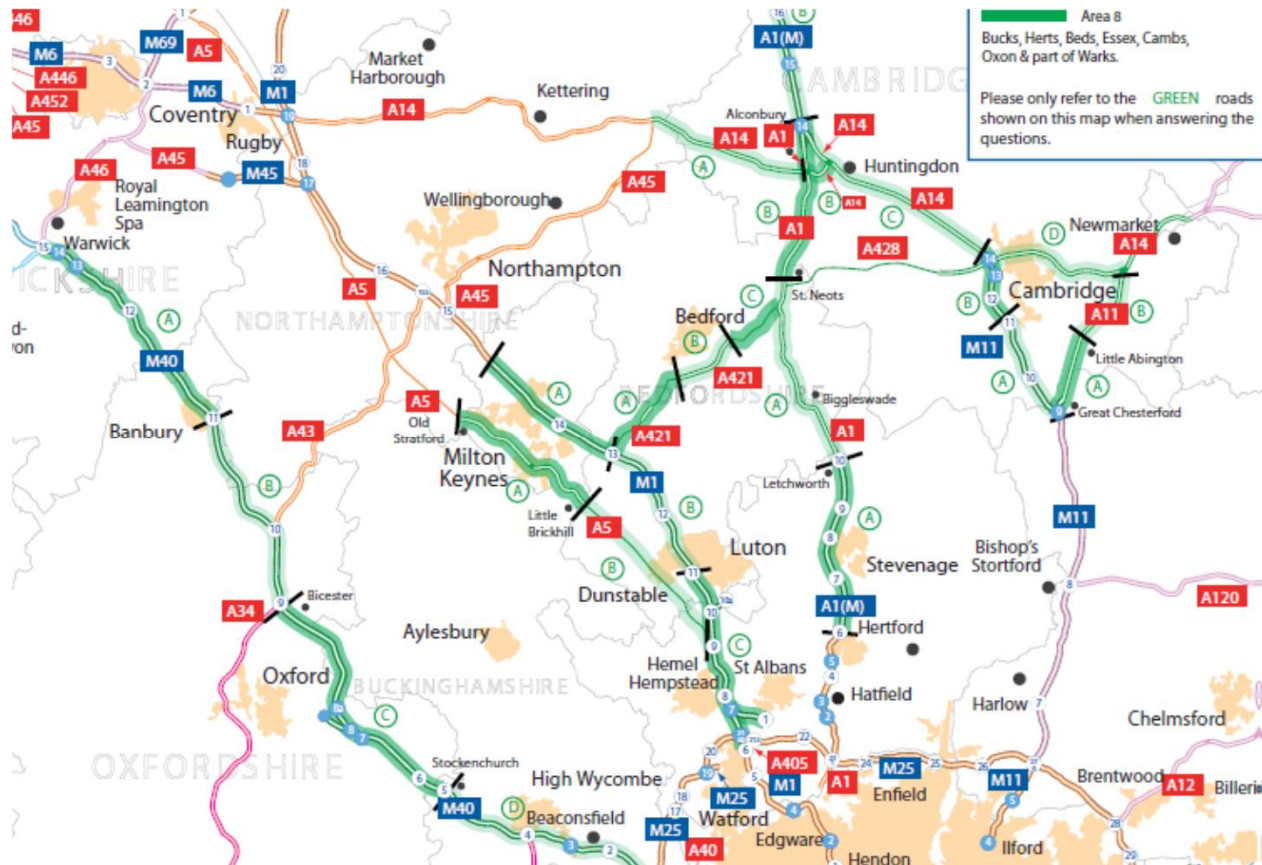


# AREA 8 ROAD USERS' SATISFACTION SURVEY

## March - August 2015

### Report 18

*Prepared for Highways England by AECOM*



## Contents

<b>SUMMARY: HEADLINES</b> .....	<b>3</b>
<b>SUMMARY: AREA 8 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>13</b>
<b>FURTHER ANALYSIS</b> .....	<b>15</b>

### Introduction

222 people were interviewed in Area 8 between March and August 2015 (referred to as the current reporting period) for the Area Road Users' Satisfaction Survey (ARUSS). The survey was conducted in home, face to face.

ARUSS measures awareness of and satisfaction with Highway England's services and other aspects of road users' experiences and perceptions in an area. The questionnaire comprises two main sections: core questions that are asked in all 13 areas; and questions specific to the area being surveyed. The ARUSS is interested in people's general experiences and perceptions of the network as opposed to a specific journey.

**Summary: Headlines**

**Overall satisfaction**

- 85% of road users were satisfied, similar to the previous report (84%)
- 35-59 year olds more satisfied than other age groups (89% compared to 85% of 17-34 and 76% of 60+)

**Safety**

- 67% felt safe, fewer than in the last reporting period (70%)
- Male road users more likely to feel safe than female road users (74% compared to 60%)
- 9% of users of the A14 (A1(M) to Cambridge) and the M40 Junction 5 to Junction 1 felt unsafe to some extent or more.

**Road Maintenance**

- 12% of road users felt that the amount of debris was better than 12 months ago compared to 3% who felt that it was worse.
- 10% felt that vegetation was less overgrown than 12 months ago, compared to 2% who felt that it was worse.
- Overall, road users indicated that general road maintenance was improving compared to 12 months ago.

**Litter**

- 13% and 15% of road users on trunk roads and motorways respectively felt that litter was better than 12 months ago, compared to 7% and 5% who felt that it was worse.
- Drivers were more likely to think Highways England were responsible for litter seen on the network than non drivers (23% compared to 16%)

**Red X**

- 53% thought it was illegal to travel in a lane with a Red X above it, similar to the last reporting period (54%)
- Drivers were more likely to say it was illegal (59%) than non-drivers (26%)

**Congestion**

- 78% experienced congestion, the same as in the last report
- Drivers who travelled more than 10,000 miles were significantly more likely to experience congestion than non-drivers (87% compared to 77%)
- 10% of users of M1 Junction 11 (Luton) to Junction 6a (M25) reported being delayed by congestion

## Summary: Headlines

89% had seen VMS and of these 94% had found them useful. Making sure signs were up to date was the most common improvement suggested, other comments included...

*"I tend not to see them until it's too late. If they are shown early enough I could make use of them."*

*"Make sure the information is correct and up to date"*

*"Mayhem for the workmen during the day"*

75% said preferred a longer duration of night works where roadworks were necessary, other comments included...

*"It stops slow traffic in the morning"*

*"Helps the people working on the motorways"*

33% felt unsafe on Highways England roads with other peoples driving the most common reason for this (37%) , other comments included...

*"Lorries stopping suddenly"*

*"People sitting in the middle lane"*

83% said they were satisfied with lighting in Area 8 whilst 4% were dissatisfied, other comments included...

*"I would like to see LED lighting"*

*"The roads are dark and they dazzle on wet roads particularly with oncoming headlights"*

58% said they had travelled through roadworks, with 76% of these saying they had seen signs informing them of what work was being done, other comments included...

*"Wherever I drove though no work was being carried out"*

*"Signs should only give limited information"*



- 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 8 Headlines (Comparisons to last report (September 2014 to February 2015))**

**Safety: felt safe**

Decrease in proportions feeling safe from 70% to 67%

Base: 222

**Quality of road surface**

21% said better than 12 months ago

Base: 222

**Vegetation**

12% said less overgrown than 12 months ago, 2% said it was more overgrown

Base: 199

**Grass Cutting**

10% said better than 12 months ago, 2% said worse

Base: 206

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

13% said better than 12 months ago, 7% said worse

Base: 212

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

16% said better than 12 months ago, 5% said worse

Base: 211

**Temporary road signs**

Increase in proportion satisfied (82% up to 88%)

Base: 108

**Signs through roadworks**

76% of those who travelled through roadworks saw signs, similar to last report (75%)

Base: 128

**Journey reliability/variation**

Slight decrease in those saying journey time varies every time or most of the time (from 20% to 19%)

Base: 111

9% stated journey time never changes compared to 8% last time

Base: 111

**Congestion**

Similar proportions of respondents experiencing congestion (78% in the current and previous report)

Base: 222

**Red X**

53% indicated it was illegal to drive in a lane with red x, similar to 54% last time

Base: 222

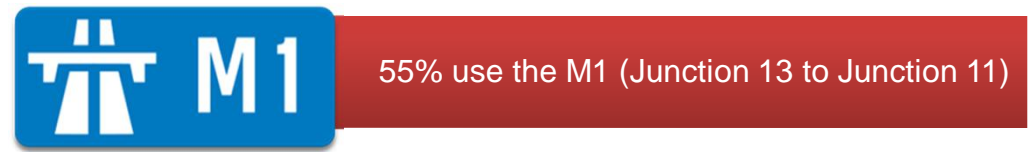
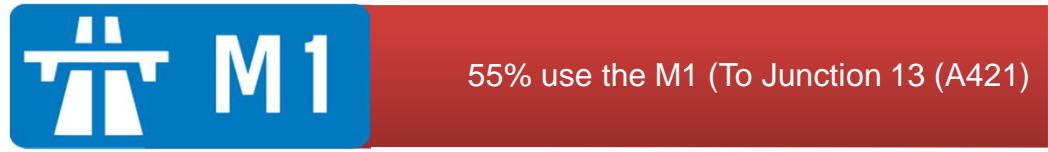
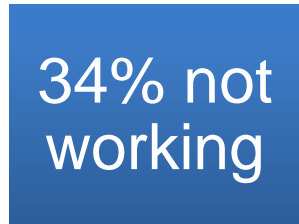
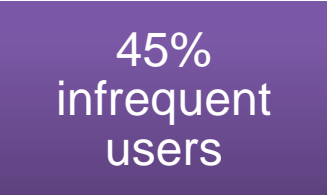
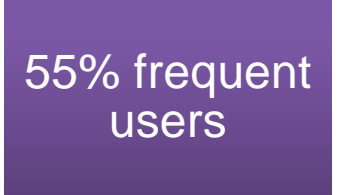
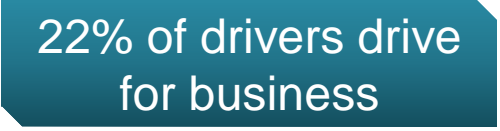
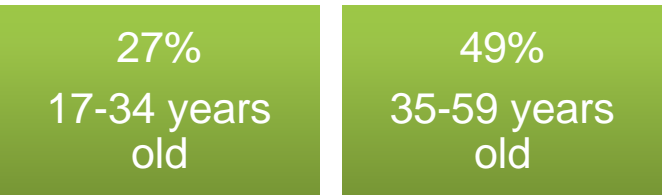
**Roadwork safety**

52% said they had had travelled through roadworks and not seen anyone working, compared to 50% last report

Base: 128

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

Summary: Information on respondents (Report 18)



**Summary: Information on sampling approach**

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

Respondents are **selected to a quota set on age, gender and working status** to broadly represent the population of Area 8 using data collected in the 2011 Census.

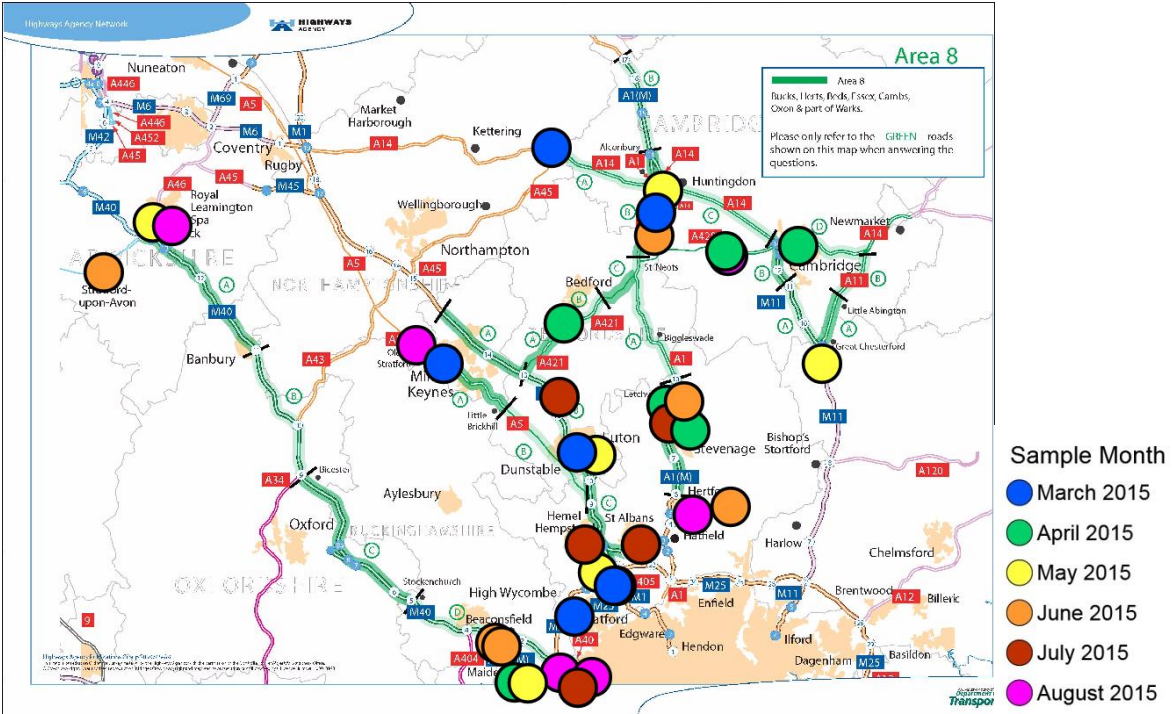
Respondents are only asked about roads in Area 8 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 8 roads.

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 8.

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

Outcome	Frequency
No one home	1043
Refused	211
Out of quota	435
<b>Interviews achieved</b>	<b>222</b>

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



## Introduction

This report presents the results of surveys conducted in Area 8 between March and August 2015. The questionnaire comprises two main sections: core questions that are asked in all 13 Highways England areas, and questions specific to the area being surveyed. The ARUSS is interested in people's general experiences and perceptions of the network as opposed to a specific journey. Following this introduction the report includes results for the following topics:

- Area Specific Questions for Area 8
  - Reliability of journeys (page 9)
  - Satisfaction with lighting (page 10)
  - Road closures (page 11)
- Overall satisfaction (page 12)
- Use of the Highways England network
  - Frequency of use of the network (page 13) journey purpose (page 14)
- Safety on the network (page 15)
- Summary of conditions of road and maintenance (page 16)
- Roadside advertising (page 17)
- Experience of congestion (page 18)
- Driving behaviour through roadworks and safety at roadworks (page 19)
- Summary tables (page 20)

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

In tables and charts shown in this report, percentages may total more than 100%; when this is so it is either due to rounding or because respondents were able to give more than one answer to the question. Throughout the analysis, an asterisk (\*) is used if a proportion is more than zero but less than 1%. Analysis by Socio-Economic Group (SEG) is referred to where appropriate. Note that for trend analysis, respondents who 'did not notice' are not included.

Reference is made to specific year numbers within the report. This reflects the Highways England year running from April to March and starts from Year 1 in 2006/07. The current year is Year 10 which runs from April 2015 to March 2016.

For more information, please contact the Customer, Stakeholder and Partnership Team.

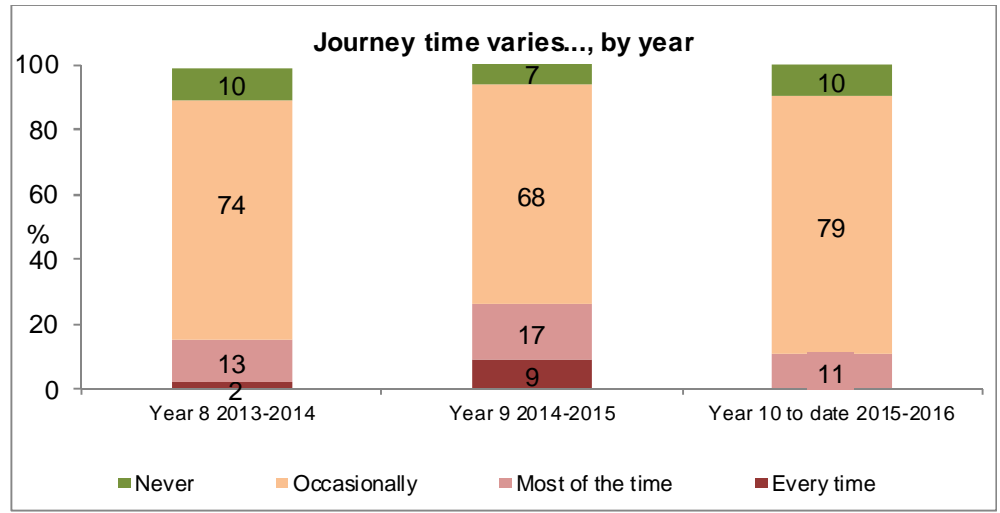
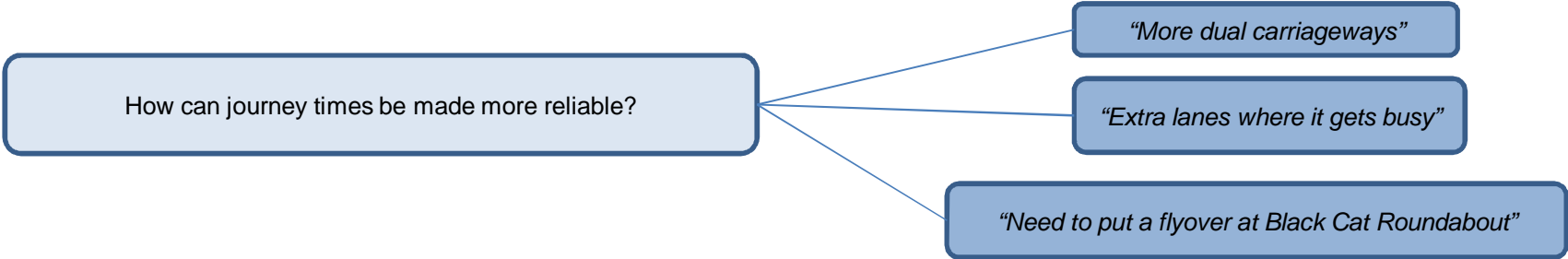


## Reliability of Journeys

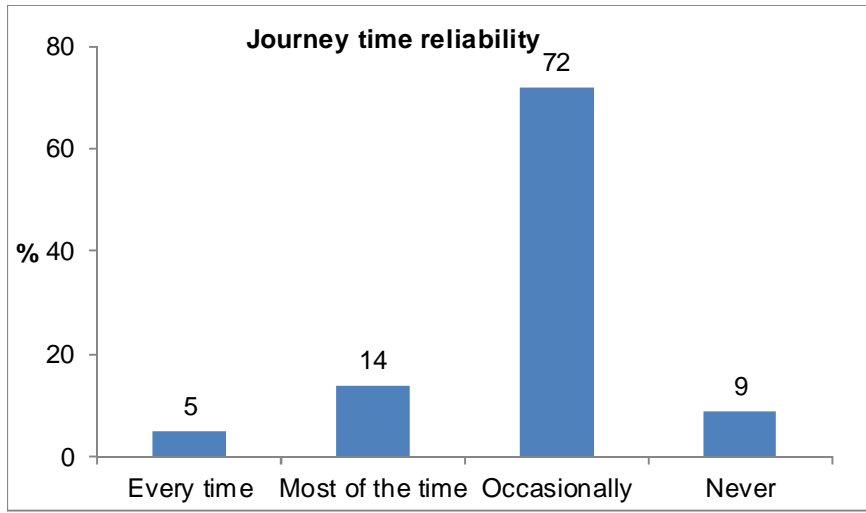
Respondents were asked whether they make a regular journey on Highways England roads; 50% of users said they did. By subgroup for whether they make a regular journey:

- Respondents in the 35-59 age group were significantly more likely to make a regular journey than those aged 17-34 and 60+ (61% compared to 42% and 36% respectively)
- Those driving were more likely to make a regular journey than those who did not (58% compared to 13%);
- Those driving over 10,000 per year were significantly more likely to make a regular journey than those driving 10,000 miles or less (79% compared to 48%).

Nineteen percent of those who make a regular journey frequently experienced variations in journey time (every time or most of the time). By year there has been no significant change in the proportion of regular journeys never varying.



Base: Y8 13-14 (195); Y9 14-15 (180); Y10 to date 15-16 (90)  
 Does the journey time vary each time you make this trip? (Prompted)



Base: 111 (Those making a regular journey)  
 Does the journey time vary each time you make this trip? (Prompted) One respondent did not answer

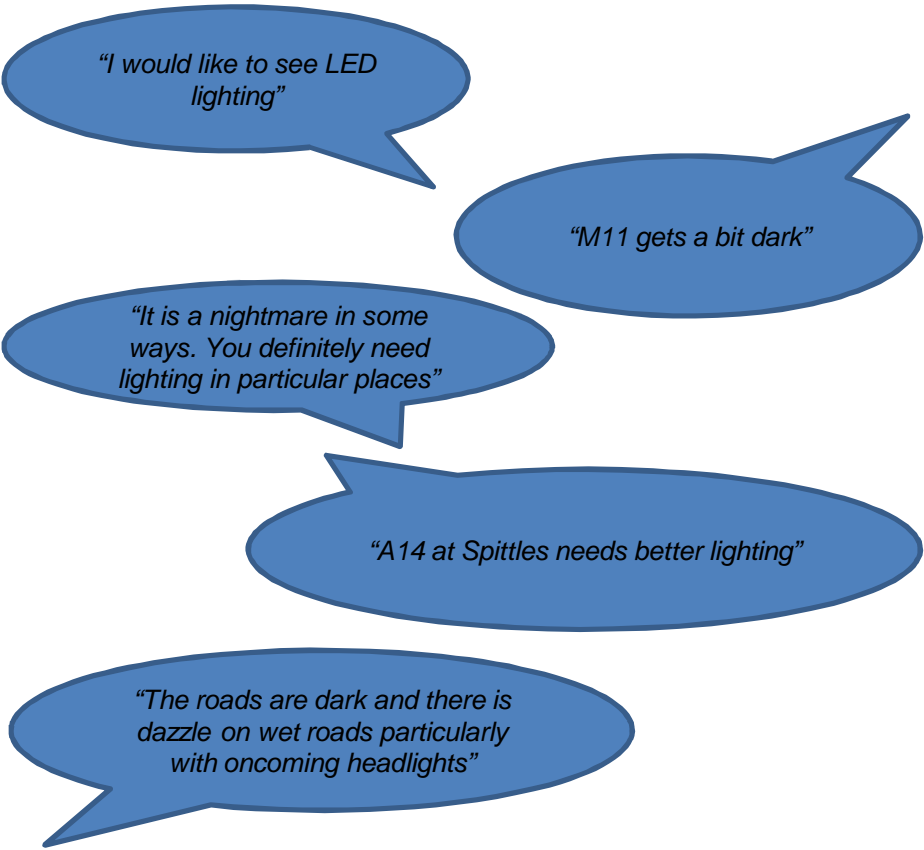
**Area Specific Question**  
**Satisfaction with Lighting**

From January 2014, respondents in Area 8 have been asked about lighting and were asked how satisfied they are with it. Eighty three percent of respondents were satisfied (42% very satisfied, 41% fairly satisfied) with the lighting in Area 8. By sub-group:

- Drivers were more likely than non-drivers to be satisfied with the lighting on the roads in Area 8 (88% compared to 61%);
- Males were also more likely than females to be satisfied with the lighting (86% compared to 80%);

The respondents who were dissatisfied were asked why this was and some responses are included below.

**Reasons for dissatisfaction with lighting in area 8**



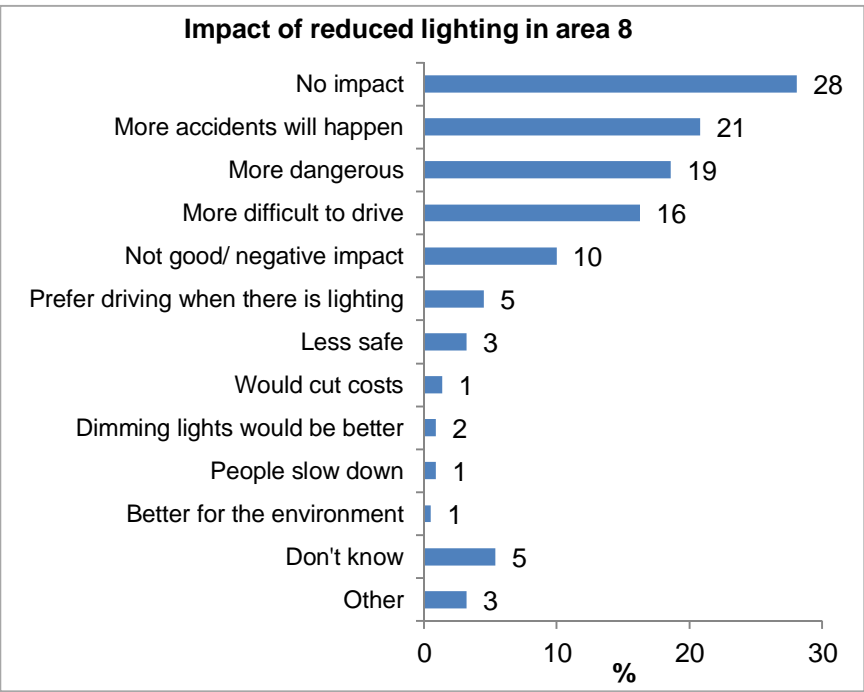
“I would like to see LED lighting”

“M11 gets a bit dark”

“It is a nightmare in some ways. You definitely need lighting in particular places”

“A14 at Spittles needs better lighting”

“The roads are dark and there is dazzle on wet roads particularly with oncoming headlights”



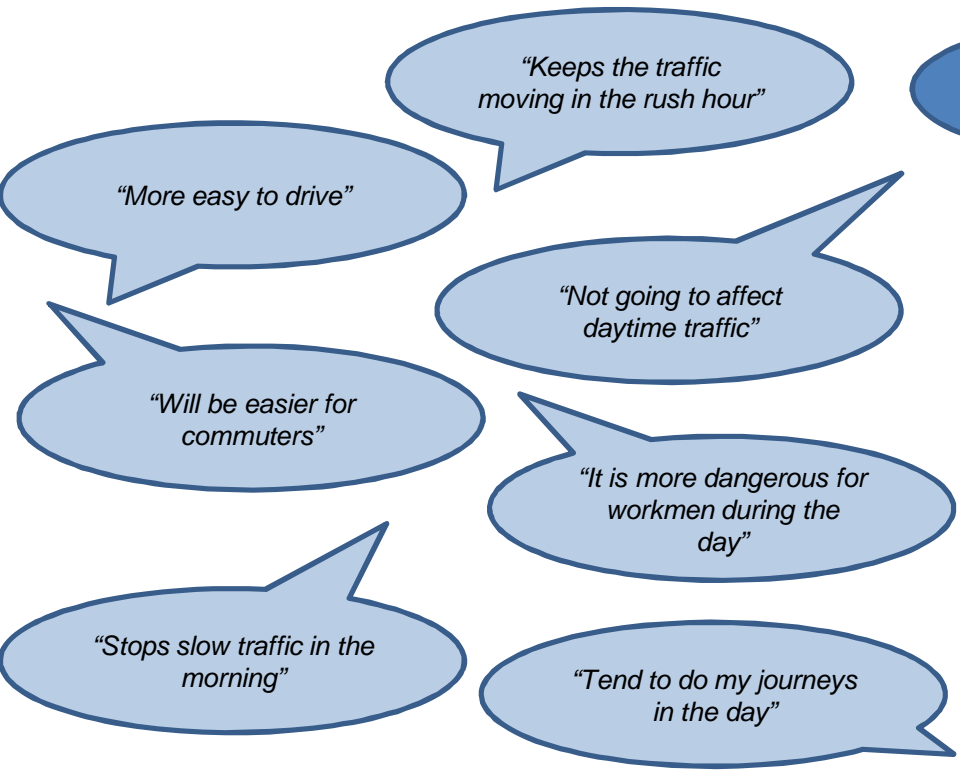
Base:222  
 If the lighting on the Highways Agency motorways and trunk roads in this area were to be reduced (either by dimming the lights, reducing the hours the lights are on for or switching the lights off entirely), what impact do you think this would have? (Unprompted)  
 Respondents could give more than one answer

**Area Specific Questions**  
**Road Closures**

Respondents in Area 8 were asked if roadworks were necessary, would they prefer them to be completed over a shorter duration of time (e.g. 6 weeks of daytime roadworks) or a longer duration of overnight roadworks (e.g. 12 weeks of overnight works). Three quarters (75%) of respondents said they would prefer a longer duration of roadworks. By sub-group:

- Drivers were more likely to want a longer duration of roadworks overnight compared to non-drivers (77% compared to 68%); and
- Females were more likely than males to want a longer duration of roadworks overnight compared to males (78% to 72%).

**Longer duration of roadworks (e.g. 12 weeks of overnight roadworks)**



“More easy to drive”

“Keeps the traffic moving in the rush hour”

“Not going to affect daytime traffic”

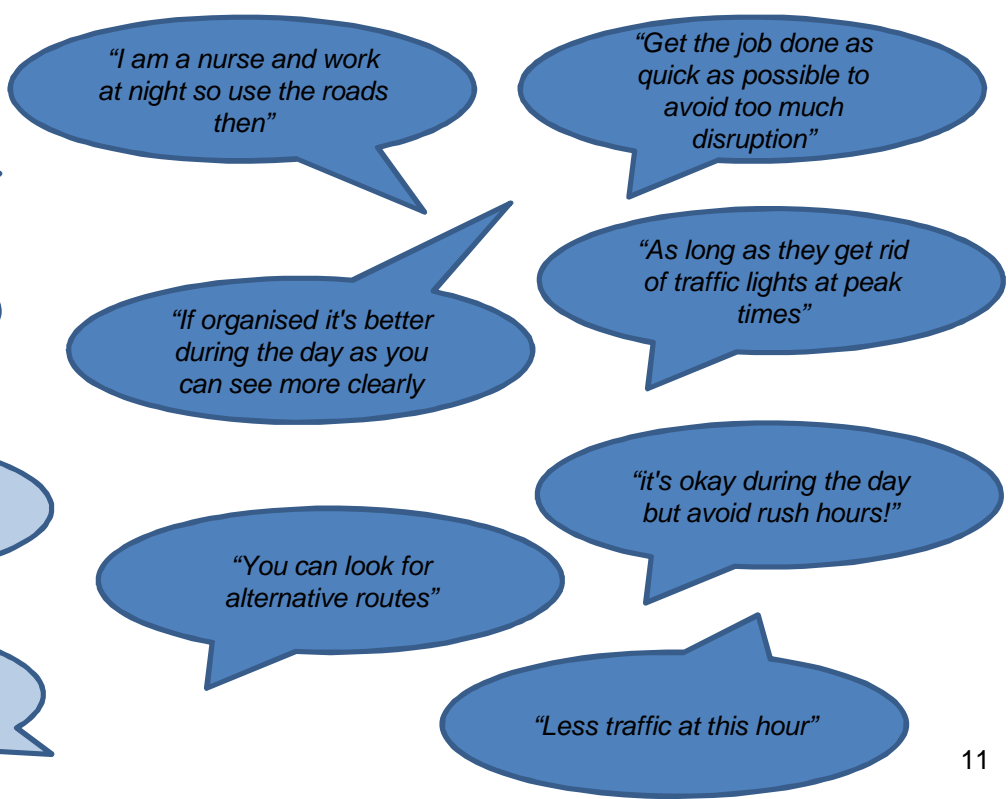
“Will be easier for commuters”

“It is more dangerous for workmen during the day”

“Stops slow traffic in the morning”

“Tend to do my journeys in the day”

**Shorter duration of roadworks (e.g. 6 weeks of daytime roadworks)**



“I am a nurse and work at night so use the roads then”

“Get the job done as quick as possible to avoid too much disruption”

“As long as they get rid of traffic lights at peak times”

“If organised it’s better during the day as you can see more clearly”

“You can look for alternative routes”

“it’s okay during the day but avoid rush hours!”

“Less traffic at this hour”

**Area specific questions**

**Overall Satisfaction**

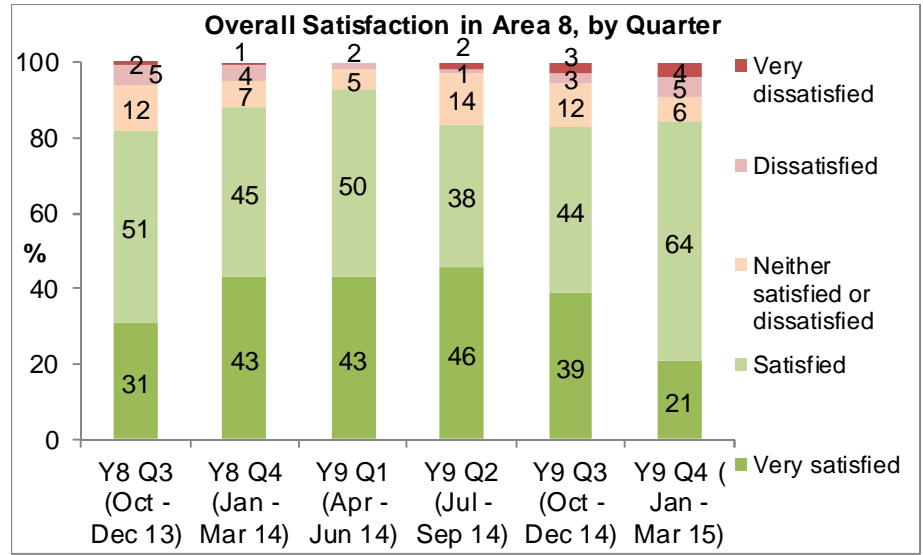
Since October 2013, respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 8.

In the current reporting period six months, the majority (85%) of respondents were either very satisfied (38%) or satisfied (46%).

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

By subgroup:

- Infrequent users of the network were more likely to be satisfied than frequent users (89% compared to 81%);
- Drivers were more satisfied than non-drivers (86% compared to 76%).



Base: Year 8 2013-14 (223); Year 9 2014-15 (444); Year 10 to date 2015-16 (184)  
 How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Unprompted)

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

- "I'm ok as I don't get in the queues like I used to" (Female, 45-54)
- "They have been updated on a regular basis" (Male, 55-59)
- "They are normally all running smooth. Smooth road surface." (Male, 20-24)
- "I feel the roads are kept to their best, just unhappy with potholes" (Female, 55-59)
- "Don't have any problems apart from peak time traffic, which I allow for" (Male, 25-34)

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

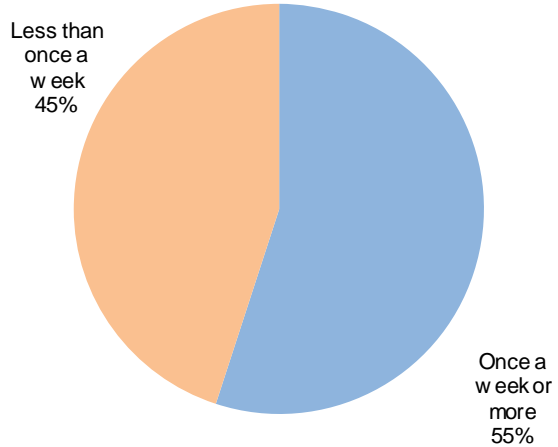
- "The speed cameras on A14 cause accidents and unnecessary holdups" (Female, 35-44)
- "The junction near Mill Lane onto the A1 is dangerous" (Female, 60-64)
- "I often get stuck in traffic on my way to work" (Male, 25-34)
- "Potholes and general surface maintenance" (Female, 55-59)
- "Always busy outside Cambridge" (Female, 45-54)

### Frequency of road use

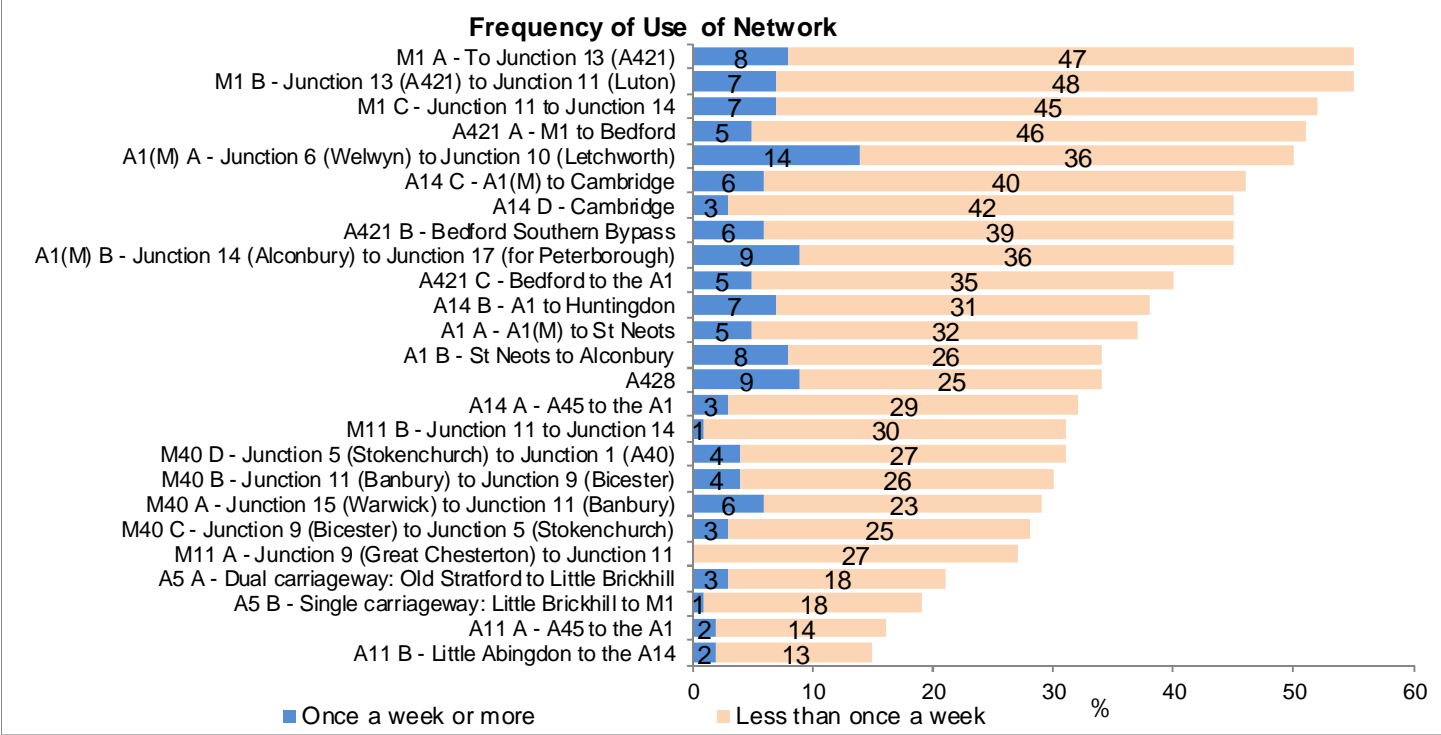
Respondents were asked how often they travelled on Highways England roads in Area 8. Fifty five percent of respondents stated they travelled on Highways England roads at least once a week (frequent users).

The chart shows the roads by frequency of use. Overall 55% used the M1 (To Junction 13) and a further 55% used the M1 (Junction 13 (A421) to Junction 11 (Luton)).

Frequency of Network Use



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



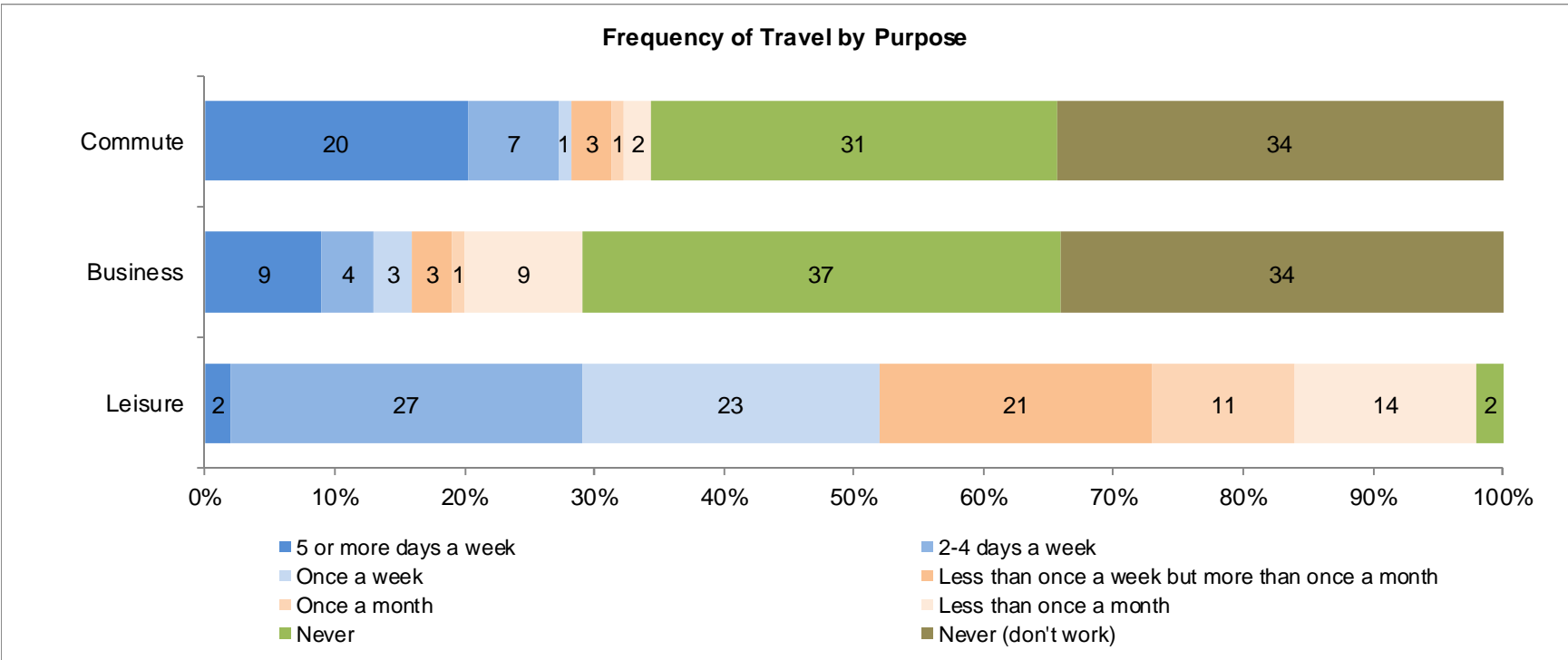
Base: 222 for each road  
How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

### Journey Purpose

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

- 34% of respondents used roads for commuting, 31% worked but did not commute;
- 29% of respondents used roads for business purposes, 37% worked but did not; and
- All but 2% used the roads for other purposes.

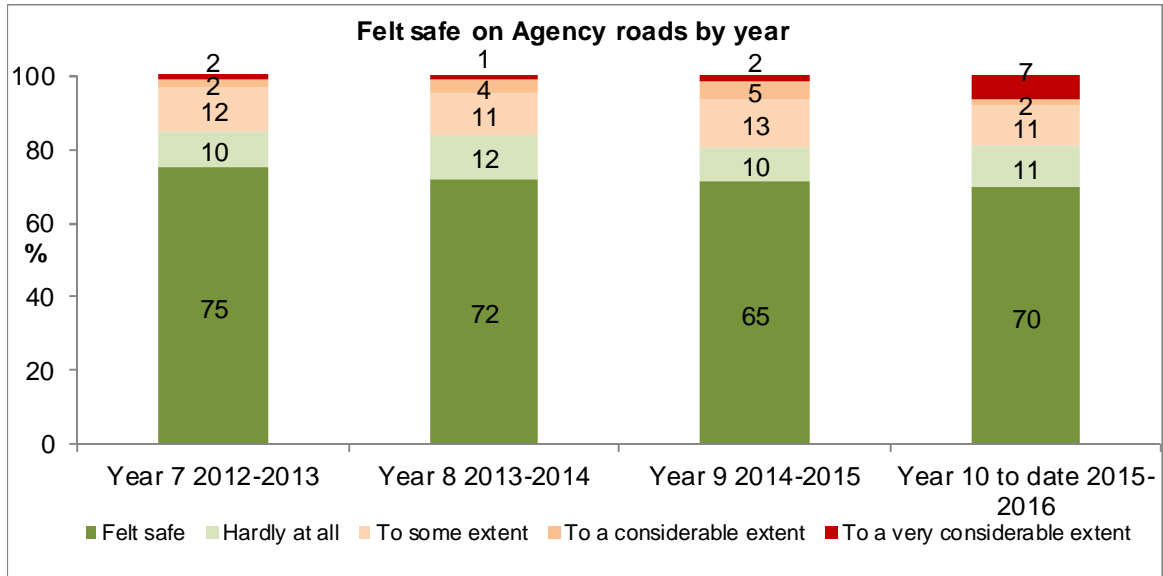
Analysis by sub-group did not show any variations across the categories.



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

### Safety

- ✓ In the current reporting period, 67% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (74% compared to 60% in the current reporting period); Younger people (aged 17-34) were more likely to feel safe than those aged 35 and over (71% compared to 60% of respondents aged 60 or more);
- ✓ Non-drivers were more likely to feel safe than drivers (71% felt safe compared to 66%) as were infrequent users compared to frequent (72% felt safe compared to 63%);
- ✓ The most common reason for feeling unsafe continued to be other peoples driving (37% of those that felt unsafe), followed by volume of traffic (28%);
- ✓ \*Slightly decreasing trend in respondents feeling safe since Year 7 (2012-13).



Base = Year 7 2012-13=435, Year 8 2013-14 =443, Year 9 2014-15=444, Year 10 to date 2015-16=184  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

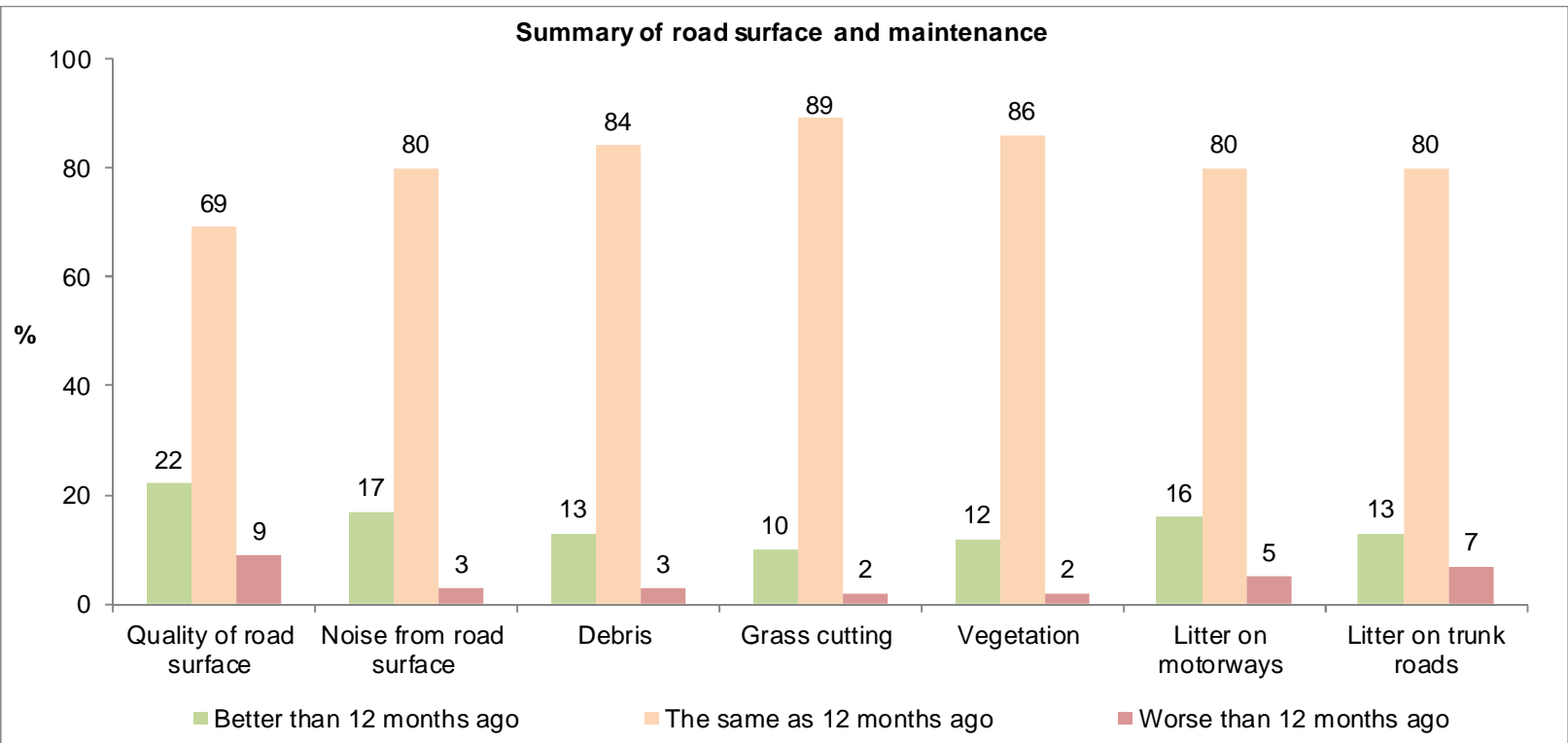
Road	Users of the road	Felt unsafe to some extent or more	
		N	%
M1 A	123	3	2
M1 B	122	7	6
M1 C	116	9	8
A421 A	114	2	2
A1(M) A	110	4	4
A14 C	102	9	9
A14 D	101	7	7
A421 B	100	0	0
A1(M) B	98	0	0
A421 C	90	3	3
A14 B	83	5	6
A1 A	82	3	4
A1 B	76	6	8
A428	76	4	5
A14 A	72	5	7
M11 B	69	2	3
M40 D	67	6	9
M40 B	66	1	2
M40 A	65	4	6
M11 A	61	2	3
M40 C	61	0	0
A5 A	49	1	2
A5 B	39	0	0
A11 A	36	2	6
A11 B	33	1	3

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

### 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 less likely to say the vegetation was less overgrown than 12 months ago compared to those driving less miles (8% compared to 15%); 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 (16% compared to 6%).

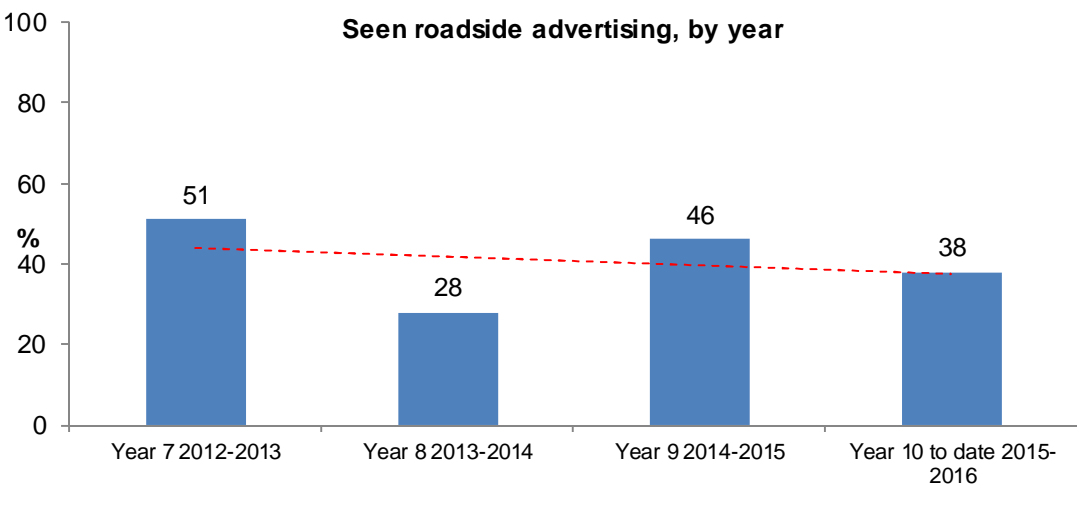


Base: Quality of surfaces (216); Noise (211); Debris (210); Grass Cutting (206); Vegetation (199); Litter on motorways (211); Litter on trunk roads (212) Thinking about Highways England roads that you have used in this area over the last 12 months, do you think \_\_\_\_\_ are/is...



### Roadside advertising

- ✓ In the current reporting period, 43% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (48% to 18%);
- ✓ Males were also more likely to have seen advertising than females (51% compared to 36%);
- ✓ The M1 (Junction 13 (A421) to Junction 11 (Luton)) was the road reported by the most respondents for seeing road advertising on them;
- ✓ Of those seeing roadside advertising, 70% said they were not bothered by them;
- ✓ \*Proportions of respondents seeing roadside advertising has fluctuated by year but there has been an overall decrease since reporting began in Year 7 2012-2013 from 51% to 38% in Year 10 to date 2015-2016.



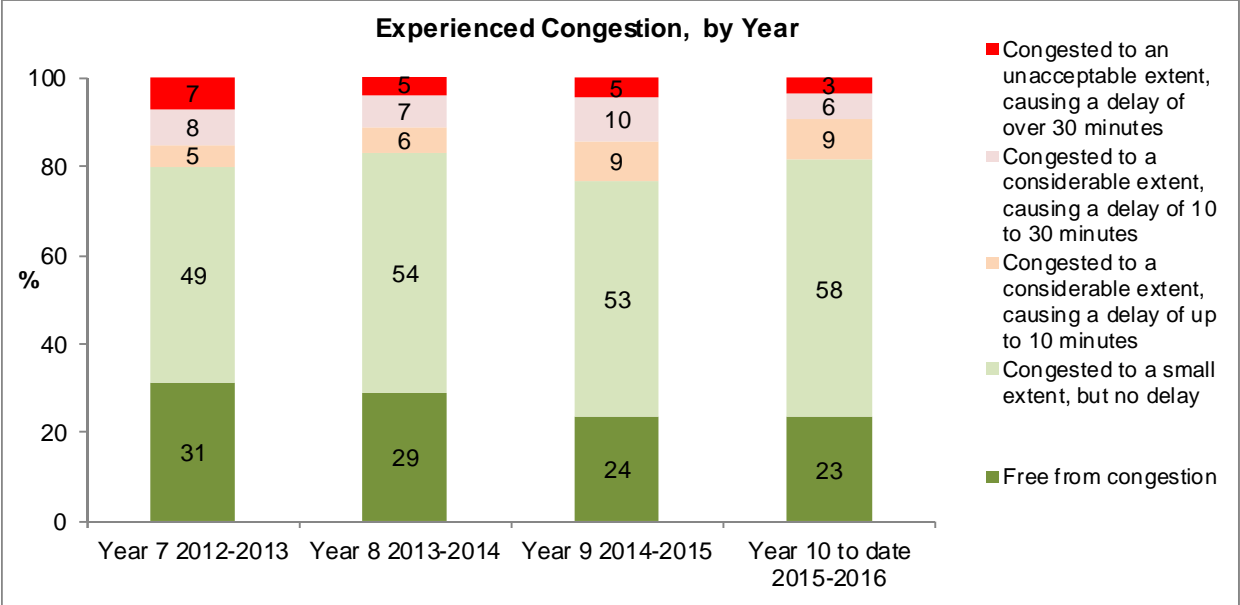
Base = Y7 12-13 (434), Y8 13-14 (443), Y9 14-15 (444), Y10 15-16 (184).  
 Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?

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

Road	Users of the road	Where roadside advertising reported	
		N	%
M1 A	123	25	20
M1 B	122	30	25
M1 C	116	20	17
A421 A	114	4	4
A1(M) A	110	5	5
A14 C	102	4	4
A14 D	101	2	2
A421 B	100	4	4
A1(M) B	98	8	8
A421 C	90	2	2
A14 B	83	3	4
A1 A	82	1	1
A1 B	76	3	4
A428	76	1	1
A14 A	72	2	3
M11 B	69	1	1
M40 D	67	7	10
M40 B	66	7	11
M40 A	65	10	15
M11 A	61	1	2
M40 C	61	1	2
A5 A	49	3	6
A5 B	39	0	0
A11 A	36	0	0
A11 B	33	1	3

### Congestion

- ✓ In the current reporting period 78% of respondents experienced congestion on Highways England roads and 23% experienced congestion which resulted in a delay;
- ✓ Drivers were more likely to have experienced congestion than non-drivers (80% compared to 66%);
- ✓ Those travelling on Highways England roads more than once a week were more likely to have experienced congestion than those who travel less (83% compared to 72%);
- ✓ The M1 (Junction 11 (Luton) to Junction 6a (M25)) and A14 (Cambridge) were the roads reported by the highest proportion of users as being congested (11% and 10% respectively); and
- ✓ Increase in the proportions of respondents experiencing congestion on Highways England roads since Year 7 (2012-13)



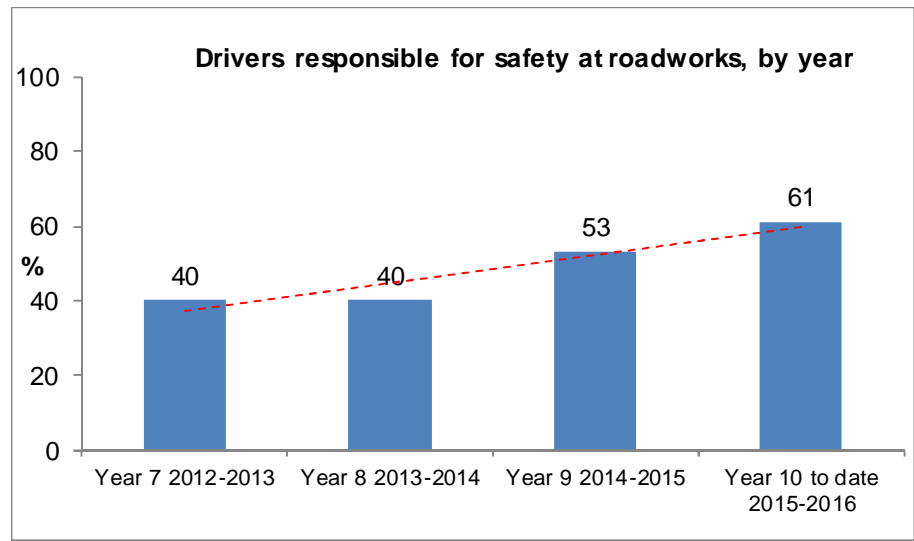
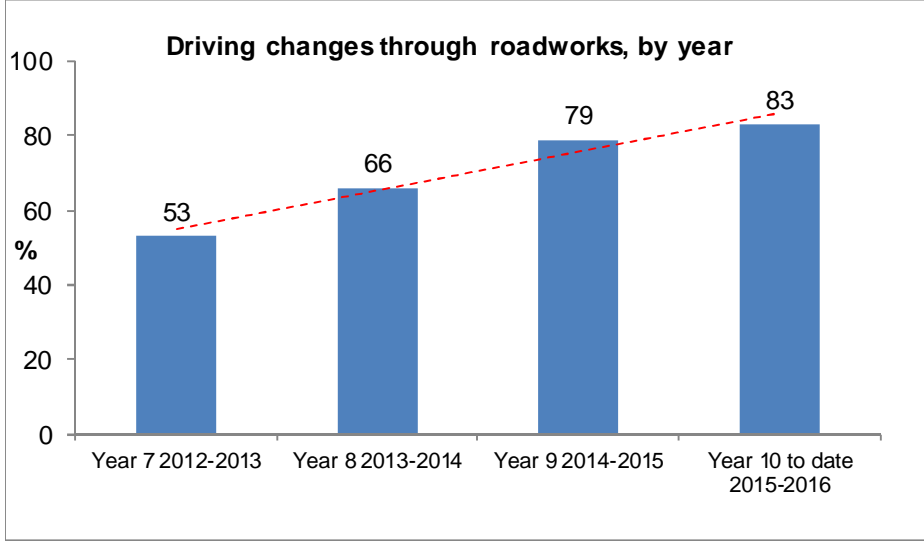
Base = Y7 12-13 (434), Y8 13-14 (443), Y9 14-15 (444), Y10 15-16 to date (184)  
 Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?

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

Road	Users of the road	Delayed by congestion %	N
M1 A	123	5	4
M1 B	122	7	6
M1 C	116	11	9
A421 A	114	1	1
A1(M) A	110	1	1
A14 C	102	8	8
A14 D	101	10	10
A421 B	100	0	0
A1(M) B	98	1	1
A421 C	90	1	1
A14 B	83	6	7
A1 A	82	7	9
A1 B	76	5	7
A428	76	2	3
A14 A	72	2	3
M11 B	69	0	0
M40 D	67	3	4
M40 B	66	0	0
M40 A	65	5	8
M11 A	61	1	2
M40 C	61	1	2
A5 A	49	2	4
A5 B	39	0	0
A11 A	36	1	3
A11 B	33	1	3

### Driving behaviour through roadworks

- ✓ In the current reporting period, overall 84% 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 81%);
- ✓ Sixty one percent of all respondents said drivers should be ensuring safe travel through roadworks. By sub-group:
  - ✓ Drivers were more likely to think Highways England are responsible for safety compared to non-drivers (34% compared to 5%);
  - ✓ Frequent users were more likely to think it was non-drivers' responsibility than infrequent users (71% compared to 54%).
- ✓ 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 (384), Y8 13-14 (349), Y9 14-15 (361); Y10 15-16 to date (156).  
 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 (435), Y8 13-14 (443), Y9 14-15 (437), Y10 15-16 to date (184).  
 Who do you think should be ensuring drivers travel safely through roadworks?

## Summary Tables

		Current Report	Base	Change from previous Six Month period	Last Report	Base	Average All Areas	Difference from National Average
<b>Drivers</b>		<b>83%</b>	222	3%	<b>80%</b>	223	<b>81%</b>	2%
<b>Business Drivers (drivers only)</b>		<b>22%</b>	184	-3%	<b>25%</b>	179	<b>30%</b>	-8%
<b>Frequent Users (use Agency roads once a week or more)</b>		<b>55%</b>	222	8%	<b>47%</b>	223	<b>57%</b>	-2%
<b>Travel as...</b>	<b>Car / Van Driver</b>	<b>80%</b>	222	6%	<b>74%</b>	223	<b>78%</b>	2%
	<b>Passenger in a car or van</b>	<b>41%</b>	222	1%	<b>40%</b>	223	<b>42%</b>	-1%
<b>Felt safe on the network</b>		<b>67%</b>	222	● -3%	<b>70%</b>	223	<b>62%</b>	● 5%
<b>Felt unsafe on the network</b>		<b>33%</b>	222	● 3%	<b>30%</b>	223	<b>38%</b>	● -5%
	Felt unsafe: Hardly at all	<b>32%</b>	74	● -1%	<b>33%</b>	66	<b>29%</b>	● 3%
	Felt unsafe: To a considerable extent	<b>28%</b>	74	● 8%	<b>20%</b>	66	<b>19%</b>	● 9%
	Felt unsafe: Due to other people's driving	<b>37%</b>	74	-12%	<b>49%</b>	66	<b>51%</b>	-14%
<b>Road surface quality:</b>	Better than 12 months ago	● <b>22%</b>	216	5%	<b>17%</b>	205	<b>16%</b>	6%
	Worse than 12 months ago	<b>9%</b>	216	1%	<b>8%</b>	205	<b>23%</b>	-14%
<b>Road surface noise:</b>	Better than 12 months ago	● <b>17%</b>	211	3%	<b>14%</b>	198	<b>9%</b>	8%
	Worse than 12 months ago	<b>3%</b>	211	-5%	<b>8%</b>	198	<b>11%</b>	-8%
<b>Grass cutting:</b>	Better than 12 months ago	● <b>10%</b>	206	5%	<b>5%</b>	191	<b>9%</b>	1%
	Worse than 12 months ago	<b>2%</b>	206	-1%	<b>3%</b>	191	<b>9%</b>	-7%
<b>Vegetation:</b>	Less overgrown than 12 months ago	● <b>12%</b>	199	7%	<b>5%</b>	197	<b>8%</b>	4%
	More overgrown than 12 months ago	<b>2%</b>	199	-1%	<b>3%</b>	197	<b>10%</b>	-8%
<b>Debris:</b>	Better than 12 months ago	● <b>13%</b>	210	7%	<b>6%</b>	189	<b>12%</b>	1%
	Worse than 12 months ago	<b>3%</b>	210	-2%	<b>5%</b>	189	<b>9%</b>	-6%
<b>Litter on Motorways:</b>	Better than 12 months ago	● <b>16%</b>	211	9%	<b>7%</b>	207	<b>13%</b>	3%
	Worse than 12 months ago	<b>5%</b>	211	0%	<b>5%</b>	207	<b>10%</b>	-5%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	● <b>13%</b>	212	8%	<b>5%</b>	198	<b>11%</b>	2%
	Worse than 12 months ago	<b>7%</b>	212	2%	<b>5%</b>	198	<b>11%</b>	-4%

## Summary Tables

	Current Report	Base	Change from previous Six Month period	Last Report	Base	Average All Areas	Difference from National Average
<b>Responsibility for litter seen</b>							
Highways Agency	22%	222	● -9%	31%	220	24%	● -2%
Local Council/Local Authority	31%	222	● 1%	30%	220	21%	● 10%
People travelling on the network	43%	222	● 5%	38%	220	55%	● -12%
<b>Satisfied/very satisfied with permanent road signs</b>	<b>84%</b>	<b>222</b>	● 0%	<b>84%</b>	<b>223</b>	<b>88%</b>	● -4%
<b>Dissatisfied/very dissatisfied with permanent road signs</b>	<b>1%</b>	<b>222</b>	● -1%	<b>2%</b>	<b>223</b>	<b>3%</b>	● -2%
<b>Seen one or more temporary road signs</b>	<b>49%</b>	<b>222</b>	● 2%	<b>47%</b>	<b>223</b>	<b>64%</b>	● -15%
<b>Satisfied/very satisfied with temporary road signs</b>	<b>88%</b>	<b>108</b>	● 6%	<b>82%</b>	<b>104</b>	<b>85%</b>	● 3%
<b>Dissatisfied/very dissatisfied with temporary road signs</b>	<b>3%</b>	<b>108</b>	● -5%	<b>8%</b>	<b>104</b>	<b>7%</b>	● -4%
<b>Travelled through roadworks recently</b>	<b>58%</b>	<b>222</b>	● 0%	<b>58%</b>	<b>223</b>	<b>70%</b>	● -12%
Saw signs giving reason for the work	76%	128	● 1%	75%	130	60%	● 16%
Saw no signs giving reason for the work	12%	128	● -3%	15%	130	18%	● -6%
Signs through the roadworks provided enough information	74%	128	● 3%	71%	118	71%	● 3%
Signs through the roadworks did not provide enough information	6%	128	● -9%	15%	118	20%	● -14%
<b>Passed roadworks when no one was working</b>	<b>52%</b>	<b>128</b>	● 2%	<b>50%</b>	<b>130</b>	<b>61%</b>	● -9%
<b>Seen roadside advertising</b>	<b>43%</b>	<b>222</b>	● -2%	<b>45%</b>	<b>223</b>	<b>59%</b>	● -16%
Not bothered by roadside advertising	70%	96	● 13%	57%	101	54%	● 16%
<b>Experienced congestion on Agency roads</b>	<b>78%</b>	<b>222</b>	● 0%	<b>78%</b>	<b>223</b>	<b>80%</b>	● -2%
with delay	23%	222	● -3%	26%	223	38%	● -15%
<b>Agency roads impacted on ability to move safely (n=2)</b>							
To some extent or more as a Pedestrian (n=0)	0%	222	● -2%	2%	223	3%	● -3%
To some extent or more as a Cyclist (n=2)	1%	222	● -1%	2%	223	3%	● -2%
To some extent or more as a Horse Rider (n=0)	0%	222	● -1%	1%	223	1%	● -1%

### Summary Tables

		Current Report	Base	Change from previous Six Month period	Last Report	Base	Average All Areas	Difference from National Average
<b>Red X VMS Meaning</b>	Lane closed/ no entry	71%	222	-11%	82%	223	N/A	N/A
<b>Action taken</b>	Change lanes/ avoid lanes	83%	222	-3%	86%	222	N/A	N/A
<b>Illegal to travel in</b>	Yes it is illegal	53%	222	● -1%	54%	223	61%	● -8%
<b>Seen VMS</b>		89%	222	7%	82%	223	81%	8%
<b>VMS Useful/ Very useful</b>		94%	197	● 8%	86%	222	91%	3%
<b>VMS</b>	Better than 12 months ago	● 19%	178	-35%	54%	223	22%	-3%
	Worse than 12 months ago	2%	178	0%	2%	177	3%	-1%
<b>Small scale roadworks</b>								
	Received enough information	82%	222	● -1%	83%	223	N/A	N/A
<b>Satisfaction with lighting (Satisfied/ very satisfied)</b>		83%	222	● 8%	75%	223	N/A	N/A
<b>Regular journey in Area 8</b>		50%	222	10%	40%	223	N/A	N/A
<b>Journey time varies never/occasionally</b>		81%	111	● 1%	80%	89	N/A	N/A
<b>Overall satisfaction</b>								
	Fairly satisfied/very satisfied	85%	222	● 1%	84%	223	85%	● 0%
	Fairly dissatisfied/very dissatisfied	5%	222	● -1%	6%	223	5%	● 0%
<b>Driving changes when travelling through roadworks</b>		84%	184	● 7%	77%	179	85%	● -1%
	Slow down	85%	155	● 2%	83%	137	81%	● 4%
<b>Changes due to: Roadworkers</b>		14%	155	-3%	17%	136	24%	-10%
<b>Drivers themselves should ensure safe driving</b>		61%	222	2%	59%	218	62%	-1%
<b>Highways Agency should ensure safe driving</b>		29%	222	● -10%	39%	218	33%	● -4%
<b>Police should ensure safe driving</b>		22%	222	-5%	27%	218	25%	-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		Standard of grass cutting is poor		Vegetation is overgrown		Seen debris		Where litter reported		Where roadside advertising reported		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M1 A - To Junction 13 (A421)	123	3	2	7	6	8	7	0	0	0	0	2	2	2	2	25	20	5	4
M1 B - Junction 13 (A421) to Junction 11 (Luton)	122	7	6	11	9	6	5	2	2	1	1	6	5	4	3	30	25	7	6
M1 C - Junction 11 to Junction 14	116	9	8	9	8	6	5	2	2	1	1	5	4	5	4	20	17	11	9
A421 A - M1 to Bedford	114	2	2	1	1	3	3	0	0	0	0	1	1	0	0	4	4	1	1
A1(M) A - Junction 6 (Welwyn) to Junction 10 (Letchworth)	110	4	4	2	2	1	1	1	1	1	1	5	5	4	4	5	5	1	1
A14 C - A1(M) to Cambridge	102	9	9	3	3	0	0	0	0	0	0	1	1	3	3	4	4	8	8
A14 D - Cambridge	101	7	7	0	0	1	1	0	0	0	0	1	1	3	3	2	2	10	10
A421 B - Bedford Southern Bypass	100	0	0	2	2	2	2	0	0	0	0	1	1	0	0	4	4	0	0
A1(M) B - Junction 14 (Alconbury) to Junction 17 (for Peterborough)	98	0	0	0	0	0	0	0	0	0	0	1	1	2	2	8	8	1	1
A421 C - Bedford to the A1	90	3	3	1	1	1	1	0	0	0	0	1	1	0	0	2	2	1	1
A14 B - A1 to Huntingdon	83	5	6	1	1	0	0	0	0	0	0	2	2	3	4	3	4	6	7
A1 A - A1(M) to St Neots	82	3	4	1	1	1	1	0	0	0	0	2	2	6	7	1	1	7	9
A1 B - St Neots to Alconbury	76	6	8	2	3	1	1	0	0	0	0	3	4	4	5	3	4	5	7
A428	76	4	5	3	4	3	4	1	1	1	1	1	1	4	5	1	1	2	3
A14 A - A45 to the A1	72	5	7	2	3	0	0	0	0	0	0	1	1	3	4	2	3	2	3
M11 B - Junction 11 to Junction 14	69	2	3	0	0	0	0	0	0	0	0	1	1	2	3	1	1	0	0
M40 D - Junction 5 (Stokenchurch) to Junction 1 (A40)	67	6	9	7	10	5	7	1	1	2	3	1	1	3	4	7	10	3	4
M40 B - Junction 11 (Banbury) to Junction 9 (Bicester)	66	1	2	0	0	0	0	1	2	0	0	2	3	0	0	7	11	0	0
M40 A - Junction 15 (Warwick) to Junction 11 (Banbury)	65	4	6	4	6	0	0	0	0	1	2	3	5	3	5	10	15	5	8
M11 A - Junction 9 (Great Chesterton) to Junction 11	61	2	3	0	0	0	0	0	0	0	0	1	2	1	2	1	2	1	2
M40 C - Junction 9 (Bicester) to Junction 5 (Stokenchurch)	61	0	0	2	3	2	3	0	0	0	0	2	3	1	2	1	2	1	2
A5 A - Dual carriageway: Old Stratford to Little Brickhill	49	1	2	2	4	2	4	3	6	4	8	3	6	2	4	3	6	2	4
A5 B - Single carriageway: Little Brickhill to M1	39	0	0	0	0	0	0	0	0	0	0	1	3	1	3	0	0	0	0
A11 A - A45 to the A1	36	2	6	0	0	0	0	0	0	0	0	1	3	1	3	0	0	1	3
A11 B - Little Abingdon to the A14	33	1	3	0	0	0	0	0	0	0	0	1	3	1	3	1	3	1	3

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



<b>Report Title:</b>	18 - Area 8 March - August 2015 Report	
<b>Date of Issue:</b>	25 <sup>st</sup> September 2015	
<b>Prepared by:</b>	Jodie Knight	AECOM House 179 Moss Lane Altrincham WA15 8FH
<b>Reviewed / Approved by:</b>	Cath Farrugia Christine Johnson	
<b>Data File</b>	Area 8 MTD file May 06 – February 2014 Area 8 MTD file March 2014 – August 2015	
<b>Status</b>	Unweighted	
<b>Base Cases</b>	222	



**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.