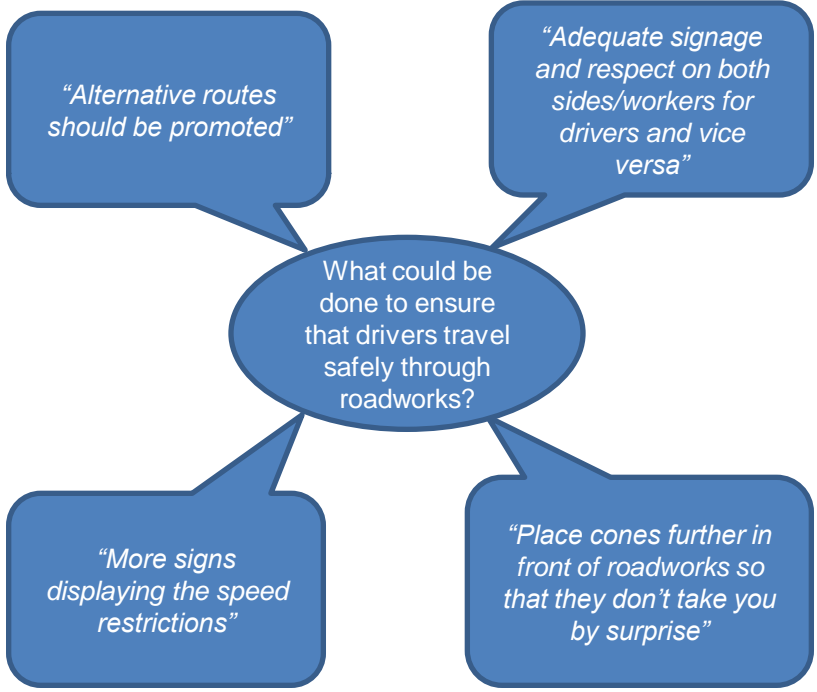
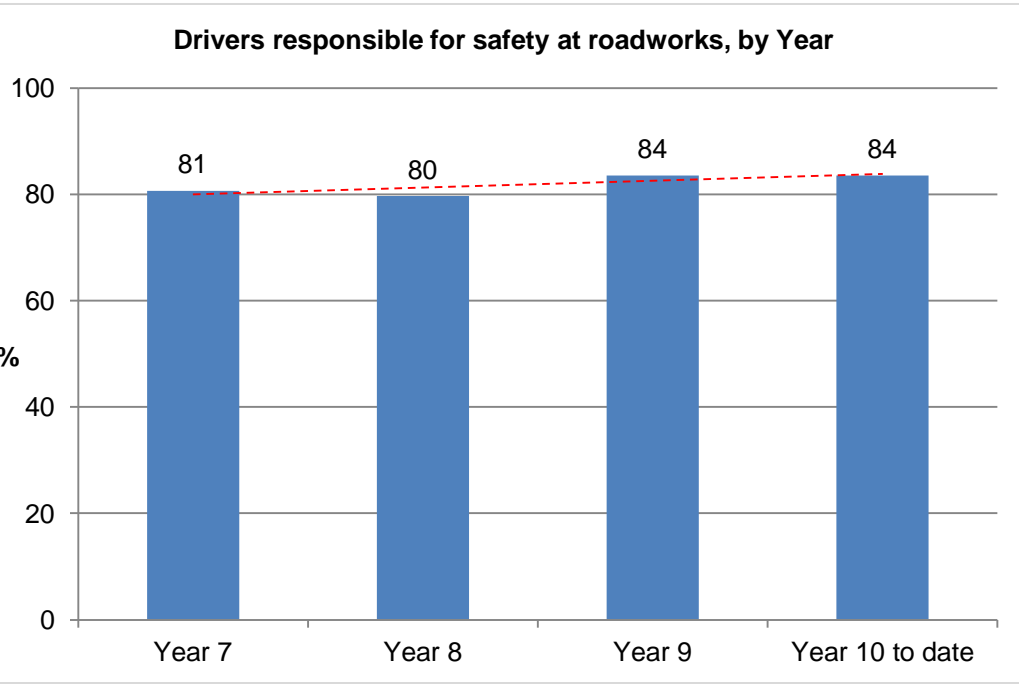


Base = Y7 12-13 (347), Y8 13-14 (338), Y9 14-15 (320), Y10 15-16 to date (70).  
 Excludes 'Not applicable'  
 Does your driving change when you are travelling through roadworks?

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

### Driving behaviour through roadworks

- ✓ Proportions of respondents saying that drivers were responsible for safety through roadworks has increased slightly since Year 7 (2012-13);
- ✓ In the current reporting period, for whether drivers are responsible for safety:
  - ✓ Those aged 17-34 were more likely to suggest that safety at roadworks is the driver’s responsibility than those aged 60+ (90% compared to 85%)
  - ✓ There was no difference between the views of drivers and non-drivers (85% each)
  - ✓ Males were slightly more likely to suggest that safety at roadworks is the drivers responsibility than females (90% compared to 86%)
- ✓ Respondents had suggestions for what could be done to ensure that driver’s travel safely through roadworks



Base = Y7 12-13 (441), Y8 13-14 (442), Y9 14-15 (439), Y10 15-16 to date (110).  
 Who do you think should be ensuring drivers travel safely through roadworks?

## Summary Tables

		Current Report (Jan - Jun 15)	Base	Change from previous Six Month period	Last Report (July - Dec 14)	Base	Average All Areas (where applicable)	Difference from National Average
<b>Drivers</b>		67%	220	-5%	72%	218	81%	-14%
<b>Business Drivers</b>		29%	147	2%	27%	156	30%	-1%
<b>Frequent Users (use Agency roads once a week or more)</b>		50%	220	-9%	59%	218	57%	-7%
<b>Travel as...</b>	<b>Car / Van Driver</b>	63%	219	-6%	69%	218	78%	-15%
	<b>Passenger in a car or van</b>	52%	219	3%	49%	218	42%	10%
<b>Felt safe on the network</b>		68%	220	● 6%	62%	218	62%	● 6%
<b>Felt unsafe on the network</b>		32%	220	● -6%	38%	218	38%	● -6%
<b>Network:</b>	Felt unsafe: Hardly unsafe at all	36%	70	● -6%	42%	82	29%	● 7%
	Felt unsafe: To a considerable/very considerable extent	9%	70	● -9%	18%	82	19%	● -10%
	Felt unsafe: Due to other people's driving	39%	70	-3%	42%	82	51%	-12%
<b>Road surface quality:</b>	Better than 12 months ago	16%	168	-2%	18%	171	16%	0%
	Worse than 12 months ago	● 29%	168	-16%	45%	171	23%	6%
<b>Road surface noise</b>	Better than 12 months ago	● 14%	140	-9%	23%	151	9%	5%
	Worse than 12 months ago	7%	140	-4%	11%	151	11%	-4%
<b>Grass cutting:</b>	Better than 12 months ago	● 25%	171	-2%	27%	163	9%	16%
	Worse than 12 months ago	4%	171	-2%	6%	163	9%	-5%
<b>Vegetation:</b>	Better than 12 months ago	● 22%	157	-1%	23%	156	8%	14%
	Worse than 12 months ago	5%	157	-5%	10%	156	11%	-6%
<b>Debris:</b>	Better than 12 months ago	● 23%	155	-1%	24%	157	12%	11%
	Worse than 12 months ago	6%	155	-1%	7%	157	9%	-3%
<b>Litter on Motorways:</b>	Better than 12 months ago	● 14%	155	-11%	25%	160	13%	1%
	Worse than 12 months ago	7%	155	-6%	13%	160	10%	-3%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	● 11%	141	-11%	22%	125	11%	0%
	Worse than 12 months ago	5%	141	-1%	6%	125	11%	-6%

## Summary Tables

	Current Report (Jan-Jun 15)	Base		Change from previous Six Month period	Last Report (Jul- Dec 14)	Base	Average All Areas (where applicable)	Difference from National Average	
<b>Whose responsibility is it to ensure the network is free from litter?</b>									
Highways England	24%	220	●	-8%	32%	218	23%	●	1%
Local Council/Local Authority	8%	220		-8%	16%	218	21%		-13%
People travelling on the network	12%	220		-15%	27%	218	55%		-43%
<b>Permanent road signs:</b>									
Very satisfied/ quite satisfied	86%	220	●	2%	84%	218	88%	●	-2%
Very dissatisfied/ quite dissatisfied	1%	220	●	-2%	3%	218	3%	●	-2%
The signs in this area are all clearly visible in daylight	95%	212	●	4%	91%	207	N/A		N/A
The signs in this area are all clearly visible in the dark	86%	201	●	0%	86%	193	N/A		N/A
<b>Seen one or more temporary road signs</b>	<b>43%</b>	<b>220</b>		<b>-2%</b>	<b>45%</b>	<b>218</b>	<b>64%</b>		<b>-21%</b>
<b>Very satisfied/ quite satisfied with temporary road signs</b>	<b>87%</b>	<b>94</b>	●	<b>0%</b>	<b>87%</b>	<b>99</b>	<b>85%</b>	●	<b>2%</b>
<b>Travelled through roadworks recently</b>									
Saw signs giving reason for the work	63%	106	●	-1%	64%	104	60%	●	3%
Saw no signs giving reason for the work	15%	106	●	-2%	17%	104	18%	●	-3%
Signs through the roadworks provided enough information	68%	106	●	0%	68%	104	71%	●	-3%
Signs through the roadworks did not provide enough information	9%	106	●	-1%	10%	104	20%	●	-11%
<b>Seen roadside advertising</b>									
Not bothered by roadside advertising	57%	96		-1%	58%	102	54%		3%
Find it distracting/ dangerous	45%	96		-5%	50%	102	45%		0%
<b>Experienced congestion on Agency roads</b>									
with delay	22%	220	●	-6%	28%	218	40%	●	-18%

### Summary Tables – Area Specific

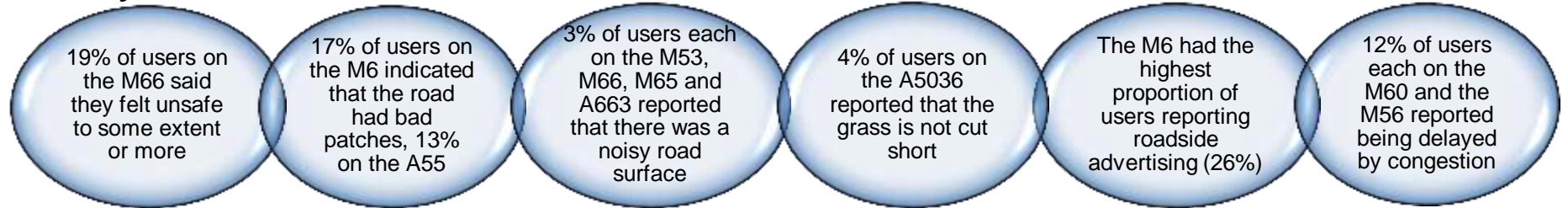
		Current Report (Jan-Jun 15)	Base	Change from previous Six Month period	Last Report (Jul-Dec 14)	Base	Average All Areas (where applicable)	Difference from National Average
<b>Agency roads impacted on ability to move around safely</b> (n = 8)		4%	220	N/A	4%	218	N/A	N/A
To some extent or more as a Pedestrian (n = 6)		3%	220	N/A	3%	218	3%	0%
To some extent or more a Cyclist (n = 2)		1%	220	N/A	1%	218	3%	-2%
To some extent or more as an Equestrian (n = 0)		0%	220	N/A	0%	218	1%	-1%
<b>Seen VMS</b>								
Yes		84%	220	2%	82%	218	81%	3%
VMS quite useful/ very useful		95%	184	● 3%	92%	178	91%	● 4%
Better than 12 months ago		46%	159	12%	34%	177	22%	24%
Worse than 12 months ago		1%	159	0%	1%	177	3%	-2%
<b>Improvements to VMS</b>								
Up to date information		26%	29	1%	25%	179	N/A	N/A
<b>Red X VMS meaning</b>								
Lane closed		64%	220	-3%	67%	218	N/A	N/A
<b>Action taken</b>								
Change lanes		67%	220	-1%	68%	218	N/A	N/A
<b>Illegal to travel in</b>								
Yes it is illegal		58%	220	● -5%	63%	218	61%	-3%
<b>Driving changes when travelling through roadworks</b>								
Slow down		79%	220	● -5%	84%	154	84%	● -5%
Changes due to: Roadworkers		77%	114	● 0%	77%	130	81%	● -4%
Drivers themselves should ensure safe driving		25%	114	-8%	33%	129	24%	1%
Highways England should ensure safe driving		88%	220	● 5%	83%	218	62%	● 26%
Police should ensure safe driving		31%	220	3%	28%	218	33%	-2%
Police should ensure safe driving		23%	220	4%	19%	218	25%	-2%



## Summary Tables

		Current Report (Jan-Jun 15)	Base	Change from previous Six Month period	Last Report (Jul-Dec 14)	Base	Average All Areas (where applicable)	Difference from National Average
<b>Area Specific</b>								
<b>Information</b>	Recieved enough information	<b>88%</b>	220	● 3%	<b>85%</b>	218	N/A	N/A
<b>Reliability of journeys</b>	Make regular journey at same time	<b>31%</b>	220	● 6%	<b>25%</b>	218	N/A	N/A
<b>Journey time varies</b>	Everytime/ most of the time	<b>16%</b>	69	● -17%	<b>33%</b>	55	N/A	N/A
	Occasionally/ never	<b>84%</b>	69	● 17%	<b>67%</b>	55	N/A	N/A
<b>Planning journeys</b>	Plan prior to setting off	<b>37%</b>	220	● -9%	<b>46%</b>	218	N/A	N/A
	Plan to avoid travelling if congestion	<b>78%</b>	82	● -1%	<b>79%</b>	100	N/A	N/A
<b>Severe weather</b>	Journey affected by severe weather	<b>14%</b>	220	● 7%	<b>7%</b>	218	N/A	N/A
<b>Very/ fairly satisfied with the Highways Agency</b>		<b>81%</b>	219	● 2%	<b>79%</b>	217	N/A	N/A
<b>Very/ fairly dissatisfied with the Highways Agency</b>		<b>3%</b>	219	● -4%	<b>7%</b>	217	N/A	N/A

### Summary



Road	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches		Noisy road surface		Seen debris		Grass not cut short		Vegetation is overgrown		Where litter reported		Roadside advertising		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M60	140	1	1	16	11	3	2	6	4	0	0	0	0	6	4	2	1	17	12
M6	132	2	2	22	17	2	2	4	3	1	1	0	0	5	4	37	26	10	7
M62	129	7	5	15	12	2	2	6	4	1	1	3	2	10	7	17	12	6	4
M56	108	1	1	3	3	2	2	1	1	1	1	2	1	0	0	25	18	17	12
M61	84	0	0	0	0	0	0	0	0	1	1	0	0	2	1	10	7	0	0
M66	78	15	19	9	12	2	3	3	2	1	1	0	0	4	3	7	5	1	1
M602	65	9	14	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
M65	63	1	2	4	6	2	3	3	2	0	0	0	0	4	3	7	5	1	1
M57	61	1	2	3	5	1	2	2	1	1	1	1	1	0	0	0	0	5	4
M53	60	6	10	2	3	2	3	0	0	0	0	0	0	0	0	2	1	1	1
M58	59	4	7	0	0	0	0	2	1	0	0	0	0	0	0	5	4	2	1
A627(M)	49	4	8	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
A56	48	1	2	4	8	1	2	1	1	0	0	2	1	5	4	2	1	4	3
A5036	46	0	0	6	13	0	0	3	2	6	4	3	2	2	1	0	0	3	2
A55	46	6	13	0	0	1	2	1	1	1	1	0	0	0	0	0	0	0	0
A5103	43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
M67	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
A663	33	1	3	1	3	1	3	0	0	0	0	0	0	0	0	0	0	0	0
A556	32	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
A5117	29	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A550	29	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A483	24	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



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

**Report Title:** 18 - Area 10 January – June 2015 Report

**Date of Issue:** 24/06/15

**Prepared by:** Ben Barker

**Reviewed /  
Approved by:** James Collinson  
Chris Johnson

AECOM House  
179 Moss Lane  
Altrincham  
WA15 8FH

**Data File**  
Area 10 MTD file June 06 – December 13  
Area 10 MTD file January 2014 – June 2014  
Area 10 MTD file July 2014 – June 2015

**Status** Unweighted

**Base Cases** 220

**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.