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### Introduction

227 people were interviewed in Area 13 between January and 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 decreased from 93% to 88% since last reporting period
- 17-34 year olds more satisfied than 35-59 year olds (91% compared to 84%)

Safety

- Decrease in safety since last reporting period (from 73% in the last report to 64%)
- Males more likely to feel safe than females (66% compared to 63%)
- 19% of users of A595 felt unsafe to some extent or more as did 14% on the M6
- Significant decrease in respondents feeling unsafe due to other people's driving (33% down from 60%)

Roadworks

- A smaller proportion of those travelling through roadworks and NOT seeing signs than in last reporting period (18% compared to 22% last time)
- Of those travelling through roadworks, there was an increase in people saying they have been provided with enough information through them (from 66% to 72%)

Litter

- Of those travelling on motorways, 20% thought the amount of litter on them was better than 12 months ago although 9% thought worse
- Non-drivers more likely to state the council is responsible for litter (24% compared to 10%)
- 25% of users of A66 West of M6 reported seeing litter

Red X

- Increase in respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 45% to 54%)
- Males more likely to know it was illegal to drive in a lane with a Red X above it (58% compared to 51%)

Congestion

- Proportions experiencing congestion similar to the last report (78% up from 77%)
- Drivers more likely to have experienced congestion than non-drivers (81% compared to 66%)
- 24% of users of M6 reported being delayed by congestion as did 23% of users of A595

Summary: Headlines  
Did you know...

78% experienced congestion with 44% of these saying it was because of accidents...

*"There had been an oil spillage"*

19% felt unsafe on A595 and 14% on the M6...

*"No cats eyes on part of the M6"*

*"Poor indication by motorbikes" (A595)*

26% had experienced severe weather conditions and 80% of people made a change to their journey plans...

*"Used my partner's 4x4"*

*"Went by train rather than bus"*

*"Used my car instead of my motorbike"*

73% had seen roadside advertising with 40% of these having a negative opinion...

*"Waste of time"*

*"Pointless"*

*"Don't like them"*

94% said their driving changed when travelling through roadworks with slowing down being the most common way

*"Drivers should use common sense"*

*"Slow down to lower speed limit"*

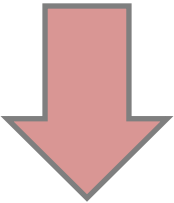


- Where % 'better' exceeds % 'worse'  
 - Where % 'worse' exceeds % 'better'  
 - Where % 'worse' equals % 'better'

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

**Summary: Area 13 Headlines (Comparisons to last report (July to December 2014))**

**Safety: felt safe**



Decrease in proportions feeling safe from 73% to 64%

Base: 227

**Quality of road surface**

29% said worse than 12 months ago although 17% said better



Base: 214

**Vegetation**

14% said less overgrown than 12 months ago but 14% said it was more overgrown



Base: 193

**Grass Cutting**

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



Base: 177

**Amount of litter (Trunk roads, users only)**

17% said worse than 12 months ago, 10% said better



Base: 150

**Amount of litter (motorways, users only)**

20% said better than 12 months ago, 9% said worse



Base: 185

**Temporary road signs**

Increase in proportions satisfied (87% up to 90%)



Base: 135

**Signs through roadworks**

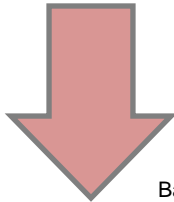
85% travelled through roadworks and 18% saw no signs, a decrease from 22%



Base: 227 / 192

**Journey reliability/variation**

Increase in those saying journey time varies every time or most of the time (from 21% to 27%)



Base: 90

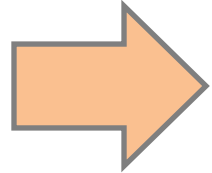
24% stated journey time never changes compared to just 9% last time



Base: 90

**Congestion**

Similar proportions of respondents experiencing congestion (77% last time and 78% this)



Base: 227

**Red X**



54% indicated it was illegal to drive in a lane with red x, up from 45% last time



Base: 227

**Roadwork safety**

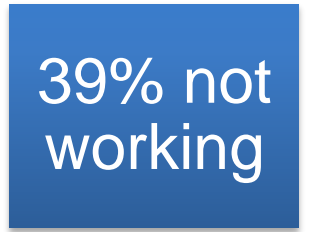
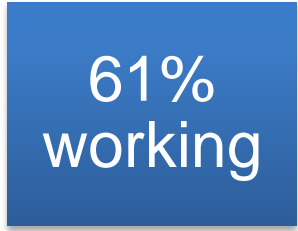
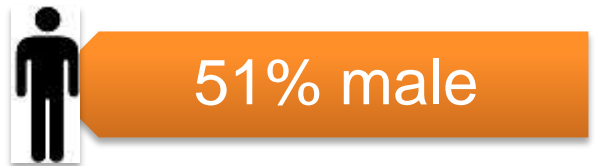
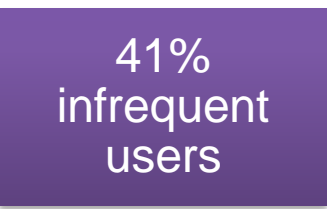
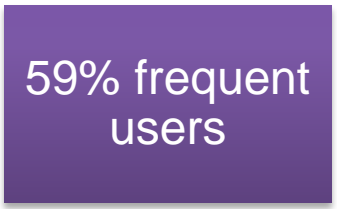
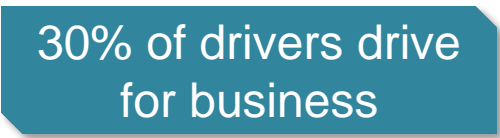
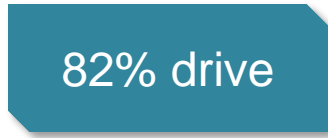
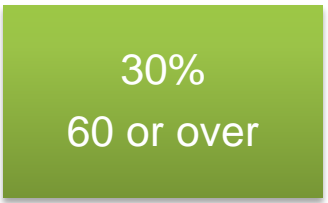


94% said their driving changed through roadworks  
83% of these slowed down due to roadworks  
25% said this was because of roadworkers

Base: 185 / 173

*\*More comparisons are shown on pages 22 to 24*

Summary: Information on respondents (Report 18)



**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 **randomly selected to a quota set on age, gender and working status** to broadly represent the population of Area 13 using data collected in the 2011 Census.

Respondents are only asked about roads in Area 13 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 13 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 13 (e.g. M6, Junction 31).

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

Outcome	Frequency
No one home	1343
Refused	185
Out of quota	715
<b>Interviews achieved</b>	<b>227</b>

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 13 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 13
  - Planning Journeys (page 9)
  - Information about roadworks (page 11)
  - Severe Weather (page 13)
- Overall satisfaction (page 14)
- Use of the Highways England network
  - Frequency of use of the network (page 15) journey purpose (page 16)
- Summary of conditions of road and maintenance (page 20)
- Safety on the network (page 18)
- Roadside advertising (page 19)
- Experience of congestion (page 20)
- Driving behaviour through roadworks and safety at roadworks (page 21)
- Summary tables (page 22)

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

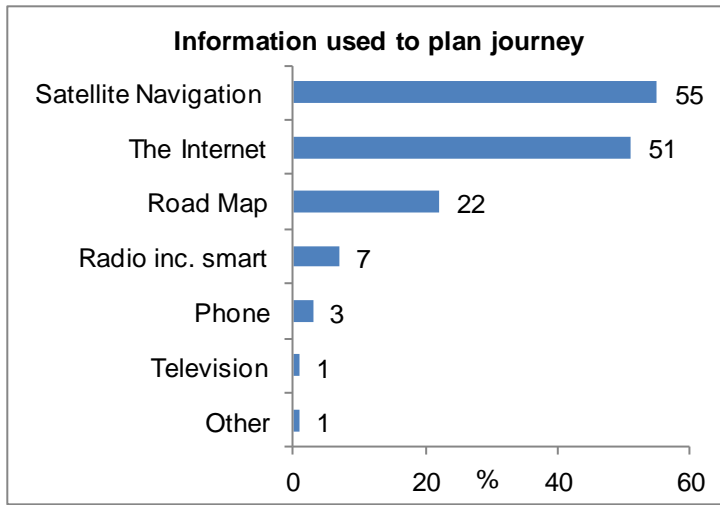
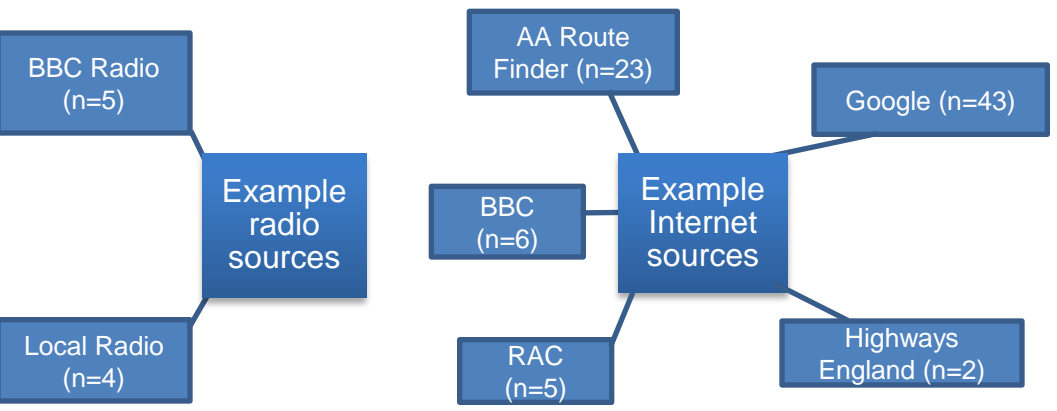
**Planning Journeys**

All respondents were then asked whether they planned their journeys before they set off; 67% 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 (74% compared to 34%)
- Users who drive 10,000 miles or more per year were significantly more likely to plan their journeys than those who travel less than 10,000 (87% compared to 69%)
- Those from the ABC1 socio-economic group were significantly more likely to plan ahead than those in the C2DE group (79% compared to 53%)

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 55% of respondents using it as a source. By subgroup for sources:

- Drivers are more likely than non-drivers to have used a road map to plan their journeys (23% compared to 7%);
- Males are significantly more likely to use a road map than females (28% compared to 14%);
- All age groups used the Internet to plan their journeys but 60+ were the least likely to do so (42% compared to 44% for 17-34 and 60% for 34-59); and
- Sat Nav was the most popular across all age groups, although it was more popular amongst the 35 - 59 year olds than those aged 60+ (60% compared to 49%).



Base: 151 (Those planning a journey only)  
 Respondents could give more than one answer. *What sources of information do you use to plan your journeys?* (Unprompted)

## Reliability of Journeys

Respondents were asked whether they make a regular journey on Highways England roads; 40% of users said they did. By subgroup for whether they make a regular journey:

- Respondents in the 35-59 age group were significantly more likely to make a regular journey than those aged 17-34 and 60+ (50% compared to 37% and 30% respectively)
- Those driving were more likely to make a regular journey than those who did not (44% compared to 24%);
- Those driving over 10,000 per year were significantly more likely to make a regular journey than those driving 10,000 miles or less (74% compared to 31%).

Twenty six percent of those who make a regular journey frequently experience variations in journey time (every time or most of the time). By subgroup for those whose journey time varies:

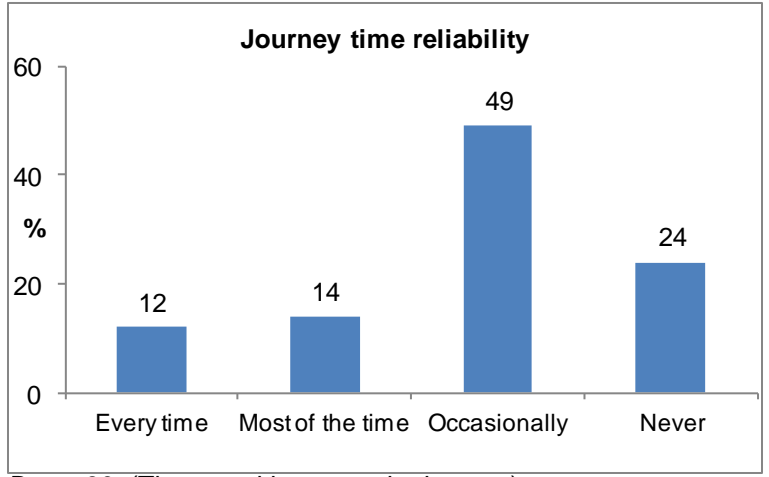
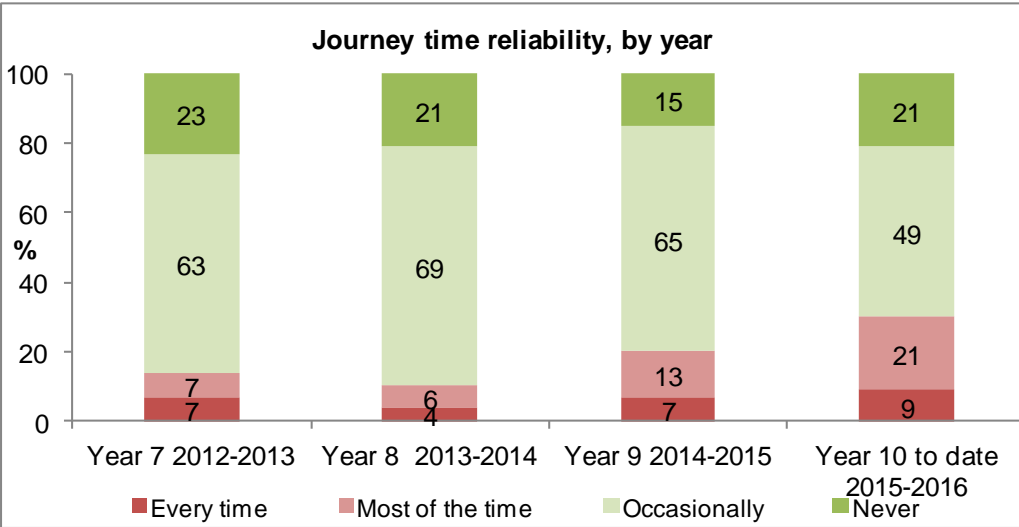
- Those driving over 10,000 miles per year were more likely to than those driving 10,000 miles or less to have journeys that vary every time or most of the time (30% compared to 23%);
- Frequency of travel on Highways England roads does not have a large effect on reliability of journeys
- There was little difference between drivers and non-drivers (25% compared to 22% stating never)

How can journey times be made more reliable?  
*(further comments can be found in the Appendix)*

“More climbing lanes”

“Speed up roadworks”

“Notify in advance of accidents so we can divert”



Base: Y7 12-13 (246), Y8 13-14 (226); Y9 14-15 (206); Y10 to date 15-16 (43)  
Does the journey time vary each time you make this trip? (Prompted)

Base: 90 (Those making a regular journey)  
Does the journey time vary each time you make this trip? (Prompted) One respondent did not answer

## Information about Roadworks

Respondents were asked how they would like to find out about small scale roadworks being carried out in Area 13. Road signs (66%) were the most popular method of notification with 84% wanting information about start/finish dates. By subgroup:

- Females were significantly more likely to want to find out about roadworks from radio than males (33% compared to 22%); and
- Drivers were more likely to want to be made aware of roadworks through road signs than non-drivers (68% compared to 54%).

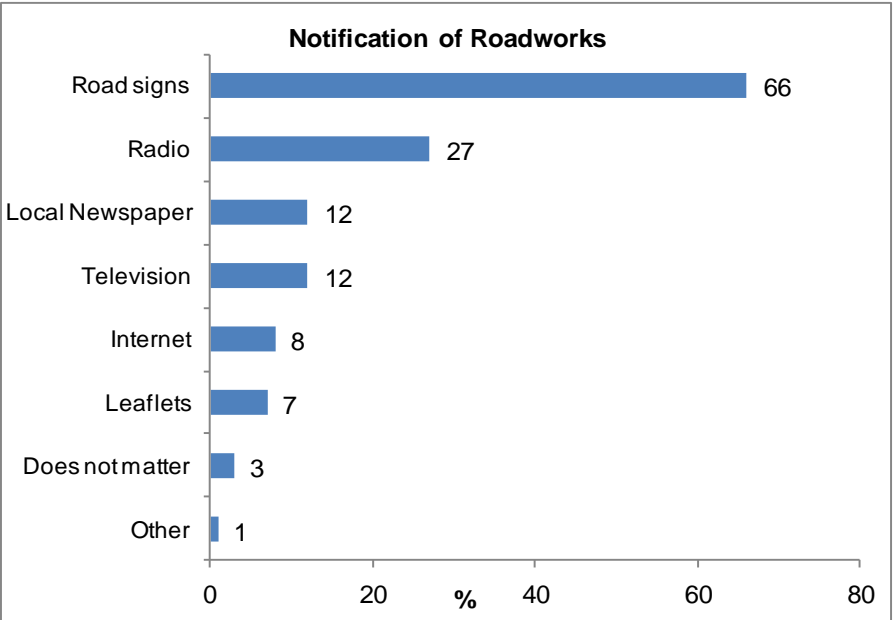
“It should be on the local news but I always use Google”

“Would be useful on route checkers”

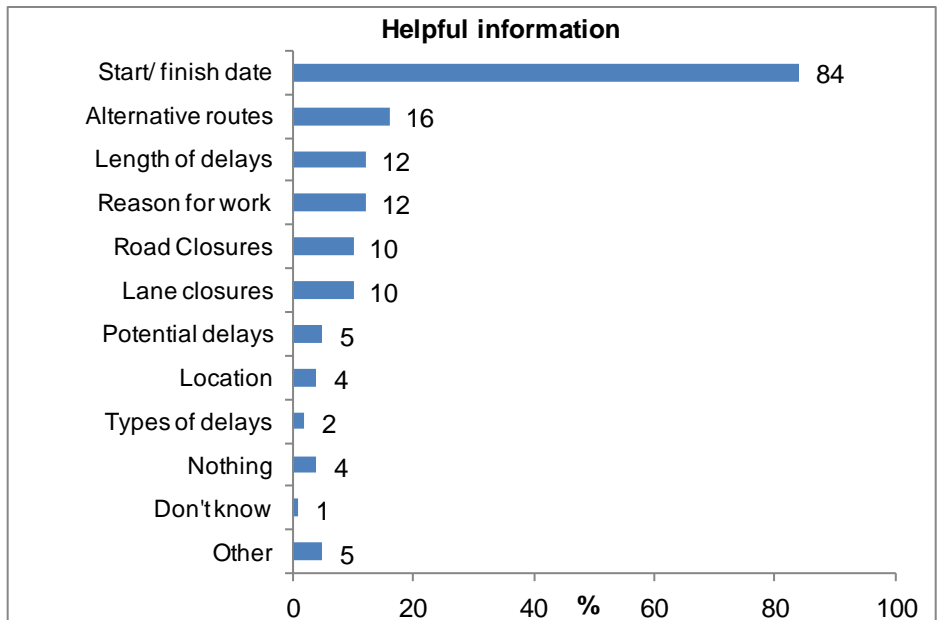
“Specific times and dates for the start and end of the work”

“Why we are being delayed and if they [the works] are on time”

“Which lanes are closed and where”



Base: 227 Respondents could give more than one answer  
When roadworks are necessary in this area how would you like Highways England to notify you? (Unprompted)



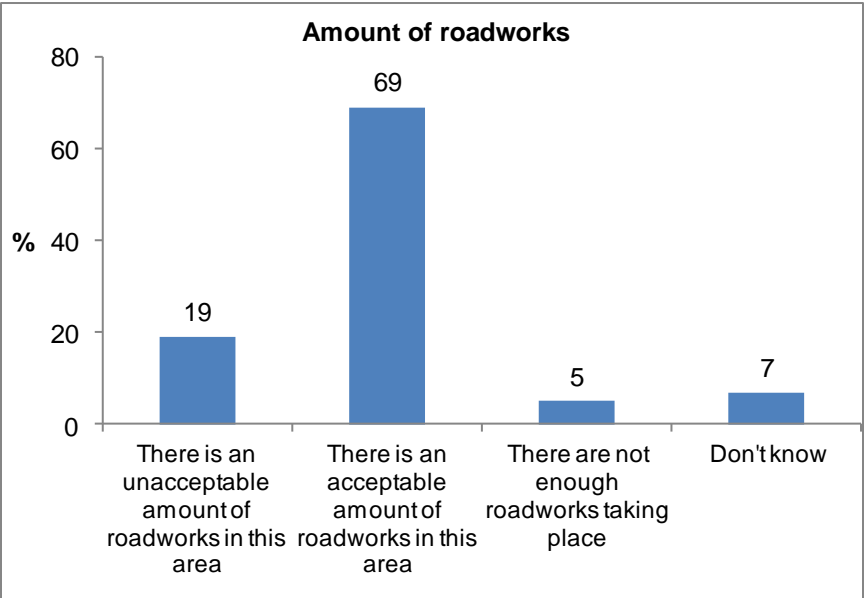
Base: 227 Respondents could give more than one answer  
What sort of information would you find helpful? (Unprompted)

### Amount of Roadworks

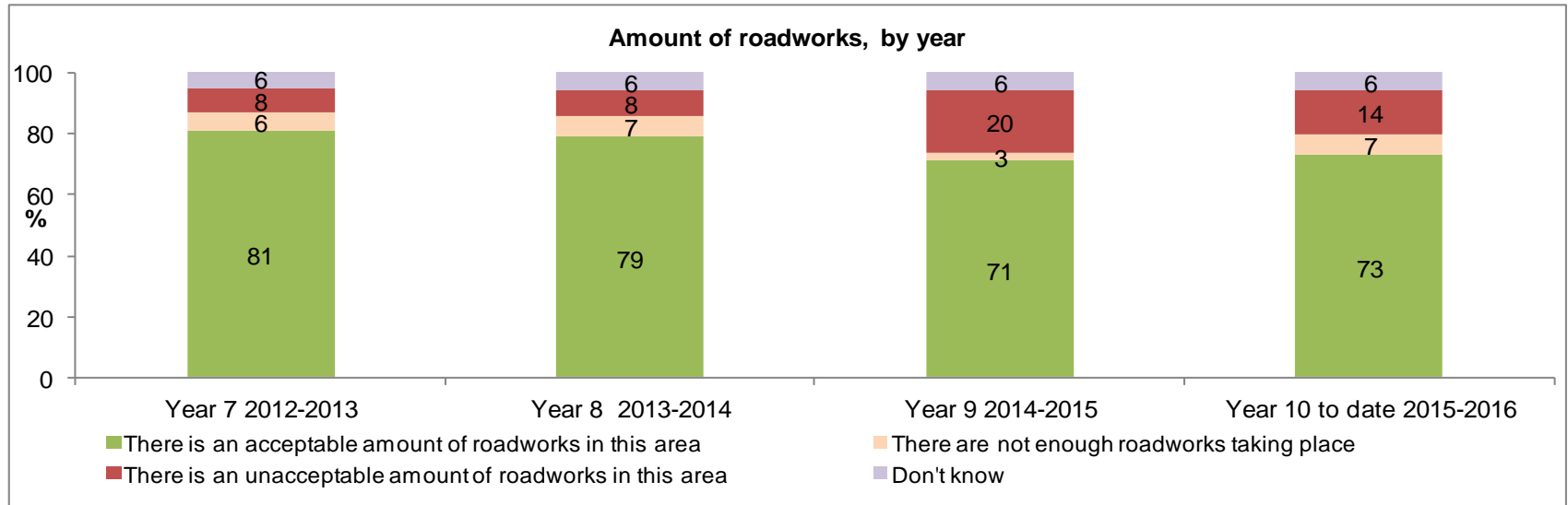
Respondents were questioned on the amount of roadworks on Highways England roads in the area. In the current reporting period 69% indicated there was an acceptable amount.

By sub-group:

- Drivers were more likely to say there is an unnecessary amount of roadworks in the area than non-drivers (21% compared to 12%);
- Respondents aged 60+ were more likely to state that there was an acceptable amount of roadworks than younger respondents (75% compared to 66%);
- Gender had no effect with 19% of both males and females stating there was an unacceptable amount of roadworks; and
- 26% of drivers who drive over 10,000 miles a year felt there was an unacceptable amount of roadworks compared to 18% of people who drive 10,000 miles or less.



Base: 227 Respondents could give more than one answer  
*What do you think about the number of roadworks that are taking place in this area at the moment? (Unprompted)*



Base: Y7 12-13 (449); Y8 13-14 (448); Y9 14-15 (444); Y10 to date 15-16 (115)  
*Thinking about your experience on the roads in this area recently, would you say that...? (Prompted)*

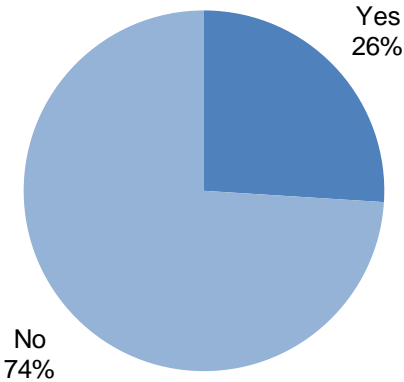
### Severe Weather Conditions

Respondents were asked whether they had made a journey within the last 12 months which had been affected by severe weather conditions; 26% indicated that they had been affected. These respondents were then asked whether they had made any changes to their journey as a result of this.

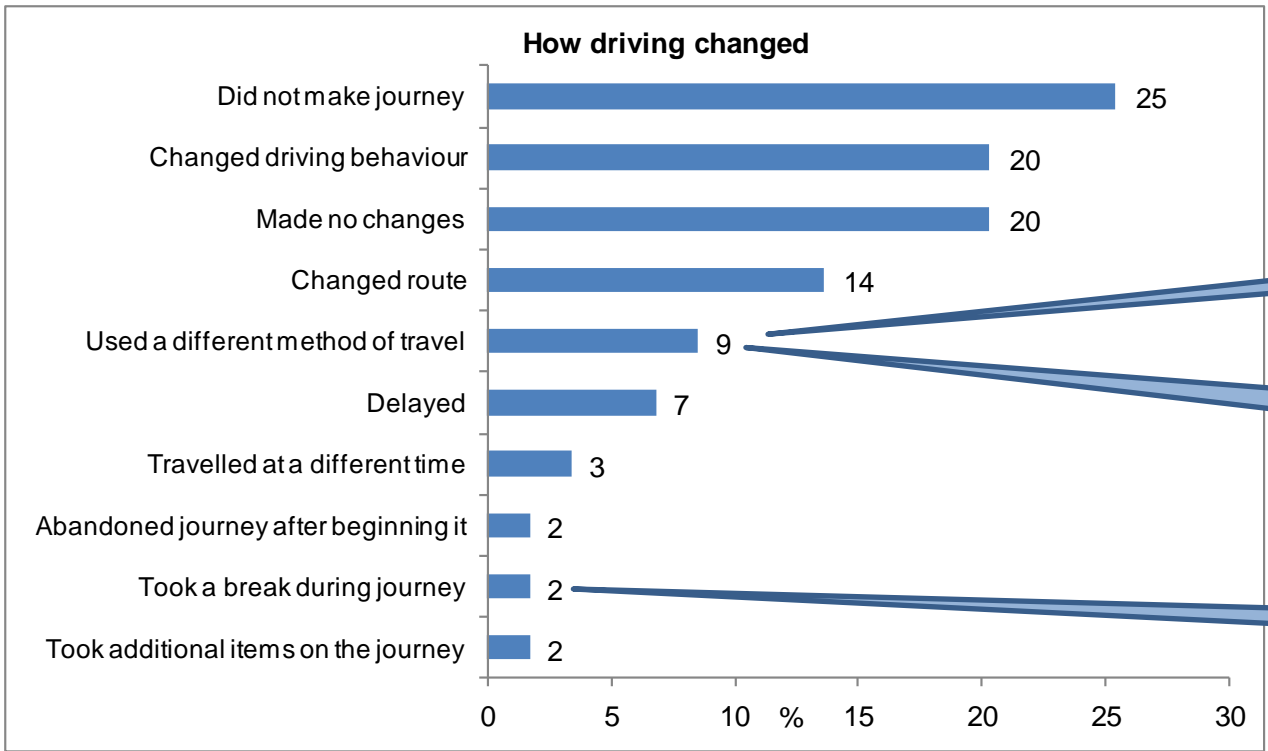
By sub group (please note low bases by sub-group so conclusions shown be drawn with caution):

- Females were more likely not to make the journey due to severe weather than males (36% compared to 15%); and
- Respondents aged 17-34 were more likely to make no changes than respondents aged 25-60 or 60+ (33% compared to 15% and 19%)

Have any of your journeys been affected by severe weather conditions?



Base: 227  
Thinking of all the journeys you have planned or made using Highways England roads in the last 12 months, have any of journeys been affected in any way by severe weather conditions? (Prompted)



"Went by train rather than bus"

"Used my car instead of my motorbike"

"Waited for road to be gritted"

Base: 59 (those affected by severer weather conditions)  
What changes, if any, did you make either before or during your journey as a result of the sever weather conditions? (Unprompted)

**Area specific questions**  
**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 13.

In the current reporting period six months (January to June 2015), the majority (88%) of respondents were either very satisfied (26%) or satisfied (61%).

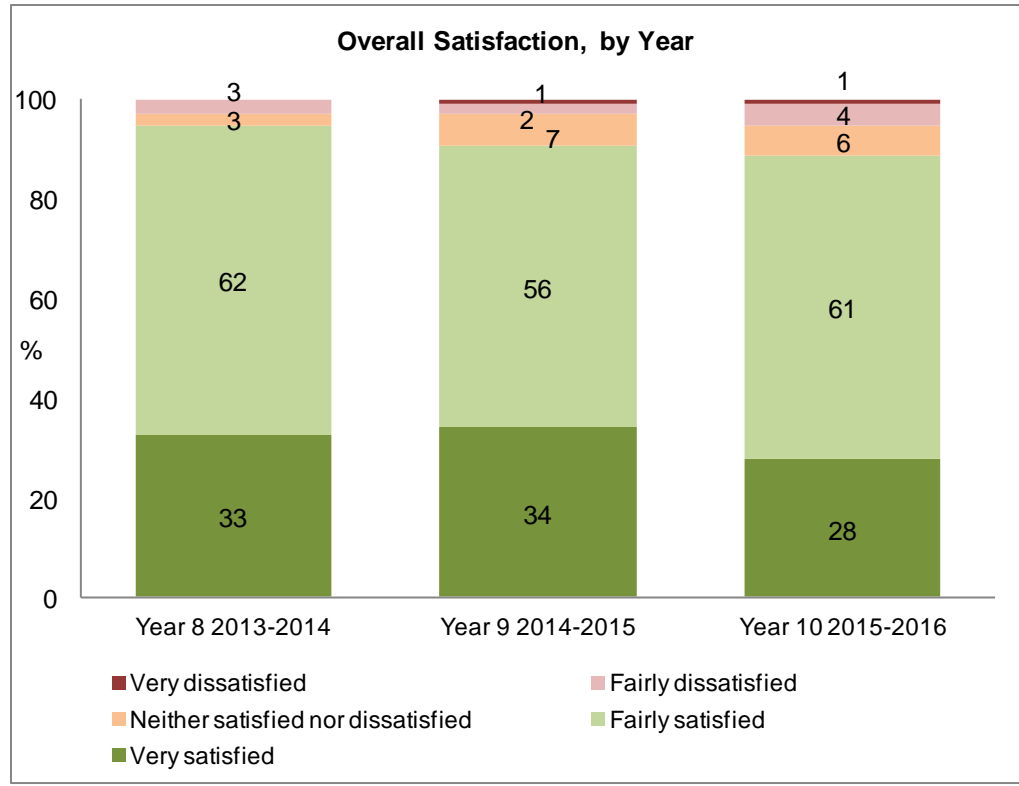
The trend, by quarter, since this question was introduced is shown in the chart.

**By subgroup**

- Respondents aged 17-34 and 60+ were more likely to say they were satisfied than those aged 35 to 59 (90% each compared to 84%);
- Those driving 10,000 miles or less per year were slightly more satisfied (90%) than those driving more than 10000 miles (85%); and
- Frequent users were slightly less satisfied than non-frequent users (85% compared to 92%).

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

- “They are doing a lot of roadworks overall they seem to be doing a reasonable job with the money available”
- “They are clean. Plenty of information for diversions”
- “They seem to be in control. If there's a problem they sort it out as quickly as possible”
- “Because it's quicker than going by train or bus”
- “Never really have a problem”



Base: Y8 13-14 (223); Y9 14-15 (445); Y10 to date 15-16 (115)  
How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Unprompted)

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

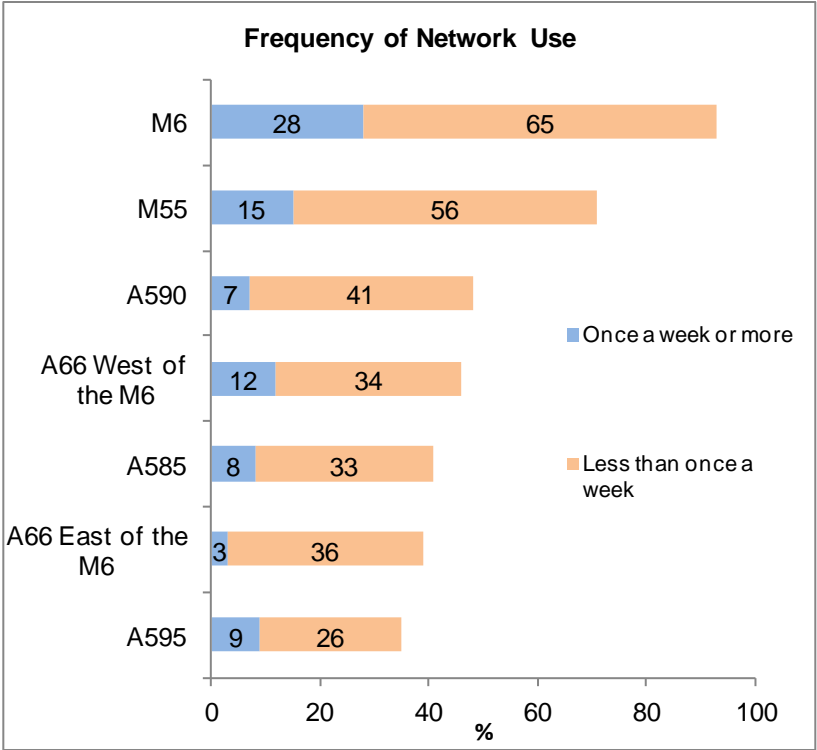
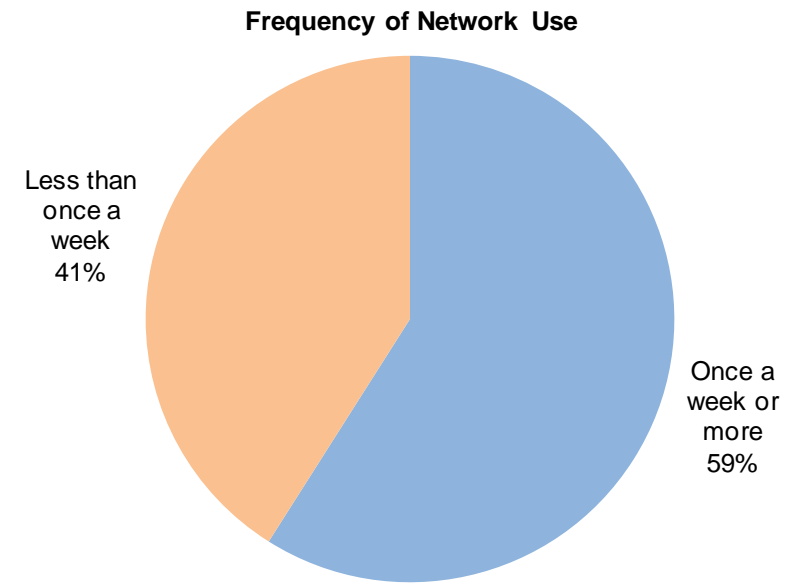
- “Hold-ups. They are backing up as far as Lancaster (Forton) Services down to Preston regularly over the last 6 months between 3pm and 4pm which is supposed to be a quiet time. All caused by roadworks.”
- “Loads of cones & traffic lights when no one is working”
- “Congestion due to road layout on the A595 and A66”
- “Speed limits are too slow and go on for too long. Often no need for limit”
- “Still work to do on cycle paths”

### Frequency of Road Use

Respondents were asked how often they travelled on Highways England roads in Area 13. Fifty nine percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were more likely to:

- Feel unsafe on roads (40% compared to 30% of infrequent users);
- Think drivers were responsible for litter seen on Highways England roads (71% compared to 59%); and
- Have experienced congestion (83% compared to 71%).

The chart shows the roads by frequency of use. Overall 93% used the M6 and 71% used the M55.



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

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

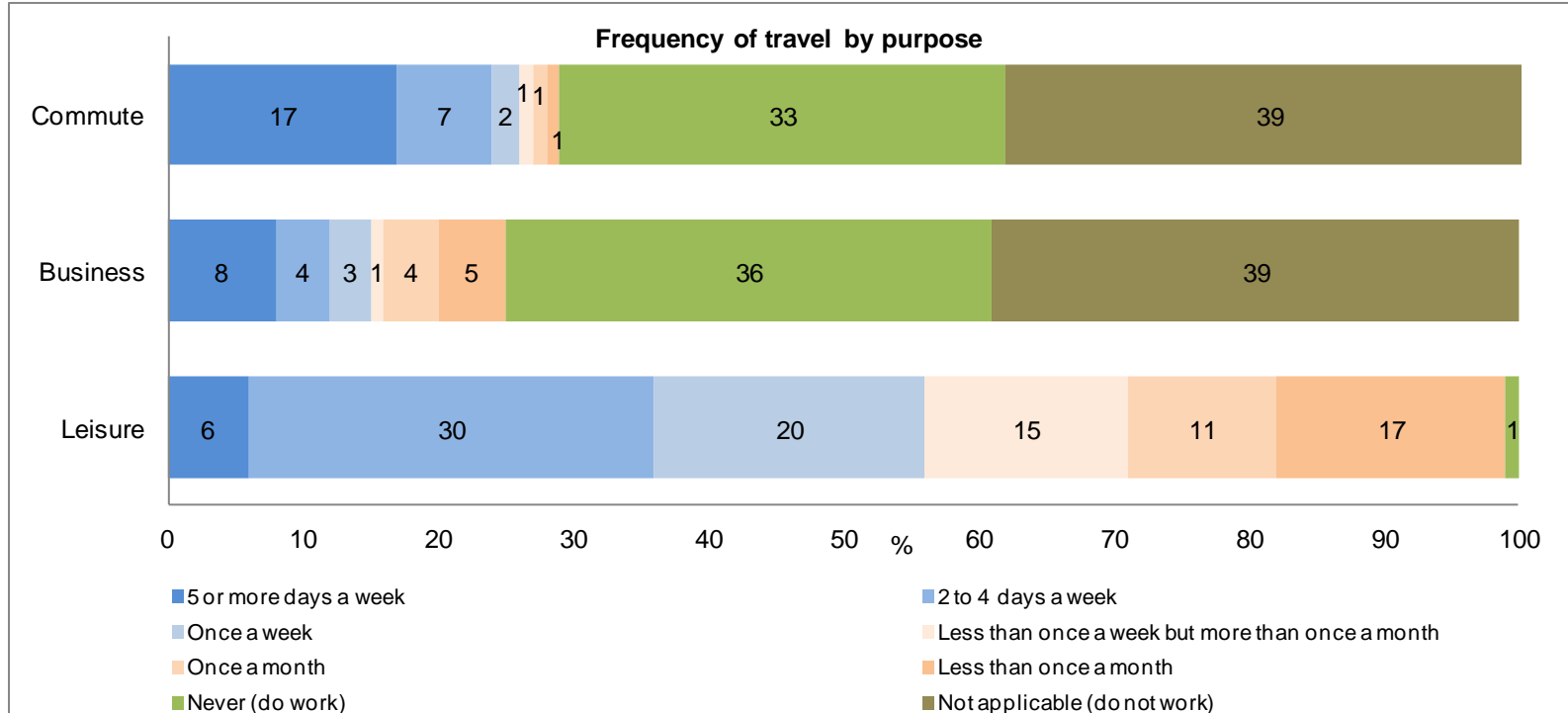
### Journey Purpose

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

- 29% of respondents used roads for commuting, 33% worked but did not commute;
- 25% of respondents used roads for business purposes, 36% worked but did not; and
- All but 1% used the roads for other purposes.

By sub group:

- Males were more likely to use the network for commuting than females (51% compared to 31%); and
- Those travelling for business were most likely to be 35-59 males drivers, from the ABC1 socio-economic group and drive between 10,001 and 20,000 miles per year.



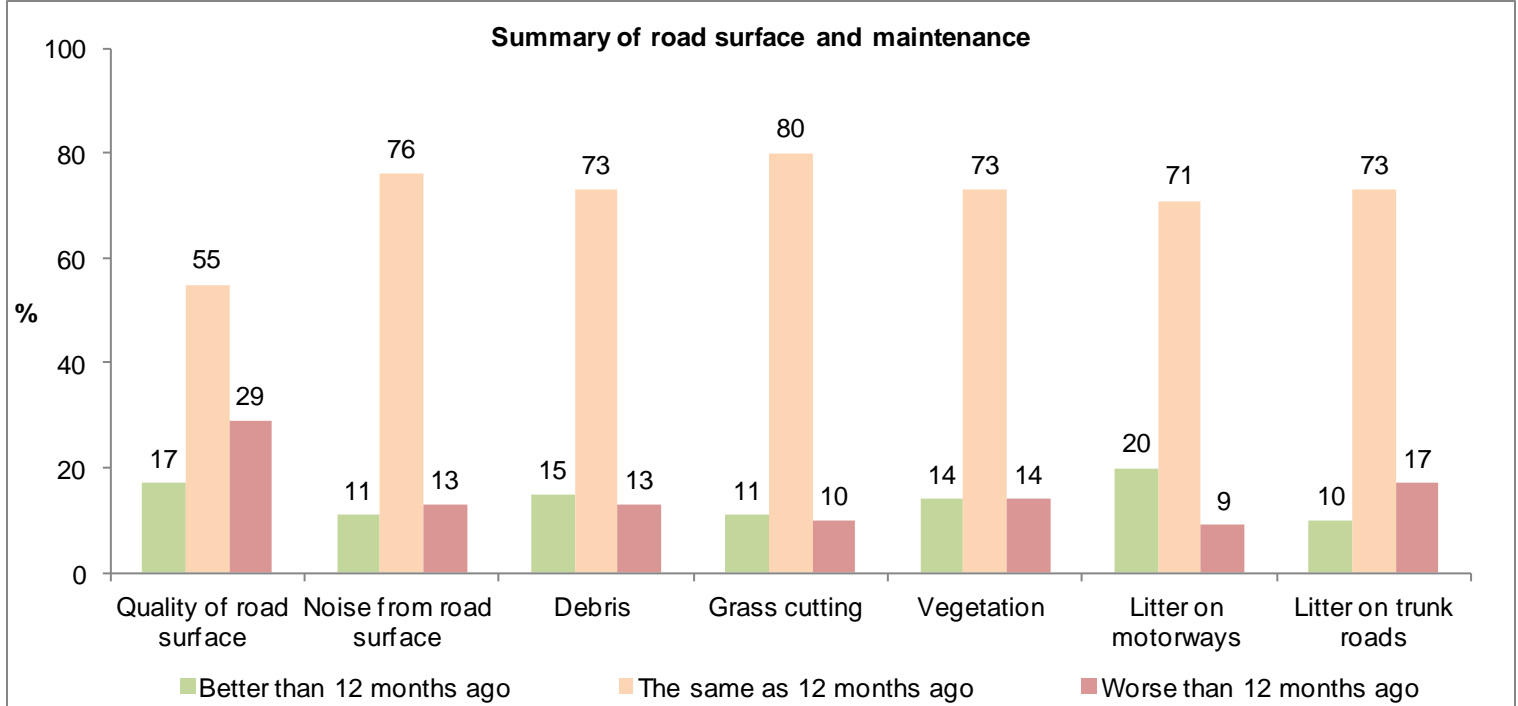
Base: 227 (Other, Employer Business and To Work)  
 How often do you use Highways England roads for...? (Prompted)



### 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 sub sector:

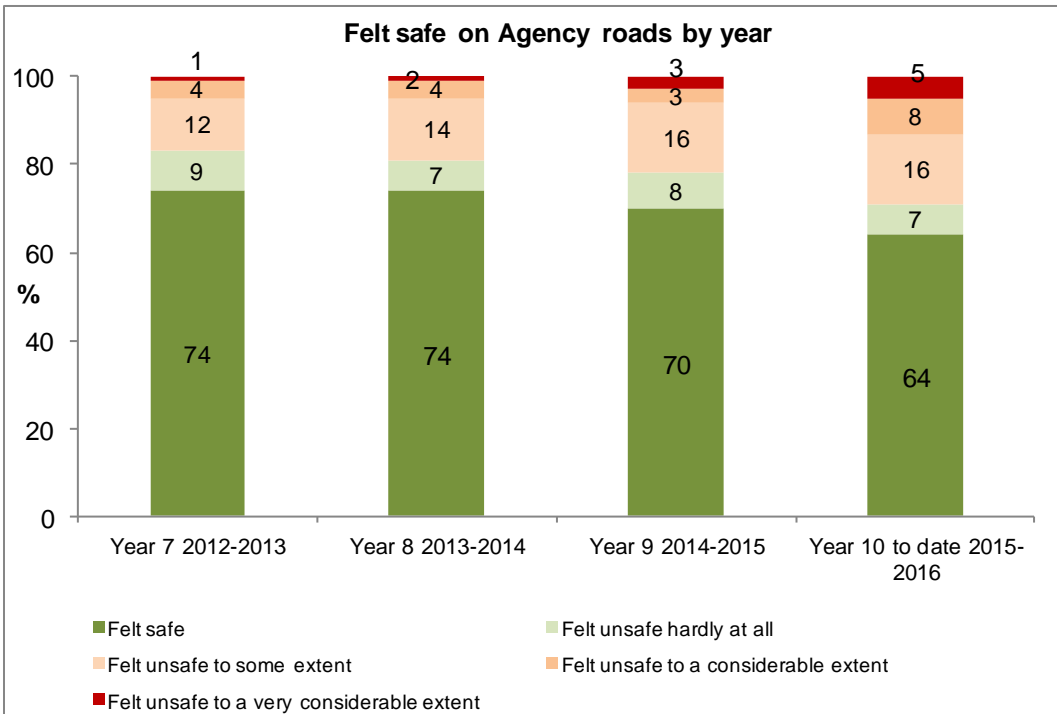
- Non-drivers were more likely to say the amount of debris was worse than 12 months ago than drivers (30% compared to 9%);
- Males were more likely to say both quality of the road surface and noise of the road were better than 12 months ago than females (22% and 15% compared to 11% and 6%); and
- Trunk road users aged 17-34 were more likely to state that litter on trunk roads was better than 12 months ago compared to respondents aged 60+ (26% compared to 11%)
- Non-drivers more likely to state the Council is responsible for litter (24% compared to 10%)



Base: Quality of surfaces (214); Noise (203); Debris (205); Grass Cutting (177); Vegetation (193); Litter on motorways (185); Litter on trunk roads (150) 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, 64% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (66% compared to 63% in the current reporting period);
- ✓ Younger people (aged 17-34) were more likely to feel safe than those aged 35 and over (75% compared to 60%);
- ✓ Non-drivers were more likely to feel safe than drivers (78% felt safe compared to 61%) as were infrequent users compared to frequent (70% felt safe compared to 60%);
- ✓ Nineteen percent of users of the A595 felt unsafe on the road as did 14% of users of the M6; and
- ✓ \*Decreasing trend in respondents feeling safe since Year 7 (2012-13).



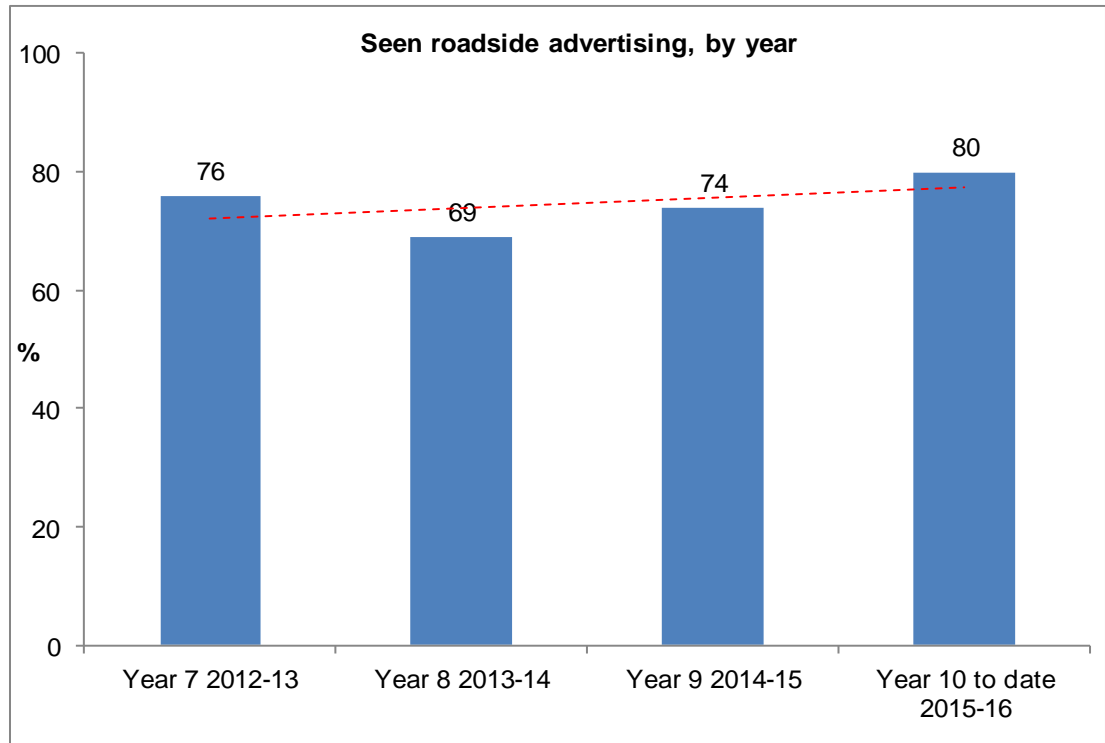
	Users of the road	Felt unsafe to some extent or more	
		N	%
M6	211	30	14
M55	159	9	6
A590	109	6	6
A66 West of M6	104	12	12
A585	91	1	1
A66 East of M6	88	5	6
A595	80	15	19

Base = Y7 12-13 (449), Y8 13-14 (448), Y9 14-15 (446), Y10 15-16 (115)  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

### Roadside advertising

- ✓ In the current reporting period, 73% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (75% to 63%);
- ✓ Respondents from the AB socio economic group more likely than others to have seen roadside advertising (84% compared to 69%);
- ✓ Users of the M6 and M55 were the most likely to see roadside advertising with 45% and 36% of users seeing it on these roads respectively; and
- ✓ *\*After a decrease from Year 7 to Year 8 there has been an increasing trend in respondents seeing roadside advertising*

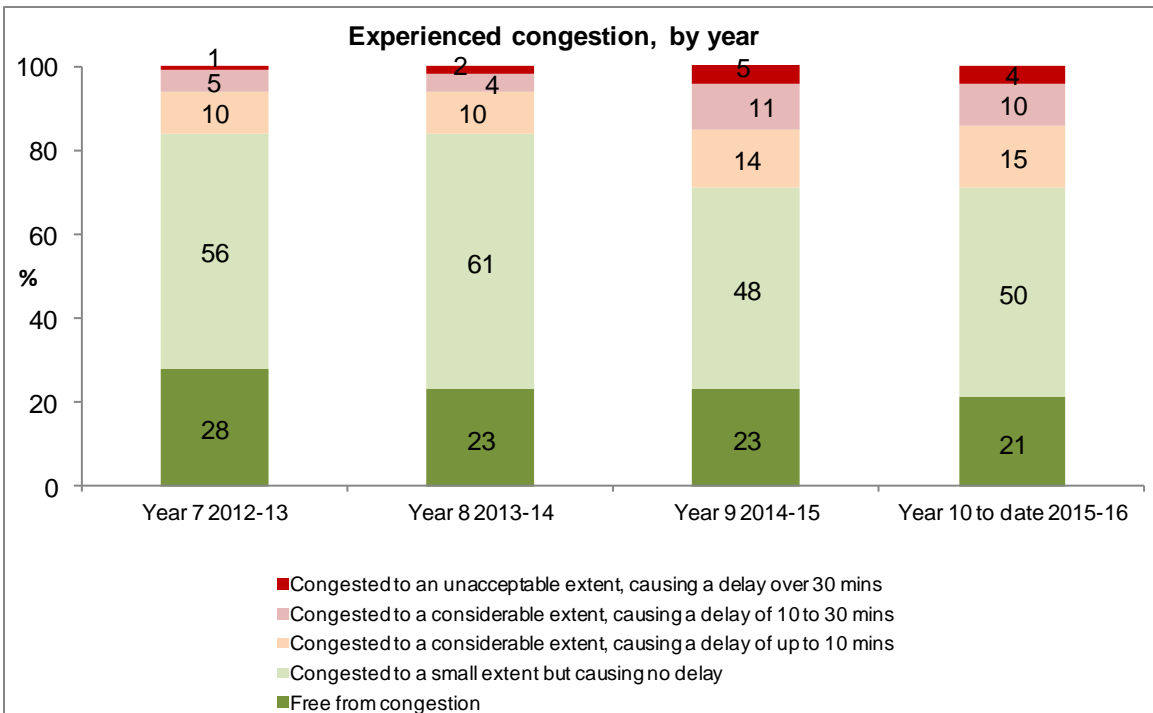


	Users of the road	Seen Roadside Advertising	
		N	%
M6	211	94	45
M55	159	57	36
A590	109	11	10
A66 West of M6	104	18	17
A585	91	11	12
A66 East of M6	88	5	6
A595	80	14	18

Base = Y7 12-13 (449), Y8 13-14 (448), Y9 14-15 (446), Y10 15-16 (115).  
 Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?  
 \*Trend analysis on data collected since Year 7 2012-13

### Congestion

- ✓ In the current reporting period 78% of respondents experienced congestion on Highways England roads and 36% experienced congestion which resulted in a delay;
- ✓ Drivers were more likely to have experienced congestion than non-drivers (81% compared to 66%);
- ✓ 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 71%);
- ✓ The M6 was the road reported by the highest proportion of users as being congested (24%) followed by the A595 (23%); and
- ✓ Gradual increase in the proportions of respondents experiencing congestion causing delay on Highways England roads since Year 7 (2012-13)



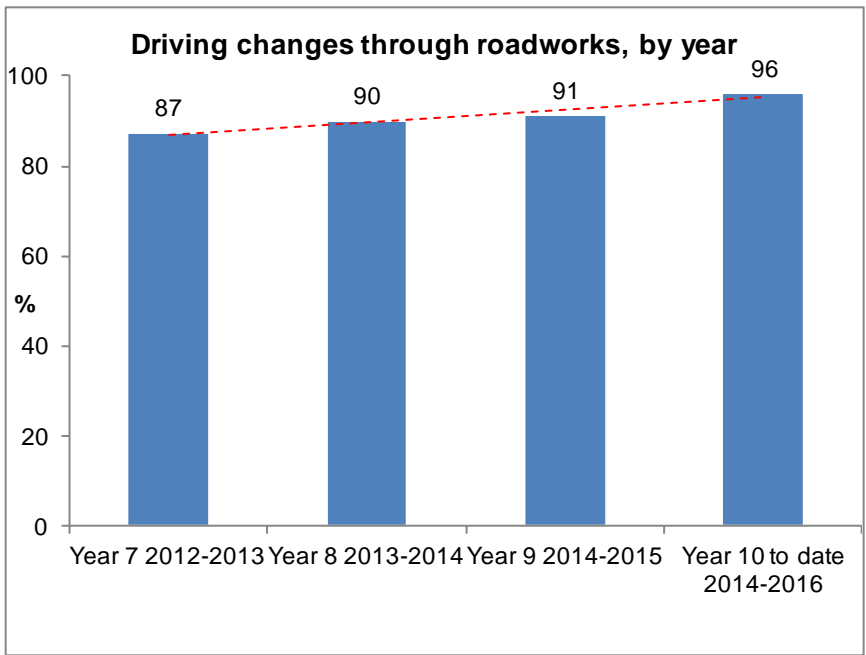
	Users of the road	Delayed by congestion	
		N	%
M6	211	50	24
M55	159	3	2
A590	109	7	6
A66 West of M6	104	2	2
A585	91	8	9
A66 East of M6	88	0	0
A595	80	18	23

Base = Y7 12-13 (449), Y8 13-14 (448), Y9 14-15 (445), Y10 15-16 to date (115)  
 Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?

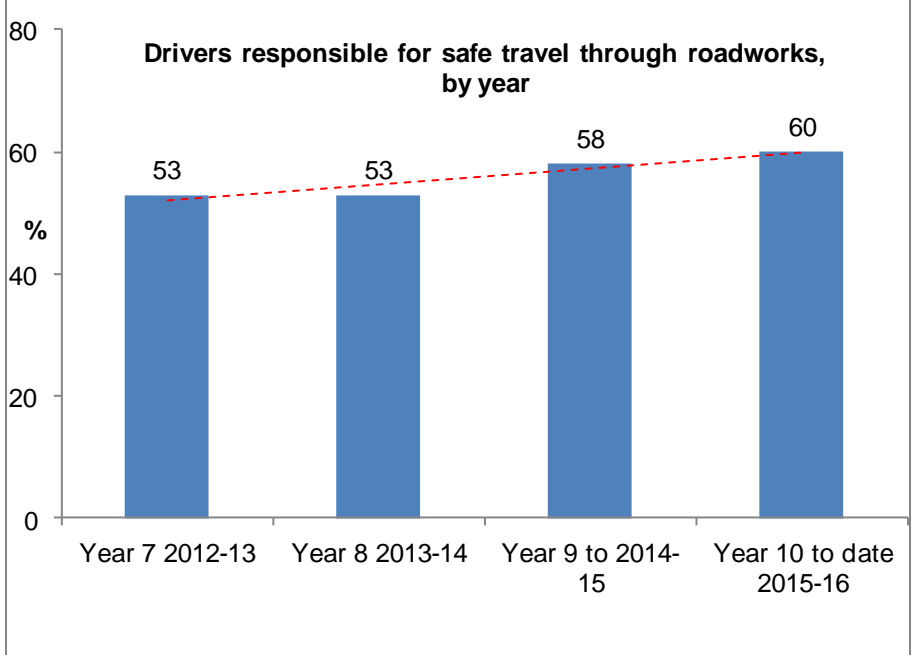
\*Trend analysis on data collected since Year 7 2012-13

## Driving behaviour through roadworks

- ✓ In the current reporting period, overall 94% of drivers who had driven through roadworks said their driving changed when doing so. There were no differences by sub-group.
- ✓ Fifty nine percent of all respondents said drivers should be ensuring safe travel through roadworks. By sub-group:
  - ✓ Males were more likely to think that drivers are responsible for safety through roadworks (64%) than females (54%); and
  - ✓ Drivers were more likely than non-drivers to state that safe travel through roadworks is the drivers' responsibility (62% compared to 49%).
- ✓ There has been an increase in the proportion of respondents stating that their driving changes through roadworks as well as those stating that drivers are responsible for safe travel since Year 7 (2012-13).



Base = Y7 12-13 (374), Y8 13-14 (379), Y9 14-15 (370); Y10 15-16 to date (115).  
 Excludes 'Not applicable'  
 Does your driving change when you are travelling through roadworks?



Base = Y7 12-13 (449), Y8 13-14 (448), Y9 14-15 (445), Y10 15-16 to date (115).  
 Who do you think should be ensuring drivers travel safely through roadworks?

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

## Summary Tables

		Current Report (Jan - June 2015)	Base	Change from previous six month period	Last Report (July - Dec 2014)	Base	Average All Areas	Difference from National Average
<b>Drivers</b>		<b>82%</b>	227	-2%	<b>84%</b>	223	81%	1%
<b>Drive on business (drivers only)</b>		<b>30%</b>	186	-1%	<b>31%</b>	188	30%	0%
<b>Frequent Users (use Highways England roads once a week or more)</b>		<b>59%</b>	227	-8%	<b>67%</b>	223	57%	2%
<b>Travel as...</b>	<b>Car / Van Driver</b>	<b>75%</b>	227	-5%	<b>80%</b>	223	78%	-3%
	<b>Passenger in a car or van</b>	<b>65%</b>	227	10%	<b>55%</b>	223	42%	23%
<b>Felt safe on the network</b>		<b>64%</b>	227	● -9%	<b>73%</b>	223	62%	● 2%
<b>Felt unsafe on the network</b>		<b>36%</b>	227	● 9%	<b>27%</b>	223	38%	● -2%
	Felt unsafe: Hardly unsafe at all	<b>19%</b>	81	● -9%	<b>28%</b>	61	29%	● -10%
	Felt unsafe: To a considerable/very considerable extent	<b>32%</b>	81	● 12%	<b>20%</b>	61	19%	● 13%
	Felt unsafe: Due to other people's driving	<b>33%</b>	81	-27%	<b>60%</b>	60	51%	11%
<b>Road surface quality:</b>	Better than 12 months ago	<b>17%</b>	214	1%	<b>16%</b>	216	16%	1%
	Worse than 12 months ago	● <b>29%</b>	214	12%	<b>17%</b>	216	23%	6%
<b>Road surface noise:</b>	Better than 12 months ago	<b>11%</b>	203	4%	<b>7%</b>	202	9%	2%
	Worse than 12 months ago	● <b>13%</b>	203	6%	<b>7%</b>	202	11%	2%
<b>Grass cutting:</b>	Better than 12 months ago	● <b>11%</b>	177	3%	<b>8%</b>	198	9%	2%
	Worse than 12 months ago	<b>10%</b>	177	1%	<b>9%</b>	198	9%	1%
<b>Vegetation:</b>	Less overgrown than 12 months ago	<b>14%</b>	193	7%	<b>7%</b>	210	8%	6%
	More overgrown than 12 months ago	<b>14%</b>	193	3%	<b>11%</b>	210	11%	3%
<b>Debris:</b>	Better than 12 months ago	● <b>15%</b>	205	7%	<b>8%</b>	205	12%	3%
	Worse than 12 months ago	<b>13%</b>	205	5%	<b>8%</b>	205	9%	4%
<b>Litter on Motorways:</b>	Better than 12 months ago	● <b>20%</b>	185	9%	<b>11%</b>	208	13%	7%
	Worse than 12 months ago	<b>9%</b>	185	-1%	<b>10%</b>	208	10%	-1%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	<b>10%</b>	150	3%	<b>7%</b>	186	11%	-1%
	Worse than 12 months ago	● <b>17%</b>	150	8%	<b>9%</b>	186	11%	6%

## Summary Tables

		Current Report (Jan - June 2015)	Base	Change from previous Six Month Period	Last Report (July - Dec 2014)	Base	Average All Areas	Difference from National Average
<b>Responsibility for litter seen</b>								
Highways England		19%	227	● -7%	26%	223	23%	● -4%
Local Council/Local Authority		12%	227	-1%	13%	223	21%	-9%
People travelling on the network		66%	227	5%	61%	223	55%	11%
<b>Permanent road signs:</b>								
Quite satisfied/very satisfied		91%	227	● -4%	95%	223	88%	● 3%
Quite dissatisfied/ very dissatisfied		3%	227	● 1%	2%	222	3%	● 0%
<b>Signs are clearly visible in daylight</b>								
Yes, all/mostly		98%	223	● -1%	99%	218	N/A	N/A
No, many are not		2%	223	● 1%	1%	218	N/A	N/A
<b>Signs are clearly visible in darkness</b>								
Yes, all/mostly		96%	223	● -1%	97%	213	N/A	N/A
No, many are not		4%	223	● 1%	3%	213	N/A	N/A
<b>Seen one or more temporary road signs</b>								
		61%	227	-3%	64%	223	64%	-3%
<b>Satisfied/very satisfied with temporary road signs</b>		90%	135	● 3%	87%	141	85%	● 5%
<b>Satisfied/very dissatisfied with temporary road signs</b>		7%	135	● 3%	4%	141	7%	● 0%
<b>Travelled through roadworks recently</b>								
		85%	227	10%	75%	223	72%	13%
Saw signs giving reason for the work		68%	192	● 1%	67%	168	60%	● 8%
Saw no signs giving reason for the work		18%	192	● -4%	22%	168	18%	● 0%
Was provided with enough information through the roadworks		72%	192	● 6%	66%	168	71%	● 1%
Was not provided with enough information through the roadworks		17%	192	● -2%	19%	168	20%	● -3%
<b>Seen roadside advertising</b>								
		73%	227	● -4%	77%	223	59%	● 14%
Not bothered by roadside advertising		58%	164	-4%	62%	170	54%	4%
Distracting/dangerous		32%	164	● -14%	46%	170	45%	● -13%
<b>Red X VMS meaning</b>								
Lane closed		71%	227	● 4%	67%	223	N/A	N/A
<b>Action taken</b>								
Change lanes		74%	227	● 3%	71%	223	N/A	N/A
<b>Illegal to travel in</b>								
Yes it is illegal		54%	227	● 9%	45%	223	61%	● -7%
<b>Experienced congestion on Highways England roads</b>								
		78%	227	● 1%	77%	223	80%	● -2%
With delay		36%	227	● 8%	28%	223	40%	● -4%

Summary Tables

		Current Report (Jan - June 2015)	Base	Change from previous Six Month Period	Last Report (July - Dec 2014)	Base	Average All Areas	Difference from National Average
<b>Affected by severe weather conditions</b>	Yes	26%	227	0%	26%	223	N/A	N/A
<b>How driving changed</b>	Did not make journey	25%	59	-10%	35%	58	N/A	N/A
	Made no changes	20%	59	11%	9%	58	N/A	N/A
<b>Agency roads impacted on ability to move around safely</b>		4%	227	N/A	8%	223	N/A	N/A
	To some extent or more as a Pedestrian (n=6)	3%	227	N/A	72%	18	N/A	N/A
	To some extent or more as a Cyclist (n=2)	1%	227	N/A	56%	18	N/A	N/A
	To some extent or more as an Equestrian (n=0)	0%	227	N/A	11%	18	N/A	N/A
<b>Driving changes when travelling through roadworks</b>		94%	185	● 0%	94%	188	84%	● 10%
	Slow down	83%	173	● 0%	83%	175	81%	● 2%
<b>Changes due to</b>	Roadworkers	25%	173		23%	175	24%	
<b>Drivers themselves should ensure safe driving</b>		59%	226	● 1%	58%	223	62%	● -3%
<b>Highways England should ensure safe driving</b>		24%	226		19%	223	33%	
<b>Police should ensure safe driving</b>		13%	226		24%	223	25%	
<b>Overall</b>	Very / fairly satisfied	88%	227	● -5%	93%	223	N/A	N/A
<b>Satisfaction</b>	Very / fairly dissatisfied	5%	227	● 3%	2%	223	N/A	N/A



### Summary Tables

		Current Report (Jan - June 2015)	Base	Change from previous Six Month Period	Last Report (July - Dec 2014)	Base	Average All Areas	Difference from National Average
<b>Regular journey on Highways England road</b>	<b>Yes</b>	<b>40%</b>	227	-8%	<b>48%</b>	223	N/A	N/A
	Journey time varies everytime/most of the time	<b>27%</b>	91	● 6%	<b>21%</b>	106	N/A	N/A
<b>Plan journey before setting off</b>		<b>67%</b>	227	● -3%	<b>70%</b>	223	N/A	N/A
	Source used - Satellite Navigation	<b>55%</b>	151	2%	<b>53%</b>	154	N/A	N/A
	To avoid congestion	<b>84%</b>	151	3%	<b>81%</b>	154	N/A	N/A
<b>How best to find out about roadworks</b>	Road signs	<b>66%</b>	227	-10%	<b>76%</b>	223	N/A	N/A
<b>Helpful information</b>	Information about start / finish times	<b>84%</b>	226	-5%	<b>89%</b>	223	N/A	N/A
<b>Amount of roadworks</b>							N/A	N/A
	Acceptable amount of roadworks	<b>69%</b>	226	● -10%	<b>79%</b>	222	N/A	N/A
	Unacceptable amount of roadworks	<b>19%</b>	226	● 3%	<b>16%</b>	222	N/A	N/A

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		Seen litter		Seen Roadside Advertising		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<b>M6</b>	<b>211</b>	30	14	36	17	15	7	4	2	9	4	15	7	27	13	94	45	50	24
<b>M55</b>	<b>159</b>	9	6	10	6	2	1	3	2	4	3	4	3	9	6	57	36	3	2
<b>A590</b>	<b>109</b>	6	6	12	11	0	0	4	4	5	5	3	3	11	10	11	10	7	6
<b>A66 West of M6</b>	<b>104</b>	12	12	11	11	4	4	3	3	2	2	4	4	10	25	18	17	2	2
<b>A585</b>	<b>91</b>	1	1	4	4	1	1	0	0	0	0	1	1	10	11	11	12	8	9
<b>A66 East of M6</b>	<b>88</b>	5	6	2	2	1	1	0	0	0	0	1	1	3	7	5	6	0	0
<b>A595</b>	<b>80</b>	15	19	20	25	13	16	11	14	8	10	13	16	16	20	14	18	18	23

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



<b>Report Title:</b>	18 - Area 13 January - June 2015 Report	AECOM House 179 Moss Lane Altrincham WA15 8FH
<b>Date of Issue:</b>	24 <sup>th</sup> July 2015	
<b>Prepared by:</b>	Jonathan Warboys	
<b>Reviewed / Approved by:</b>	James Collinson Christine Johnson	
<b>Data File</b>	Area 13 MTD file June 2007 – June 2015	
<b>Status</b>	Unweighted	
<b>Base Cases</b>	227	

**Technical Note:**

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

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

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

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

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

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

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

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