

# AREA 7 ROAD USERS' SATISFACTION SURVEY

## April - September 2015

### Report 19

*Prepared for Highways England by AECOM*



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### Introduction

224 people were interviewed in Area 7 between April and September 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 has increased compared to the previous report (from 85% in the last report compared to 87% this reporting period)
- Frequent users are less satisfied than infrequent users (86% compared to 90%)

**Safety**

- Similar proportions felt safe this reporting period compared to last (52% compared to 55%) however the general trend is of decreasing proportions of respondents feeling safe
- Drivers more likely to feel unsafe than non-drivers (49% compared to 37%)
- 23% of users of the A1 felt unsafe to some extent or more, as well as 18% of users of the A46

**VMS**

- 85% of users had seen VMS in the last 12 months, a decrease from 87% in the last reporting period
- Those driving over 10,000 miles per year were significantly more likely to suggest VMS were worse than 12 months ago than those who drive less (15% compared to 3%)
- Those who drive for business purposes were more likely to find VMS very/quite useful than those who don't (89% compared to 85%)

**Litter**

- Litter is perceived as worse than 12 months ago on both trunk roads and motorways by 21% and 16% respectively
- Frequent users were significantly more likely to think that Highways England were responsible for litter seen on the network than infrequent users (35% compared to 17%)
- 28% of users of the A46 reported seeing litter, a higher proportion than on any other road

**Red X**

- Small increase in respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 65% to 67%)
- Those aged 35-59 were more likely to say it was illegal than those aged 17-34 or 60+ (75% compared to 61% and 60% respectively)

**Congestion**

- Proportions experiencing congestion were the same as in the last reporting period (78%)
- Drivers were more likely to have experienced congestion than non-drivers (79% compared to 63%);
- 19% of users of the A50 (M1-Meir) were delayed by congestion, the most of any roads in the region, followed by 16% of users of the M1 north of Junction 21

**Summary: Headlines**  
**Did you know...**

*"Being stuck between two lorries"*

48% felt unsafe on Highways England roads with other peoples driving the most common reason for this (60%)

*"Turnoffs and slip roads at Meir are too short (westbound) & incidents are regular"*

*"Potholes"*

85% had seen VMS and of these 87% had found them useful. Making sure signs were up to date was the most common improvement suggested

*"Make them more visible and noticeable"*

*"Keep them up to date. Switch off when not relevant."*

67% knew that going through the Red X was illegal, other comments on what it meant included...

*"Come off, the next junction is blocked"*

*"End of speed limit"*

*"No through road"*

67% had seen roadside advertising with 56% of these having a negative opinion

*"Pointless"*

82% said their driving changed when travelling through roadworks with slowing down being the most common way (76%)

*"Aware of people in the road doing the roadworks"*

*"Doesn't really change. I'm always careful but you have to be very alert"*



- 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 7 Headlines (Comparisons to last report (October to March 2015))**

**Safety: felt safe**

Decrease in proportions feeling safe from 55% to 52%

Base: 224

**Quality of road surface**

19% said better than 12 months ago although 16% said worse

Base: 207

**Vegetation**

15% said more overgrown than 12 months ago but only 2% said it was less overgrown

Base: 166

**Grass Cutting**

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

Base: 198

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

21% said worse than 12 months ago, 10% said better

Base: 199

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

16% said worse than 12 months ago, 14% said better

Base: 165

**Temporary road signs**

Decrease in proportions satisfied (76% down to 71%)

Base: 168

**Signs through roadworks**

83% travelled through roadworks and 26% saw no signs, an increase from 23%

Base: 224/ 186

**Journey reliability/variation**

Same proportions in those saying journey time varies every time or most of the time (26%)

Base: 119

13% stated journey time never changes compared to 15% last time

Base: 119

**Congestion**

Similar proportions of respondents experiencing congestion (78% both in this reporting period and the last)

Base: 224

**Red X**

67% indicated it was illegal to drive in a lane with red x, up from 65% last time

Base: 224

**Roadwork safety**

82% said their driving changed through roadworks

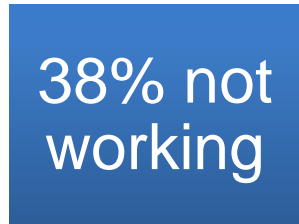
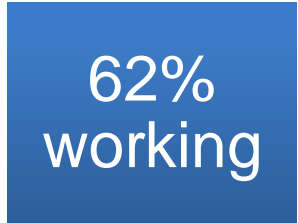
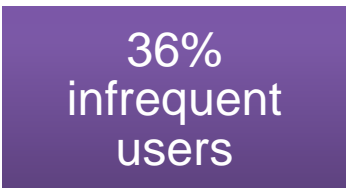
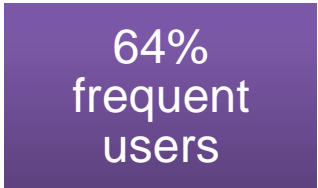
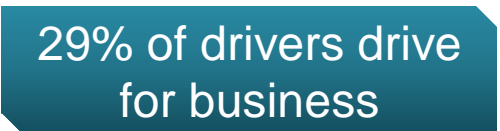
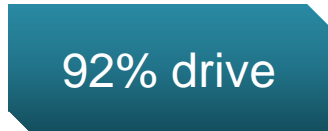
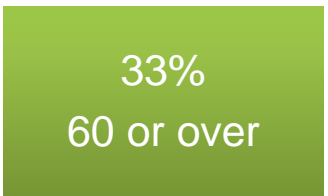
76% of these slowed down due to roadworks

27% said this was because of roadworkers

Base: 205 / 169 / 168

*\*More comparisons are shown on pages 21 to 24*

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 7 using data collected in the 2011 Census.

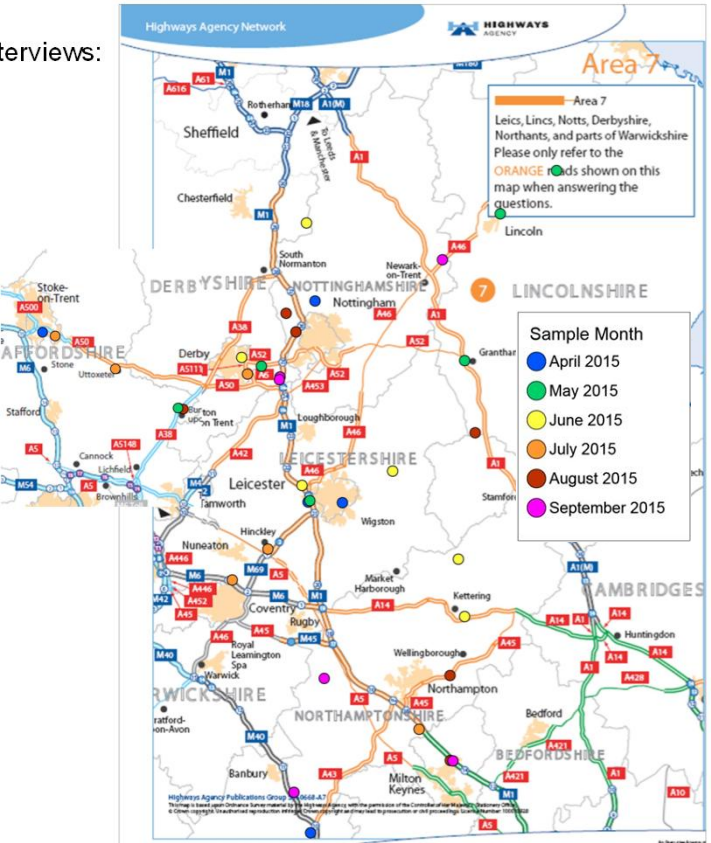
Respondents are only asked about roads in Area 7 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 7 roads.

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 7.

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

Outcome	Frequency
No one home	949
Refused	148
Out of quota	438
<b>Interviews achieved</b>	<b>224</b>

Map showing location of ARUSS sample points for interviews conducted between April and September 2015



## Introduction

This report presents the results of surveys conducted in Area 7 between April and September 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 7
  - Variable Message Signs (page 9)
  - Journey planning (page 10)
  - Reliability of journeys (page 11)
  - Local event congestion warnings (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 17)
- Safety on the network (page 18)
- Experience of congestion (page 19)
- Roadside advertising (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 April and September 2015.

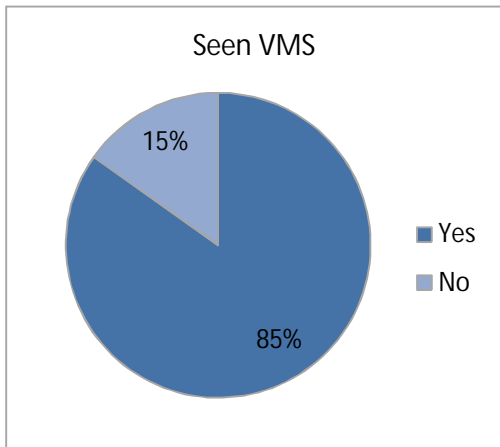
In tables and charts shown in this report, percentages may total more than 100%; when this is so it is either due to rounding or because respondents were able to give more than one answer to the question. Throughout the analysis, an asterisk (\*) is used if a proportion is more than zero but less than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



Respondents were asked if they had seen any VMS on the Highways England network in the last 12 months. 85% said they had seen VMS, a decrease on the last reporting period (87%). Respondents were also asked how useful they found the VMS; 87% said they found them either very or quite useful. By subgroup;

- Drivers who drove less than 10,000 miles per year were more likely to find them useful than those who drove more than 10,000 miles per year (88% compared to 83%)
- Younger people aged 17-34 were more likely to find VMS not useful/not at all useful than those aged 35-59 and 60+ (20% compared to 12% and 10% respectively)

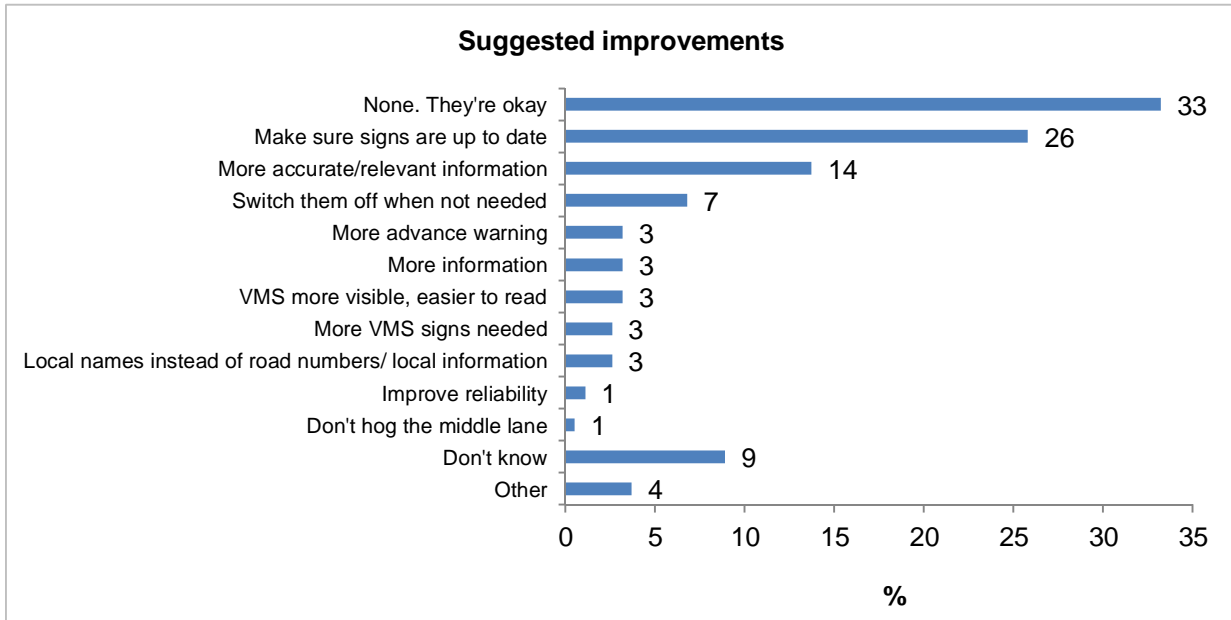
Respondents were then asked whether the VMS in the area were better, worse or the same as 12 months ago. 19% said they were better than 12 months ago, whilst 6% felt they were worse. The majority, 75%, felt they were the same as 12 months ago.

Base: 224  
Have you seen any VMS on Highways England roads in this area in the last 12 months?

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

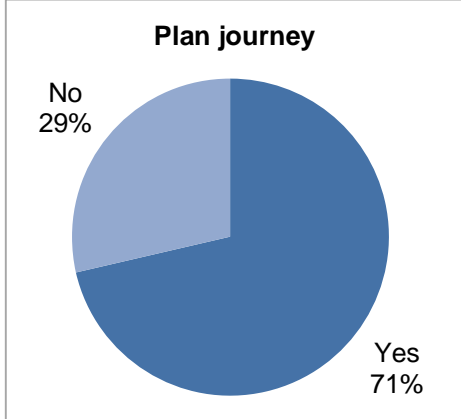
26% of respondents suggested that signs need to be kept up to date, whilst 14% indicated that signs needed to display more accurate/relevant information.

- Those who drive for business purposes were more likely to suggest that no improvements were needed than those who don't (42% compared to 30%)
- Of the other responses, one respondent indicated that maps of the area affected by an incident should be displayed on signs, whilst another indicated that there were too many VMS signs as they were distracting



Base: 190  
Is there any way in which you think that VMS could be improved?

**Area Specific: Journey Planning**



Respondents were asked if they ever planned their journeys prior to setting off and in the current reporting period 71% said they did, slightly lower than the previous reporting period (74%). By subgroup:

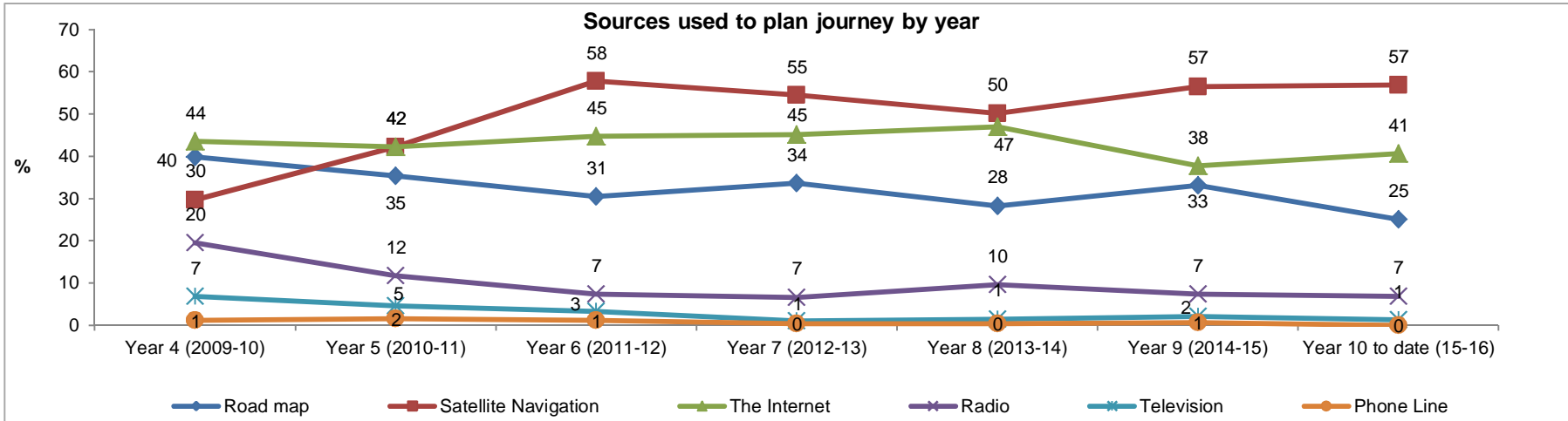
- Drivers were significantly more likely to plan journeys than non-drivers (74% compared to 42%);
- Frequent users of the network were significantly more like to plan than infrequent users (78% compared to 63%)

A chart showing the trend of sources used to plan journeys by year is shown below.

The most common way to plan journeys was using a sat-nav (57%) with the variations by subgroup as follows:

- Respondents aged 60+ were the least likely to use a sat-nav to plan their journeys (50% compared to 57% of 35-59 and 63% of 17-34 year olds); and
- 40% of those aged 60+ used a road map to plan, significantly more than other age groups (21% of 35-59 year olds and 14% of 17-34 year olds).

Base: 224  
Do you ever plan your journeys prior to setting off? (Unprompted)



Bases: Year 4 – 354, Year 5 – 479, Year 6 – 275, Year 7 – 286, Year 8 – 428, Year 9 – 329, Year 10 to date – 160.  
What sources of information do you use to plan your journey?(Unprompted)

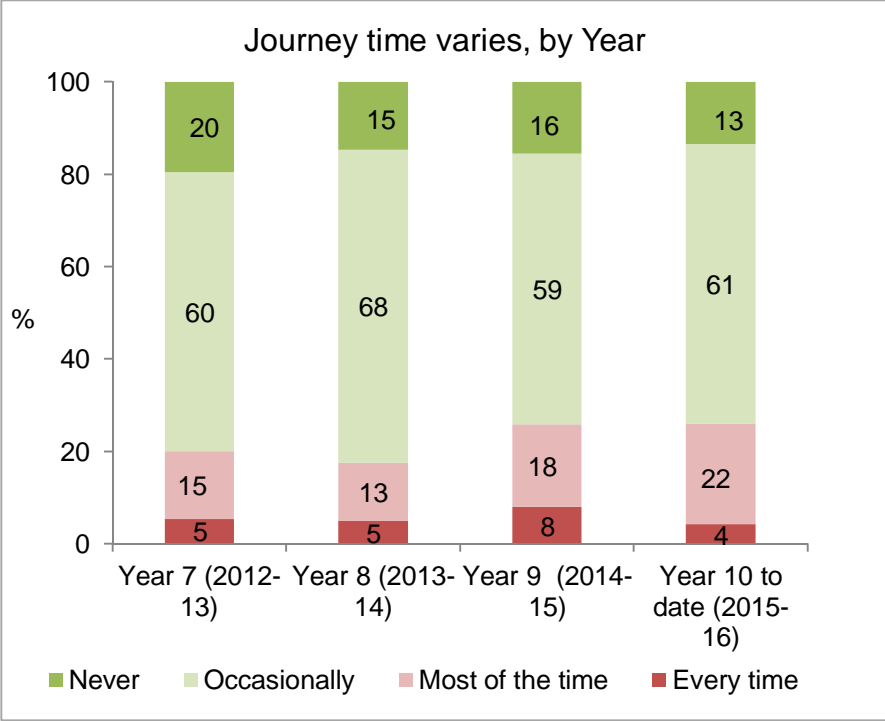
### Area Specific: Reliability of Journeys

In the current reporting period, 53% of respondents said they made a regular journey on roads in the area. By subgroup:

- Those travelling over 10,000 miles per year were significantly more likely to make a regular journey than those travelling less miles (70% compared to 47%);
- Those who were working full time were more likely to make a regular journey than those not working full time (60% compared to 48%); and
- Those driving for business purposes were also significantly more likely to make a regular journey compared to those not doing so (70% compared to 47%).

In the current reporting period, of those making a regular journey, 26% 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 - 240; Year 8 - 245; Year 9 - 251; Year 10 to date - 119  
Does the journey time vary each time you make this trip? (Prompted)

*"Try not to do roadworks at peak times"*

*"It's just the volume of traffic. Stop building major offices and workplaces on them, which causes lots of cars and heavy traffic"*

*"Get rid of roadworks. Improve road surface. Ban lorries"*

*"Going across J15 M1 to Northampton. The time that you're given to go on a green light is not long enough"*

*"A46: two bottlenecks where they go off to A50/A6"*

*"Stop lorries using the fast lane"*

**Area Specific Questions**  
**Journey Time Reliability**

Respondents were asked whether they use traffic and travel information during their journey.

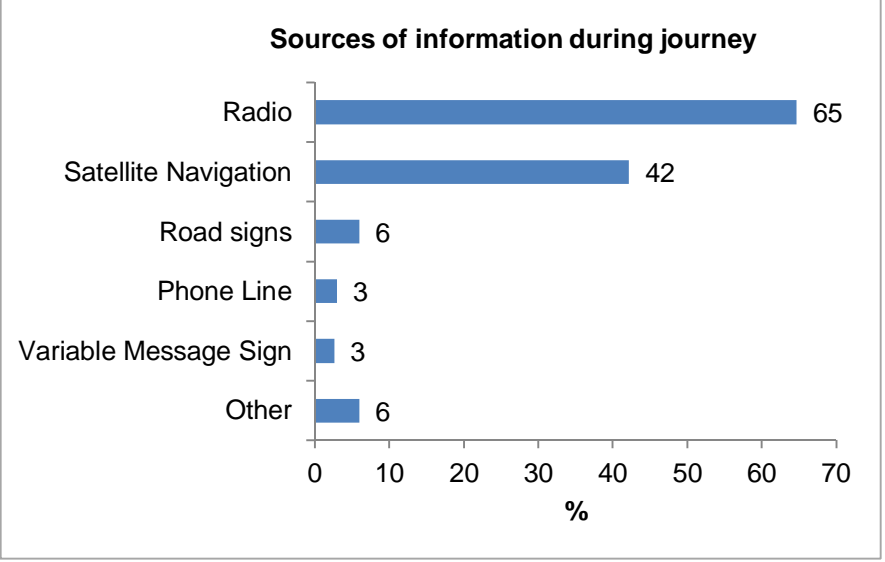
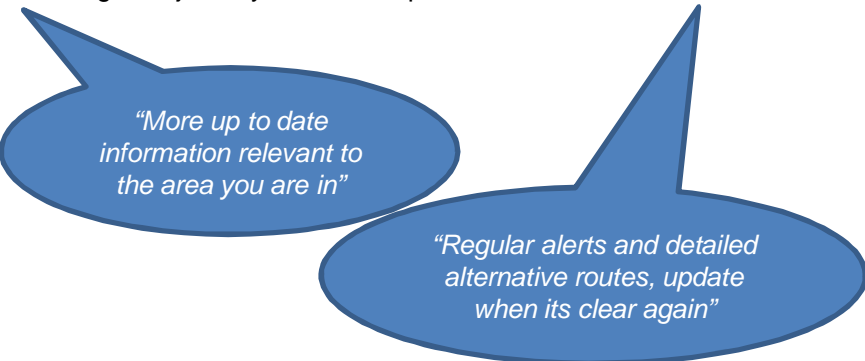
Fifty three percent of respondents had used traffic and travel information during their journey:

- Males were significantly more likely to use traffic and travel information during their journey than females (62% compared to 48%);
- Those travelling on Highways England once a week or more were significantly more likely to use traffic and travel information during their journey than those driving less frequently (60% compared to 46%)

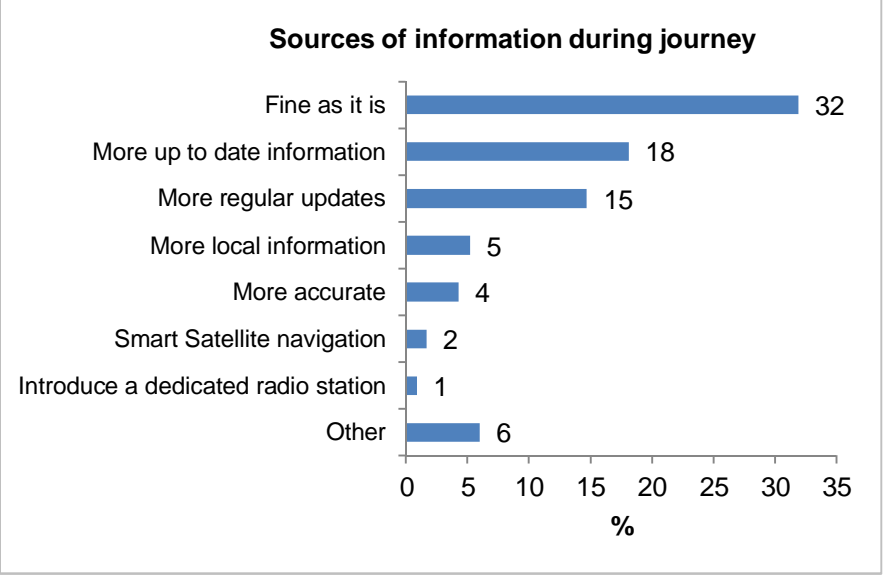
Respondents were then asked which sources of information they used during journeys.

- Non drivers were significantly more likely to use their phone to find traffic and travel information during their journey than drivers (33% compared to 2%);
- Satellite Navigation was the most popular source within the 17-34 age group (57%), whereas in the 35-59 and 60+ age groups radio was the most popular source (66% and 77% respectively)

Respondents were also asked how traffic and travel information received by them during their journey could be improved.



Base: 115 *What sources of information do you use during your journey?*



Base: 116 *How could the traffic and travel information you receive during your journey be improved?*

### Area Specific Questions

#### Local Event Congestion Warnings

Respondents were asked whether they had seen any Local Event Congestion Warnings on Highways England roads warning them about local major events. Fifty one percent of respondents had seen a Local Event Congestion Warning.

Respondents were then asked what they did as a result of these signs. By subgroup:

- Females were significantly more likely to take note of signs compared to males (31% compared to 14%);
- Respondents aged 35-59 were significantly more likely to do nothing and carry on as normal than those aged 60+ (48% compared to 18%);
- Those who drive for business purposes were more likely to take an alternative route than those who don't (9% compared to 4%)

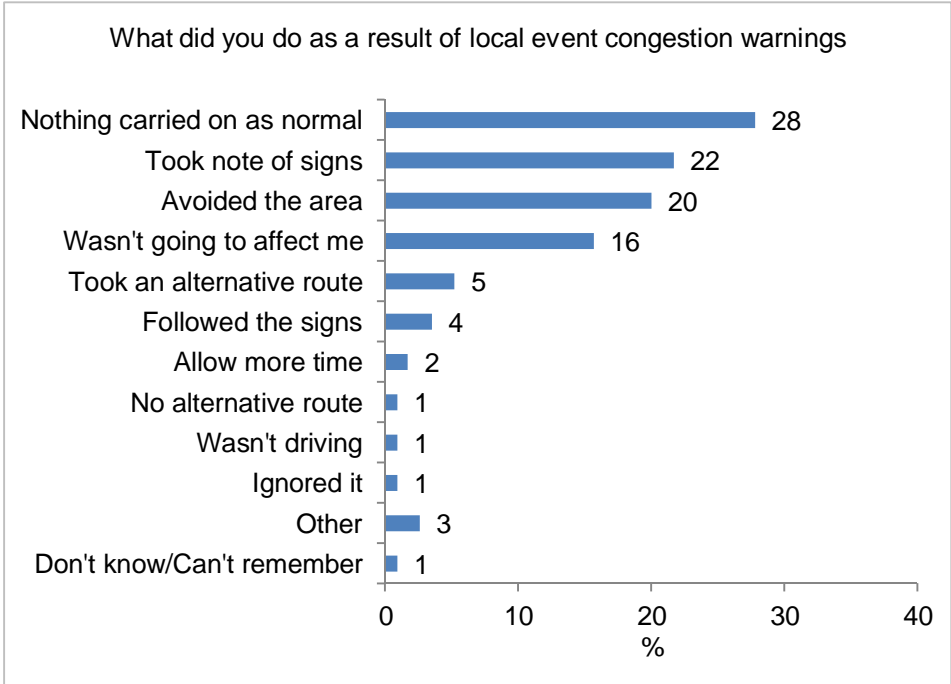
Other comments are included below.



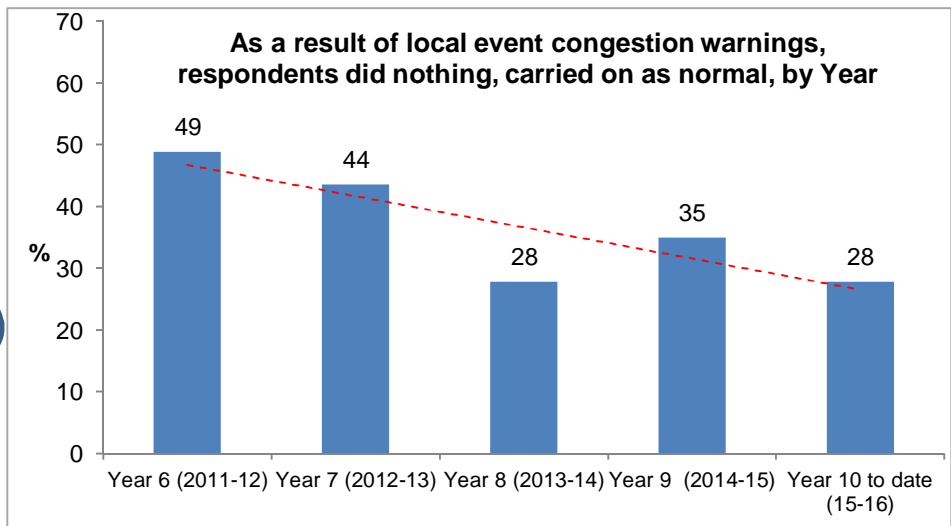
“Keep it up to date - sometimes you get signs and they are not relevant to traffic”

“They must be able to provide Park & Ride for Billing Aquadrome events”

“I am more cautious of others”



Base = 115. What did you do as a result of these signs? (Unprompted)



Bases: Year 6=135; Year 7=131; Year 8=151; Year 9=191; Year 10 to date=115. What did you do as a result of these signs? (Unprompted)

**Area Specific Questions**  
**Overall Satisfaction**

Respondents are asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 7.

In the current six month reporting period, the majority (87%) of respondents were either very satisfied (20%) or satisfied (67%).

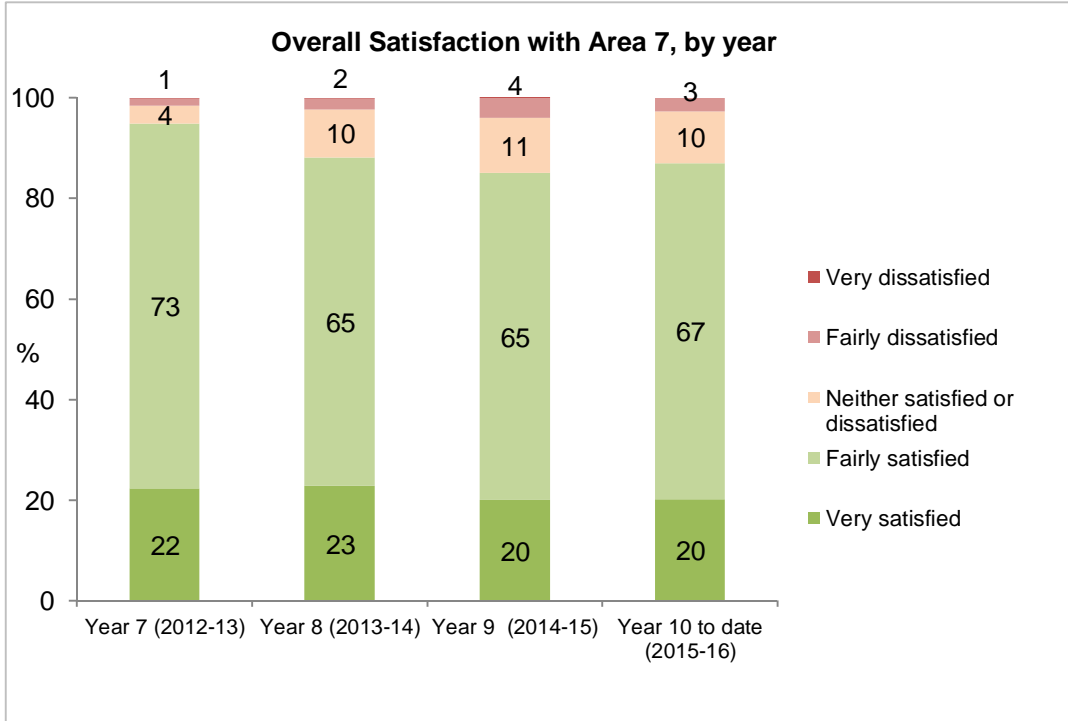
The trend, by year, since this question was introduced is shown in the chart.

By subgroup:

- Males were significantly more likely to say they were satisfied than females (90% each compared to 83%);
- Drivers were more likely to be satisfied than non drivers (88% compared to 79%);
- Respondents across all age groups had a similar level of satisfaction, 85% of 17-34 year olds, 85% of 35-59 year olds and 90% of those aged 60+ were very satisfied

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

- “Generally move well and with new M1 4th lane it will be better” (Female, 35-44)
- “It’s fine they do their best to keep the roads running” (Female, 25-34)
- “You have to say they are well looked after” (Male, 65+)
- “I just think it’s safe - I’ve had no problems” (Female, 25-34)
- “I drive in Romania and it makes me appreciate ours” (Male, 55-59)



Base: Year 7 - 429; Year 8 - 437; Year 9 – 443; Year 10 to date - 224  
 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:**

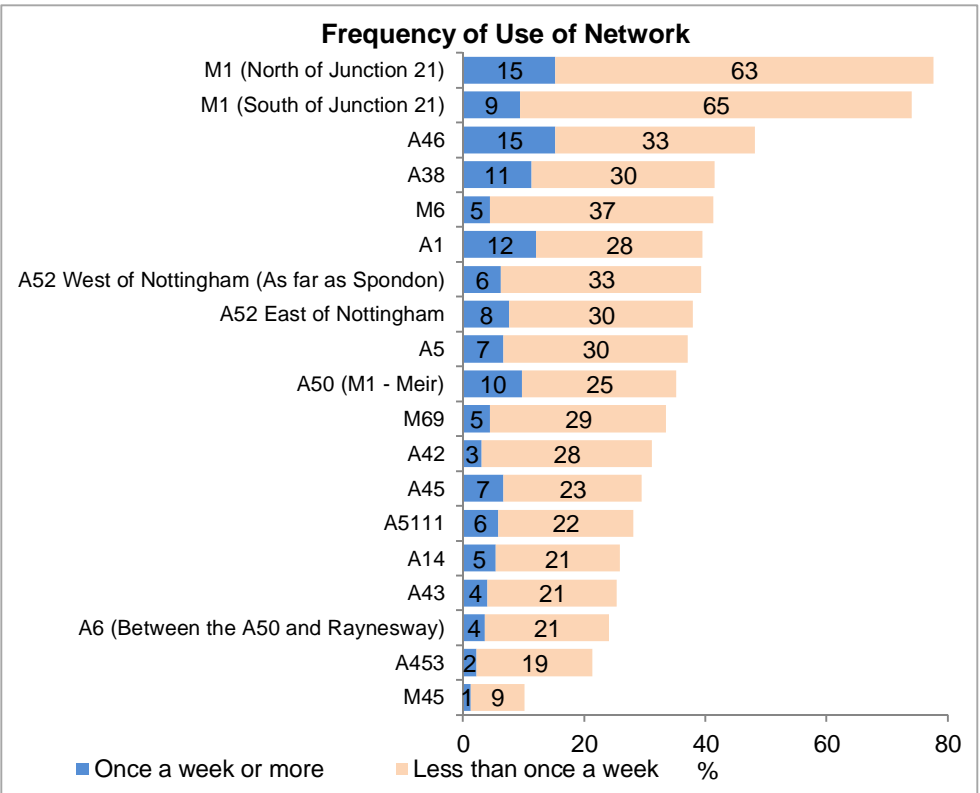
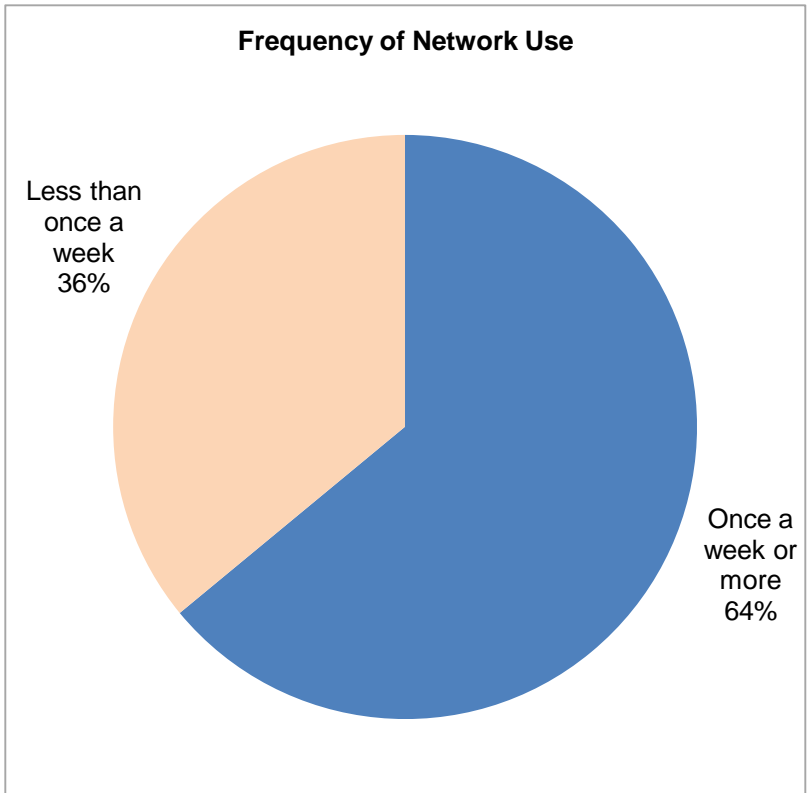
- “A lot more could be done with regard to the lighting of motorways at night to help improve safety of driving at night. More supervision of motorways at night, have sensor lighting on motorways LED lighting systems” (Female, 25-34)
- “Not very good, they do a job like on the A5111 causing holdups and don't finish the job. They need to spend money and get it right first time” (Female, 65+)
- “The road is not safe (A45)” (Male, 45-54)
- “The way they are managed & maintained” (Female, 25-34)

### Frequency of road use

Respondents were asked how often they travelled on Highways England roads in Area 7. Sixty four percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were:

- Significantly more likely to feel that litter was worse on trunk roads (26% compared to 12% of infrequent users);
- More likely to feel unsafe (52% compared to 40%); and
- More likely to think that Highways England are responsible for ensuring safety (35% compared to 16%).

The chart shows the roads by frequency of use. Overall 78% used the M1 North of Junction 21 and 74% used the M1 South of Junction 21.



Base: 224  
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 224 for each road  
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

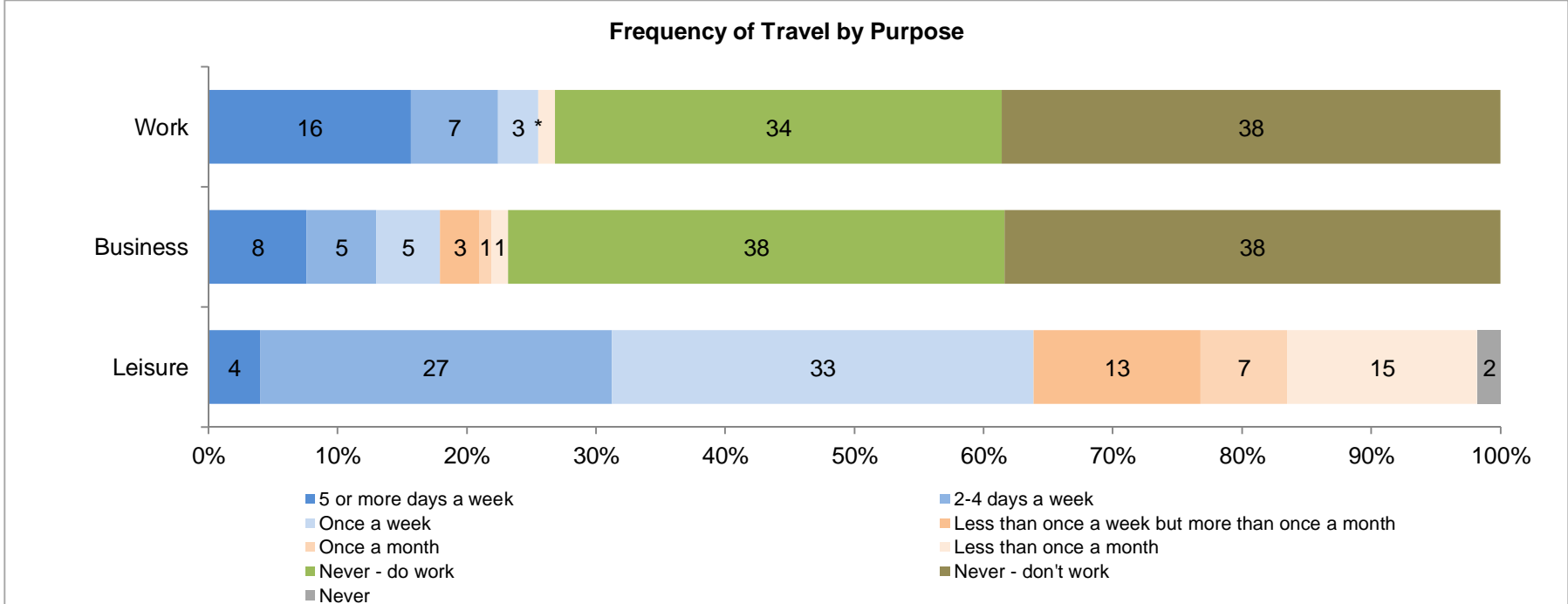
### Journey Purpose

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

- 28% of respondents used roads for commuting, 22% worked but did not commute;
- 25% of respondents used roads for business purposes, 25% worked but did not; and
- All but 2% used the roads for other purposes.

By sub group:

- Males were more likely to use the network for commuting than females (34% compared to 22%); and
- Those travelling for business were most likely to be 35-59 drivers either male or female, from the ABC1 socio-economic group and drive more than 10,000 miles per year.



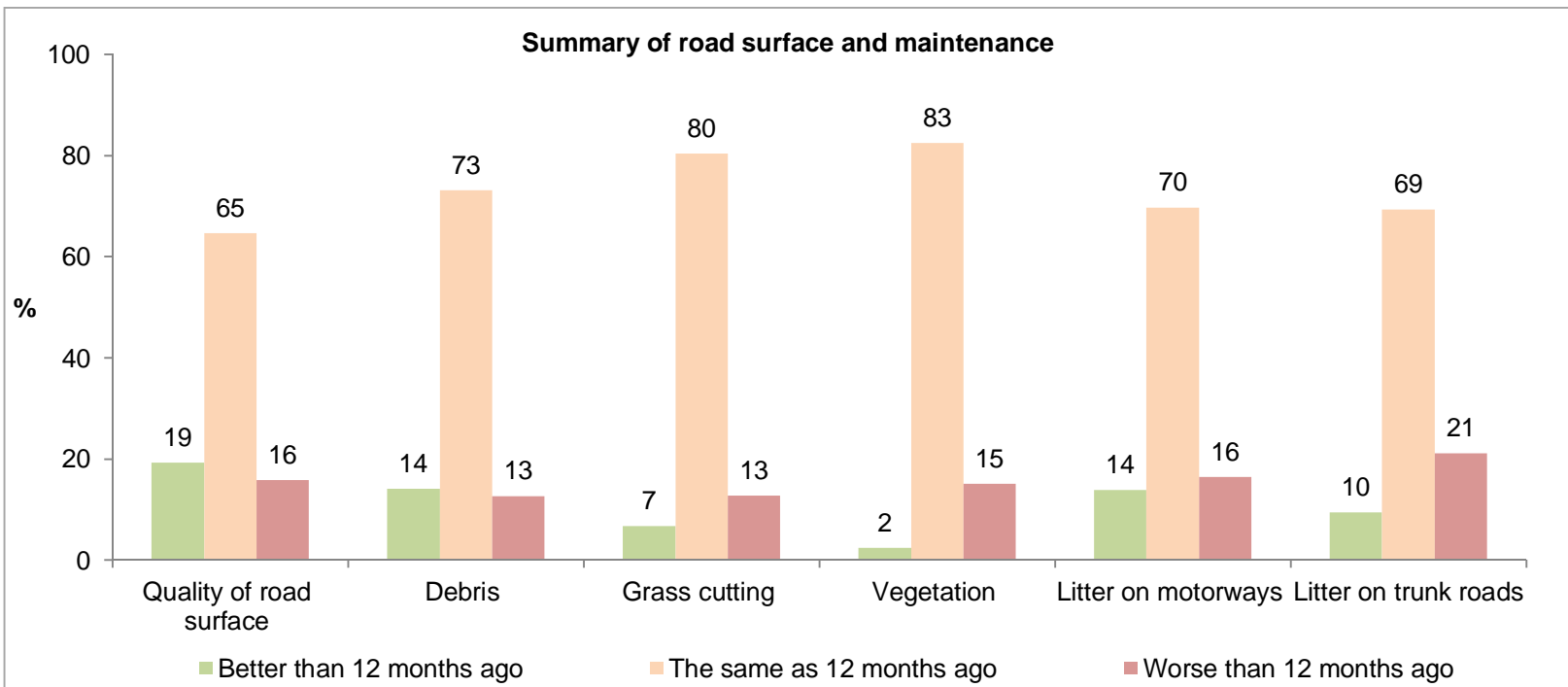
Base: 224 (Other, Employer Business and To Work)  
 How often do you use Highways England roads for...? (Prompted)



### 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:

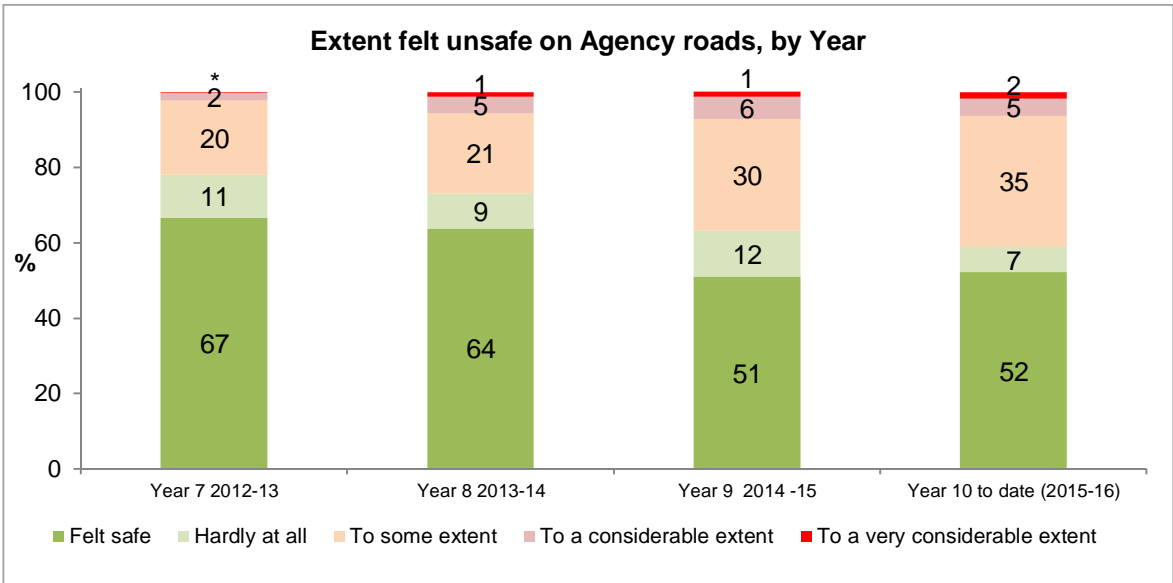
- Those driving 10,000 miles or more were significantly more likely to say the quality of road surface, the amount of debris and overgrowth of vegetation were all worse than 12 months ago compared to those driving less miles (28%, 26% and 28% compared to 11%, 6% and 12% respectively); and
- Respondents aged 60+ were significantly more likely to say the amount of litter on both motorways and trunk roads was worse than 12 months ago (25% and 30% respectively, compared to 5% and 11% of 17-34 year olds and 17% and 19% of 35-59 year olds).



Base: Quality of surfaces - 207; Debris - 198; Grass Cutting - 179; Vegetation - 166; Litter on motorways - 165; Litter on trunk roads - 199  
 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, 52% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Non-drivers were more likely to feel safe than drivers (63% felt safe compared to 51%);
- ✓ Males are more likely to feel safe than females (56% compared to 49% in the current reporting period);
- ✓ Younger people (aged 17-34) were more likely to feel safe than those aged 35-59 and over 60 (63% compared to 46% and 53% respectively);
- ✓ The most common reason for feeling unsafe continued to be other peoples driving (60% of those that felt unsafe), followed by road layout (17%);
- ✓ \*Decreasing trend in respondents feeling safe since Year 7 (2012-13).



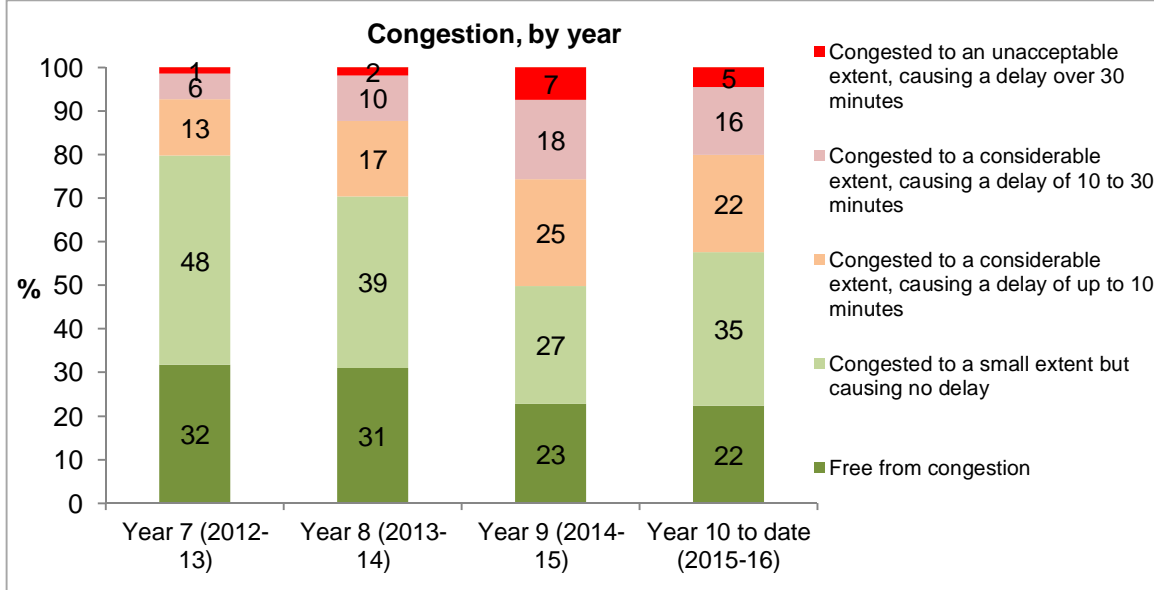
Base = Year 7 2012/13 – 441; Year 8 2013/14 – 439; Year 9 2014/15 – 444; Year 10 to date 2015/16 - 224  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

Road	Users of the road	Felt unsafe to some extent or more	
		N	%
<b>M1 (South of Junction 21)</b>	166	27	16
<b>M1 (North of Junction 21)</b>	174	21	12
<b>A46</b>	108	19	18
<b>A38</b>	92	13	14
<b>M6</b>	92	5	5
<b>A52 East of Nottingham</b>	85	9	11
<b>A5</b>	83	4	5
<b>A1</b>	88	20	23
<b>A52 West of Nottingham (as far as Spondon)</b>	88	5	6
<b>A50 (M1 - Meir)</b>	79	10	13
<b>M69</b>	75	1	1
<b>A5111</b>	63	3	5
<b>A42</b>	70	3	4
<b>A14</b>	58	8	14
<b>A6 (Between the A50 and Raynesway)</b>	54	3	6
<b>A453</b>	48	4	8
<b>A45</b>	66	7	11
<b>A43</b>	57	6	11
<b>M45</b>	23	1	4

### Congestion

- ✓ In the current reporting period 78% of respondents experienced congestion on Highways England roads and 42% experienced congestion which resulted in a delay;
- ✓ Drivers were more likely to have experienced congestion than non-drivers (79% compared to 63%);
- ✓ Those working full time were more likely to have experienced congestion than those who don't work full time (81% compared to 75%);
- ✓ The M1 (north of Junction 21) was the road most frequently identified as being congested in Area 7 (n=27); and
- ✓ Increase in the proportions of respondents experiencing congestion on Highways England roads since Year 7 (2012-13), although slight decrease year on year from Year 9.



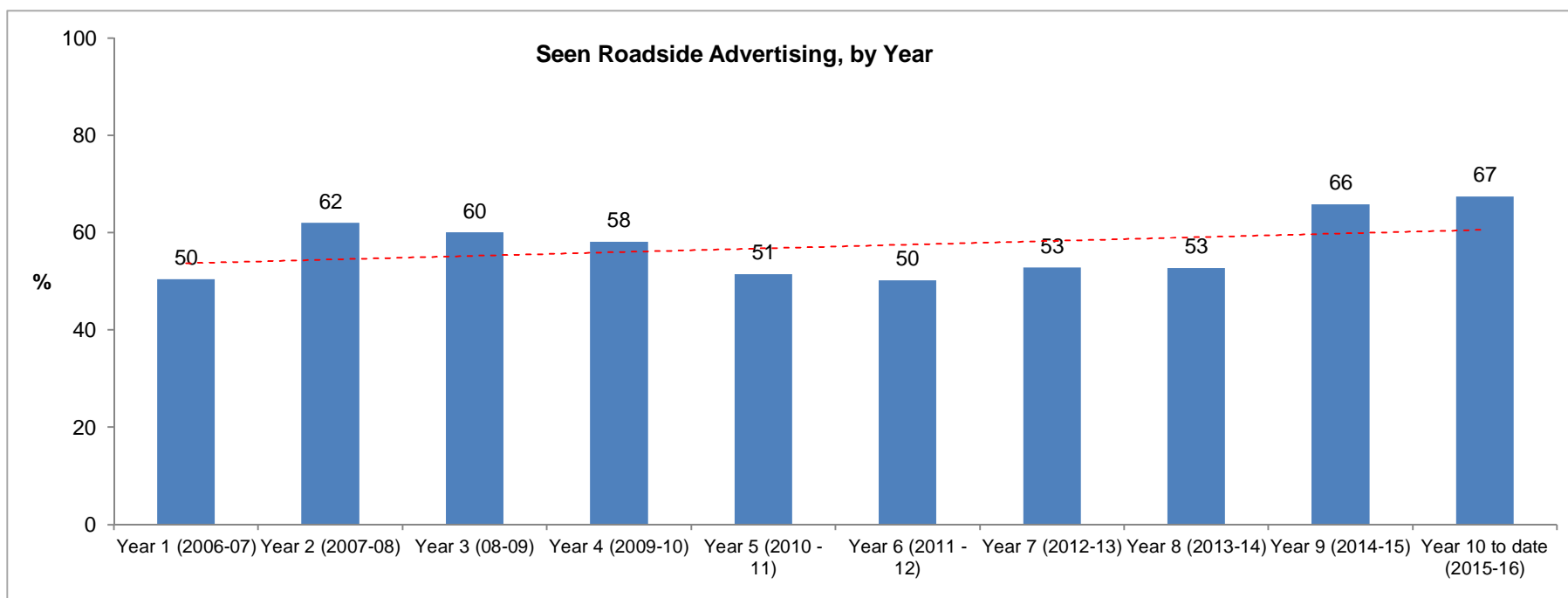
Road	Users of the road	Delayed by congestion	
		N	%
M1 (South of Junction 21)	166	14	8
M1 (North of Junction 21)	174	27	16
A46	108	14	13
A38	92	7	8
M6	92	11	12
A52 East of Nottingham	85	2	2
A5	83	4	5
A1	88	4	5
A52 West of Nottingham (as far as Spondon)	88	7	8
A50 (M1 - Meir)	79	15	19
M69	75	3	4
A5111	63	5	8
A42	70	2	3
A14	58	7	12
A6 (Between the A50 and Raynesway)	54	2	4
A453	48	2	4
A45	66	3	5
A43	57	1	2
M45	23	0	0

Base = Year 7 12/13 – 441; Year 8 13/14 – 439; Year 9 14/15 – 444; Year 10 15/16 to date - 224  
 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

### Roadside advertising

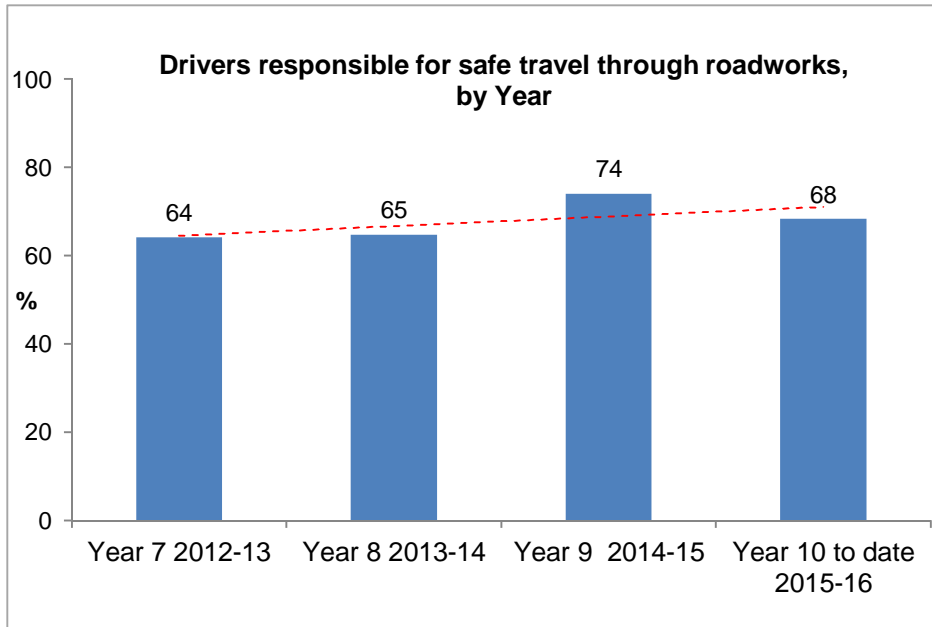
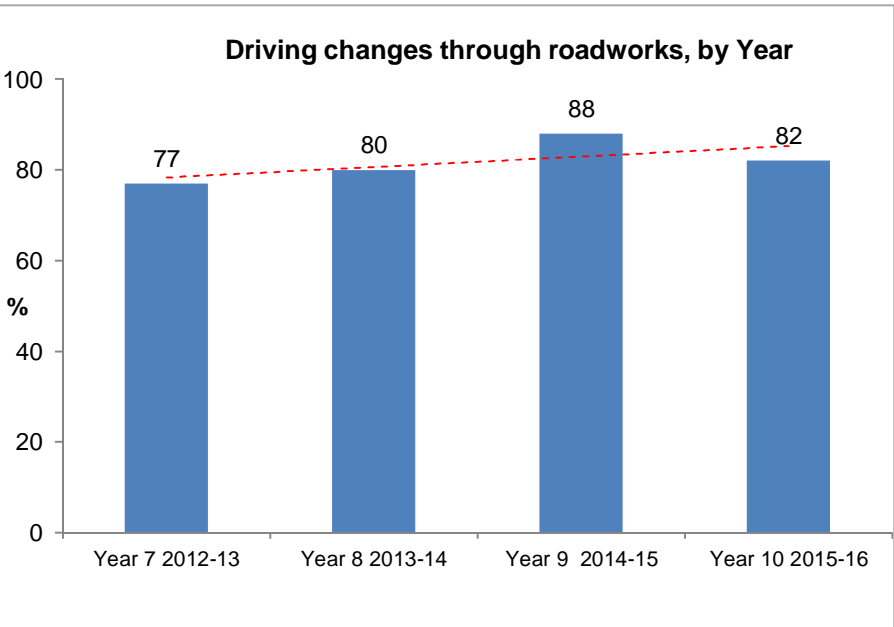
- ✓ In the current reporting period, 67% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were significantly more likely to have seen roadside advertising than non-drivers (70% to 37%);
- ✓ Males were also more likely to have seen advertising than females (74% compared to 60%);
- ✓ Of those seeing roadside advertising, 60% said they were not bothered by them;
- ✓ Twenty nine percent of respondents said they found roadside advertising distracting



Base =Year 1 - 796; Year 2 - 801; Year 3 - 802; Year 4 - 794; Year 5 - 795; Year 6 - 436; Year 7 - 441; Year 8 - 438; Year 9 - 444; Year 10 - 224  
 Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?

### Driving behaviour through roadworks

- ✓ In the current reporting period, overall 82% of drivers who had driven through roadworks said their driving changed when doing so. Younger people aged 17-34 were less likely to change their driving compared to those aged 35-59 and 60+ (78% compared to 82% and 87% respectively);
- ✓ Sixty eight percent of all 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:
  - ✓ Frequent users were more likely to think it was Highways England's responsibility than infrequent users (35% compared to 17%);
  - ✓ Males were more likely to think it was the Police's responsibility than females (25% compared to 17%).
- ✓ There has been a slight 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), however there has been a year on year decline from Year 9 to Year 10.



Base = Year 7 12/13 - 366; Year 8 13/14 - 358; Year 9 14/15 - 391; Year 10 15/16 to date - 206. Excludes 'Not applicable'

Base = Year 7 12/13 - 441; Year 8 13/14 - 439; Year 9 14/15 - 444; Year 10 15/16 to date - 221.

Does your driving change when you are travelling through roadworks?

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 (Apr-Sept 15)	Base	Change from previous Six Month period	Last Report (Oct-Mar 15)	Base	Average All Areas	Difference from National Average
<b>Drivers</b>		<b>92%</b>	224	2%	<b>90%</b>	224	81%	11%
<b>Business Drivers (drivers only)</b>		<b>29%</b>	205	-1%	<b>30%</b>	202	29%	0%
<b>Frequent Users (use Highways England roads once a week or more)</b>		<b>64%</b>	222	-4%	<b>68%</b>	224	60%	4%
<b>Travel as...</b>	<b>Car / Van Driver</b>	<b>89%</b>	224	2%	<b>87%</b>	223	78%	11%
	<b>Passenger in a car or van</b>	<b>22%</b>	224	4%	<b>18%</b>	223	42%	-20%
<b>Felt safe on the network</b>		<b>52%</b>	224	● -3%	<b>55%</b>	224	60%	● -8%
<b>Felt unsafe on the network</b>		<b>48%</b>	224	● 3%	<b>45%</b>	224	40%	● 8%
<b>Network:</b>	Felt unsafe: Hardly unsafe at all	<b>14%</b>	107	● -7%	<b>21%</b>	102	24%	● -10%
	Felt unsafe: To a considerable/very considerable extent	<b>13%</b>	107	● -3%	<b>16%</b>	102	21%	● -8%
	Felt unsafe: Due to other people's driving	<b>29%</b>	107	● 4%	<b>25%</b>	101	47%	● -18%
<b>Road surface quality:</b>	Better than 12 months ago	● <b>19%</b>	207	6%	<b>13%</b>	209	17%	2%
	Worse than 12 months ago	<b>16%</b>	207	-8%	<b>24%</b>	209	21%	-5%
<b>Grass cutting:</b>	Better than 12 months ago	<b>7%</b>	179	3%	<b>4%</b>	188	10%	-3%
	Worse than 12 months ago	● <b>13%</b>	179	3%	<b>10%</b>	188	7%	6%
<b>Vegetation:</b>	Less overgrown than 12 months ago	<b>2%</b>	166	0%	<b>2%</b>	188	10%	-8%
	More overgrown than 12 months ago	● <b>15%</b>	166	4%	<b>11%</b>	188	7%	8%
<b>Debris:</b>	Better than 12 months ago	● <b>14%</b>	198	8%	<b>6%</b>	202	12%	2%
	Worse than 12 months ago	<b>13%</b>	198	3%	<b>10%</b>	202	10%	3%
<b>Litter on Motorways:</b>	Better than 12 months ago	<b>14%</b>	165	8%	<b>6%</b>	200	13%	1%
	Worse than 12 months ago	● <b>16%</b>	165	3%	<b>13%</b>	200	11%	5%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	<b>10%</b>	199	4%	<b>6%</b>	201	10%	-1%
	Worse than 12 months ago	● <b>21%</b>	199	4%	<b>17%</b>	201	14%	7%

## Summary Tables

		Current Report (Apr-Sept 15)	Base	Change from previous Six Month period	Last Report (Oct 14-Mar 15)	Base	Average All Areas	Difference from National Average
<b>Responsibility for litter seen</b>								
	Highways England	17%	224	● 1%	16%	224	23%	● -6%
	Local Council/Local Authority	20%	224	● 4%	16%	224	19%	● 1%
	People travelling on the network	58%	224	● 1%	57%	224	54%	● 4%
<b>Permanent road signs:</b>								
	Quite satisfied/ very satisfied	91%	224	● 2%	89%	224	87%	● 4%
	Dissatisfied/ very dissatisfied	7%	224	● 2%	5%	224	3%	● 4%
<b>Seen one or more temporary road signs</b>		75%	224	● -1%	76%	224	64%	● 11%
<b>Quite satisfied/ very satisfied with temporary road signs</b>		71%	168	● -5%	76%	171	85%	● -14%
<b>Quite dissatisfied/ very dissatisfied with temporary road signs</b>		20%	168	● 3%	17%	171	7%	● 13%
<b>Travelled through roadworks recently</b>		83%	224	● -2%	85%	224	73%	● 10%
	Saw signs giving reason for the work	51%	186	● -3%	54%	190	62%	● -11%
	Saw no signs giving reason for the work	26%	186	● 3%	23%	190	19%	● 7%
	Signs through the roadworks provided enough information	61%	143	● -4%	65%	146	69%	● -8%
	Signs through the roadworks did not provide enough information	35%	150	● 7%	28%	146	21%	● 14%
<b>Passed roadworks when no one was working</b>		72%	186	● 12%	61%	190	63%	● 9%
	Annoyed/frustrated/angry	48%	134	● -1%	49%	116	52%	● -4%
<b>Amount of roadworks</b>								
	Unacceptable amount	21%	209	● -44%	65%	204	N/A	● N/A
	Acceptable amount	74%	209	● 43%	31%	204	N/A	● N/A
	Not enough	5%	209	● 1%	4%	204	N/A	● N/A

### Summary Tables

		Current Report (Apr-Sept 15)	Base	Change from previous Six Month period	Last Report (Oct 14-Mar 15)	Base	Average All Areas	Difference from National Average
<b>Seen roadside advertising</b>		<b>67%</b>	224	-7%	<b>74%</b>	224	58%	9%
	Not bothered by roadside advertising	<b>60%</b>	151	5%	<b>55%</b>	165	60%	0%
	Find it dangerous/ distracting	<b>29%</b>	151	-13%	<b>42%</b>	165	N/A	N/A
<b>Experienced congestion on Highways England roads</b>		<b>78%</b>	224	● 0%	<b>78%</b>	224	79%	● -1%
	with delay	<b>42%</b>	224	● -14%	<b>56%</b>	224	38%	● 4%
<b>Seen local events congestion warning</b>		<b>51%</b>	224	13%	<b>38%</b>	224	N/A	N/A
<b>Effect:</b>	Carried on as normal	<b>28%</b>	115	-3%	<b>31%</b>	85	N/A	N/A
<b>Seen VMS</b>		<b>85%</b>	224	● -2%	<b>87%</b>	224	N/A	N/A
<b>VMS Very Useful/ Quite Useful</b>		<b>87%</b>	190	● -2%	<b>89%</b>	193	N/A	N/A
<b>VMS</b>	Better than 12 months ago	● <b>19%</b>	180	4%	<b>15%</b>	175	N/A	N/A
	Worse than 12 months ago	<b>6%</b>	180	2%	<b>4%</b>	175	N/A	N/A
<b>Agency roads impacted ability to move safely (n=6)</b>		<b>3%</b>	224	● -2%	<b>5%</b>	224	N/A	N/A
	To some extent or more as a pedestrian (n=4)	<b>2%</b>	224	0%	<b>2%</b>	224	N/A	N/A
	To some extent or more as a cyclist (n=2)	<b>1%</b>	224	● -3%	<b>4%</b>	224	N/A	N/A
	To some extent or more as an equestrian (n=1)	<b>*%</b>	223	0%	<b>0%</b>	224	N/A	N/A
<b>Red X VMS Meaning</b>	Lane closed/no entry	<b>77%</b>	224	● 6%	<b>71%</b>	224	N/A	N/A
<b>Action Taken</b>	Change lane/avoid the lane	<b>78%</b>	223	● -2%	<b>80%</b>	224	N/A	N/A
<b>Illegal to travel in</b>	Yes it is illegal	<b>67%</b>	224	● 2%	<b>65%</b>	223	62%	● 5%
	Don't know	<b>28%</b>	224	● -3%	<b>31%</b>	223	N/A	N/A



### Summary Tables

	Current Report (Apr-Sept 15)	Base	Change from previous Six Month period	Last Report (Oct 14-Mar 15)	Base	Average All Areas	Difference from National Average
<b>Area Specific: Plan journey before setting off</b>	<b>71%</b>	224	● -3%	<b>74%</b>	224	N/A	N/A
Source used - Satellite Navigation	<b>57%</b>	160	● 1%	<b>56%</b>	165	N/A	N/A
<b>Area Specific: Use traffic and travel information during journeys</b>	<b>53%</b>	224	● 6%	<b>47%</b>	224	N/A	N/A
Source used - Radio	<b>65%</b>	115	● 0%	<b>65%</b>	104	N/A	N/A
<b>Area Specific: Regular journey on a Highways England road</b>	<b>53%</b>	224	● -5%	<b>58%</b>	224	N/A	N/A
Journey time varies every time/ most of the time	<b>26%</b>	119	● 0%	<b>26%</b>	130	N/A	N/A
<b>Driving changes when travelling through roadworks</b>	<b>82%</b>	205	● -5%	<b>87%</b>	203	84%	-2%
Slow down	<b>76%</b>	169	● -3%	<b>79%</b>	177	82%	-6%
<b>Changes due to:</b> Roadworkers	<b>27%</b>	168	● 7%	<b>20%</b>	177	28%	-1%
<b>Drivers themselves should ensure safe driving</b>	<b>68%</b>	221	● -5%	<b>73%</b>	224	67%	1%
<b>Highways England should ensure safe driving</b>	<b>28%</b>	221	● -3%	<b>31%</b>	224	30%	-2%
<b>Police should ensure safe driving</b>	<b>22%</b>	221	● 7%	<b>15%</b>	224	24%	-2%
<b>Overall Satisfaction:</b> Very satisfied/Fairly satisfied	<b>87%</b>	223	● 2%	<b>85%</b>	224	N/A	N/A
Fairly dissatisfied/ Very dissatisfied	<b>3%</b>	223	● -1%	<b>4%</b>	224	N/A	N/A

Summary

Road	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches		Seen debris		Grass not cut short		Vegetation is overgrown		Seen litter		Delayed by congestion		Roadside advertising	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M1 (North of Junction 21)	174	21	12	10	6	10	6	0	0	1	1	25	14	27	16	46	26
M1 (South of Junction 21)	166	27	16	12	7	13	8	3	2	0	0	13	8	14	8	30	18
A46	108	19	18	10	9	9	8	3	3	5	5	30	28	14	13	15	14
A38	92	13	14	9	10	7	8	4	4	3	3	10	11	7	8	10	11
M6	92	5	5	2	2	5	5	1	1	1	1	6	7	11	12	9	10
A1	88	20	23	8	9	10	11	1	1	5	6	20	23	4	5	20	23
A52 West of Nottingham (as far as Spondon)	88	5	6	6	7	1	1	0	0	1	1	6	7	7	8	5	6
A52 East of Nottingham	85	9	11	3	4	2	2	0	0	1	1	9	11	2	2	11	13
A5	83	4	5	7	8	7	8	7	8	4	5	14	17	4	5	3	4
A50 (M1 - Meir)	79	10	13	6	8	8	10	2	3	2	3	8	10	15	19	6	8
M69	75	1	1	3	4	4	5	0	0	1	1	4	5	3	4	14	19
A42	70	3	4	2	3	3	4	0	0	0	0	2	3	2	3	6	9
A45	66	7	11	8	12	5	8	2	3	4	6	11	17	3	5	6	9
A5111	63	3	5	2	3	1	2	1	2	2	3	4	6	5	8	0	0
A14	58	8	14	5	9	2	3	3	5	5	9	6	10	7	12	14	24
A43	57	6	11	7	12	2	4	2	4	4	7	6	11	1	2	7	12
A6 (Between the A50 and Raynesway)	54	3	6	2	4	0	0	1	2	0	0	3	6	2	4	0	0
A453	48	4	8	1	2	1	2	0	0	0	0	2	4	2	4	1	2
M45	23	1	4	1	4	1	4	0	0	0	0	1	4	0	0	2	9

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



<b>Report Title:</b>	19 - Area 7 April - September 2015 Report	
<b>Date of Issue:</b>	23rd October 2015	
<b>Prepared by:</b>	Ben Barker	AECOM House 179 Moss Lane Altrincham WA15 8FH
<b>Reviewed / Approved by:</b>	Jodie Knight Christine Johnson	
<b>Data File</b>	Area 7 MTD file April 06 – March 14 Area 7 MTD file February 2014 – September 2015	
<b>Status</b>	Unweighted	
<b>Base Cases</b>	224	

**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.