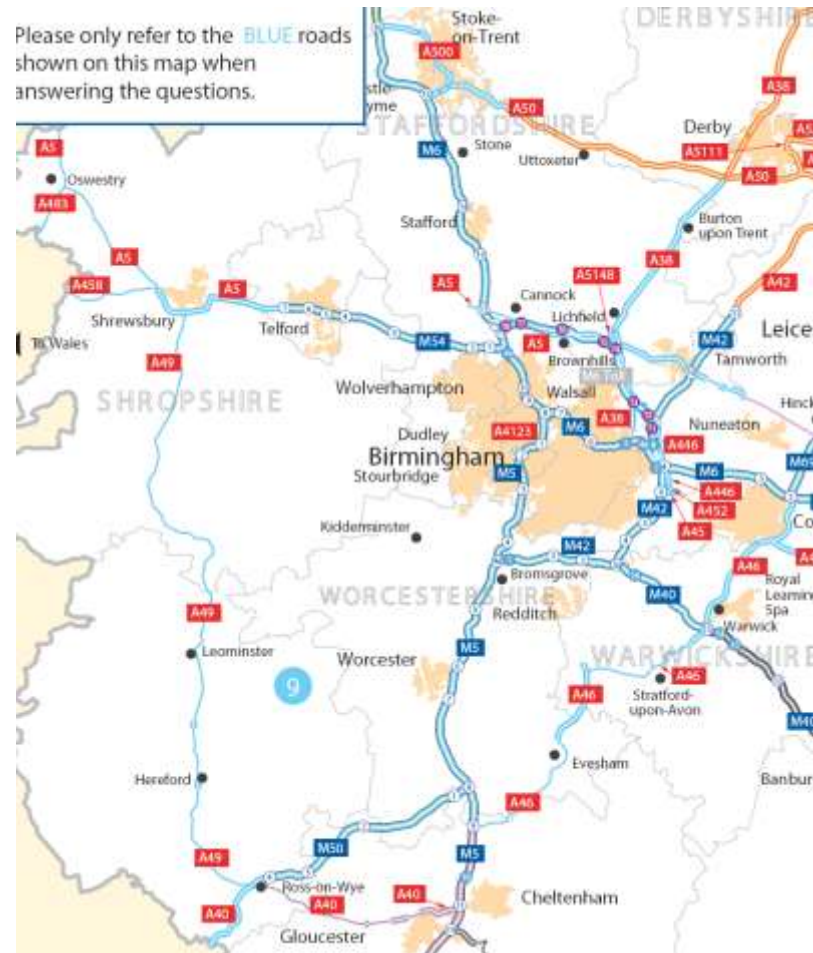


# AREA 9 ROAD USERS' SATISFACTION SURVEY

## April - September 2015

### Report 19

*Prepared for Highways England by AECOM*



## Contents

<b>SUMMARY: HEADLINES</b> .....	<b>3</b>
<b>SUMMARY: AREA 9 HEADLINES (COMPARISON TO PREVIOUS REPORT)</b> .....	<b>5</b>
<b>SUMMARY: INFORMATION ABOUT RESPONDENTS</b> .....	<b>6</b>
<b>INTRODUCTION</b> .....	<b>8</b>
<b>AREA SPECIFIC QUESTIONS</b> .....	<b>9</b>
<b>FREQUENCY OF TRAVEL</b> .....	<b>18</b>
<b>FURTHER ANALYSIS</b> .....	<b>20</b>

### Introduction

225 people were interviewed in Area 9 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

- Respondents satisfied (89%) has stayed consistent since last reporting period (87%) but decreasing trend since Year 7 (2012-13) overall
- Respondents aged 60+ more likely to say they were satisfied than those in the 17 - 34 or 35 - 59 age groups (92% compared to 89% and 86% respectively)

## Safety

- After a decreasing trend in respondents feeling safe from Year 7 to Year 9 there has been an increase in Year 10
- Non-drivers were more likely to feel safe than drivers (65% felt safe compared to 59%)
- Increase in respondents feeling unsafe due to other people's driving (59% up from 46%)

## Roadside advertising

- Increasing trend in respondents seeing roadside advertising
- Drivers more likely to have seen roadside advertising than non-drivers (76% to 44%)
- 38% of users of M6 and 33% of A49 users reported seeing roadside advertising

## Smart motorways

- Decreasing trend in people who like smart motorways
- 65% of respondents aware of smart motorways up from 50% in the last report
- Drivers were more likely to say they like them than non-drivers (59% compared to 30%)

## Congestion

- Proportions experiencing congestion similar to the last report (76% up from 73%) but still higher than Year 7 and Year 8 (63% and 67% respectively)
- 26% of users of M6 reported being delayed by congestion as did 24% of users of A500

Summary: Headlines  
Did you know...

76% experienced congestion with 66% of these saying it was because of peak time traffic...

*"You can't judge here, totally unpredictable"*

39% felt unsafe on M6 and 25% on the M5...

*"Inconsistent speeds of other drivers"*

*"Lorries weaving and cutting in"*

65% were aware of smart motorways with 84% of those having driven through them...

*"Speed restrictions often times unnecessary as no build up of traffic"*

*"Seems like a good idea"*

*"The speed limit stops lane hopping"*

51% had seen digital roadside advertising with 38% of these having a negative opinion...

*"Unightly and use lots of electricity - I don't see why we need them at all"*




*"Detracts from safety"*



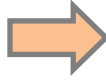
82% said their driving changed when travelling through roadworks with 76% saying they slow down

*"Need to be more aware of people working and other vehicles around"*

*"Because some drivers go too fast and lane hop"*




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


**Safety: felt safe**



Increase in proportions feeling safe from 47% to 60%

Base: 225


**Quality of road surface**



23% said better than 12 months ago although 18% said worse

Base: 211


**Vegetation**



8% said less overgrown than 12 months ago but 10% said it was more overgrown

Base: 205


**Grass Cutting**



16% said better than 12 months ago although 11% said worse

Base: 193


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



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

Base: 185


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



18% said better than 12 months ago, 9% said worse

Base: 201


**Temporary road signs**



Increase in proportions satisfied (83% up from 81%)

Base: 167


**Signs through roadworks**



84% travelled through roadworks and 28% of those saw no signs, a increase from 23%

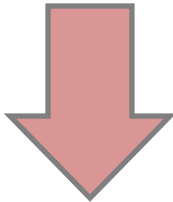
Base: 225 / 190

**Smart motorways**



Increase in those aware of smart motorways on M42 or M6 (from 50% to 65%)

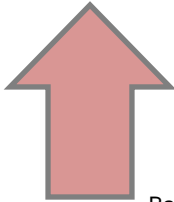
Base: 225



53% said they like smart motorways compared to 57% last time

Base: 25



**Congestion**



Increase in proportions of respondents experiencing congestion (73% last reporting period and 76% this)

Base: 225


**Red X**

72% indicated it was illegal to drive in a lane with red x, up from 70% last time

Base: 225

**Roadwork safety**



82% said their driving changed through roadworks

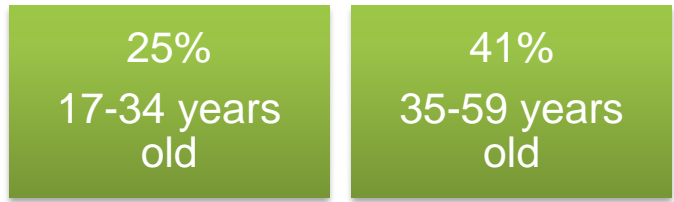
76% of these slowed down due to roadworks

24% said this was because of roadworkers

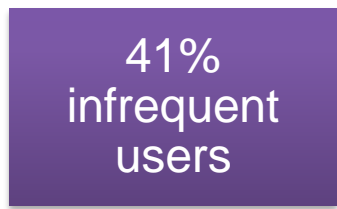
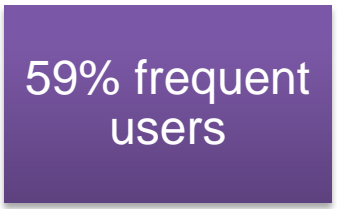
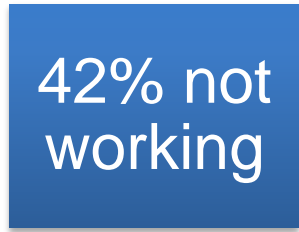
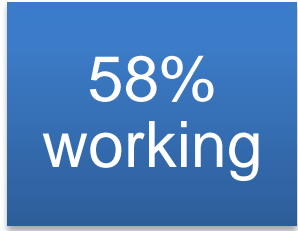
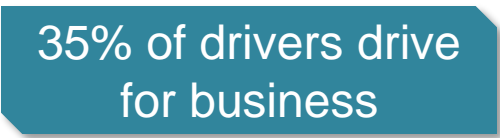
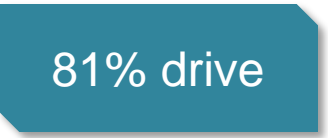
Base: 182 / 149

*\*More comparisons are shown on pages 20 to 23*

Summary: Information on respondents (Report 19)



225 interviews conducted



**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 on the map.

Respondents are **randomly selected to a quota set on age, gender and working status** to broadly represent the population of Area 9 using data collected in the 2011 Census.

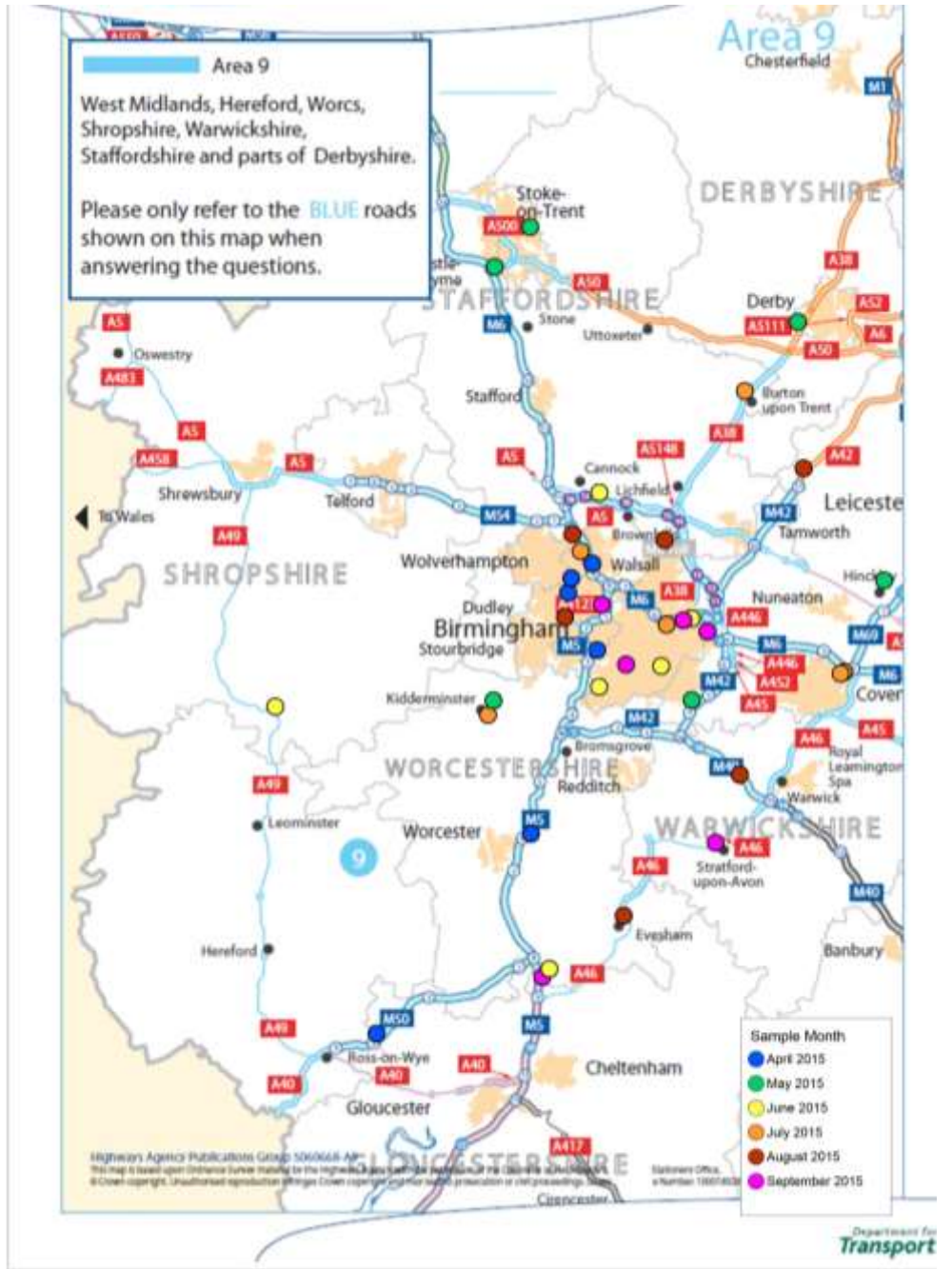
Respondents are only asked about roads in Area 9 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 9 roads.

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 9 (e.g. M6, Junction 16).

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

Outcome	Frequency
No one home	867
Refused	133
Out of quota	656
<b>Interviews achieved</b>	<b>225</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 9 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 9
  - Planning Journeys (page 9)
  - Soft Estate (page 10)
  - Smart motorways (page 11)
  - Digital roadside advertising (page 14)
  - Road closures (page 16)
- Overall satisfaction (page 17)
- Use of the Highways England network
  - Frequency of use of the network (page 18) journey purpose (page 19)
- Summary of conditions of road and maintenance (page 20)
- Safety on the network (page 21)
- Roadside advertising (page 22)
- Experience of congestion (page 23)
- Driving behaviour through roadworks and safety at roadworks (page 24)
- Summary tables (page 25)

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 Questions

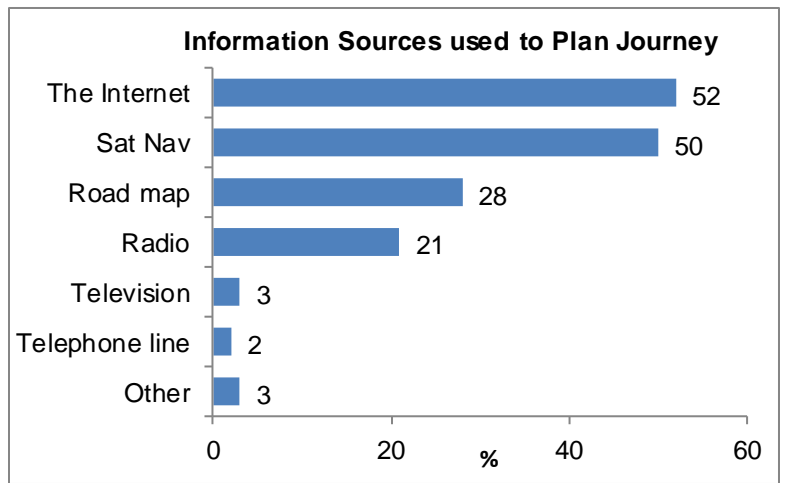
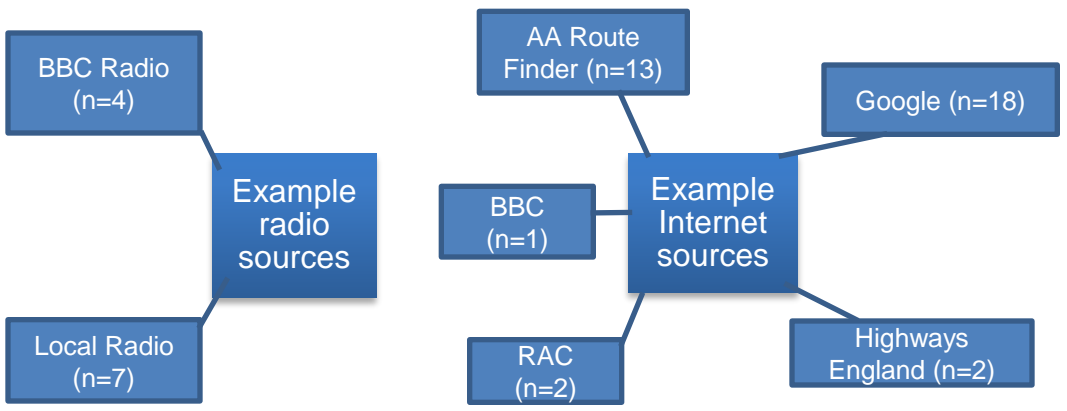
### Planning Journeys

All respondents were then asked whether they planned their journeys before they set off; 59% of respondents stated that they did. By subgroup for planning:

- Drivers were significantly more likely to plan their journey than non-drivers (68% compared to 28%)
- Those who work full time were more likely than people who do not to plan their journeys (70% compared to 50%)
- Those aged 17-59 were more likely to plan journeys than those aged 60+ (66% compared to 43%)

Respondents who planned their journeys were then asked which sources of information they used whilst planning. The most popular information source was the Internet with 52% of respondents using it as a source. By subgroup for sources:

- Females were slightly more likely to use a road map than males (33% compared to 23%); and
- Respondents aged 60+ most likely to use the Internet to plan journeys (66% compared to 47% for the 17-34 and 35-59 age groups).



\*Question introduced July 2015

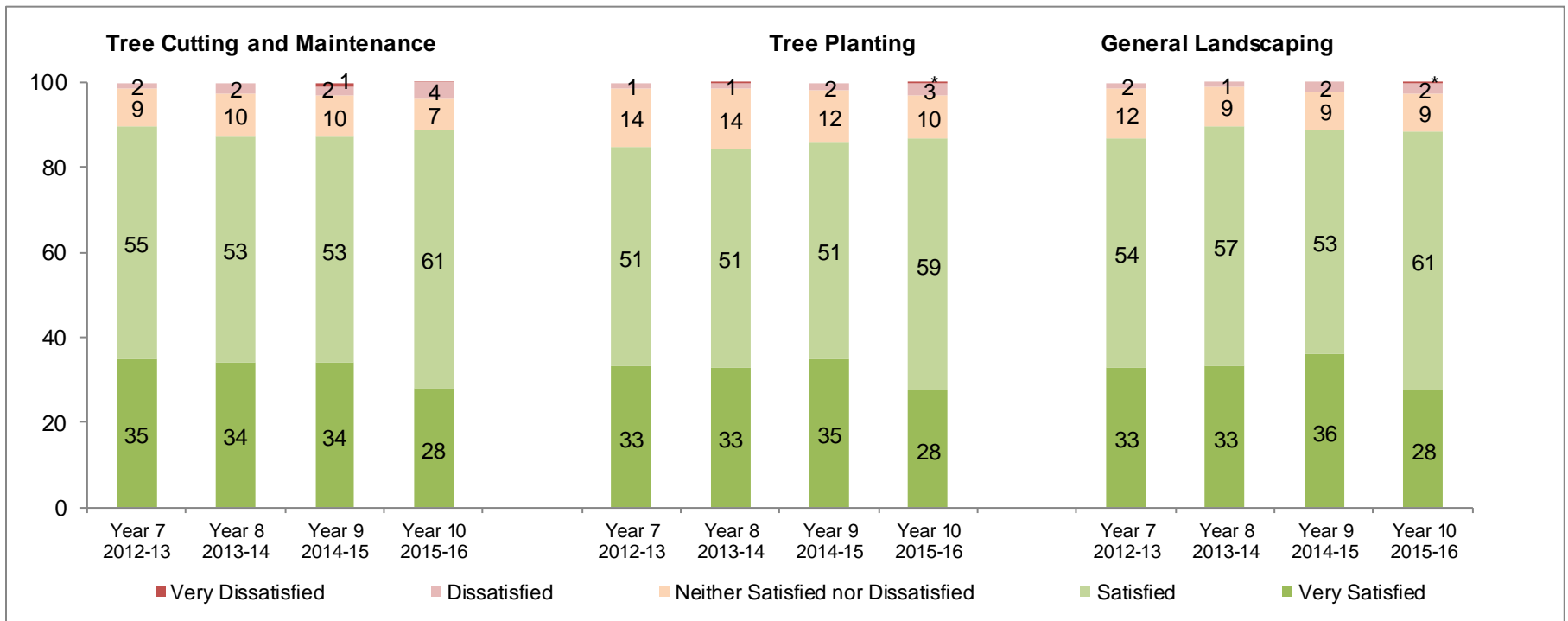
Base: 68 (Those planning a journey only)  
 Respondents could give more than one answer. *What sources of information do you use to plan your journeys?* (Unprompted)

**Area Specific Questions**  
**Soft Estate**

Respondents were asked how satisfied they were with tree cutting and maintenance, tree planting and the general landscaping of the Highways England roads in Area 9.

Satisfaction with soft estate had been consistently high to Year 9 (2014-15). The number of respondents stating they are very satisfied has fallen in Year 10.

There were no differences by demographics.



Base: 451 (Y7 2012-13); 449 (Y8 2013-14); 453 [except Tree Planting; 451] (Y9 2014-15); 225 (Y10 to date 2015-16)

Thinking about the **Highways England** roads that are shown on this map, how satisfied or dissatisfied would you say you were with: (Prompted)

## Area specific questions

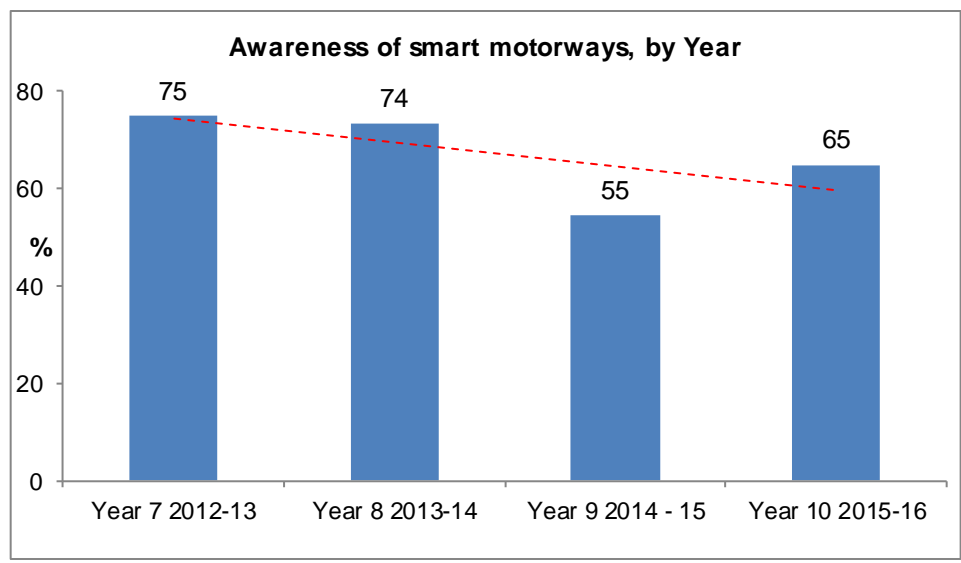
### Smart motorways

Smart motorways have been put in place on the M42 and the M6. These combine a number of new technologies and existing motorway features to provide: reliable journey times, reduced congestion, enhanced information to drivers, and quicker response times to incidents.

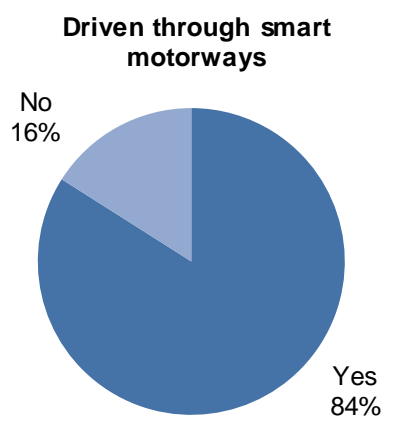
Sixty five percent of respondents were aware of smart motorways on the M42 or the M6 in the current reporting period, an increase from 55% in the previous reporting period. Further analysis showed:

- Males were more likely to be aware than females (75% and 55% respectively);
- Regular users of the network (once a week or more) were more likely to be aware (71% and 58% respectively);
- Those aged 35-59 were more likely to be aware than those aged 17-34 (79% and 57% respectively); and
- Drivers were considerably more likely to be aware than non drivers (73% and 30% respectively).

Of those respondents who were aware of smart motorways on the M42 or M6, 84% had driven through them. This was a decrease from 91% in the previous reporting period.



Base: 451 (Y7 2012-13); 449 (Y8 2013-14); 453 (Y9 2014-15); 225 (Y10 to date 2015-16)  
 Are you aware that there are smart motorways on the M42 or the M6? (Unprompted)



Base: 146 (those aware of them)  
 Have you driven through smart motorways on the M42 or M6? (Unprompted)

## Area specific questions

### Smart motorways

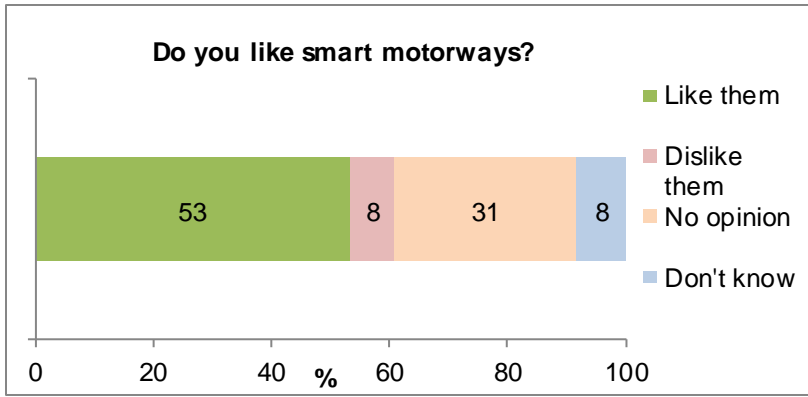
Respondents were asked about the effect of smart motorways on their journeys and whether they like them.

In the current reporting period (April to September 2015) 53% stated that they liked them with just 8% saying the dislike them.

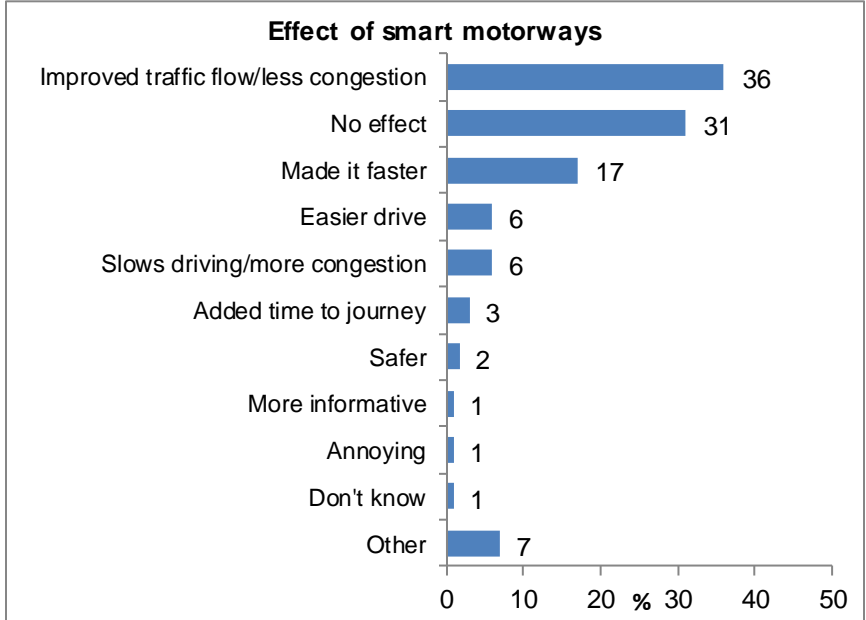
By subgroup:

- Drivers were more likely to say they liked them than non-drivers (59% compared to 30%);
- Respondents aged 17-59 more likely to say they like them than respondents aged 60+ (57% compared to 46%)
- Respondents who drove more than 10,000 miles more likely to say they dislike smart motorways (14% compared to 4%)

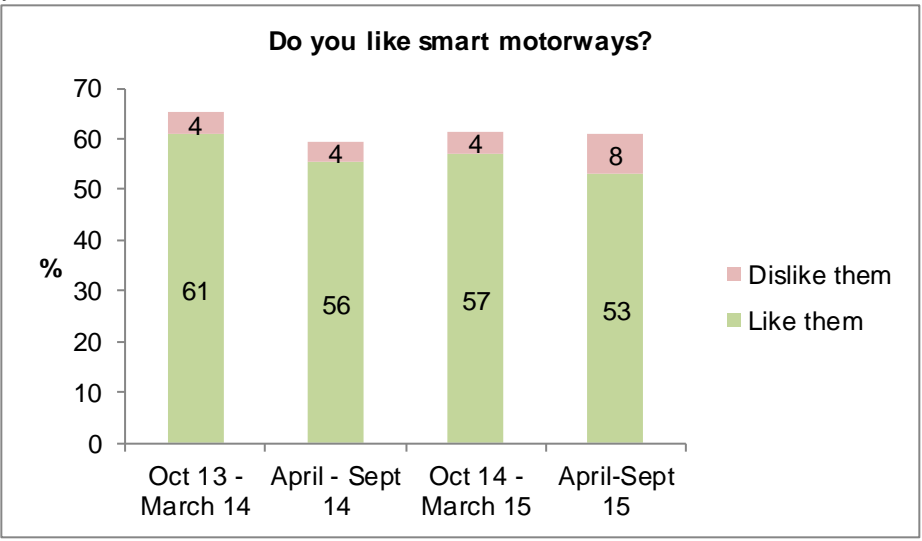
There has been a decreasing trend in the amount of respondents stating they like smart motorways since October 13



Base: 225  
Do you like smart motorways? (Prompted)



Base: 121 (2 respondents did not respond)  
What effect have smart motorways had on your journey? (Unprompted).  
Respondents could give more than one answer

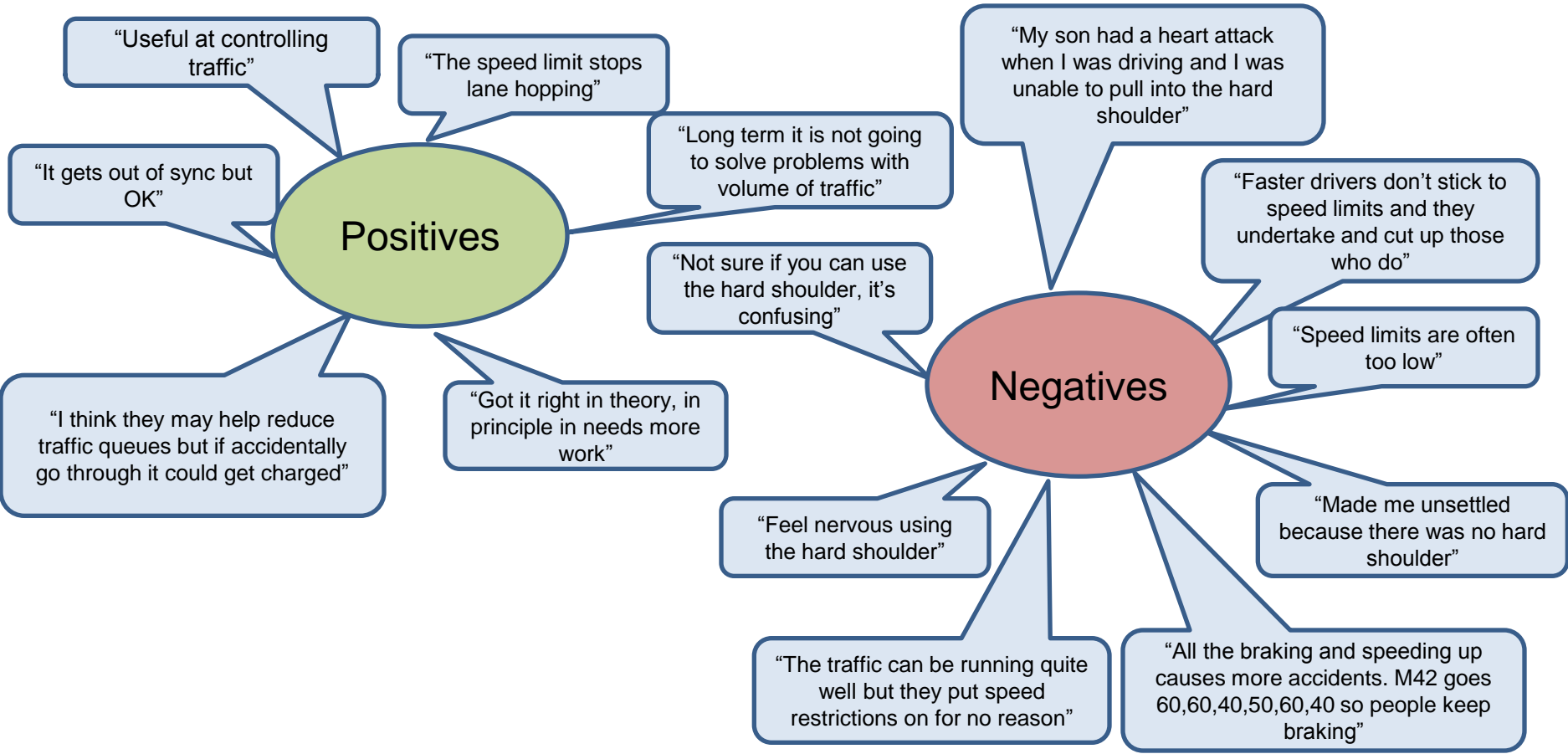


Base: 227 (Oct13 – March 14); 227 (April – Sept 14); 226 (Oct 14 – March 15); 225 (Apr-Sept 15)  
Do you like smart motorways? (Prompted)

## Area specific questions

### Smart motorways

Respondents were asked about the effect of smart motorways on their journeys and whether they liked them. Some of their comments are listed below:



## Area specific questions

### Digital Roadside Advertising



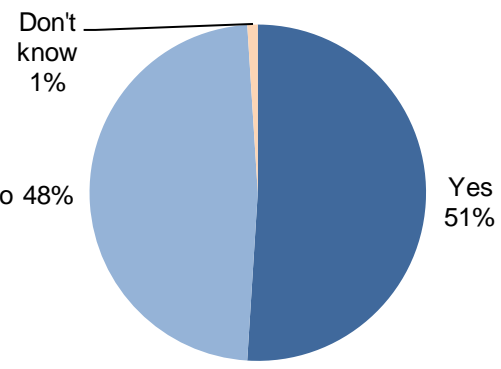
From November 2012, respondents were asked about digital roadside advertising alongside Highways England roads in Area 9.

In the current reporting period (April to September 2015) 51% of respondents had seen digital roadside advertising,

By subgroup:

- Males were more likely to have seen them than females (61% and 42% respectively);
- Fifty six percent of drivers had seen signs compared to 30% of non-drivers
- Regular users more likely to see digital roadside advertising than non-regular users (60% compared to 40%)

Seen Digital Roadside Advertising

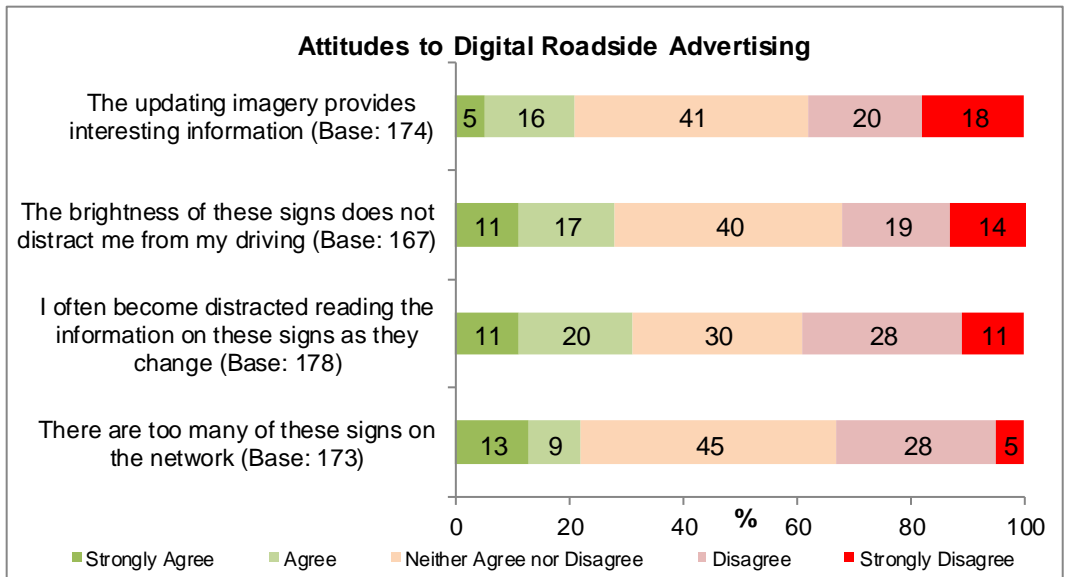


Base: 225  
Have you seen roadside advertising signs alongside any of the roads in this area? (Unprompted)

Respondents were asked questions on their attitude towards digital roadside advertising with the results shown in the chart.

These results are similar to those from the last reporting period (September 2014 to March 2015).

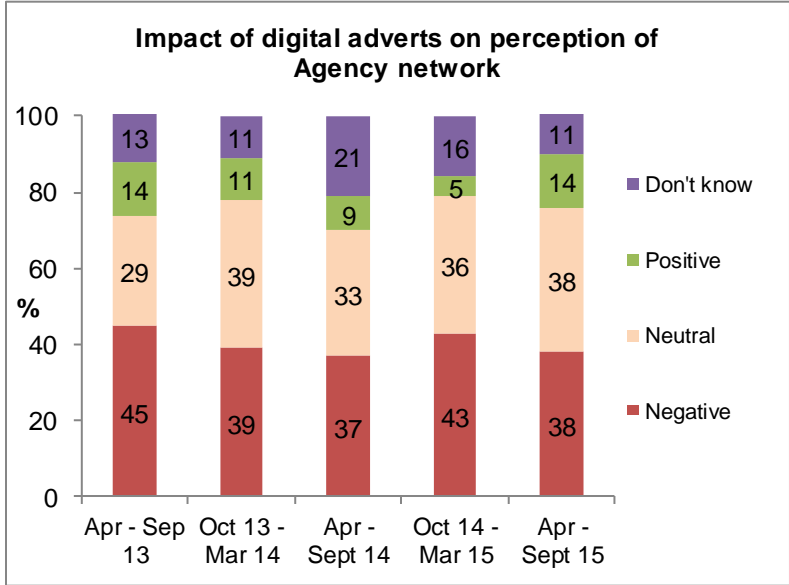
Attitudes to Digital Roadside Advertising



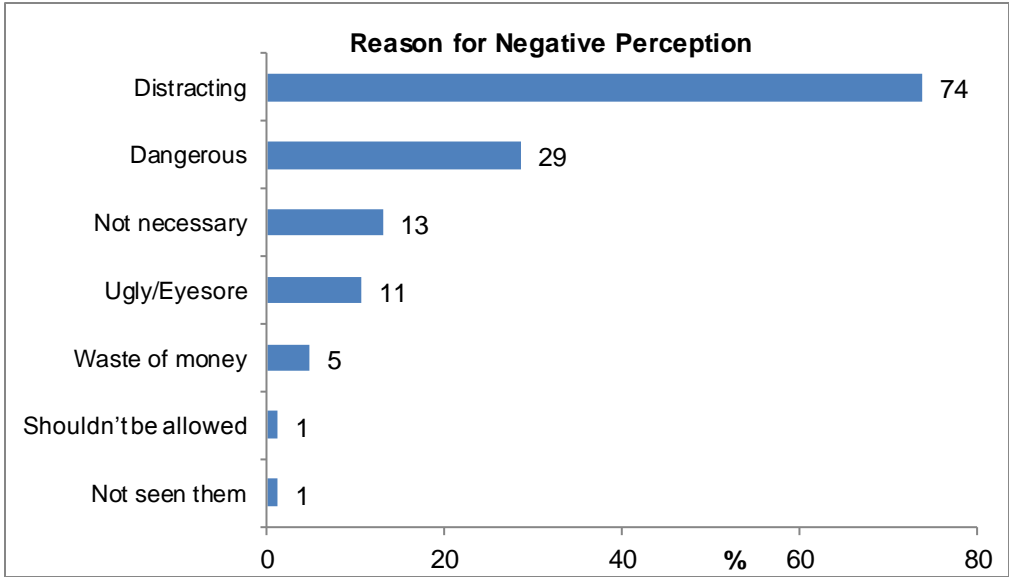
In general, do you agree or disagree that...? (Prompted).  
NB. Excludes those who said don't know or not applicable to me.

## Area specific questions

### Digital Roadside Advertising



Base: 222 (Apr – Sep 13); 227 (Oct 13 – Mar 14); 227 (Apr – Sep 14); 226 (Oct 14 – Mar 15); 224 (Apr - Sept 15)  
 Does the presence of digital adverts at the side of the motorways promote a positive or negative perception of the Highways England network? (Prompted)



Base: 84 (Negative perception only)  
 Why do you say this? (Unprompted)  
 Respondents could give more than one answer

Respondents were asked about the impact of digital advertising on people's perception of the network and their reason for this. In the current reporting period 38% of respondents thought this would have a negative perception on the network with 74% of these saying they would be distracting.

A selection of the comments can be seen below:

"Unsightly and use lots of electricity - I don't see why we need them at all" (Negative)

"I don't like them they look horrid" (Negative)

"Not bad as a passenger but as a driver distracting" (Neutral)

"Technology keeps advancing. Ought to be used for better things e.g. info" (Negative)

"It helps motorists keep up to date with new things" (Positive)

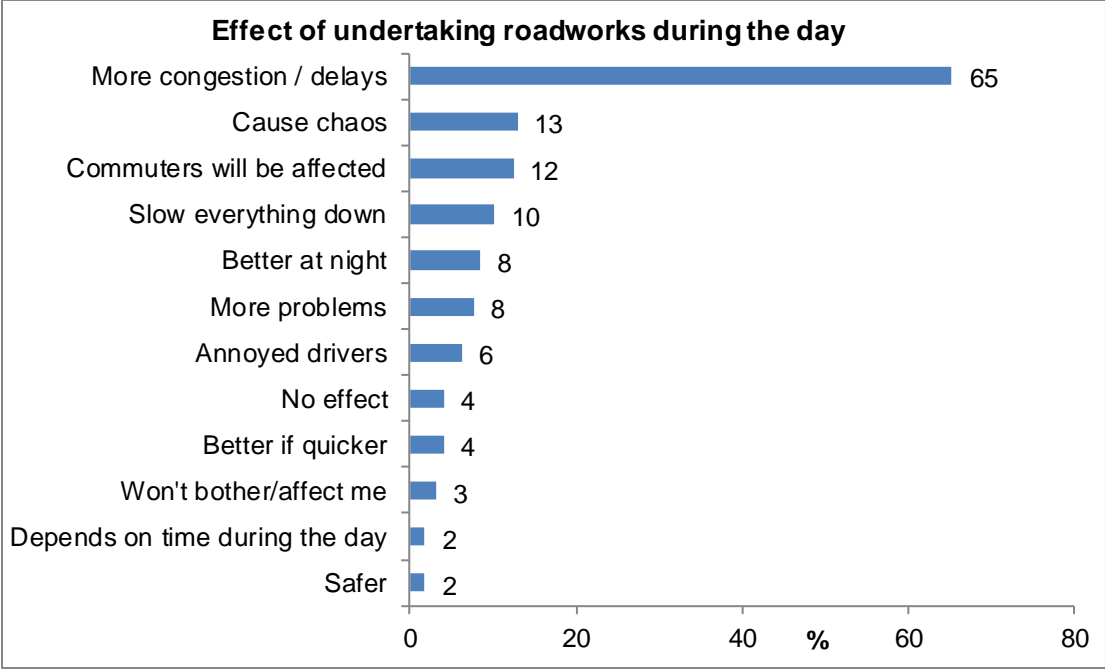
## Area specific questions

### Road Closures

Since October 2012, respondents have been told that Highways England is moving towards undertaking roadworks during the daytime rather than at night and asked what they thought the effects of this would be.

Sixty five percent of respondents thought this would result in more congestion and delays, which was a decrease from the previous reporting period (69%).

A selection of their comments can be seen below.



Base: 225  
 Highways England is currently moving towards undertaking roadworks during the daytime rather than at night. What do you think the effects of this will be? (Unprompted)  
 Respondents could give more than one answer

“Catastrophic - build up of traffic would be horrendous”

“Won't that make traffic hold ups worse as more work when there's more traffic”

“Possibly easier night-time driving”

“More traffic jams. Need to do it off peak or at night”

“Better to do it during the day. Annoying at night. Can lose sleep with all the noise”

“May take a lot longer to complete work”

“Chronic congestion at peak times”



**Area specific questions**

**Overall Satisfaction**

Since November 2010, respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 9.

In the current reporting period six months (April to September 2015), the majority (89%) of respondents were either very satisfied (21%) or satisfied (68%).

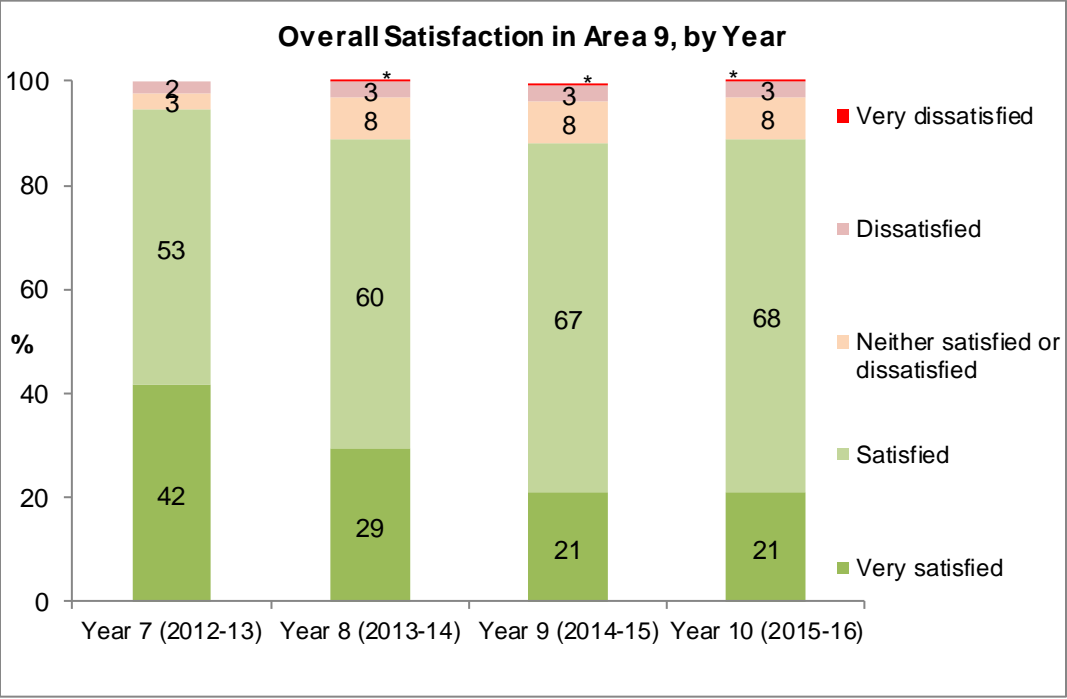
The trend, by quarter, since this question was introduced is shown in the chart, showing a decline in overall satisfaction.

**By subgroup**

- Respondents aged 60+ were most likely to say they were satisfied than those in the 17 to 34 or 35 to 59 age groups (92% compared to 89% and 86% respectively);
- 91% of respondents who stated they felt safe also stated they were satisfied; and
- Drivers were more satisfied than non-drivers (90% compared to 84%).

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

- *“On the whole they run pretty well”*
- *“Some potholes but not too bad on big roads”*
- *“There is nothing much wrong with the roads themselves, there is just too much traffic using them”*
- *“Generally it runs well and they are constantly trying to improve the roads”*
- *“We use them a lot so we are always satisfied with our journey times”*



Base: Y7 12-13 (451); Y8 13-14 (449); Y9 14-15 (453); Y10 to date 15-16 (225)  
*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:**

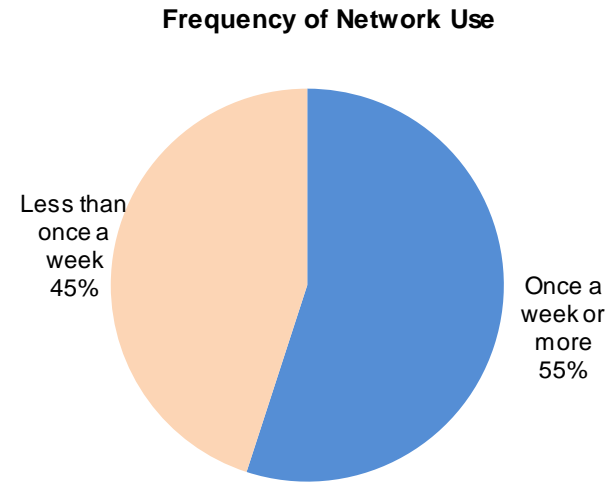
- *“Because roadworks take too long - they need to work on it overnight & not at peak times”*
- *“Need a lot of work to bring them up to standard abroad. Pot holes, traffic management”*
- *“A lot of delays for not much reason”*
- *“The M6 is a nightmare”*

### Frequency of Road Use

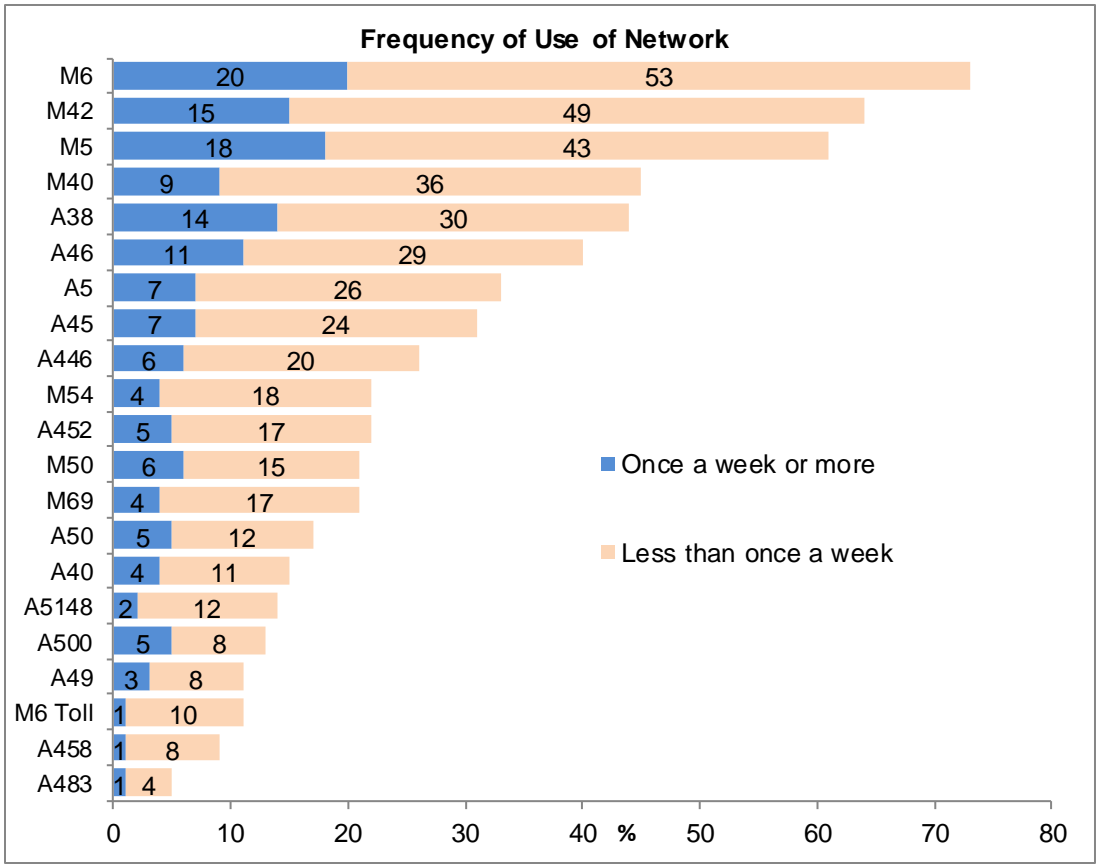
Respondents were asked how often they travelled on Highways England roads in Area 9. Fifty five percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were more likely to:

- Be male (67% compared to 43% of females)
- Think drivers were responsible for litter seen on Highways England roads than non-drivers (53% compared to 47%); and

The chart shows the roads by frequency of use. Overall 73% used the M6 and 64% used the M55.



Base: 225  
How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)



Base: 225 for each road  
How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

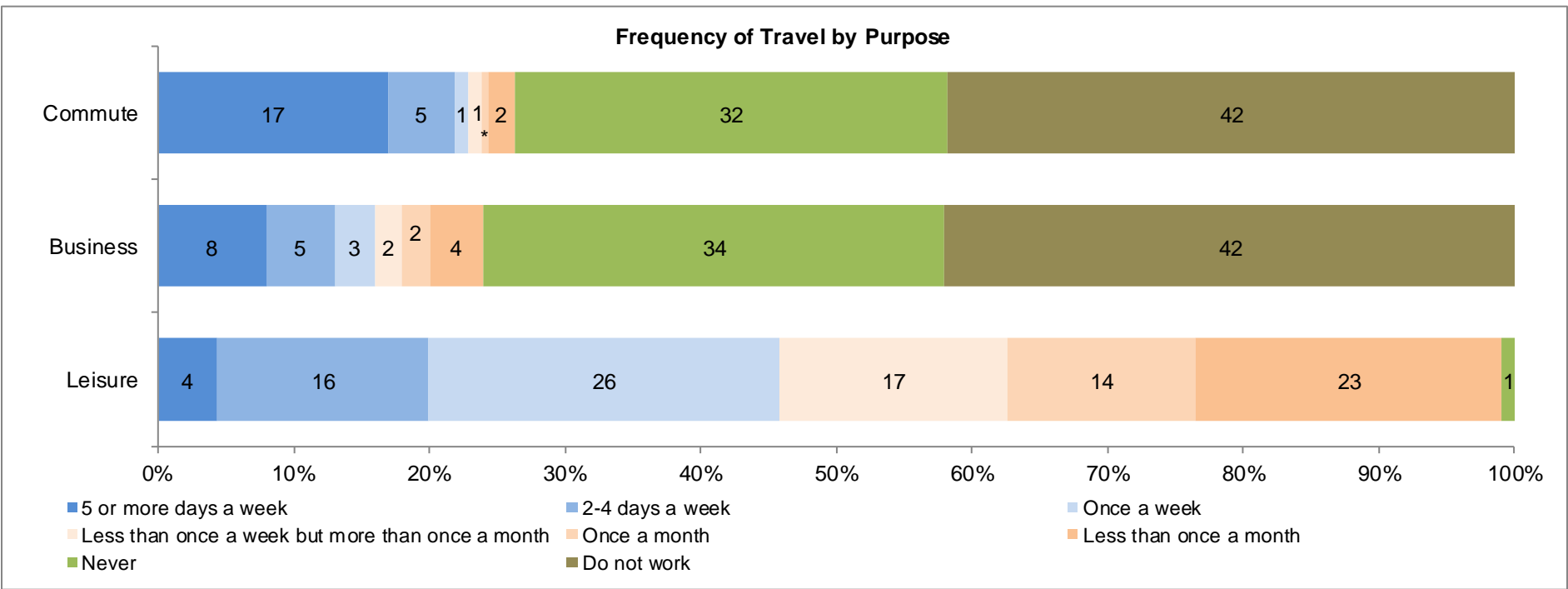
### Journey Purpose

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

- 26% of respondents used roads for commuting, 32% worked but did not commute;
- 24% of respondents used roads for business purposes, 34% 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 (60% compared to 26%); 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.

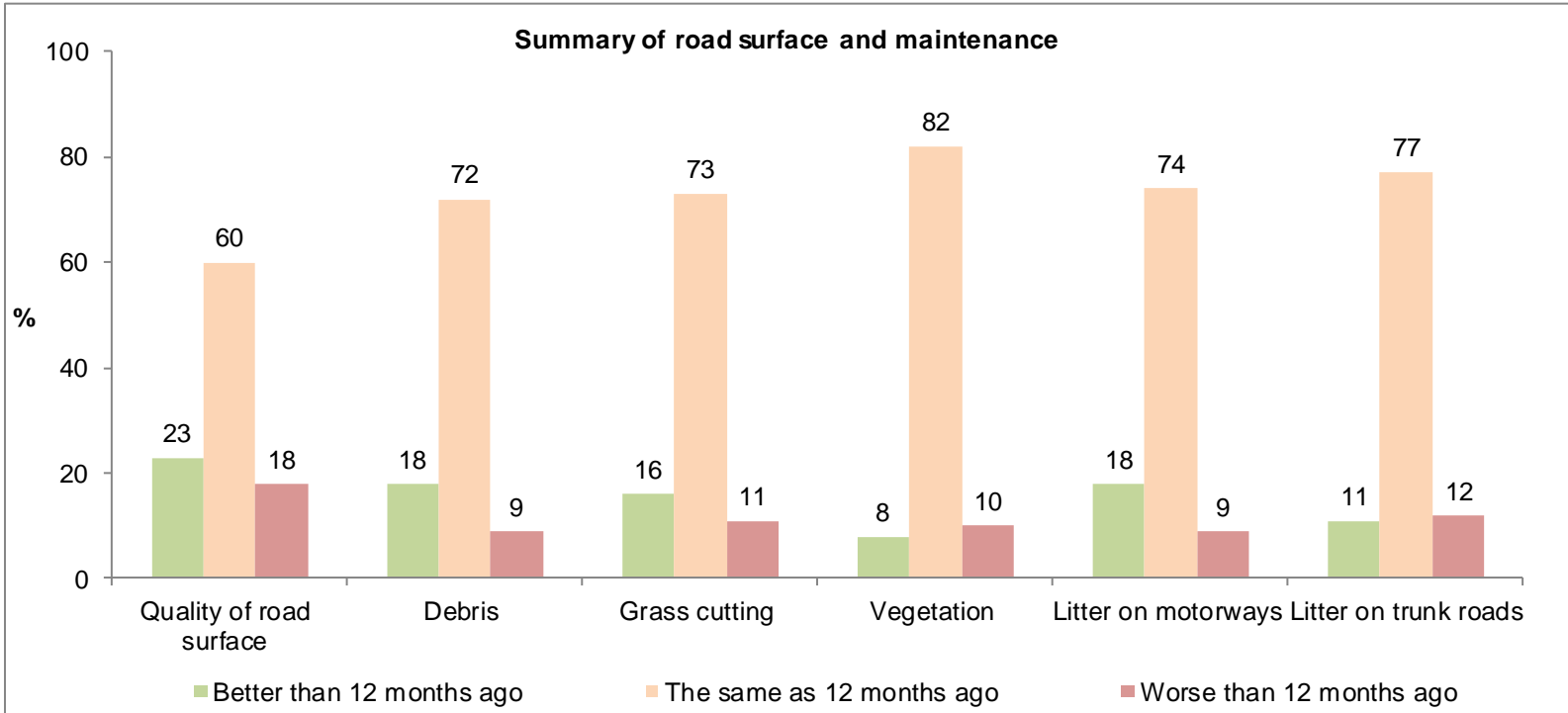


Base: 225  
 (How often do you use Highways England roads for...? (Prompted))

### 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:

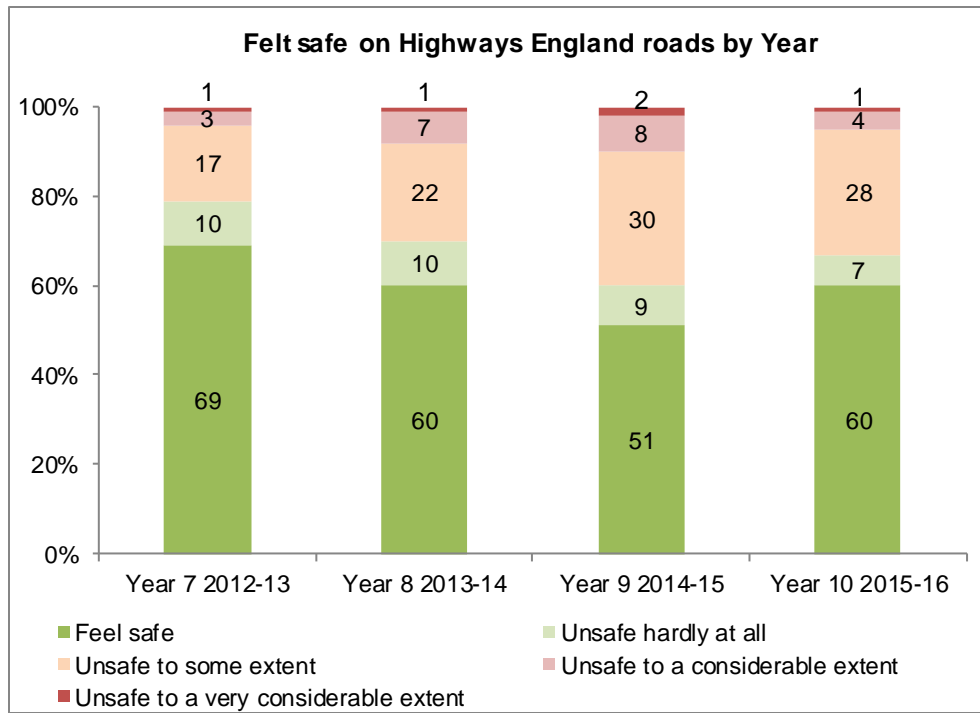
- Respondents aged 35+ were more likely to say that quality of road surface is worse than respondents aged 17-34 (21% compared to 2%);
- Males were more likely to say both quality of the road surface and debris were better than 12 months ago than females (25% and 22% compared to 21% and 15%); and
- Frequent users of the network were more likely to state that litter on both motorways and trunk roads is better than 12 months ago than infrequent users (17% compared to 10%)



Base: Quality of surfaces (211); Debris (202); Grass Cutting (193); Vegetation (205); Litter on motorways (201); Litter on trunk roads (185)  
 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, 60% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (64% compared to 56% in the current reporting period);
- ✓ Non-drivers were more likely to feel safe than drivers (65% felt safe compared to 59%)
- ✓ Seventeen percent of users of the M6 felt unsafe on the road as did 14% of users of the A500; and
- ✓ *\*After a decreasing trend in respondents feeling safe from Year 7 (2012-13) to Year 9 (2014-15) there has been an increase in Year 10.*



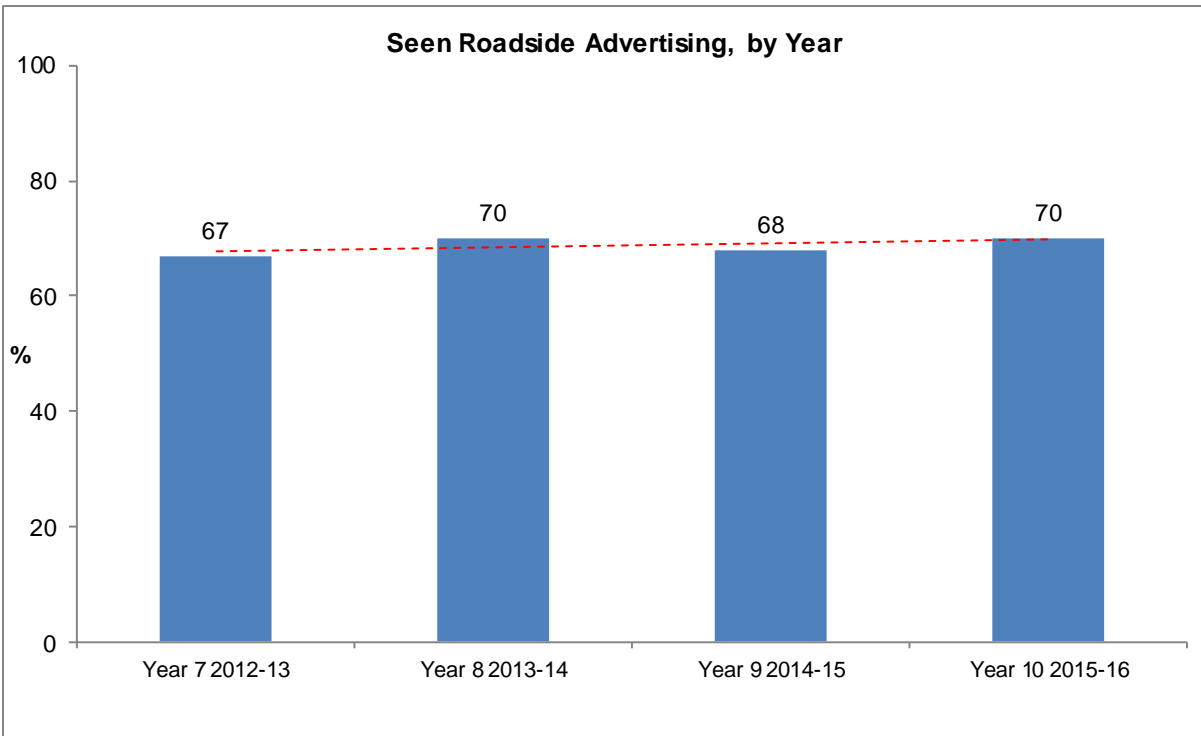
Base = Y7 12-13 (451), Y8 13-14 (427), Y9 14-15 (453), Y10 15-16 to date (225)  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

Road	Users of the road	Felt unsafe to some extent or more	
		N	%
M6	164	28	17
M42	143	14	10
M5	138	18	13
M40	103	4	4
A38	100	9	9
A46	90	8	9
A5	74	4	5
A45	70	0	0
A446	59	0	0
M54	49	2	4
A452	49	0	0
M50	47	0	0
M69	47	0	0
A50	39	2	5
A40	32	2	6
A5148	31	0	0
A500	29	4	14
M6 Toll	25	0	0
A458	21	0	0
A49	15	2	13
A483	12	0	0

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

## Roadside advertising

- ✓ In the current reporting period, 70% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (76% to 44%);
- ✓ Respondents from the ABC1C2 socio economic group more likely than those from DE to have seen roadside advertising (81% compared to 44%);
- ✓ Users of the M6 and A49 were the most likely to see roadside advertising with 38% and 33% of users seeing it on these roads respectively; and
- ✓ \*Consistent trend in respondents seeing roadside advertising since Year 7 (2012-13)



Road	Users of the road	Roadside advertising	
		N	%
M6	164	63	38
M42	143	30	21
M5	138	44	32
M40	103	15	15
A38	100	6	6
A46	90	6	7
A5	74	3	4
A45	70	0	0
A446	59	1	2
M54	49	2	4
A452	49	0	0
M50	47	8	17
M69	47	6	13
A50	39	3	8
A40	32	3	9
A5148	31	0	0
A500	29	2	7
M6 Toll	25	0	0
A458	21	0	0
A49	15	5	33
A483	12	0	0

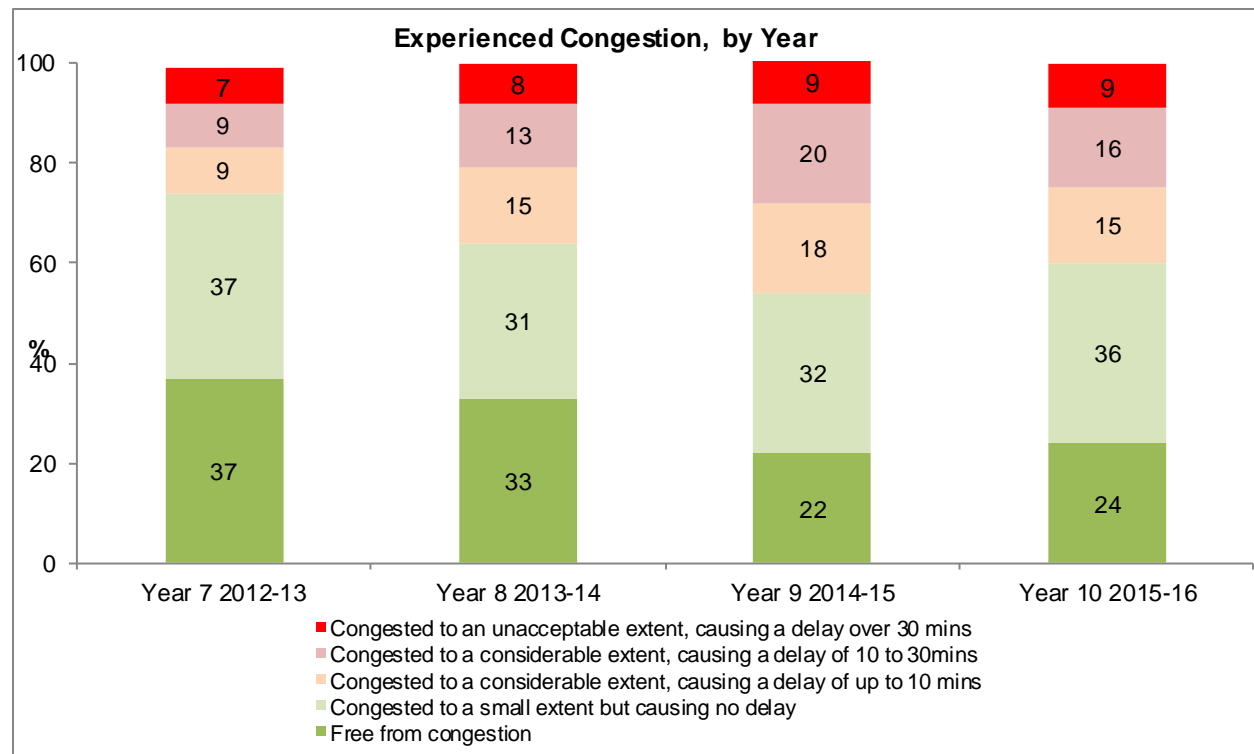
Base = Y7 12-13 (451), Y8 13-14 (449), Y9 14-15 (453), Y10 15-16 (225).

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 76% of respondents experienced congestion and 40% experienced congestion which resulted in a delay;
- ✓ Full time workers more likely to have experienced congestion than respondents who do not work full time (81% compared to 73%);
- ✓ Those travelling on Highways England roads more than once a week were more likely to have experienced congestion than those who travel less (82% compared to 70%);
- ✓ The M6 was the road reported by the highest proportion of users as being congested (26%) followed by the A500 (24%); and
- ✓ Increase in proportion of respondents experiencing congestion causing a delay from Year 7 (2012-13) to Year 9 (2014-15) but a decrease from Year 9 to Year 10 (2015-16)



Road	Users of the road	Delayed by congestion	
		N	%
M6	164	42	26
M42	143	12	8
M5	138	15	11
M40	103	6	6
A38	100	9	9
A46	90	11	12
A5	74	3	4
A45	70	1	1
A446	59	3	5
M54	49	1	2
A452	49	1	2
M50	47	0	0
M69	47	1	2
A50	39	3	8
A40	32	1	3
A5148	31	0	0
A500	29	7	24
M6 Toll	25	0	0
A458	21	0	0
A49	15	0	0
A483	12	0	0

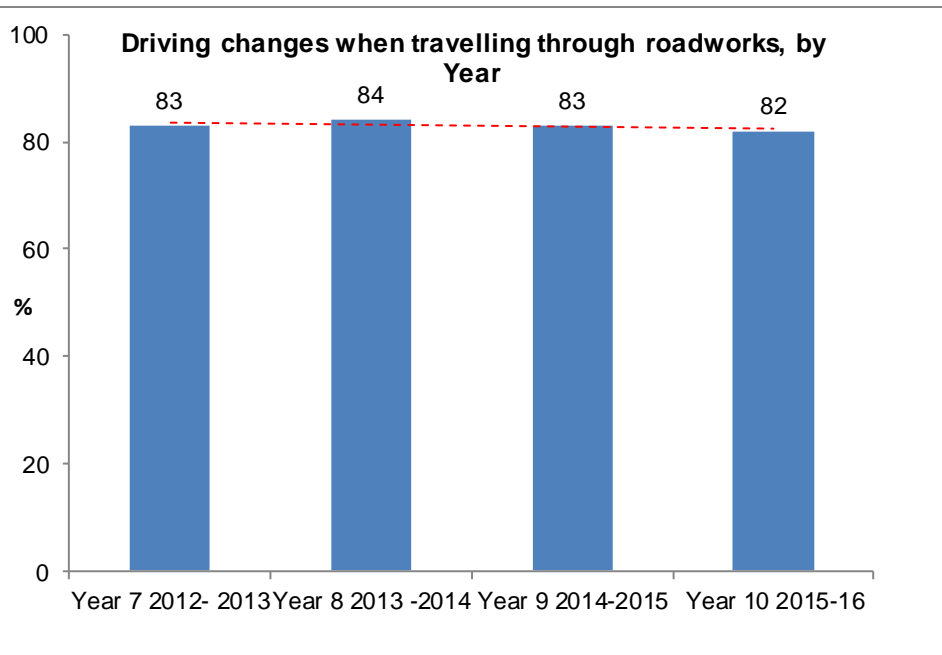
Base = Y7 12-13 (450), Y8 13-14 (449), Y9 14-15 (453), Y10 15-16 to date (225)

Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?

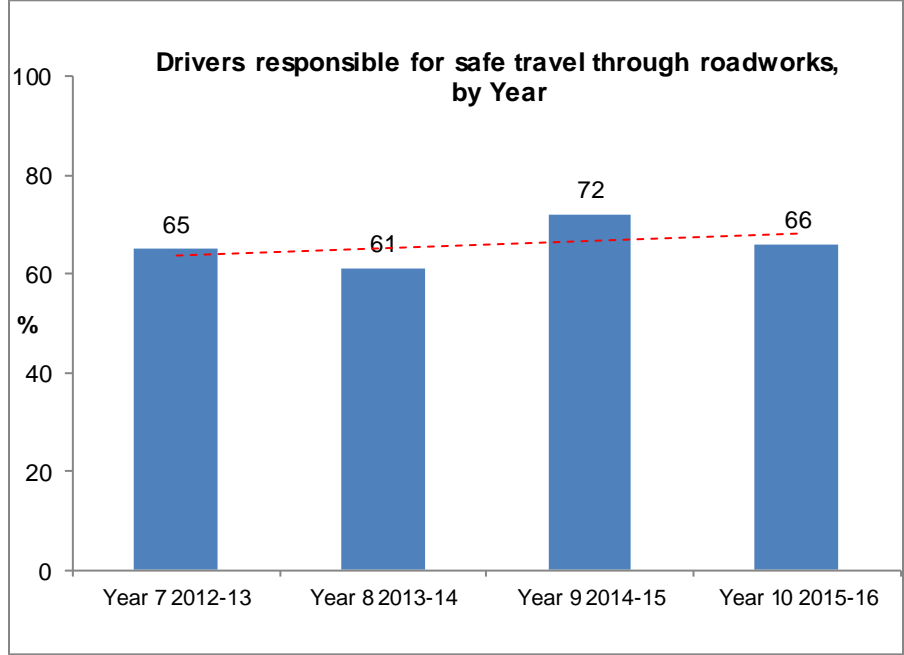
\*Trend analysis on data collected since Year 7 2012-13

## Driving behaviour through roadworks

- ✓ In the current reporting period, overall 82% of drivers who had driven through roadworks said their driving changed when doing so. There were no differences by sub-group.
- ✓ Sixty six percent of all respondents said drivers should be ensuring safe travel through roadworks. By sub-group:
  - ✓ There was no difference between gender, age or frequency of network usage in respondents stating it is the drivers' responsibility but;
  - ✓ Drivers were more likely than non-drivers to state that safe travel through roadworks is the drivers' responsibility (70% compared to 47%).
- ✓ There has been an increasing trend in the proportion of respondents stating that drivers are responsible for safe travel since Year 7 (2012-13) whilst the proportions stating their driving changes has stayed consistent



Base = Y7 12-13 (365), Y8 13-14 (373), Y9 14-15 (365); Y10 15-16 to date (182).  
 Excludes 'Not applicable'  
 Does your driving change when you are travelling through roadworks?



Base = Y7 12-13 (450), Y8 13-14 (448), Y9 14-15 (453), Y10 15-16 to date (225).  
 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 2015)	Base	Change from previous six month period	Last Report (Oct 2014 - Mar 2015)	Base	Average All Areas	Difference from National Average
<b>Drivers</b>		<b>81%</b>	225	-1%	<b>82%</b>	226	81%	0%
<b>Business Drivers (drivers only)</b>		<b>36%</b>	182	10%	<b>26%</b>	186	29%	7%
<b>Frequent Users (use Highways England roads once a week or more)</b>		<b>55%</b>	225	3%	<b>52%</b>	226	60%	-5%
<b>Travel as...</b>	<b>Car / Van Driver</b>	<b>77%</b>	225	0%	<b>77%</b>	226	78%	-1%
	<b>Passenger in a car or van</b>	<b>36%</b>	225	-1%	<b>37%</b>	226	42%	-6%
<b>Felt safe on the network</b>		<b>60%</b>	225	● 13%	<b>47%</b>	226	60%	● -15%
<b>Felt unsafe on the network</b>		<b>40%</b>	225	● -14%	<b>54%</b>	226	40%	● 16%
	Felt unsafe: Hardly at all	<b>18%</b>	90	● 2%	<b>16%</b>	121	24%	● -6%
	Felt unsafe: To a considerable/very considerable extent	<b>12%</b>	90	● -10%	<b>22%</b>	121	21%	● -9%
	Felt unsafe: Due to other people's driving	<b>59%</b>	90	13%	<b>46%</b>	121	47%	12%
<b>Road surface quality:</b>	Better than 12 months ago	● <b>23%</b>	211	6%	<b>17%</b>	208	17%	6%
	Worse than 12 months ago	<b>18%</b>	211	0%	<b>18%</b>	208	21%	-3%
<b>Grass cutting:</b>	Better than 12 months ago	● <b>15%</b>	193	5%	<b>10%</b>	184	10%	5%
	Worse than 12 months ago	<b>11%</b>	193	3%	<b>8%</b>	184	7%	4%
<b>Vegetation:</b>	Less overgrown than 12 months ago	<b>8%</b>	205	1%	<b>7%</b>	185	10%	-2%
	More overgrown than 12 months ago	● <b>10%</b>	205	6%	<b>4%</b>	185	7%	3%
<b>Debris:</b>	Better than 12 months ago	● <b>18%</b>	202	4%	<b>14%</b>	197	12%	6%
	Worse than 12 months ago	<b>9%</b>	202	-3%	<b>12%</b>	197	10%	-1%
<b>Litter on Motorways:</b>	Better than 12 months ago	● <b>18%</b>	201	2%	<b>16%</b>	198	13%	5%
	Worse than 12 months ago	<b>9%</b>	201	2%	<b>7%</b>	198	11%	-2%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	<b>11%</b>	185	0%	<b>11%</b>	189	10%	1%
	Worse than 12 months ago	● <b>12%</b>	185	0%	<b>12%</b>	189	14%	-2%

## Summary Tables

		Current Report (Apr - Sept 2015)	Base	Change from previous six month period	Last Report (Oct 2014 - Mar 2015)	Base	Average All Areas	Difference from National Average
<b>Responsibility for litter seen</b>								
	Highways England	18%	223	● -2%	20%	225	23%	● -5%
	Local Council / Local Authority	15%	223	● 1%	14%	225	19%	● -4%
	People travelling on the network	65%	223	● -2%	67%	225	54%	● 11%
<b>Permanent road signs</b>	Satisfied/very satisfied	89%	225	● -4%	93%	226	87%	● 2%
	Dissatisfied/very dissatisfied	3%	225	● 0%	3%	226	3%	● 0%
<b>Seen one or more temporary road signs</b>		74%	225	● -1%	75%	226	64%	● 10%
<b>Temporary road signs</b>	Satisfied/very satisfied	83%	167	● 2%	81%	169	85%	● -2%
	Dissatisfied/very dissatisfied	13%	167	● 3%	10%	169	7%	● 6%
<b>Travelled through roadworks recently</b>		84%	225	● -6%	90%	226	73%	● 11%
	Saw signs giving reason for the work	50%	190	● -4%	54%	204	62%	● -12%
	Saw no signs giving reason for the work	28%	190	● 5%	23%	204	19%	● 9%
	Signs through the roadworks provided enough information	67%	148	● 0%	67%	158	69%	● -2%
	Signs through the roadworks did not provide enough information	26%	148	● 1%	25%	158	21%	● 5%
<b>Passed roadworks when no one was working</b>		63%	190	● -3%	66%	204	63%	● 0%
	Annoyed/angry	35%	120	● -10%	45%	131	52%	● -17%
<b>Red X VMS meaning</b>	Lane closed / No entry	84%	225	● 2%	82%	226	N/A	N/A
	Don't know	7%	225	● -1%	8%	226	N/A	N/A
<b>Action taken</b>	Change lanes / Avoid the lane	85%	225	● 0%	85%	226	N/A	N/A
<b>Illegal to travel in</b>	Yes it is illegal	72%	225	● 2%	70%	226	N/A	N/A
	Don't know	23%	225	● -2%	25%	226	N/A	N/A

### Summary Tables

		Current Report (Apr - Sept 2015)	Base	Change from previous six month period	Last Report (Oct 2014 - Mar 2015)	Base	Average All Areas	Difference from National Average
<b>Seen roadside advertising</b>		<b>70%</b>	225	-1%	<b>71%</b>	226	58%	12%
	Not bothered by roadside advertising	<b>62%</b>	157	4%	<b>58%</b>	160	60%	2%
	Find it dangerous and/or distracting	<b>36%</b>	157	-1%	<b>37%</b>	160	N/A	N/A
<b>Seen digital roadside advertising</b>		<b>51%</b>	225	10%	<b>41%</b>	221	N/A	N/A
(Strongly Agree/ Agree)	Too many signs	<b>22%</b>	173	-9%	<b>31%</b>	131	N/A	N/A
	Often become distracted	<b>31%</b>	178	-6%	<b>37%</b>	128	N/A	N/A
	Brightness of signs does not distract	<b>28%</b>	167	5%	<b>23%</b>	120	N/A	N/A
	Imagery provides interesting information	<b>21%</b>	174	3%	<b>18%</b>	126	N/A	N/A
Digital adverts	Positive perception of Highways England	<b>14%</b>	224	● 9%	<b>5%</b>	226	N/A	N/A
	Negative perception of Highways England	<b>38%</b>	224	● -5%	<b>43%</b>	226	N/A	N/A
<b>Experienced congestion on Highways England roads</b>		<b>76%</b>	225	● 3%	<b>73%</b>	226	79%	● -3%
	with delay	<b>40%</b>	225	● -5%	<b>45%</b>	226	38%	● 2%
<b>Highways England roads impacted on ability to move safely (n=15)</b>		<b>7%</b>	225	-1%	<b>8%</b>	226	N/A	N/A
	To some extent or more as a Pedestrian (n=4)	<b>2%</b>	225	N/A	<b>3%</b>	226	N/A	N/A
	To some extent or more as a Cyclist (n=5)	<b>2%</b>	225	N/A	<b>3%</b>	226	N/A	N/A
	To some extent or more as a Horse Rider (n=3)	<b>1%</b>	225	N/A	<b>0%</b>	226	N/A	N/A
<b>Seen VMS</b>		<b>84%</b>	225	-1%	<b>85%</b>	226	N/A	N/A
<b>VMS Useful / Very Useful</b>		<b>94%</b>	188	-2%	<b>96%</b>	191	N/A	N/A
<b>VMS</b>	Better than 12 months ago	<b>21%</b>	182	-4%	<b>25%</b>	178	N/A	N/A
	Worse than 12 months ago	<b>1%</b>	182	0%	<b>1%</b>	178	N/A	N/A

### Summary Tables

	Current Report (Apr - Sept 2015)	Base	Change from previous six month period	Last Report (Oct 2014 - Mar 2015)	Base	Average All Areas	Difference from National Average
<b>Aware of Smart Motorways on M42 or M6</b>	<b>65%</b>	225	15%	<b>50%</b>	226	N/A	N/A
<b>Driven through Smart Motorways on M42 or M6</b>	<b>84%</b>	146	-7%	<b>91%</b>	111	N/A	N/A
<b>Effect: No effect</b>	<b>31%</b>	121	7%	<b>24%</b>	99	N/A	N/A
<b>Effect: Improved traffic flow/less congestion</b>	<b>36%</b>	123	● -3%	<b>39%</b>	99	N/A	N/A
<b>Effect: Made it faster</b>	<b>17%</b>	123	● -11%	<b>28%</b>	99	N/A	N/A
<b>Seen VMS warning for local events</b>	<b>84%</b>	225	39%	<b>45%</b>	226	N/A	N/A
<b>Impact of roadworks during day: congestion/delays</b>	<b>65%</b>	225	-4%	<b>69%</b>	225	N/A	N/A
<b>Satisfaction with tree cutting and maintenance</b>	<b>89%</b>	225	● 2%	<b>87%</b>	226	N/A	N/A
<b>Satisfaction with tree planting</b>	<b>87%</b>	225	● 3%	<b>84%</b>	226	N/A	N/A
<b>Satisfaction with general landscaping</b>	<b>88%</b>	225	● 0%	<b>88%</b>	226	N/A	N/A
<b>Driving changes travelling through roadworks</b>	<b>82%</b>	182	● 3%	<b>79%</b>	189	84%	● -2%
<b>Slow down</b>	<b>76%</b>	149	● -3%	<b>79%</b>	150	82%	● -6%
<b>Changes due to: Roadworkers</b>	<b>24%</b>	149	-4%	<b>28%</b>	150	28%	-4%
<b>Drivers themselves should ensure safe driving</b>	<b>66%</b>	22	● -8%	<b>74%</b>	226	67%	● -1%
<b>Highways England should ensure safe driving</b>	<b>23%</b>	225	-9%	<b>32%</b>	226	30%	-7%
<b>Police should ensure safe driving</b>	<b>21%</b>	225	0%	<b>21%</b>	226	24%	-3%
<b>Overall Satisfaction: Very satisfied/ satisfied</b>	<b>89%</b>	225	● 2%	<b>87%</b>	226	N/A	N/A
<b>Overall Satisfaction: Very dissatisfied/ dissatisfied</b>	<b>4%</b>	225	● 1%	<b>3%</b>	226	N/A	N/A

### Summary

Road	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches		Some or a lot of debris		Grass not cut short		Vegetation is overgrown		Seen litter		Delayed by congestion		Roadside advertising	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M6	164	28	17	11	7	7	4	4	2	2	1	10	6	42	26	63	38
M42	143	14	10	5	3	3	2	1	1	1	1	3	2	12	8	30	21
M5	138	18	13	8	6	3	2	0	0	2	1	11	8	15	11	44	32
M40	103	4	4	1	1	2	2	1	1	2	2	4	4	6	6	15	15
A38	100	9	9	15	15	3	3	2	2	1	1	6	6	9	9	6	6
A46	90	8	9	10	11	6	7	7	8	5	6	13	14	11	12	6	7
A5	74	4	5	3	4	3	4	5	7	1	1	9	12	3	4	3	4
A45	70	0	0	1	1	0	0	1	1	0	0	0	0	1	1	0	0
A446	59	0	0	2	3	0	0	1	2	0	0	2	3	3	5	1	2
M54	49	2	4	2	4	0	0	1	2	1	2	1	2	1	2	2	4
A452	49	0	0	2	4	1	2	0	0	1	2	0	0	1	2	0	0
M50	47	0	0	3	6	2	4	1	2	0	0	3	6	0	0	8	17
M69	47	0	0	1	2	1	2	2	4	1	2	2	4	1	2	6	13
A50	39	2	5	1	3	2	5	1	3	1	3	1	3	3	8	3	8
A40	32	2	6	2	6	1	3	2	6	2	6	6	19	1	3	3	9
A5148	31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A500	29	4	14	1	3	1	3	1	3	0	0	0	0	7	24	2	7
M6 Toll	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A458	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A49	15	2	13	3	20	2	13	1	7	3	20	7	47	0	0	5	33
A483	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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



<b>Report Title:</b>	19 - April - September 2015 Report	AECOM House 179 Moss Lane Altrincham WA15 8FH
<b>Date of Issue:</b>	23 <sup>rd</sup> October 2015	
<b>Prepared by:</b>	Jonathan Warboys	
<b>Reviewed / Approved by:</b>	Jodie Knight Christine Johnson	
<b>Data File</b>	Area 9 MTD file June 2007 – June 2015	
<b>Status</b>	Unweighted	
<b>Base Cases</b>	225	

**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.