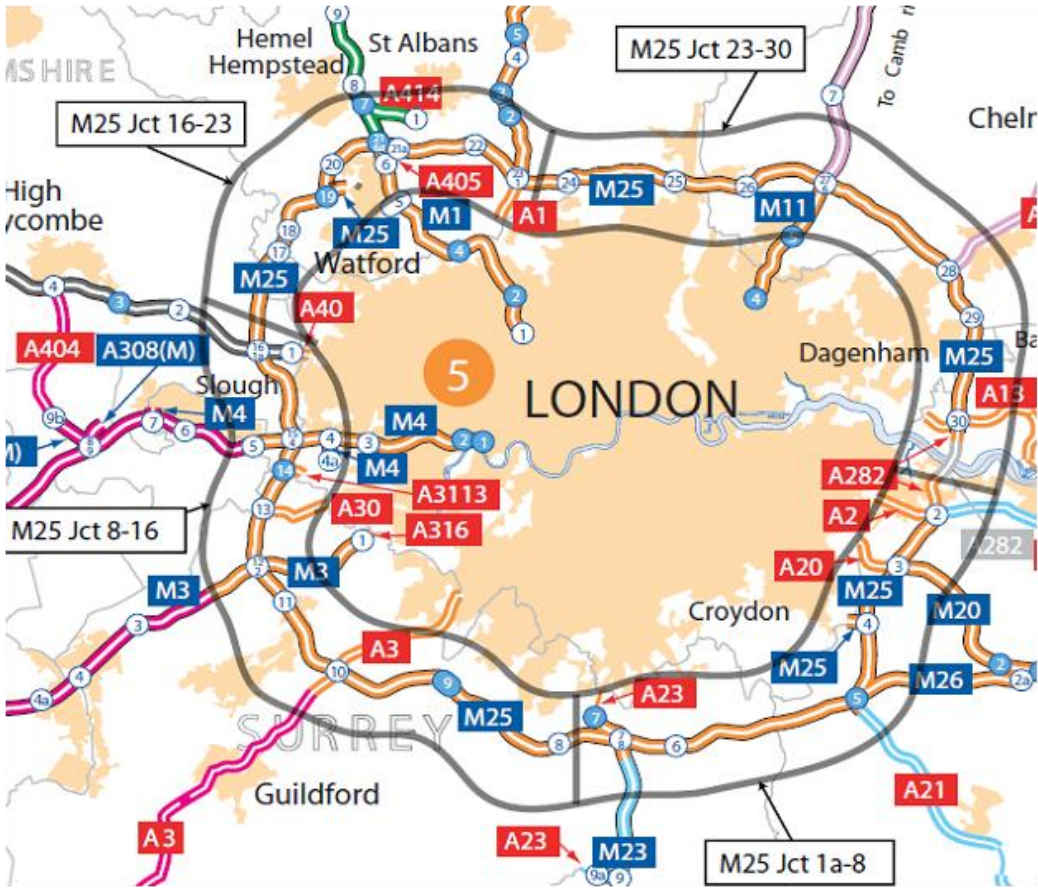


AREA 5 ROAD USERS' SATISFACTION SURVEY

February - July 2015

Report 19

Prepared for Highways England by AECOM



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Introduction

222 people were interviewed in Area 5 between February and July 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 was similar to the previous report (from 88% in the last report compared to 87% with an increasing trend since Year 8)
- 17-34 year olds more satisfied than other age groups (91% compared to 85% of 35+)

Safety

- Increase in safety since last reporting period (from 57% in the last report to 61%) however general trend is of decreasing proportions of respondents feeling safe
- Infrequent users more likely to feel safe than frequent users (74% compared to 52%)
- 20% of users of M25 J1a-8, M25 J8-16 and A2 felt unsafe to some extent or more on the road

Smart motorways

- Significant increase in proportions aware of smart motorways (from 18% in the last report to 31%)
- Those driving over 10,000 miles per year were significantly more likely to be aware of them than those driving 10,000 miles or less (56% compared to 30%)
- Those aged 60+ were significantly more likely to say they 'liked them' compared to those younger (59% compared to 43%)

Litter

- Litter is perceived as worse than 12 months ago on both trunk roads and motorways by 17% and 13% respectively
- Drivers were significantly more likely to think Highways England were responsible for litter seen on the network (29% compared to 13%)
- 51% of users of A2 reported seeing litter as did 37% of users on the M25 J1a - 8

Red X

- Decrease in respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 61% to 53%)
- Those driving more than 10,000 miles were significantly more likely to say it was illegal than those driving 10,000 miles or less (73% compare to 55%)

Congestion

- Proportions experiencing congestion similar to the last report (88% up from 90%)
- Drivers were significantly more like to experience congestion than non-drivers (91% compared to 78%)
- 32% each of users of A2 and A282 reported being delayed by congestion as did 31% of users of Dartford Crossing Tunnel and 29% on the M25 J1a - 8

Summary: Headlines
Did you know...

87% had seen VMS and of these 90% had found them useful. Making sure signs were up to date was the most common improvement suggested, plus...

"Have further in advance so you have chance to divert"

"Put less information on them and have bigger signs so it's easier to read"

"Speed limit signals is a good idea"

"Foreign HGV lorries"

39% felt unsafe on Highways England roads with other peoples driving the most common reason for this (72%), plus...

"Speed restrictions can be dangerous"

"Dead animals – quite disturbing"

46% said they liked smart motorways with 'less likely to be delayed' the most common reason given for this, plus...

"I saw it and changed my route on M25, saved me time"

"They help make driving an easier experience. Reliable informative"

61% had seen roadside advertising with 42% of these having a negative opinion...

"Spam advertising, it's daft"

82% said their driving changed when travelling through roadworks with slowing down being the most common way (85%), plus...

"Stay close to the inside lane, don't overtake"

"Watch out for cameras"



- 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 5 Headlines (Comparisons to last report (August 2014 to January 2015))

Safety: felt safe

Increase in proportions feeling safe from 57% to 61%

Base: 222

Quality of road surface

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

Base: 206

Vegetation

10% said less overgrown than 12 months ago but 4% said it was more overgrown

Base: 158

Grass Cutting

8% said better than 12 months ago although 2% said worse

Base: 158

Amount of litter (Trunk roads, users only)

17% said worse than 12 months ago, 8% said better

Base: 183

Amount of litter (motorways, users only)

13% said worse than 12 months ago, 10% said better

Base: 181

Temporary road signs

Decrease in proportions satisfied (88% down to 82%)

Base: 126

Signs through roadworks

59% travelled through roadworks and 11% saw no signs, a decrease from 15%

Base: 222/ 131

Journey reliability/variation

Decrease in those saying journey time varies every time or most of the time (from 23% to 19%)

Base: 134

10% stated journey time never changes compared to just 6% last time

Base: 134

Congestion

Similar proportions of respondents experiencing congestion (90% last time and 88% this)

Base: 222

Red X

53% indicated it was illegal to drive in a lane with red x, down from 61% last time

Base: 222

Roadwork safety

82% said their driving changed through roadworks

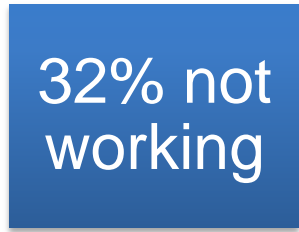
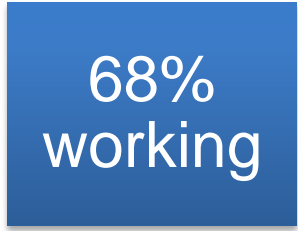
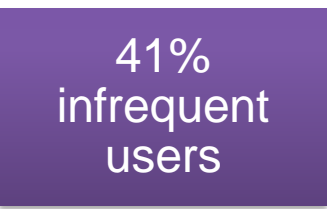
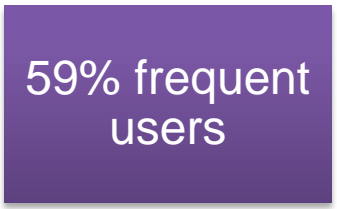
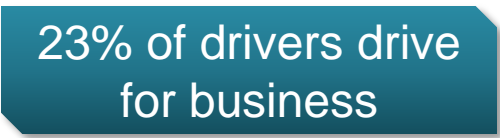
85% of these slowed down due to roadworks

27% said this was because of roadworkers

Base: 180 / 148 / 147

**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 5 using data collected in the 2011 Census.

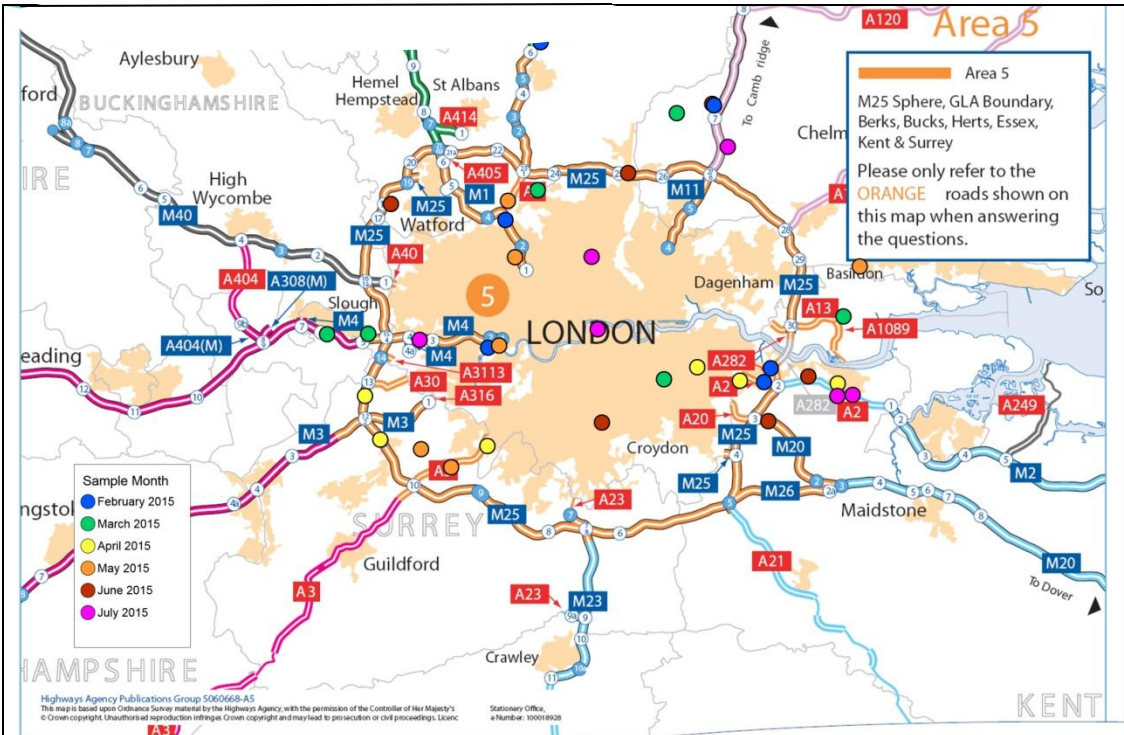
Respondents are only asked about roads in Area 5 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 5 roads.

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 5 (e.g. M1, Junction 6).

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

Outcome	Frequency
No one home	815
Refused	338
Out of quota	651
Interviews achieved	222

Map showing location of ARUSS sample points for interviews conducted between February and July 2015



Introduction

This report presents the results of surveys conducted in Area 5 between February and July 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 5
 - Driver location signs (page 9)
 - Journey planning (page 10)
 - Reliability of journeys (page 11)
 - M25 smart motorways (page 12)
- Overall satisfaction (page 13)
- Use of the Highways England network
 - Frequency of use of the network (page 14) journey purpose (page 15)
- Summary of conditions of road and maintenance (page 16)
- Safety on the network (page 17)
- Experience of congestion (page 18)
- Roadside advertising (page 19)
- Driving behaviour through roadworks and safety at roadworks (page 20)
- Summary tables (page 21)

Appendix 1 presents the survey questionnaire, annotated with top-line responses for all questions between February and July 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: Driver Location Signs

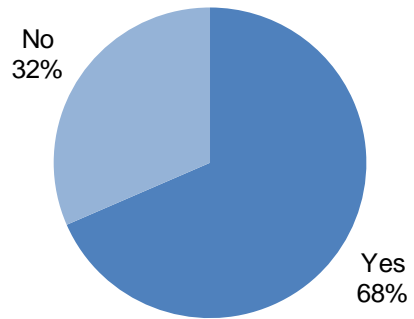
To gauge awareness and perception of driver location signs, respondents were shown a picture and asked whether they had seen a sign like this in the area recently and 68% had done. By subgroup:

- Those travelling on Highways England roads once a week or more were significantly more likely to have seen these signs compared to those travelling on the roads less often (79% compared to 54%);
- Drivers significantly more likely to have seen them than non-drivers (74% compared to 45%); and
- Males were more likely to have seen them than females (75% compared to 62%).

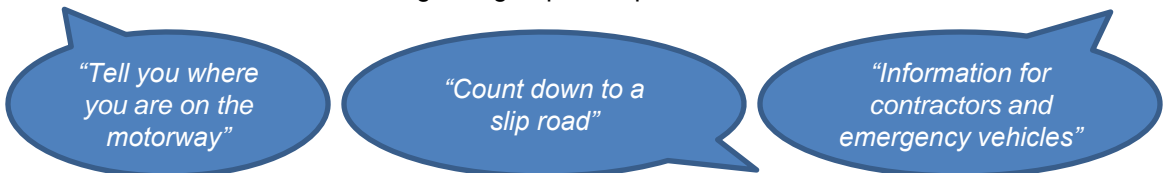
Respondents were asked what they thought the signs meant, a selection of verbatim comments are shown along with grouped responses in the chart.



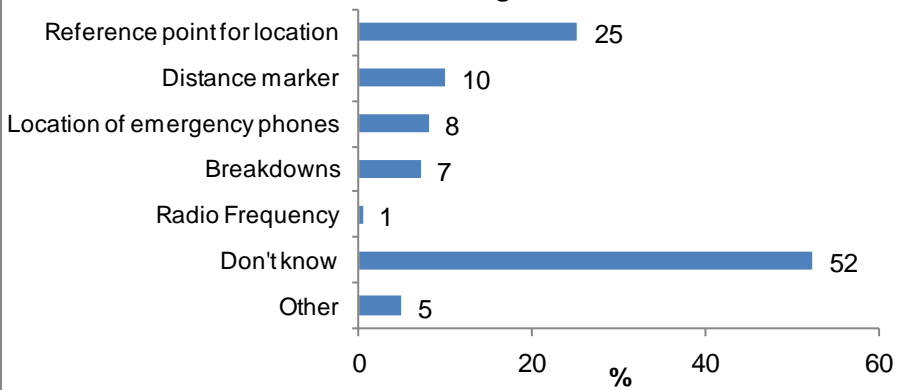
Seen roadside marker signs?



Base: 222
Have you seen any signs at the side of the road that look like this recently in this area? (Unprompted)

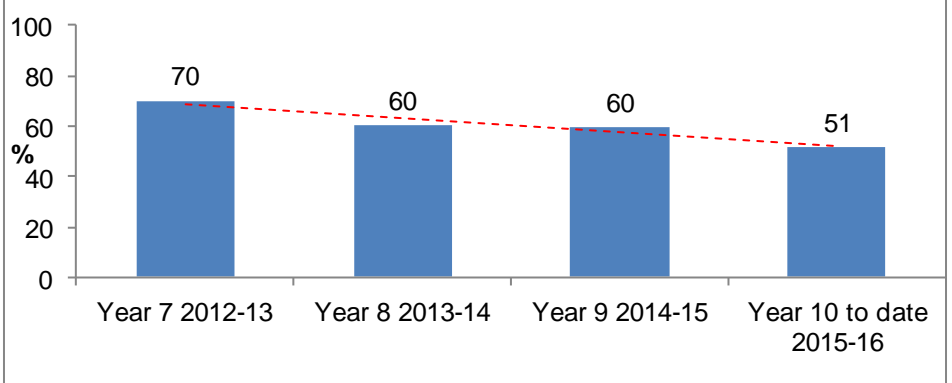


What do these signs mean?



Base: 222
What do you think these signs mean? (Unprompted)

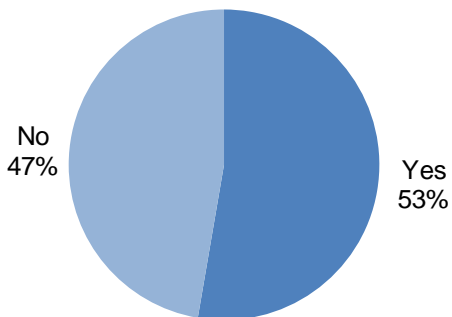
Don't know what the signs are for, by Year



Base: Year 7 2012-13=434; Year 8 2013-14=443; Year 9 2014-15=442; Year 10 to date 2015-16=148
What do you think these signs mean? (Unprompted)

Area Specific: Journey Planning

Plan journey prior to setting off?



Base: 222
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 53% said they did, lower than the previous reporting period (71%). By subgroup:

- Drivers were significantly more likely to plan journeys than non-drivers (58% compared to 28%);
- Those from the ABC1 socio-economic group were more likely to plan than those from C2DE (64% compared to 38%); and
- Those driving for business were more likely to plan than those who did not (63% compared to 57%).

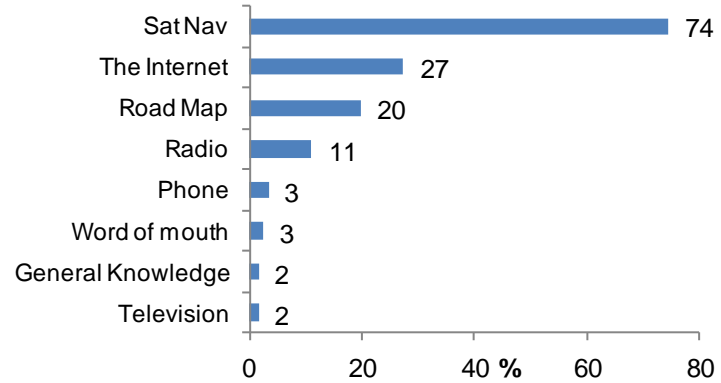
A chart showing the trend by year is shown below.

The most common way to plan journeys was using a sat-nav (74%) with the variations by subgroup as follows:

- Respondents aged 60+ were the least likely to use a sat-nav to plan their journeys (65% compared to 75% of 35-59 and 79% of 17-34 year olds); and
- 39% of those aged 60+ used a road map to plan, significantly more than other age groups (15% of 35-59 year olds and 14% of 17-34 year olds).

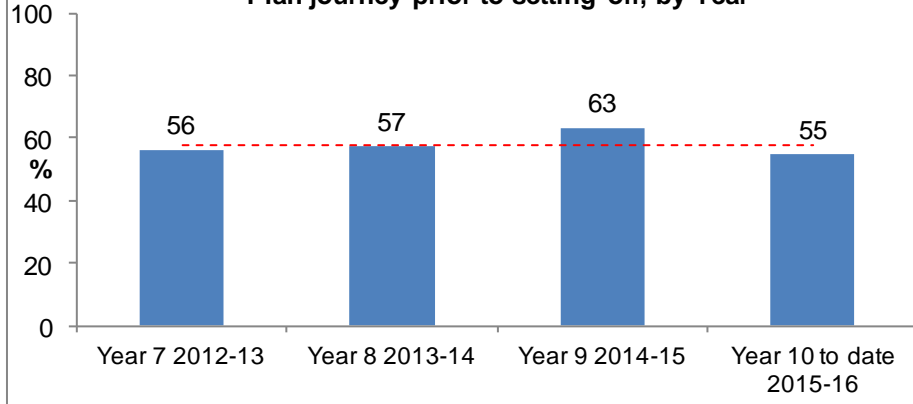
Of those planning journeys, 89% said they did so to avoid congestion, the same as the previous reporting period

Sources used to plan journeys



Base: 117
What sources of information do you use to plan your journey?(Unprompted)

Plan journey prior to setting off, by Year



Base: Year 7 2012-13=434; Year 8 2013-14=443; Year 9 2014-15=442; Year 10 to date 2015-16=148
Do you plan your journey prior to setting off? (Unprompted)

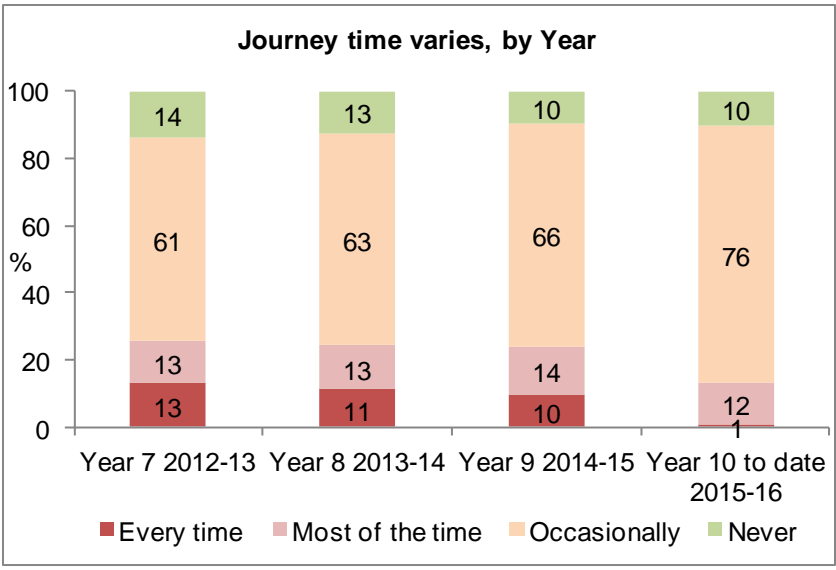
Area Specific: Reliability of Journeys

In the current reporting period, 60% 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 (98% compared to 59%);
- Males were more likely to make a regular journey than females (68% compared to 53%); and
- Those driving for business purposes were also more likely to make a regular journey compared to those not doing so (93% compared to 61%).

In the current reporting period, of these making a regular journey, 19% 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=223; Year 8 2013-14=206; Year 9 2014-15=215; Year 10 2015-16=97
 Does the journey time vary each time you make this trip? (Prompted)

"Have the information more up to date"

"M3: increase the speed limit, it's stuck at 50mph"

"They try to improve roads and we lose 1-2 lanes, so just make sure roadworks are done faster"

"Can't, as traffic has nowhere to go, unless you build more roads to ease traffic"

"Improve the slip roads onto the motorways"

"Keep traffic moving when there is an accident"

Area Specific Questions M25 smart motorways

From October 2014 onwards respondents were asked their awareness, use and experience of the sections of smart motorways in place along the M25.

Smart motorways use technology to manage congestion. A range of innovative technology is used to actively control traffic flow and get the best out of some of the most congested sections of our motorway network. Smart motorways vary the speed limits as traffic builds and use the hard shoulder as an extra lane to make journey times more reliable, improve traffic flow and reduce congestion.

Thirty one percent of respondents were aware of smart motorways on the M25 and of these 80% had driven through the sections. Awareness and usage has increased since the last report when just 18% were aware and 67% of these had driven through them. By subgroup:

- Drivers were significantly more likely to be aware of smart motorways than non-drivers (36% compared to 10%);
- Males were significantly more likely to be aware of smart motorways than females (46% compared to 17%).
- Those travelling on Highways England roads once a week or more were more likely than those driving less frequently to have travelled on smart motorways (82% compared to 72%); and

The respondents who had driven through them were asked what effect, if any, the smart motorways had on their journey. A selection of their responses are shown below:

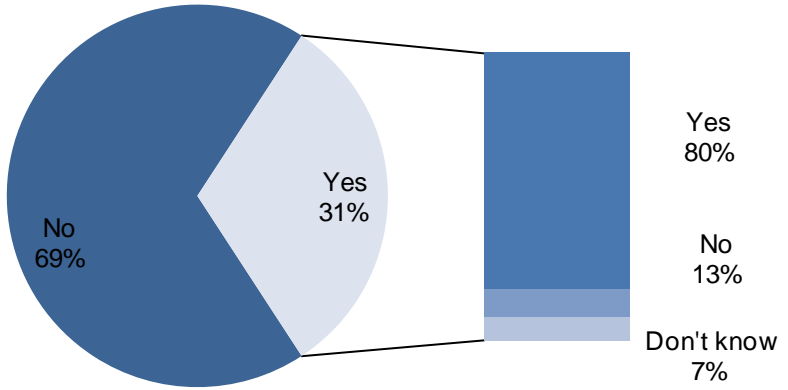
"The speed limit makes the roads flow more quickly and we get more information too - that's good"

"Improved it, it has cut down on drivers stopping and starting, keeps traffic flowing"

"Really good until you break down and then there is no hard shoulder"

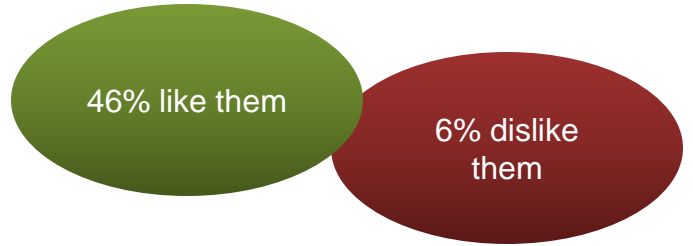
"They are helpful and provide good for information, keeps traffic flowing well and are safe"

Aware of and seen smart motorways on M25



Base: 222 (Aware of); 69 (driven through)
 Are you aware that there are smart motorways on the M25?
 Have you driven through the smart motorways section on the M25?

All respondents who were aware were then asked whether they liked smart motorways...



Base: 162

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 5.

In the current reporting period six months, the majority (87%) of respondents were either very satisfied (28%) or satisfied (59%).

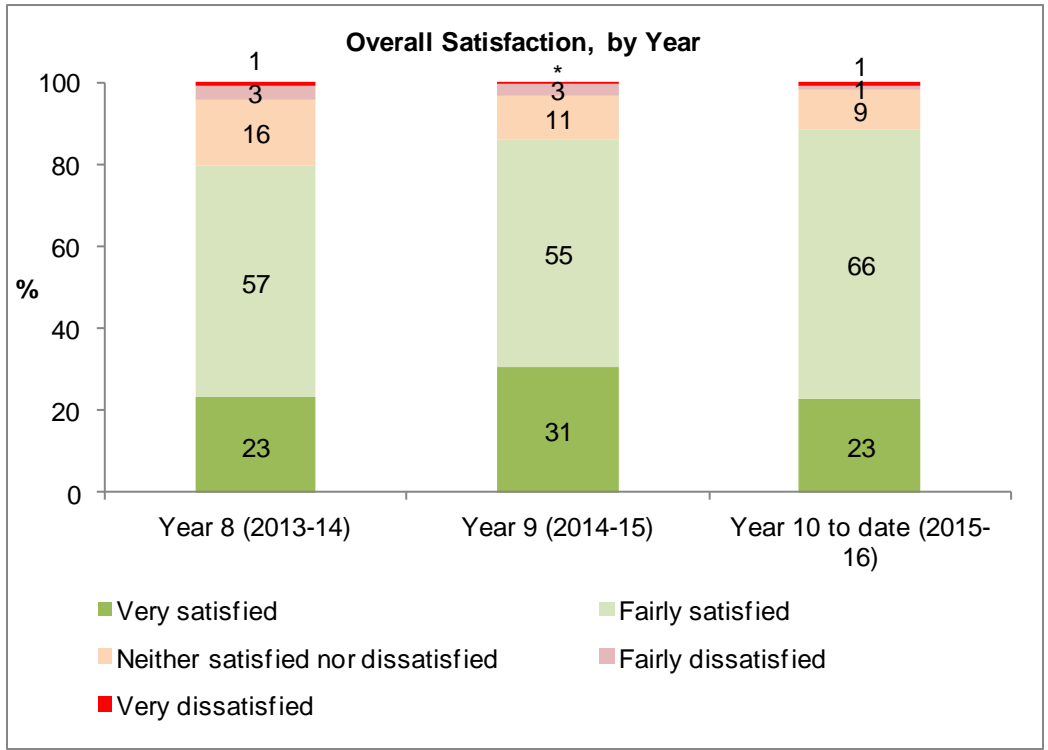
The trend, by quarter, since this question was introduced is shown in the chart.

By subgroup:

- Respondents aged 17-34 were more likely to say they were satisfied than older age groups (91% each compared to 85%);
- Infrequent users of the network were more likely to say satisfied than frequent users (89% compared to 85%);
- Males were more satisfied than non-frequent users (89% compared to 84%).

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

- "Around here the A1(M) has been updated" (Male, 65+)
- "The motorways are always well maintained unlike side roads" (Male, 25-34)
- "It is relatively well signposted, and the road surface is relatively good" (Male, 35-44)
- "Because they are not so bad – they get me from A to B" (Female, 25-34)
- "Apart from traffic which no-one is responsible for, normally have a safe and reliable journey" (Female, 60-64)



Base: Year 8 2013-14 (200); Year 9 2014-15 (442); Year 10 to date 2015-16 (148)
 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:

- "Dread using the M3, it makes my journey so much longer, M25 is just as bad" (Male, 55-59)
- "Smart motorways make life more difficult for drivers, they have inaccurate speed signs and there are speed cameras" (Male, 35-44)
- "Clear accidents quicker and keep traffic flowing better" (Male, 45-54)
- "A13: the roadworks are a nightmare at the moment" (Male, 45-54)
- "Roadworks are on for too long" (Female, 25-34)

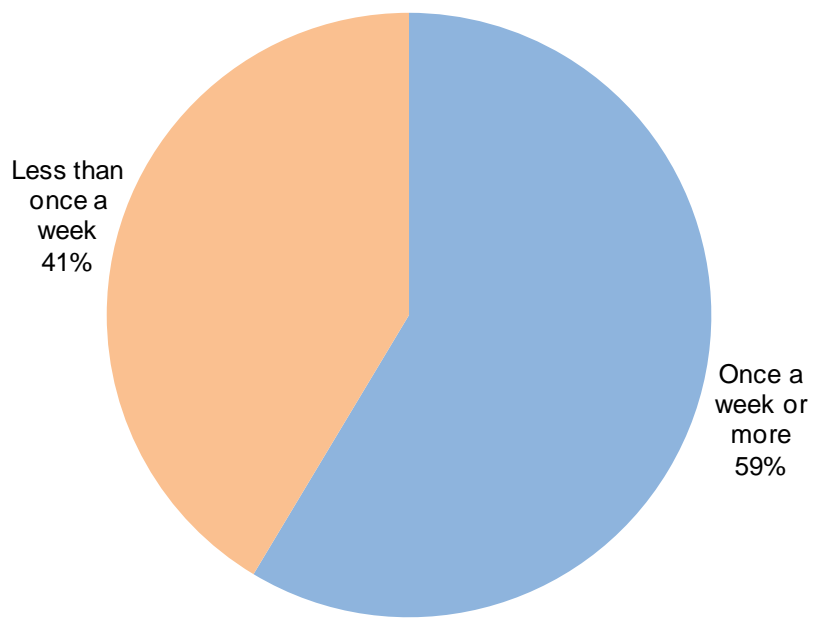
Frequency of road use

Respondents were asked how often they travelled on Highways England roads in Area 5. 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:

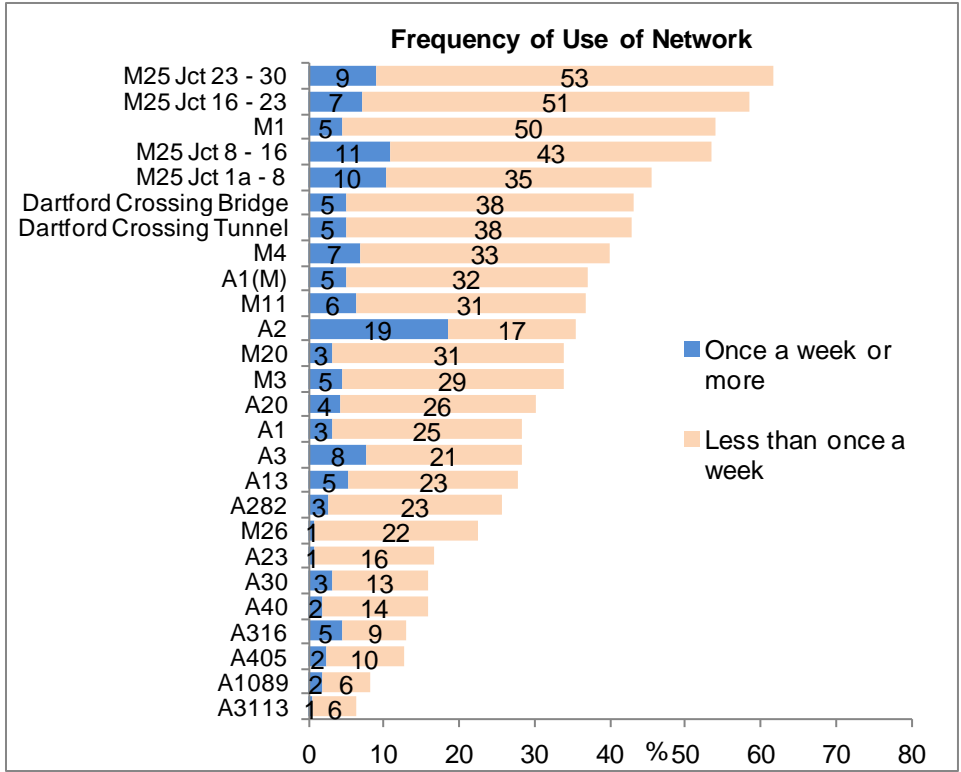
- Feel unsafe on roads (48% compared to 26% of infrequent users);
- Seen driver location signs (79% compared to 54%); and
- Plan their journeys before setting off (59% compared to 44%).

The chart shows the roads by frequency of use. Overall 87% used the M25 and 55% used the M1.

Frequency of Network Use



Base: 222
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)



Base: 222 for each road
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

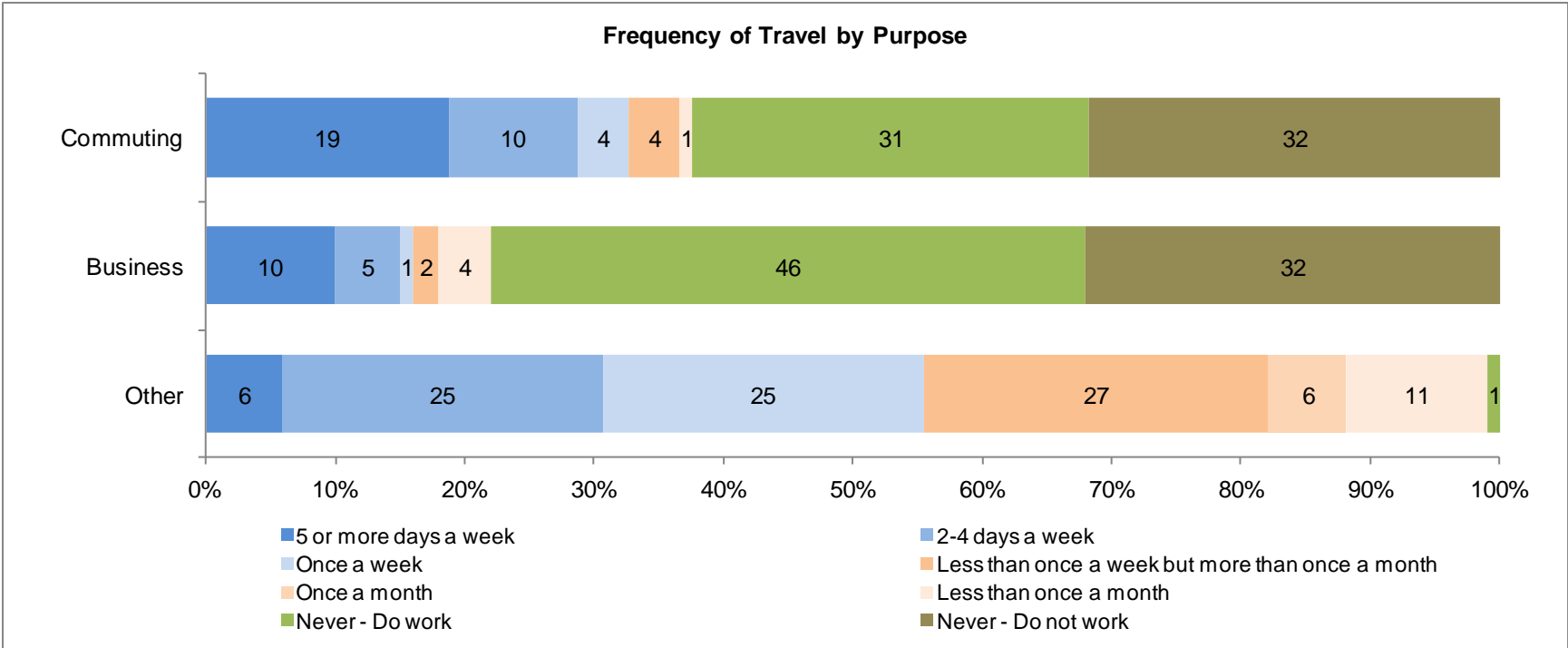
Journey Purpose

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

- 38% of respondents used roads for commuting, 31% worked but did not commute;
- 22% of respondents used roads for business purposes, 46% 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 (41% compared to 32%); and
- Those travelling for business were most likely to be 35-59 males drivers, from the ABC1 socio-economic group and drive less than 10,000 miles per year.

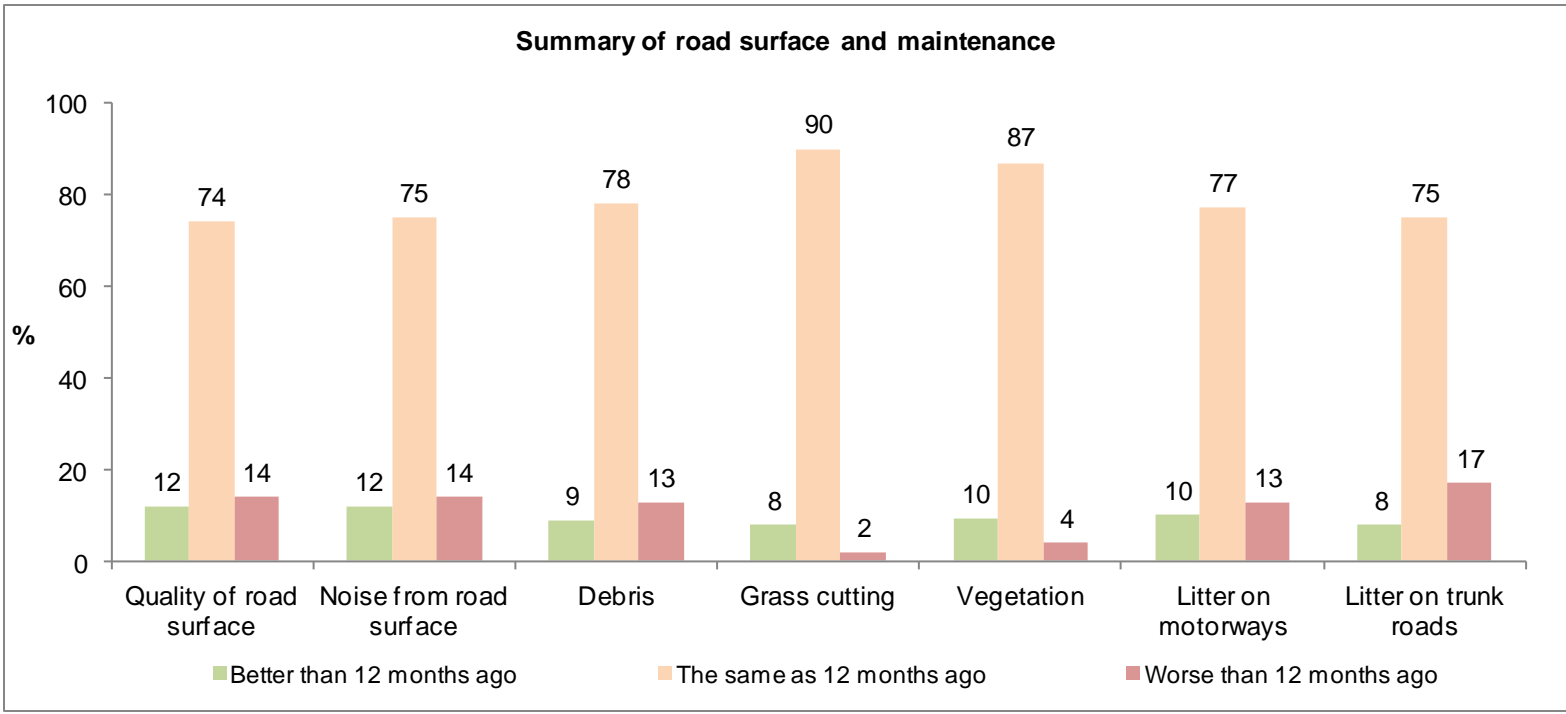


Base: 222 (Other, Employer Business and To Work)
 How often do you use Highways England roads for...? (Prompted)

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:

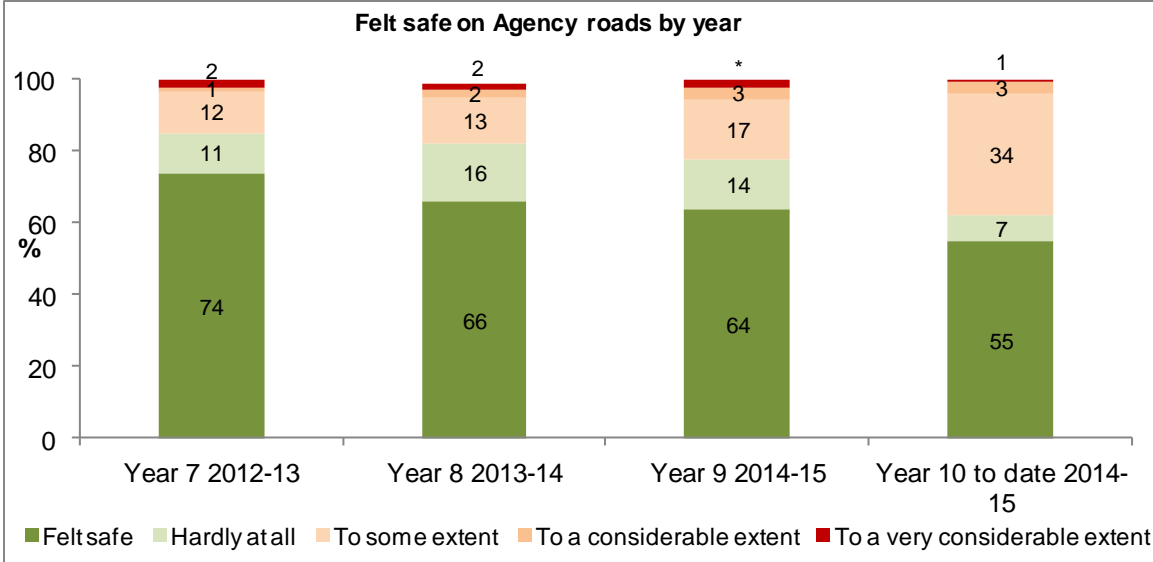
- Those driving over 10,000 miles or more were significantly more likely to say the quality of road surface was worse than 12 months ago compared to those driving less miles (28% compared to 11%); and
- Drivers were more likely to say the amount of noise from the road surface was better than 12 months ago compared to non-drivers (14% compared to 3%).



Base: Quality of surfaces (206); Noise (193); Debris (194); Grass Cutting (158); Vegetation (158); Litter on motorways (181); Litter on trunk roads (183) *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, 61% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (68% compared to 55% in the current reporting period); Younger people (aged 17-34) were more likely to feel safe than those aged 35 and over (68% compared to 58%);
- ✓ Non-drivers were more likely to feel safe than drivers (78% felt safe compared to 58%) as were infrequent users compared to frequent (74% felt safe compared to 52%);
- ✓ The most common reason for feeling unsafe continued to be other peoples driving (72% of those that felt unsafe), followed by maintenance of the road (19%);
- ✓ *Decreasing trend in respondents feeling safe since Year 7 (2012-13).



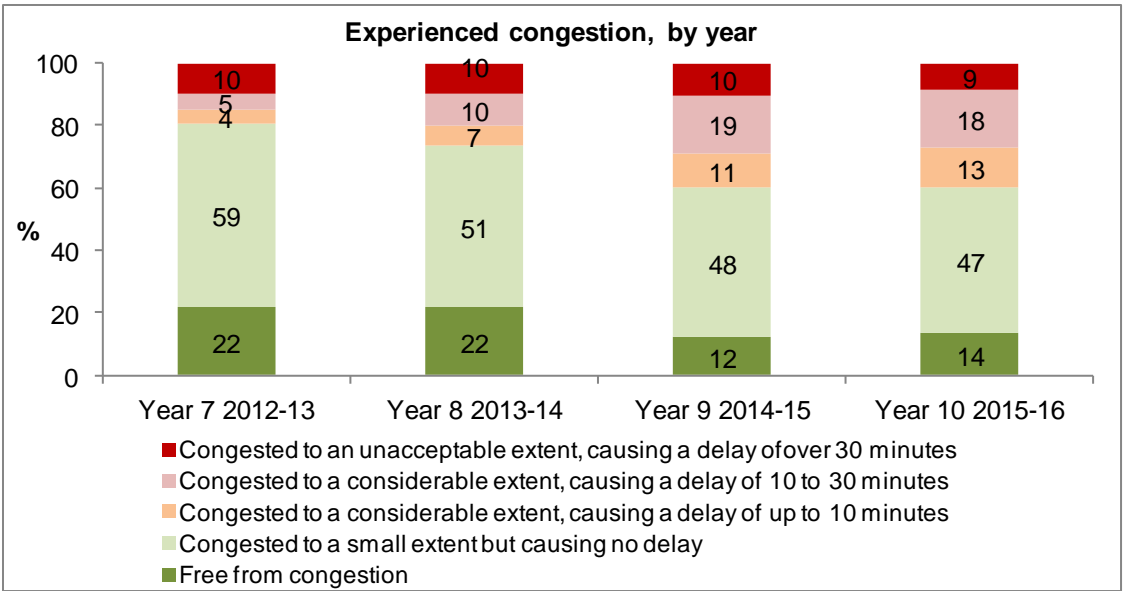
Base = Year 7 2012-13=434, Year 8 2013-14 =443, Year 9 2014-15=442, Year 10 2015-16=148
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

Road	Users of road	Felt unsafe to some extent or more	
		n	%
A2	79	16	20
M25 Jct 8 - 16	119	24	20
M25 Jct 1a - 8	101	20	20
A316	29	5	17
A3	63	8	13
M25 Jct 23 - 30	137	17	12
Dartford Crossing Tunnel	95	10	11
A30	35	3	9
A13	62	5	8
M25 Jct 16 - 23	130	10	8
A3113	14	1	7
A282	57	4	7
M20	75	5	7
Dartford Crossing Bridge	96	6	6
A1089	18	1	6
M3	75	3	4
M11	82	3	4
A405	28	1	4
M4	89	3	3
M1	120	4	3
A1	63	2	3
A40	35	1	3
A23	37	1	3
M26	50	1	2
A20	67	1	1
A1(M)	82	1	1

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

Congestion

- ✓ In the current reporting period 88% of respondents experienced congestion on Highways England roads and 40% experienced congestion which resulted in a delay;
- ✓ Drivers were more likely to have experienced congestion than non-drivers (91% compared to 77%);
- ✓ Those travelling on Highways England roads more than once a week were more likely to have experienced congestion than those who travel less (94% compared to 80%);
- ✓ The A282 and A2 were the roads reported by the highest proportion of users as being congested (32% each) followed by the Dartford Crossing Tunnel (31%); and
- ✓ Increase in the proportions of respondents experiencing congestion on Highways England roads since Year 7 (2012-13)



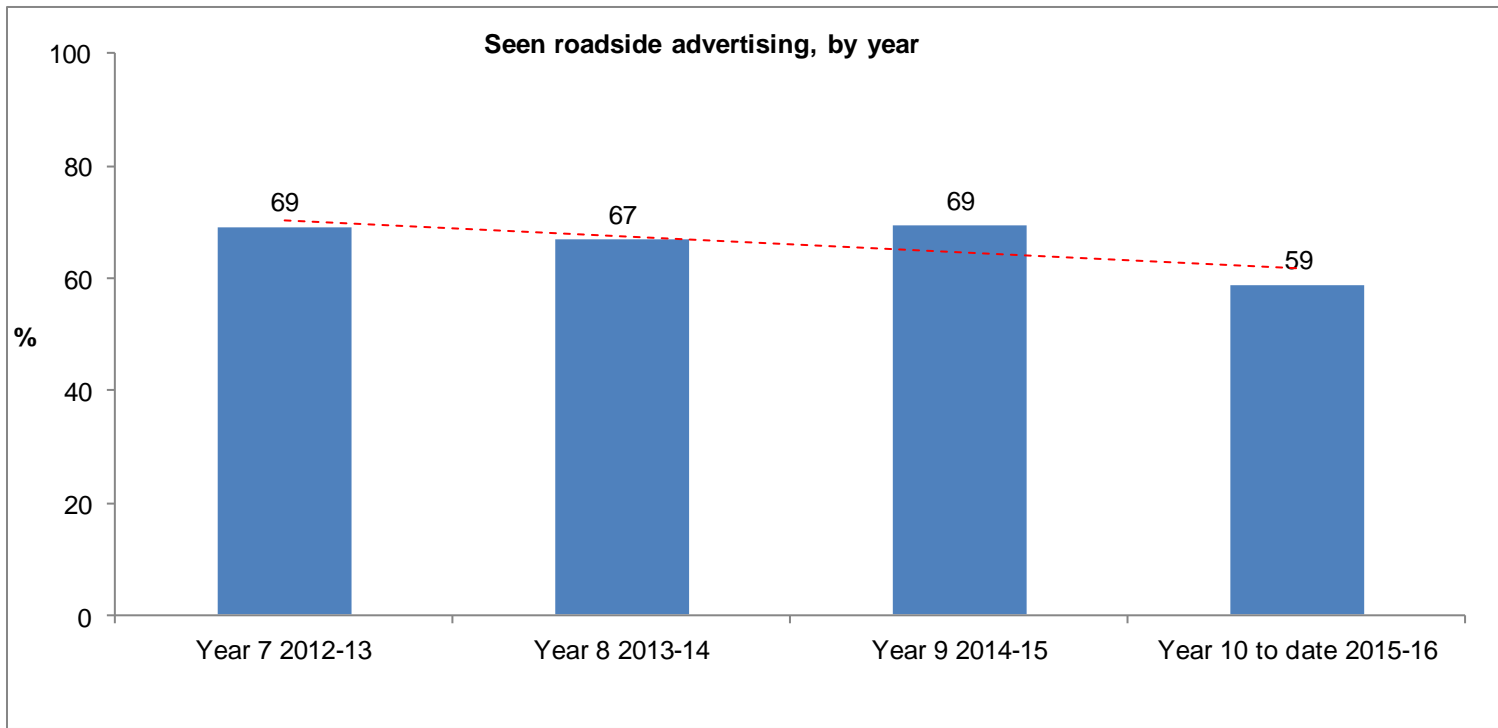
Road	Users of road	Delayed by congestion	
		n	%
A2	79	25	32
A282	57	18	32
Dartford Crossing Tunnel	95	29	31
M25 Jct 1a - 8	101	29	29
A13	62	12	19
Dartford Crossing Bridge	96	18	19
M25 Jct 23 - 30	137	22	16
M25 Jct 8 - 16	119	13	11
M25 Jct 16 - 23	130	14	11
M1	120	7	6
M4	89	5	6
A1089	18	1	6
M3	75	4	5
M11	82	4	5
A1(M)	82	4	5
A316	29	1	3
A3	63	2	3
A20	67	2	3
M20	75	2	3
A1	63	1	2
M26	50	0	0
A23	37	0	0
A30	35	0	0
A40	35	0	0
A405	28	0	0
A3113	14	0	0

Base = Y7 12-13 (434), Y8 13-14 (443), Y9 14-15 (441), Y10 15-16 to date (148)
 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

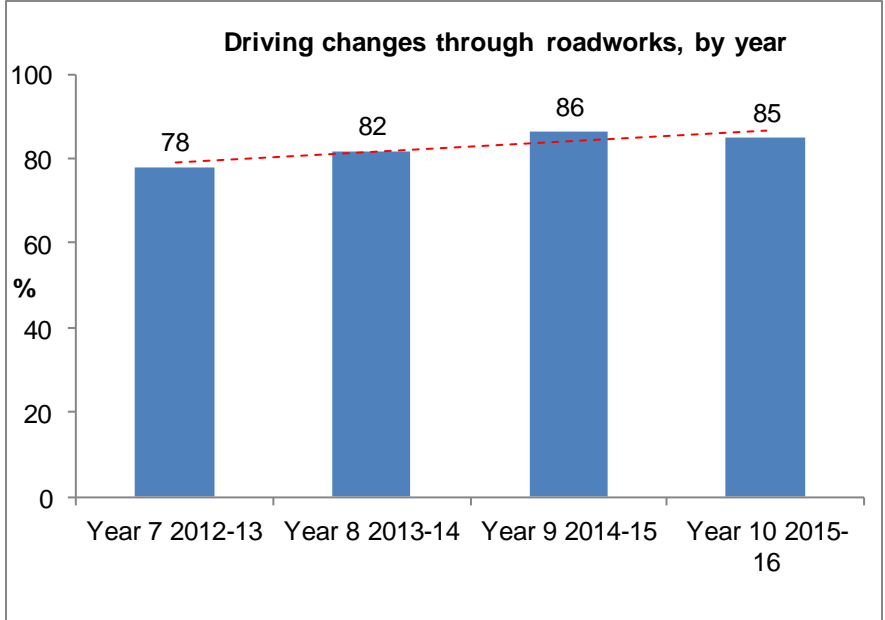
- ✓ In the current reporting period, 61% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (63% to 55%);
- ✓ Males were also more likely to have seen advertising than females (68% compared to 55%);
- ✓ Of those seeing roadside advertising, 60% said they were not bothered by them
- ✓ **Consistent proportions of respondents seeing roadside advertising before a fall in Year 10 to date (2015-16)*



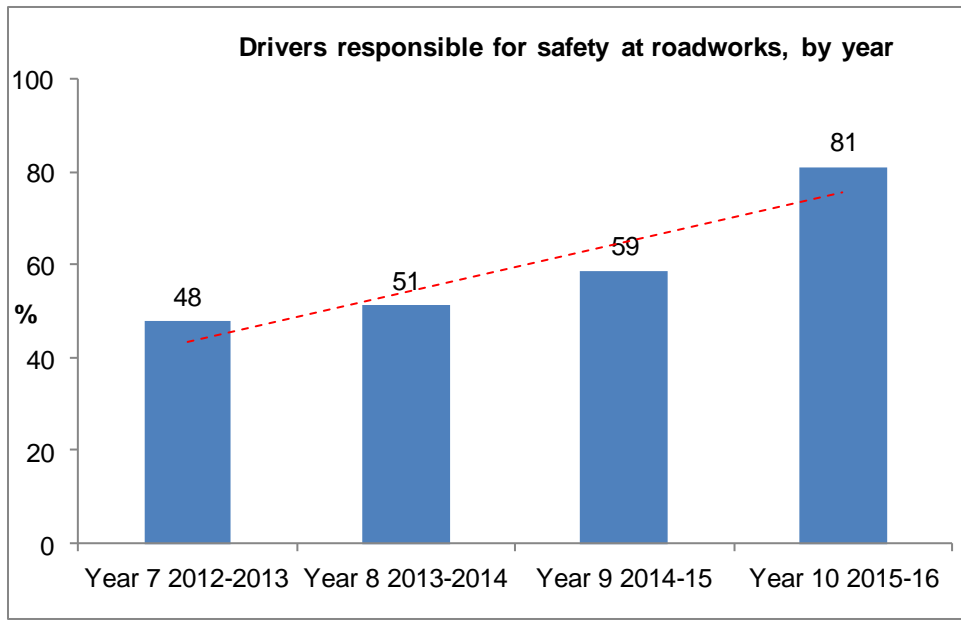
Base = Y7 12-13 (434), Y8 13-14 (443), Y9 14-15 (442), Y10 15-16 (148).
 Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?
 *Trend analysis on data collected since Year 7 2012-13

Driving behaviour through roadworks

- ✓ In the current reporting period, overall 82% of drivers who had driven through roadworks said their driving changed when doing so. Females were significantly more likely to change their change their driving compared with males (88% compared with 75%);
- ✓ Seventy two 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:
 - ✓ Drivers were more likely to think Highways England are responsible for safety compared to non-drivers (39% compared to 28%);
 - ✓ Frequent users were more likely to think it was drivers' responsibility than non-drivers (76% compared to 67%).
- ✓ 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 (326), Y8 13-14 (339), Y9 14-15 (369); Y10 15-16 to date (125).
 Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?
 *Trend analysis on data collected since Year 7 2012-13



Base = Y7 12-13 (434), Y8 13-14 (443), Y9 14-15 (442), Y10 15-16 to date (147).
 Who do you think should be ensuring drivers travel safely through roadworks?

Summary Tables

	Current Report (Feb - Jul 2015)	Base	Change from previous Six Month period	Current Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
Drivers	82%	222	-6%	88%	222	81%	1%
Drive on business (drivers only)	23%	182	-6%	29%	195	30%	-7%
Frequent Users (use Agency roads once a week or more)	59%	222	4%	55%	222	57%	2%
Travel as...							
Car / Van Driver	77%	222	-5%	82%	222	78%	-1%
Passenger in a car or van	47%	222	14%	33%	222	42%	5%
Felt safe on the network	61%	222	● 4%	57%	222	62%	● -1%
Felt unsafe on the network	39%	222	● -4%	43%	222	38%	● 1%
Felt unsafe: Hardly unsafe at all	26%	86	● -1%	27%	96	29%	● -3%
Felt unsafe: To a considerable/very considerable extent	10%	86	● -7%	17%	96	19%	● -9%
Felt unsafe: Due to other people's driving	72%	86	7%	65%	96	51%	21%
Road surface quality:							
Better than 12 months ago	12%	206	-9%	21%	203	16%	-4%
Worse than 12 months ago	● 14%	206	0%	14%	203	23%	-9%
Road surface noise							
Better than 12 months ago	12%	193	-5%	17%	194	9%	3%
Worse than 12 months ago	● 14%	193	4%	10%	194	11%	3%
Grass cutting:							
Better than 12 months ago	● 8%	158	-2%	10%	171	9%	-1%
Worse than 12 months ago	2%	158	-6%	8%	171	9%	-7%
Vegetation:							
Less overgrown than 12 months ago	● 10%	158	1%	9%	161	8%	2%
More overgrown than 12 months ago	4%	158	-4%	8%	161	11%	-7%
Debris:							
Better than 12 months ago	9%	194	-8%	17%	176	12%	-3%
Worse than 12 months ago	● 13%	194	8%	5%	176	9%	4%
Litter on Motorways:							
Better than 12 months ago	10%	181	-9%	19%	189	13%	-3%
Worse than 12 months ago	● 13%	181	4%	9%	189	10%	3%
Litter on Trunk Roads:							
Better than 12 months ago	8%	183	-1%	9%	176	11%	-3%
Worse than 12 months ago	● 17%	183	6%	11%	176	11%	6%

Summary Tables

		Current Report (Feb - Jul 2015)	Base	Change from previous Six Month period	Current Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
Responsibility for litter seen								
Highways England		26%	221	● -3%	29%	222	24%	● 2%
Local Council/Local Authority		16%	221	0%	16%	222	21%	-5%
People travelling on the network		60%	221	6%	54%	222	55%	5%
Permanent road signs:								
Satisfied / very satisfied		80%	222	● -10%	90%	222	88%	● -8%
Dissatisfied / very dissatisfied		3%	222	● 1%	2%	222	3%	● 0%
Seen one or more temporary road signs		57%	222	-11%	68%	222	64%	-7%
Satisfied/very satisfied with temporary road signs		82%	126	● -6%	88%	150	85%	● -3%
Dissatisfied/very dissatisfied with temporary road signs		9%	126	● 4%	5%	150	7%	● 2%
Travelled through roadworks recently		59%	222	-18%	77%	222	70%	-11%
Saw signs giving reason for the work		72%	131	● -3%	75%	170	60%	● 12%
Saw no signs giving reason for the work		11%	131	● -4%	15%	170	18%	● -7%
Was provided with enough information through the roadworks		71%	131	-4%	75%	170	71%	0%
Was not provided with enough information through the roadworks		15%	131	1%	14%	170	20%	-5%

Summary Tables

		Current Report (Feb - Jul 2015)	Base	Change from previous Six Month period	Current Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
Seen roadside advertising		61%	222	● -10%	71%	222	59%	● 2%
	Not bothered by roadside advertising	60%	136	● 14%	46%	157	54%	● 6%
Experienced congestion on Agency roads		88%	222	● -2%	90%	222	80%	● 8%
	With delay	40%	222	● -6%	46%	222	38%	● 2%
Agency roads impacted on ability to move safely (n=26)		7%	222	● -5%	12%	222	N/A	N/A
	To some extent or more as a Pedestrian (n=4)	7%	222	● 3%	4%	222	N/A	N/A
	To some extent or more as a Cyclist (n=2)	3%	222	● 0%	3%	222	N/A	N/A
	To some extent or more as a Horse Rider (n=0)	1%	222	● 0%	1%	222	N/A	N/A
Seen VMS	Yes	87%	222	● -2%	89%	222	81%	● 6%
	VMS quite useful/ very useful	90%	194	● 0%	90%	198	91%	● -1%
	Better than 12 months ago ●	9%	183	● -12%	21%	194	22%	● -13%
	Worse than 12 months ago	7%	183	● 2%	5%	194	3%	● 4%
Red X VMS meaning	Lane closed / no entry	80%	222	● -6%	86%	222	N/A	N/A
Action taken	Change lanes / avoid the lane	90%	222	● 0%	90%	222	N/A	N/A
Illegal to travel in a lane with red X above	Yes it is illegal	53%	222	● -8%	61%	222	61%	● -8%
	Yes it isn't illegal	9%	222	● -16%	25%	222	11%	● -2%
Driving changes when travelling through roadworks		82%	180	● -10%	92%	193	84%	● -2%
	Slow down	85%	148	● -3%	88%	178	81%	● 4%
Changes due to	Roadworkers	27%	147	● 7%	20%	178	24%	● 3%
Drivers themselves should ensure safe driving		72%	221	● 10%	62%	222	62%	● 10%
Highways England should ensure safe driving		37%	221	● -17%	54%	222	33%	● 4%
Police should ensure safe driving		20%	221	● -8%	28%	222	25%	● -5%

Summary Tables

		Current Report (Feb - Jul 2015)	Base	Change from previous Six Month period	Current Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
Used since introduction of Dart Charge		30%	222	N/A	N/A	N/A	N/A	N/A
Significantly/slightly better than before Dart Charge								
	Northbound	36%	66	N/A	N/A	N/A	N/A	N/A
	Southbound	67%	66	N/A	N/A	N/A	N/A	N/A
Roadside Markers	Seen	69%	222	-1%	70%	222	N/A	N/A
	Don't know what they mean	52%	222	-19%	71%	222	N/A	N/A
Regular journey on Highways England road(s)	Yes	60%	222	14%	46%	222	N/A	N/A
	Journey time varies everytime/most of the time	19%	134	● -4%	23%	103	N/A	N/A
Plan journey before setting off		53%	222	● -18%	71%	222	N/A	N/A
Source used	Satellite Navigation	74%	117	6%	68%	158	N/A	N/A
Plan to avoid congestion		89%	117	0%	89%	157	N/A	N/A
M25 smart motorways	Aware of them	31%	222	N/A	18%	147	N/A	N/A
	Driven through them	80%	69	N/A	67%	27	N/A	N/A
	Like them	46%	162	N/A	36%	147	N/A	N/A
	Dislike them	9%	162	N/A	1%	147	N/A	N/A
Overall satisfaction	Very/ quite satisfied	87%	222	● -1%	88%	222	85%	● 2%
	Very/ quite dissatisfied	2%	222	● -2%	4%	222	5%	● -3%

Summary

Road	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches		Road is noisy to travel on		Seen debris		Standard of grass cutting is poor		Vegetation is overgrown		Seen litter		Delayed by congestion	
		n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
M25 Jct 23 - 30	137	17	12	8	6	9	7	6	4	1	1	0	0	13	9	22	16
M25 Jct 16 - 23	130	10	8	9	7	10	8	4	3	1	1	0	0	8	6	14	11
M1	120	4	3	9	8	6	5	2	2	0	0	0	0	3	3	7	6
M25 Jct 8 - 16	119	24	20	12	10	11	9	8	7	2	2	0	0	16	13	13	11
M25 Jct 1a - 8	101	20	20	17	17	16	16	17	17	2	2	1	1	37	37	29	29
Dartford Crossing Bridge	96	6	6	1	1	0	0	2	2	0	0	0	0	8	8	18	19
Dartford Crossing Tunnel	95	10	11	7	7	5	5	7	7	0	0	0	0	15	16	29	31
M4	89	3	3	2	2	1	1	4	4	0	0	0	0	3	3	5	6
A1(M)	82	1	1	4	5	2	2	1	1	0	0	1	1	3	4	4	5
M11	82	3	4	3	4	0	0	1	1	0	0	0	0	4	5	4	5
A2	79	16	20	19	24	17	22	27	34	12	15	8	10	40	51	25	32
M20	75	5	7	8	11	21	28	5	7	1	1	0	0	17	23	2	3
M3	75	3	4	1	1	1	1	1	1	0	0	0	0	3	4	4	5
A20	67	1	1	8	12	10	15	6	9	1	1	3	4	14	21	2	3
A1	63	2	3	3	5	0	0	0	0	0	0	1	2	4	6	1	2
A3	63	8	13	5	8	6	10	5	8	0	0	1	2	8	13	2	3
A13	62	5	8	6	10	3	5	7	11	3	5	3	5	8	13	12	19
A282	57	4	7	12	21	5	9	7	12	0	0	2	4	18	32	18	32
M26	50	1	2	2	4	1	2	0	0	0	0	0	0	6	12	0	0
A23	37	1	3	2	5	0	0	1	3	0	0	1	3	2	5	0	0
A30	35	3	9	2	6	2	6	0	0	0	0	1	3	2	6	0	0
A40	35	1	3	1	3	0	0	1	3	0	0	0	0	1	3	0	0
A316	29	5	17	3	10	1	3	2	7	0	0	1	3	3	10	1	3
A405	28	1	4	1	4	0	0	0	0	0	0	0	0	2	7	0	0
A1089	18	1	6	1	6	0	0	0	0	0	0	1	6	3	17	1	6
A3113	14	1	7	1	7	0	0	0	0	0	0	1	7	1	7	0	0

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



Report Title:	19 - Area 5 February - July 2015 Report
Date of Issue:	21 st August 2015
Prepared by:	James Collinson
Reviewed / Approved by:	Jodie Knight Christine Johnson
Data File	Area 5 MTD file April 06 – January 2014 Area 5 MTD file February 2014 – July 2015
Status	Unweighted
Base Cases	222

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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.