

AREA 6 ROAD USERS' SATISFACTION SURVEY

March - August 2015

Report 19

Prepared for Highways England by AECOM



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Introduction

226 people were interviewed in Area 6 between March and August 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

- Similar to the previous report 81% of road users were satisfied
- Those aged 60 and above were more satisfied than other age groups (91% compared to 82% and 75% of 17-34 and 35-59 year olds respectively)

Safety

- 63% felt safe, up from 56% in the last report, however the general trend has fluctuated since Year 7
- Non-drivers were more likely to feel safe than drivers (73% compared to 61%)
- The most common reason for feeling unsafe was other people's driving (65% of those that felt unsafe)

Driver Behaviour

- 76% of drivers who had driven through roadworks said that their driving changed when doing so
- Females were more likely to change their driving compared with males (83% compared with 71%)
- 62% of respondents said drivers should be ensuring safe travel through roadworks
- There has been an increase in the proportion of respondents stating that drivers are responsible for safe travel through roadworks since Year 7

Litter

- Litter is perceived as worse than 12 months ago on trunk roads (14% compared to 11%)
- Litter on motorways was considered better than 12 months ago (14% compared to 8%)
- Drivers were more likely to think Highways England was responsible for litter seen on the network than non-drivers (27% compared to 10%)

Red X

- 61% thought it was illegal to travel in a lane with a Red X above it
- Drivers were more likely to say it was illegal than non-drivers (64% compare to 46%)

Congestion

- 78% experienced congestion, an increase from 71% in the last report
- Drivers were more likely to experience congestion than non-drivers (83% compared to 54%)
- The A12 (Great Yarmouth to Lowestoft) was the road reported by the highest proportion of users as being congested (13%)

Summary: Headlines

"Advisory roadwork signs are incorrect"

37% felt unsafe on Highways England roads with other people's driving the most common reason for this (65%), comments included...

"Drivers flashing their lights to make you go faster"

"Too many HGVs putting grooves on the roads"

37% planned their journey before setting off, of who 90% did so to avoid congestion, comments about congestion included...

"Clear accidents quicker"

"It's the volume of traffic around Newmarket"

"Single carriageway causing delays"

78% had experienced congestion on Highways England roads, comments included...

"There is heavy congestion on the [Lowestoft] bridge all the time"

"There was flooding on the road"

76% said their driving changed when travelling through roadworks with slowing down being the most common way (79%), comments included...

"I find all the cones and signs distracting"

"All too cluttered so I have to concentrate"



- 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 to last report

Summary: Area 6 Headlines (Comparisons to last report (September 2014 to February 2015))

Safety: felt safe

Increase in proportions feeling safe from 56% to 63%

Base: 226

Quality of road surface

14% said better than 12 months ago although 23% said worse

Base: 203

Vegetation

9% said less overgrown than 12 months ago and 9% said it was more overgrown

Base: 187

Grass Cutting

10% said better than 12 months ago and 10% said worse

Base: 190

Amount of litter (Trunk roads, users only)

14% said worse than 12 months ago, 11% said better

Base: 193

Amount of litter (motorways, users only)

14% said better than 12 months ago, 8% said worse

Base: 112

Temporary road signs

Slight increase in proportions satisfied (82% up to 84%)

Base: 114

Signs through roadworks

66% travelled through roadworks and 23% saw no signs, an increase from 21%

Base: 226/148

Journey reliability/variation

Decrease in those saying journey time varies every time or most of the time (20% down to 16%)

Base: 148

18% stated journey time never changes, the same as in the last report

Base: 148

Congestion

Increase in proportion of respondents experiencing congestion (71% up to 78%)

Base: 225

Red X

61% indicated it was illegal to drive in a lane with red x, down slightly from 63% last time

Base: 226

Roadwork safety

76% said their driving changed when travelling through roadworks

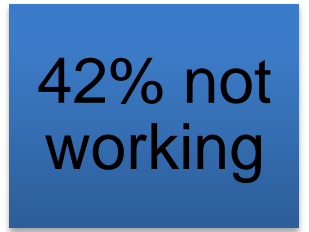
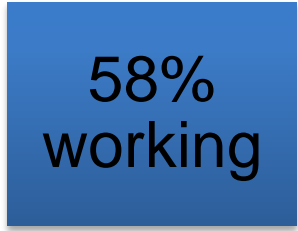
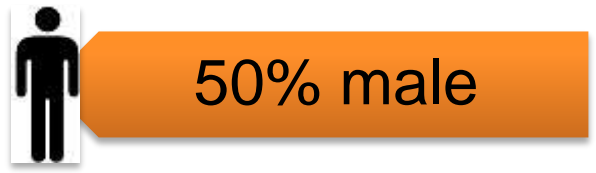
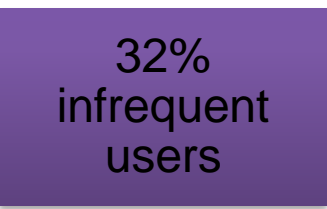
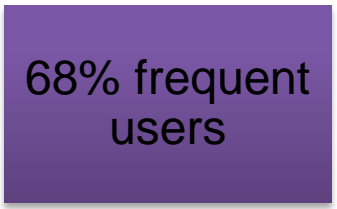
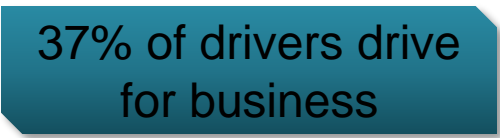
79% of these slowed down due to roadworks

26% said this was because of roadworkers

Base: 185/143/141

**More comparisons are shown on pages 19 to 21*

Summary: Information on respondents (Report 19)



Summary: Information on sampling approach

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

Respondents are **selected to a quota set on age, gender and working status** to broadly represent the population of Area 6 using data collected in the 2011 Census.

Respondents are only asked about roads in Area 6 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 6 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 6 (e.g. M11, Junction 9).

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

Outcome	Frequency
No one home	1277
Refused	213
Out of quota	468
Interviews achieved	226



Map showing location of ARUSS sample points for interviews conducted between March and August 2015

Introduction

This report presents the results of surveys conducted in Area 6 between March and August 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 6
 - Journey planning (page 9)
 - Reliability of journeys (page 10)
- Overall satisfaction (page 11)
- Use of the Highways England network
 - Frequency of use of the network (page 12) journey purpose (page 13)
- Summary of conditions of road and maintenance (page 14)
- Safety on the network (page 15)
- Experience of congestion (page 16)
- Roadside advertising (page 17)
- Driving behaviour through roadworks and safety at roadworks (page 18)
- Summary tables (page 19)

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

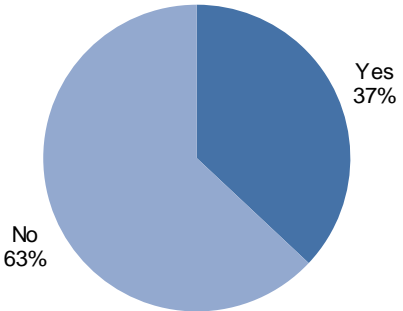
In tables and charts shown in this report, percentages may total more than 100%; when this is so it is either due to rounding or because respondents were able to give more than one answer to the question. Throughout the analysis, an asterisk (*) is used if a proportion is more than zero but less than 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: Journey planning

Plan journeys in advance



Base: 226
Do you plan your journey prior to setting off? (Unprompted)

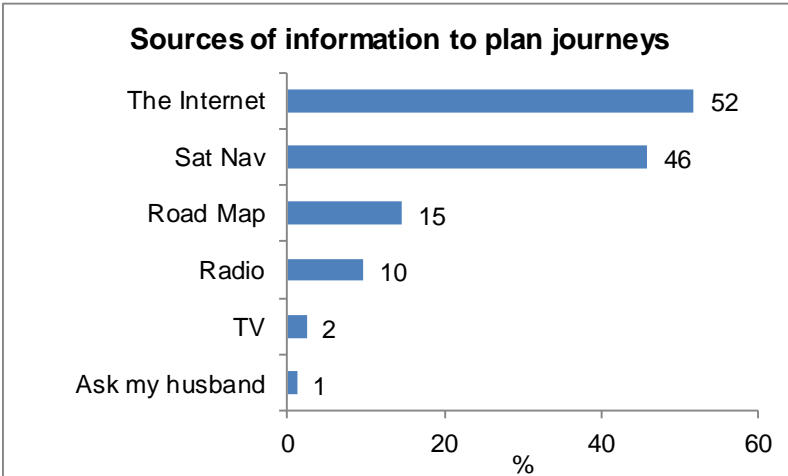
Respondents were asked if they planned their journeys prior to setting off and in the current reporting period 37% said they did, slightly lower than the previous reporting period (39%). By subgroup:

- Drivers were significantly more likely to plan journeys than non-drivers (41% compared to 20%);
- Those from the ABC1 socio-economic group were more likely to plan than those from C2DE (45% compared to 31%); and
- Those driving for business were more likely to plan than those who did not (56% compared to 33%).

The most common way to plan journeys was by using the Internet (52%) with the variations by subgroup as follows:

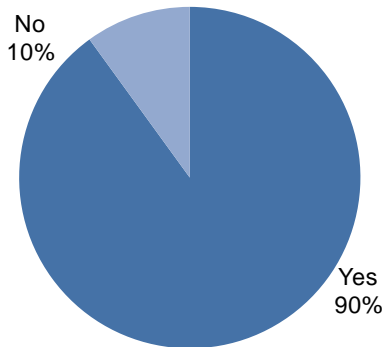
- Respondents aged 60 and above were the most likely to use the Internet to plan their journeys (63% compared to 43% of 35-59 and 52% of 17-34 year olds); and
- 52% of males used a Sat Nav to plan their journeys, compare to 38% of females.

Of those planning journeys, 90% said they did so to avoid congestion, compared to 84% in the previous reporting period.



Base: 83
What sources of information do you use to plan your journey?(Unprompted)

Plan journeys to avoid congestion



Base: 80
Why do you plan your journey prior to setting off? (Unprompted)

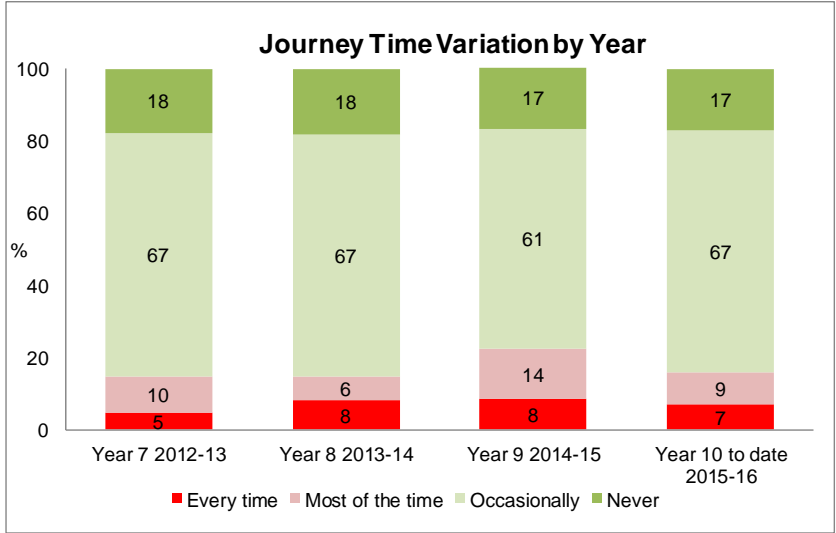
Area Specific: Reliability of journeys

In the current reporting period, 66% of respondents said they made a regular journey on roads in the area. By subgroup:

- Those travelling over 10,000 miles per year were more likely to make a regular journey than those travelling fewer miles (84% compared to 67%);
- Males were more likely to make a regular journey than females (72% compared to 59%); and
- Those driving for business purposes were also more likely to make a regular journey compared to those not doing so (78% compared to 69%).

In the current reporting period, of those making a regular journey, 16% said their journey time varied most or every time they made it. The proportional responses since Year 7 are shown here.

They were then asked what could be done to improve journey time reliability, a selection of verbatim responses are given below. A full breakdown is given in the appendix.



Base: Year 7 2012-13 (227); Year 8 2013-14 (252); Year 9 2014-15 (242); Year 10 to date 2015-16 (119)
 Does the journey time vary each time you make this trip? (Prompted)

“Clear accidents quicker”

“A14 was not designed to cope with today’s volume of traffic”

“Put road tax on the roads instead of cars in the form of tolls”

“Do something about the length of the slip road at Shell Garage before Orwell Bridge”

“Maintain roads, don’t have cones out if no repairs are going on”

Area Specific: 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 6.

In the current reporting period six months, the majority (81%) of respondents were either very satisfied (24%) or satisfied (58%).

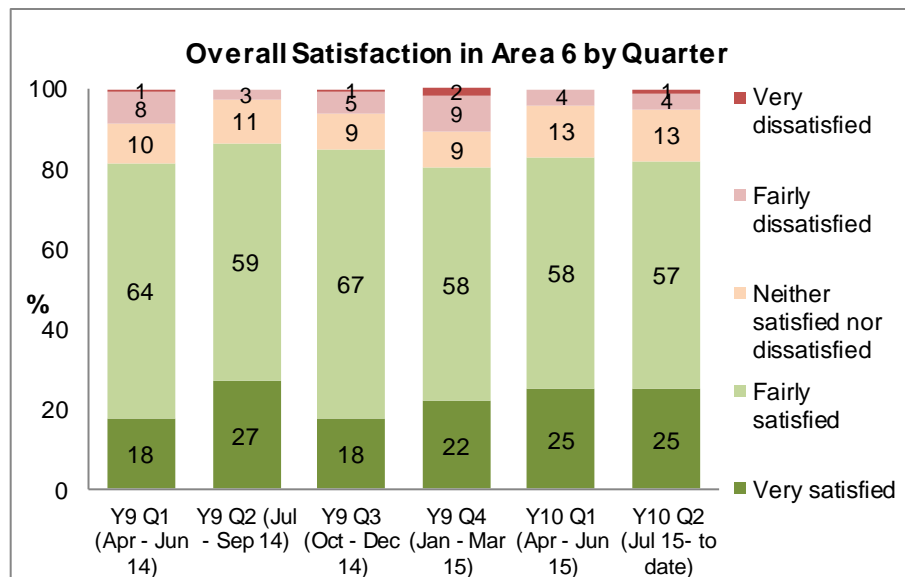
The trend, by quarter, since this question was introduced is shown in the chart.

By subgroup:

- Respondents aged 60 and above were more likely to say they were satisfied than younger age groups (91% compared to 82% and 75% of 17-34 and 35-59 year olds respectively);
- Infrequent users of the network were more likely to say they were satisfied than frequent users (89% compared to 78%);
- There was little difference in levels of satisfaction amongst those who drove for business purposes and those that did not (79% compared to 78%).

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

- “Considering the amount of traffic they are doing a fair job maintaining the motorways” (Male, 25-34)
- “Don’t have a lot of bother” (Male, 35-44)
- “I can get about and still do my job” (Male, 55-59)
- “I don’t drive at peak times so roads are clear with no hold ups” (Female, 45-54)
- “Generally the motorways are sufficient” (Female, 35-44)



Bases: Year 8 Q3 (Oct - Dec 13): 115; Year 8 Q4 (Jan - Mar 14): 111; Year 9 Q1 (Apr - Jun 14): 113; Year 9 Q2 (Jul - Aug 14): 111; Year 9 Q3 (Oct - Dec 14): 112; Year 9 Q4 (Jan - Mar 15) : 117, Year 10 Q1 (Apr - Jun 15): 113; Year 10 Q2 (July 15 - to date): 75

How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Prompted)

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

- “12 mile stretch like A12 should be dual carriageway” (Male, 20-24)
- “Road conditions – too many roadworks with no one there” (Male, 45-54, Ipswich)
- “Bridge repairs are very slow, the road clogs up badly” (Female, 35-44)
- “Roadworks are very slow at the bridge, there are always queues” (Female, 60-64, Ipswich)
- “We often get queues during the rush hour” (Female, 45-54)

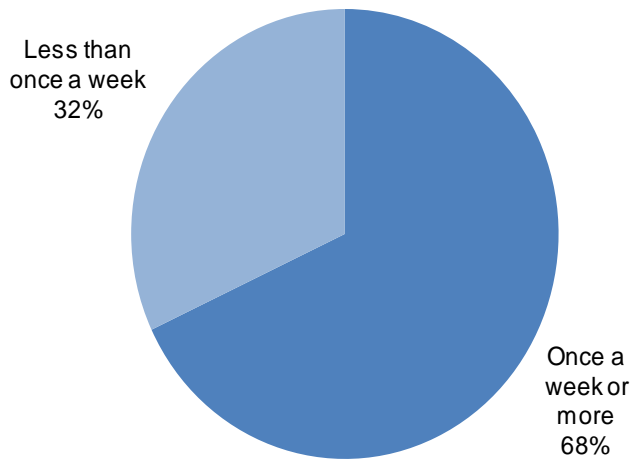
Frequency of road use

Respondents were asked how often they travelled on Highways England roads in Area 6. Sixty eight percent stated they travelled on Highways England roads at least once a week (frequent users). By subgroup:

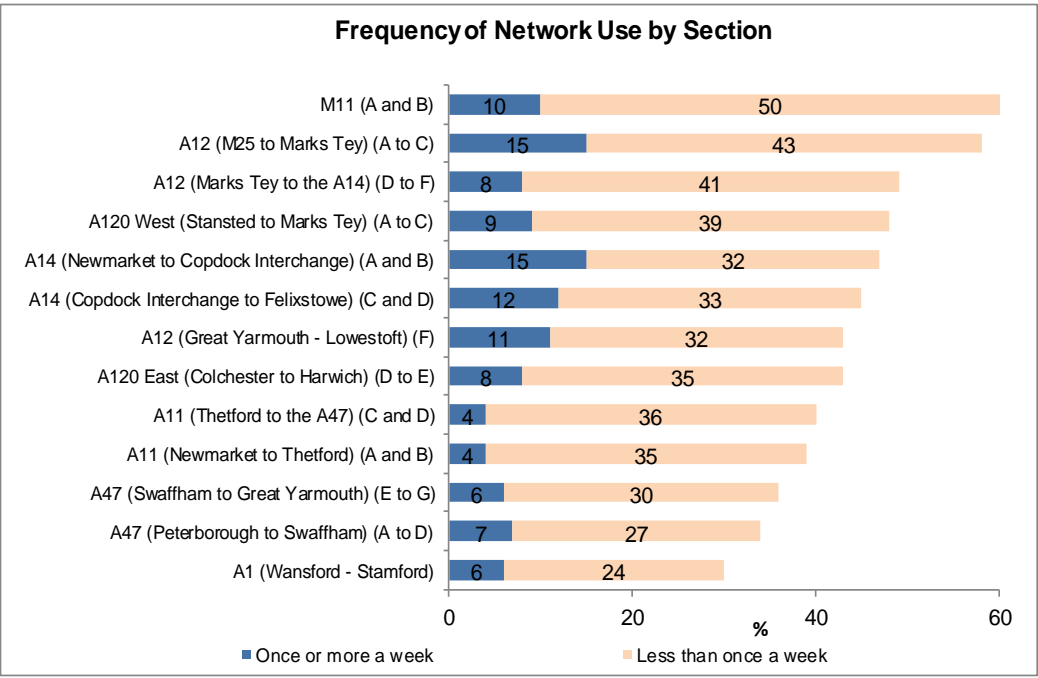
- Frequent users were more likely to feel unsafe on Highways England roads (42% compared to 27% of infrequent users);
- Respondents that worked full time were more likely to be frequent users than part time workers (81% compared to 57%);
- Males were more likely to be frequent users (73% of males compared to 63% of females); and
- Frequent users were more likely to plan their journey before setting off and drive for business purposes (40% compared to 31% and 43% compared to 17% respectively).

The chart shows the roads by frequency of use. Overall 60% used the M11 and 73% used the A12.

Frequency of Network Use



Frequency of Network Use by Section



Base: 226
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 226 for each road
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

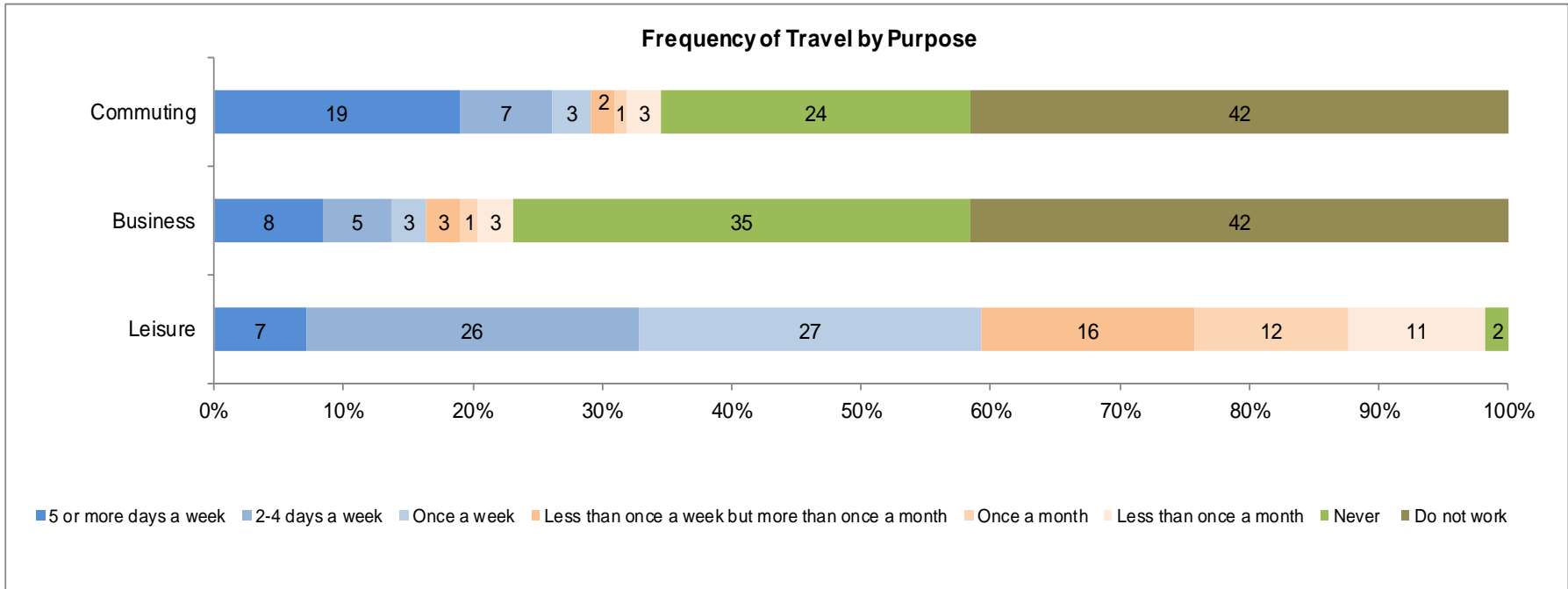
Journey purpose

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

- 35% of respondents used Highways England’s motorways or trunk roads for commuting, whereas 24% worked but did not;
- 23% of respondents used roads for business purposes, 35% worked but did not; and
- All but 2% of respondents used the roads for leisure and other purposes.

By sub group:

- Over half of all males (53%) used the network for commuting on two days a week or more, compared to just 33% of females; and
- A greater proportion of males, respondents aged 35-59, from AB and C2 socio-economic groups and those that drive more than 10,000 miles per year used the network for business purposes.

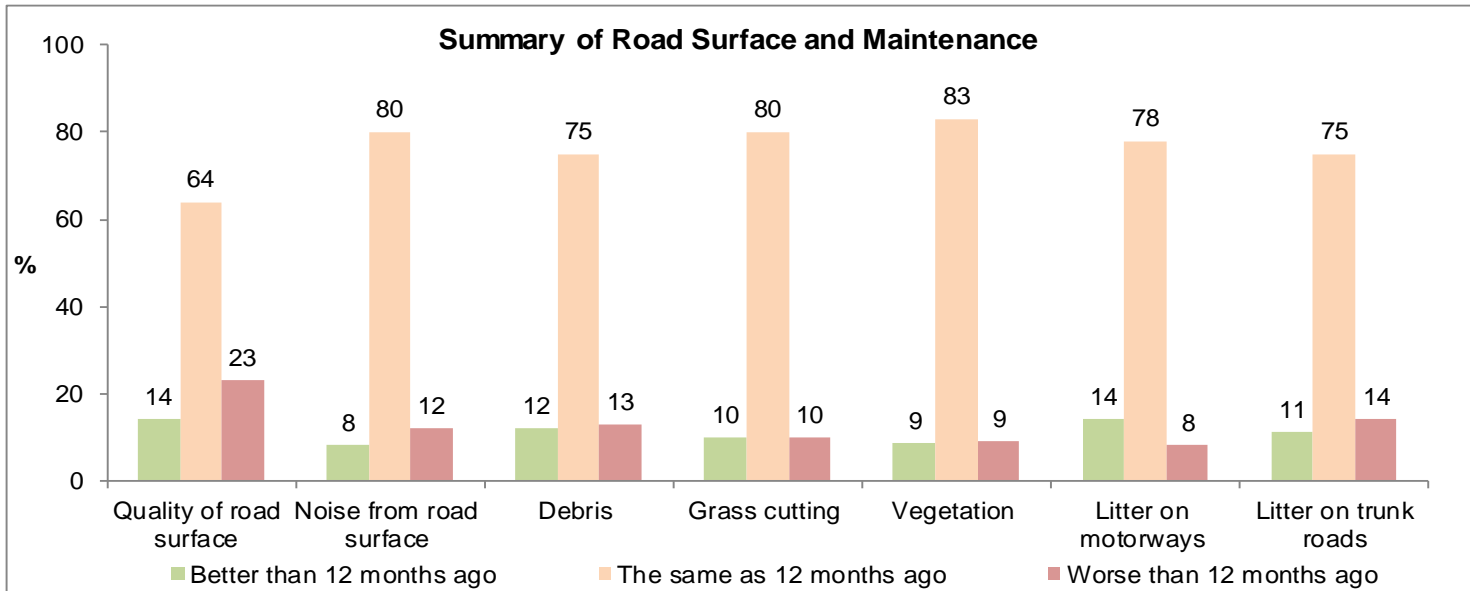


Base: 226 (Other, Employer Business and To Work)
 How often do you use Highways England roads for...? (Prompted)

Summary of conditions of road and maintenance

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

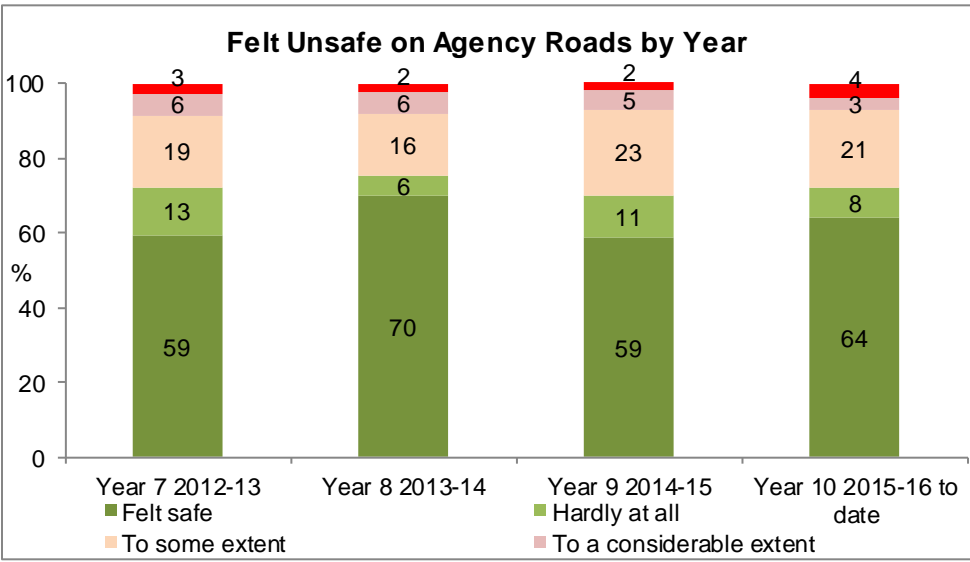
- Twenty four percent of drivers stated that the quality of road surface was worse than 12 months ago, compared to non-drivers (13%); and
- A slightly greater proportion of drivers than non-drivers said the amount of noise from the road surface was worse than 12 months ago (13% compared to 7%);
- Conversely, non-drivers were more likely to think that the amount of litter on motorways was better than 12 months ago, compared to drivers (46% and 11% respectively).



Base: Quality of surfaces (203); Noise (193); Debris (203); Grass Cutting (190); Vegetation (187); Litter on motorways (112); Litter on trunk roads (193) *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, 63% of respondents felt safe whilst travelling on Highways England roads;
- There was little difference between male and female respondents regarding feeling safe (64% and 62% respectively in the current reporting period); Younger people (aged 17-34) were more likely to feel safe than those aged 35 and over (78% compared to 58%);
- Non-drivers were more likely to feel safe than drivers (73% felt safe compared to 61%) as were infrequent users compared to frequent (74% felt safe compared to 58%);
- The most common reason for feeling unsafe continued to be other peoples driving (65% of those that felt unsafe), followed by maintenance of the road (36%);
- **Fluctuating trend in respondents feeling safe since Year 7 (2012-13).*



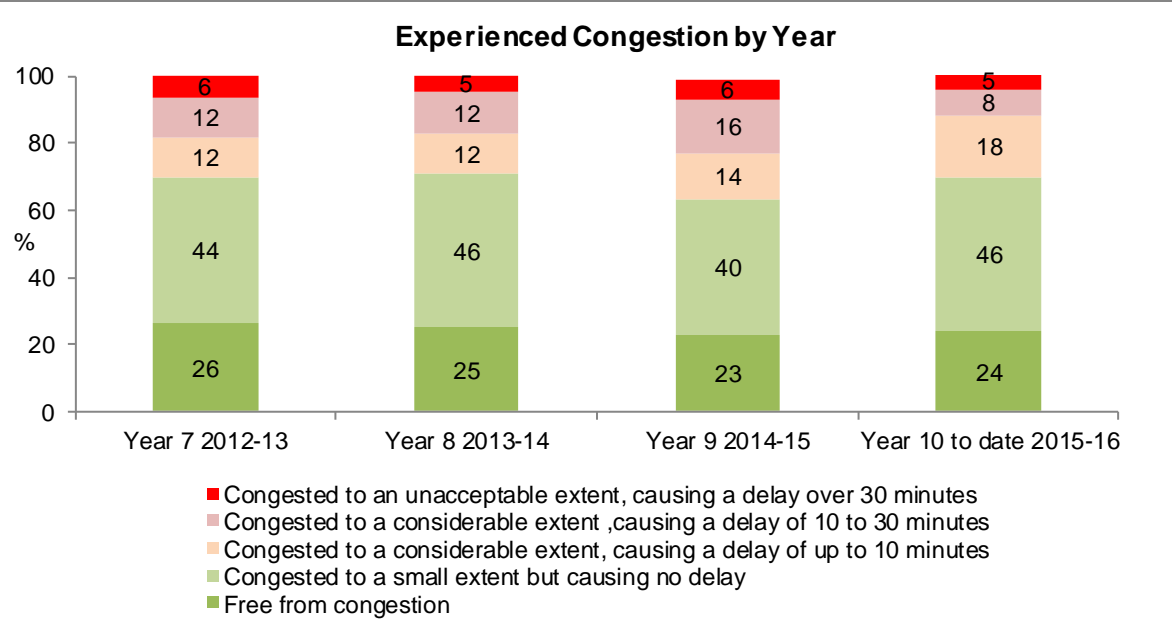
Base = Year 7 2012-13 (446); Year 8 2013-14 (457); Year 9 2014-15 (452); Year 10 to date 2015-16 (188)
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

	Users of the road	Felt unsafe to some extent or more	
		N	%
A11 A	88	3	3
A11 B	88	3	3
A11 C	90	3	3
A11 D	90	4	4
A12 A	130	16	12
A12 B	130	14	11
A12 C	130	15	12
A12 D	112	9	8
A12 E	112	6	5
A12 F	97	7	7
A120 A	109	1	1
A120 B	109	1	1
A120 C	109	5	5
A120 D	98	10	10
A120 E	98	8	8
A14 A	106	4	4
A14 B	106	4	4
A14 C	106	4	4
A14 D	102	7	7
A47 A	77	1	1
A47 B	77	4	5
A47 C	77	1	1
A47 D	77	3	4
A47 E	80	4	5
A47 F	80	3	4
A47 G	80	4	5
A1	67	2	3
M11 A	136	9	7
M11 B	136	5	4

Congestion

- In the current reporting period 88% of respondents experienced congestion on Highways England roads and 32% experienced congestion which resulted in a delay;
- Drivers were more likely to have experienced congestion than non-drivers (83% compared to 54%);
- Those travelling on Highways England roads more than once a week were more likely to have experienced congestion than those who travel less (84% compared to 65%);
- The A12 (Great Yarmouth to Lowestoft) was the road reported by the highest proportion of users as being congested (13%) followed by the A12 (Stratford St Mary to Copdock Interchange) and the A47 (Paston Parkway Interchange to Wisbech) (8% each); and
- **Very slight fluctuations in the proportions of respondents experiencing congestion on Highways England roads in recent years*



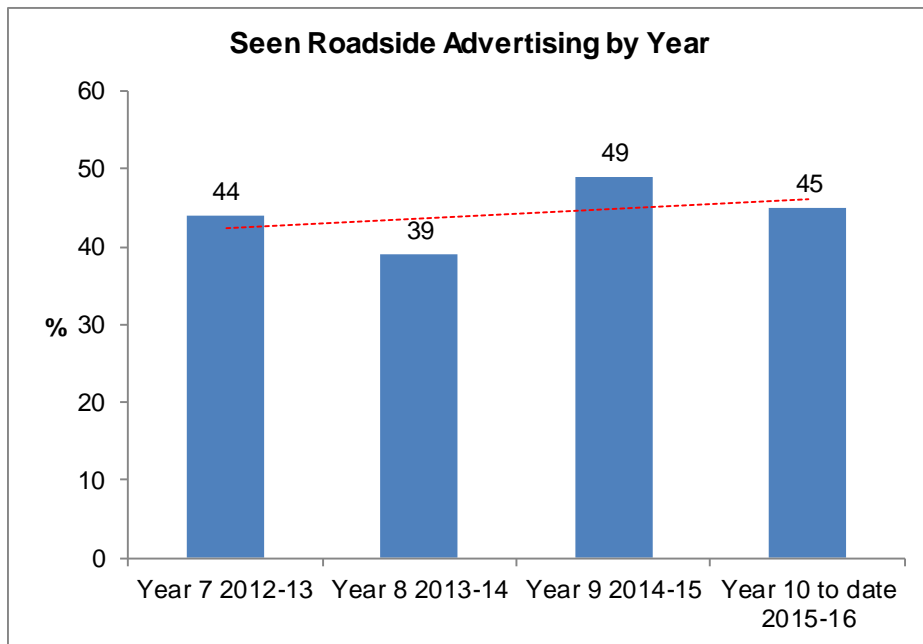
Base = Year 7 2012-13 (446); Year 8 2013-14 (457); Year 9 2014-15 (453); Year 10 to date 2015-16 (187)
 Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?

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

	Users of the road	Delayed by congestion	
		N	%
A11 A	88	1	1
A11 B	88	0	0
A11 C	90	3	3
A11 D	90	0	0
A12 A	130	8	6
A12 B	130	8	6
A12 C	130	8	6
A12 D	112	6	5
A12 E	112	9	8
A12 F	97	13	13
A120 A	109	0	0
A120 B	109	0	0
A120 C	109	1	1
A120 D	98	0	0
A120 E	98	0	0
A14 A	106	5	5
A14 B	106	4	4
A14 C	106	2	2
A14 D	102	6	6
A47 A	77	2	3
A47 B	77	6	8
A47 C	77	1	1
A47 D	77	5	6
A47 E	80	3	4
A47 F	80	2	3
A47 G	80	5	6
A1	67	3	4
M11 A	136	10	7
M11 B	136	2	1

Roadside advertising

- In the current reporting period, 46% of respondents said they saw roadside advertising on Highways England roads;
- Drivers were more likely to have seen roadside advertising than non-drivers (48% to 34%);
- Male respondents were slightly more likely to have seen advertising than female respondents (47% compared to 43%);
- Of those seeing roadside advertising, 62% said they were not bothered by them.
- *Fluctuating trend in proportions of respondents seeing roadside advertising before a fall in Year 10 to date (2015-16).



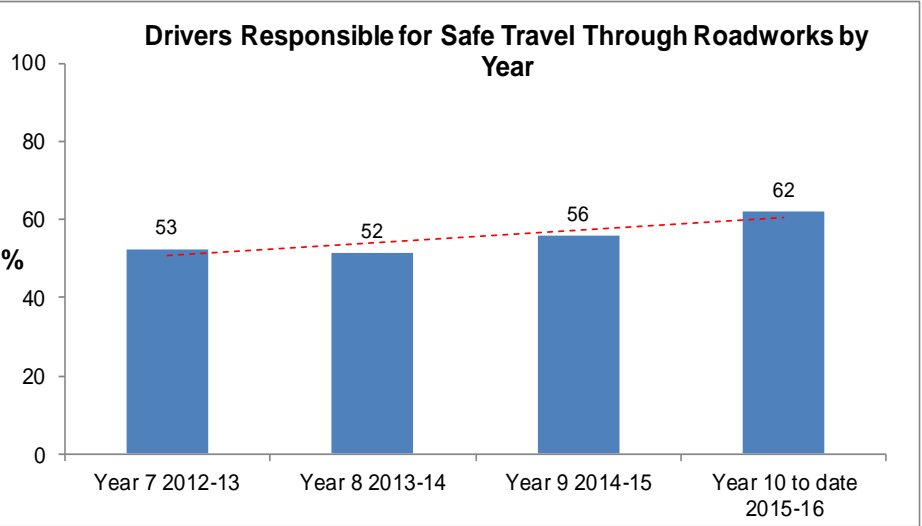
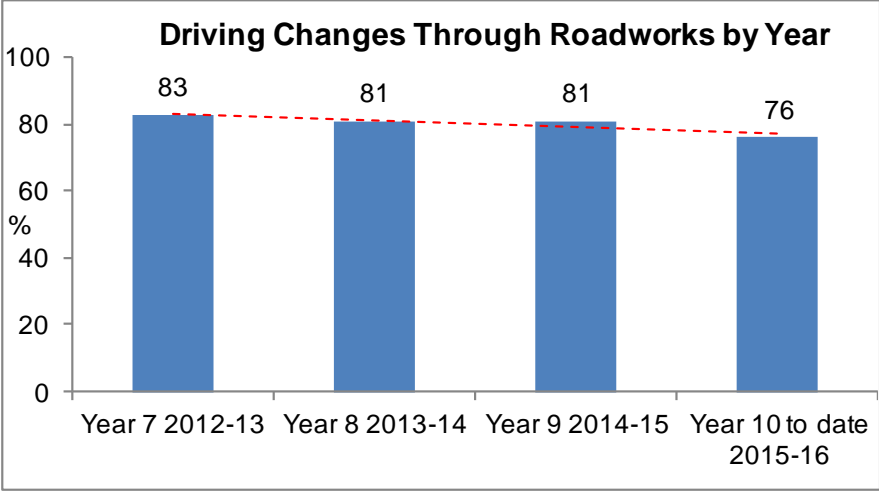
Base = Year 7 2012-13 (446); Year 8 2013-14 (457); Year 9 2014-15 (453); Year 10 to date 2015-16 (188).

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

Driving behaviour through roadworks

- In the current reporting period, 76% of drivers who had driven through roadworks said their driving changed when doing so. Females were more likely to change their change their driving compared with males (83% compared with 71%);
- Sixty two percent of respondents said drivers should be ensuring safe travel through roadworks. “Drivers themselves” was the most common response for all analysis by sub-group however there was still some variation:
 - Drivers were more likely to think Highways England and the Police are responsible for safety compared to non-drivers (29% compared to 15% and 26% compared to 15% respectively);
 - Frequent users were more likely to think it was drivers’ responsibility than non-drivers (63% compared to 56%).
- *There has been a slight decrease in the proportion of respondents stating that their driving changes through roadworks. Conversely, there has been an increase in the proportion of respondents stating that drivers are responsible for safe travel through roadworks since Year 7 (2012-13).



Base = Year 7 2012-13 (351); Year 8 2013-14 (373); Year 9 2014-15 (391); Year 10 to date 2015-16 (151). Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?
 *Trend analysis on data collected since Year 7 2012-13

Base = Year 7 2012-13 (446); Year 8 2013-14 (457); Year 9 2014-15 (451); Year 10 to date 2015-16 (188).
 Who do you think should be ensuring drivers travel safely through roadworks?

Summary tables

		Current Report (Mar 15 - Aug 15)	Base	Difference from Previous Report	Last Report (Sep 14 - Feb 15)	Base	Average All Areas	Difference from National Average
Drivers		82%	226	-8%	90%	228	81%	1%
Drive on business (drivers only)		37%	185	13%	24%	206	30%	7%
Frequent Users (use Highways England roads once a week or more)		68%	226	11%	57%	228	57%	11%
Travel as...	Car / Van Driver	82%	226	-8%	90%	228	78%	4%
	Passenger in a car or van	38%	226	3%	35%	228	42%	-4%
Felt safe on the network		63%	226	● 7%	56%	227	62%	● 1%
Felt unsafe on the network		37%	226	● -7%	44%	227	38%	● -1%
	Felt unsafe: Hardly unsafe at all	21%	83	● -10%	31%	101	29%	● -8%
	Felt unsafe: To a considerable/very considerable extent	18%	83	● 2%	16%	101	19%	● -1%
	Felt unsafe: Due to other people's driving	65%	83	11%	54%	101	51%	14%
Road surface quality:	Better than 12 months ago	14%	203	5%	9%	204	16%	-2%
	Worse than 12 months ago	● 23%	203	-1%	24%	204	23%	0%
Road surface noise:	Better than 12 months ago	8%	193	1%	7%	191	9%	-1%
	Worse than 12 months ago	● 12%	193	-5%	17%	191	11%	1%
Grass cutting:	Better than 12 months ago	10%	190	5%	5%	175	9%	1%
	Worse than 12 months ago	● 10%	190	3%	7%	175	9%	1%
Vegetation:	Less overgrown than 12 months ago	9%	187	3%	6%	167	8%	1%
	More overgrown than 12 months ago	● 9%	187	3%	6%	167	11%	-2%
Debris:	Better than 12 months ago	12%	203	2%	10%	190	12%	0%
	Worse than 12 months ago	● 13%	203	2%	11%	190	9%	4%
Litter on Motorways:	Better than 12 months ago	● 14%	112	6%	8%	107	13%	1%
	Worse than 12 months ago	8%	112	0%	8%	107	10%	-2%
Litter on Trunk Roads:	Better than 12 months ago	11%	193	1%	10%	193	11%	0%
	Worse than 12 months ago	● 14%	193	6%	8%	193	11%	3%

Summary tables

	Current Report (Mar 15 - Aug 15)	Base	Difference from Previous Report	Last Report (Sep 14 - Feb 15)	Base	Average All Areas	Difference from National Average
Responsibility for litter seen							
Highways England	24%	226	● 8%	16%	228	24%	0%
Local Council/Local Authority	27%	226	● 5%	22%	228	21%	6%
People travelling on the network	50%	226	● -9%	59%	228	55%	-5%
Satisfied/very satisfied with permanent road signs							
	80%	226	● -2%	82%	228	88%	-8%
Dissatisfied/very dissatisfied with permanent road signs							
	2%	226	● 0%	2%	228	3%	-1%
Seen one or more temporary road signs							
	50%	226	● 0%	50%	228	64%	-14%
Satisfied/very satisfied with temporary road signs							
	84%	114	● 2%	82%	115	85%	-1%
Dissatisfied/very dissatisfied with temporary road signs							
	9%	114	● 2%	7%	115	7%	2%
Travelled through roadworks recently							
	66%	226	● 8%	58%	228	70%	-4%
Saw signs giving reason for the work	58%	148	● 12%	46%	131	60%	-2%
Saw no signs giving reason for the work	23%	148	● 2%	21%	131	18%	5%
Signs through the roadworks provided enough information	63%	120	● -11%	74%	87	71%	-8%
Signs through the roadworks did not provide enough information	23%	120	● 5%	18%	87	20%	3%
Passed roadworks when no one was working							
	59%	148	● 9%	50%	131	61%	-2%
Annoyed, frustrated and/or angry	59%	86	● 4%	55%	64	52%	7%
Seen roadside advertising							
	46%	226	● 0%	46%	228	59%	● -13%
Not bothered by roadside advertising	62%	102	● 9%	53%	228	54%	8%

Summary tables

			Current Report (Mar 15 - Aug 15)	Base	Difference from Previous Report	Last Report (Sep 14 - Feb 15)	Base	Average All Areas	Difference from National Average
Experienced congestion on Highways England roads			78%	225	● 7%	71%	228	80%	● -2%
with delay			32%	225	● -2%	34%	228	38%	● -6%
Agency roads impacted on ability to move safely (n=15)			7%	226	N/A	10%	228	N/A	N/A
To some extent or more as a Pedestrian (n=1)			*%	226	N/A	1%	228	N/A	N/A
To some extent or more as a Cyclist (n=4)			2%	226	N/A	2%	228	N/A	N/A
To some extent or more as a Horse Rider (n=0)			N/A	226	N/A	*%	228	N/A	N/A
Regular journey on Highways England road									
Yes			66%	226	11%	55%	228	N/A	N/A
Journey time varies everytime/most of the time			16%	148	● -4%	20%	125	N/A	N/A
Plan journey before setting off									
Yes			37%	226	● -2%	39%	228	N/A	N/A
To avoid congestion			90%	80	7%	83%	90	N/A	N/A
Overall satisfaction									
Fairly satisfied/very satisfied			81%	226	● -2%	83%	228	85%	● -4%
Fairly dissatisfied/very dissatisfied			5%	226	● -3%	8%	228	5%	● 0%
Driving changes when travelling through roadworks			76%	185	● -7%	83%	206	85%	-9%
How?	Slow down		79%	143	● -2%	81%	171	81%	-2%
Changes due to	Roadworkers		26%	141	-3%	29%	171	24%	2%
Drivers themselves should ensure safe driving			62%	226	● 3%	59%	226	51%	11%
Highways England should ensure safe driving			26%	226	● 2%	24%	226	33%	-7%
Police should ensure safe driving			24%	226	1%	23%	226	25%	-1%

Summary

	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches / is poor		Road is moderately or very noisy		Grass not cut short		Vegetation is overgrown		Some or a lot of debris		Where litter reported		Roadside Advertising		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A11 Newmarket to Fiveways Roundabout (A)	88	3	3	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
A11 Fiveways Roundabout to Thetford (B)	88	3	3	1	1	1	1	1	1	1	1	0	0	0	0	3	3	0	0
A11 Thetford to Attleborough (C)	90	3	3	3	3	2	2	0	0	0	0	2	2	1	1	11	12	3	3
A11 Attleborough to A47 (D)	90	4	4	6	7	4	4	0	0	0	0	3	3	1	1	2	2	0	0
A12 Brentwood to Chelmsford Bypass (J1-J15) (A)	130	16	12	5	4	1	1	4	3	3	2	6	5	6	5	8	6	8	6
A12 Chelmsford Bypass (J15 - J19) (B)	130	14	11	9	7	7	5	2	2	1	1	6	5	7	5	9	7	8	6
A12 Chelmsford Bypass to Marks Tey (J19-J25) (C)	130	15	12	16	12	9	7	1	1	0	0	10	8	9	7	21	16	8	6
A12 Marks Tey to Stratford St Mary (J25 - J30) (D)	112	9	8	3	3	1	1	1	1	1	1	4	4	4	4	5	4	6	5
A12 Stratford St Mary to Copdock Interchange (J30 - J33) (E)	112	6	5	2	2	0	0	1	1	1	1	2	2	3	3	5	4	9	8
A12 Great Yarmouth – Lowestoft (F)	97	7	7	13	13	4	4	2	2	1	1	5	5	5	5	4	4	13	13
A120 Bishop's Stortford to Great Dunmow (A)	109	1	1	1	1	0	0	0	0	1	1	1	1	2	2	1	1	0	0
A120 Great Dunmow to Braintree (B)	109	1	1	2	2	1	1	0	0	1	1	1	1	2	2	2	2	0	0
A120 Braintree to Marks Tey (A12) (C)	109	5	5	5	5	4	4	2	2	0	0	1	1	2	2	5	5	1	1
A120 Colchester (A12) to Hare Green (A133) (D)	98	10	10	9	9	7	7	6	6	6	6	7	7	8	8	4	4	0	0
A120 Hare Green (A133) to Harwich (E)	98	8	8	5	5	6	6	6	6	6	6	6	6	7	7	6	6	0	0

Note: The number of users by each individual section is not asked and so the number of users above is taken from question n1b which asks about use of larger sections of roads.

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



Summary

	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches / is poor		Road is moderately or very noisy		Grass not cut short		Vegetation is overgrown		Some or a lot of debris		Where litter reported		Roadside Advertising		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A14 Newmarket to Bury St Edmunds (J37 to J42) (A)	106	4	4	6	6	3	3	1	1	1	1	5	5	11	10	1	1	5	5
A14 Bury St Edmunds to Stowmarket (J42 to J49) (B)	106	4	4	8	8	8	8	5	5	2	2	6	6	13	12	5	5	4	4
A14 Stowmarket to Seven Hills Interchange (J49 - J58) (C)	106	4	4	9	8	6	6	2	2	1	1	6	6	10	9	4	4	2	2
A14 Seven Hills Interchange to Felixstowe (D)	102	7	7	12	12	4	4	6	6	8	8	5	5	5	5	9	9	6	6
A47 Wansford to Paston Parkway Interchange (J20) (A)	77	1	1	0	0	0	0	0	0	1	1	0	0	1	1	1	1	2	3
A47 Paston Parkway Interchange to Wisbech (B)	77	4	5	2	3	0	0	0	0	0	0	0	0	1	1	5	6	6	8
A47 Wisbech to King's Lynn (C)	77	1	1	3	4	1	1	0	0	0	0	3	4	3	4	9	12	1	1
A47 King's Lynn to Swaffham (D)	77	3	4	2	3	1	1	0	0	0	0	5	6	6	8	6	8	5	6
A47 Swaffham to Norwich (E)	80	4	5	4	5	3	4	0	0	0	0	4	5	5	6	7	9	3	4
A47 Norwich to Blofield (F)	80	3	4	4	5	2	3	0	0	0	0	1	1	2	3	2	3	2	3
A47 Blofield to Great Yarmouth (G)	80	4	5	6	8	3	4	0	0	0	0	0	0	2	3	0	0	5	6
A1 Wansford to Stamford	67	2	3	1	1	2	3	0	0	0	0	1	1	1	1	1	1	3	4
M11 M25 to Bishop's Stortford (A)	136	9	7	7	5	2	1	5	4	5	4	14	10	18	13	12	9	10	7
M11 North of Bishop's Stortford (B)	136	5	4	2	1	2	1	3	2	4	3	4	3	14	10	5	4	2	1

Note: The number of users by each individual section is not asked and so the number of users above is taken from question n1b which asks about use of larger sections of roads

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



Report Title:	19 - Area 6 March - August 2015 Report
Date of Issue:	25 th Sept 2015
Prepared by:	Fiona McCorquodale
Reviewed / Approved by:	Jonathan Warboys Christine Johnson
Data File	Area 6 MTD file April 06 – August 2015 Area 6 MTD file March 2015 – August 2015
Status	Unweighted
Base Cases	226

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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.