

Area 3 ROAD USERS' SATISFACTION SURVEY

February – July 2015

Report 18

Prepared for Highways England by AECOM



Contents

SUMMARY: HEADLINES	3
SUMMARY: AREA 3 HEADLINES (COMPARISON TO PREVIOUS REPORT)	5
SUMMARY: INFORMATION ABOUT RESPONDENTS	6
INTRODUCTION	8
AREA SPECIFIC QUESTIONS	9
FREQUENCY OF TRAVEL	15
FURTHER ANALYSIS	17

Introduction

218 people were interviewed in Area 3 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 increased from 78% to 85% since last reporting period
- Females more satisfied than males (87% compared to 83%)
- Drivers more satisfied than non-drivers (85% compared to 77%)
- Upward trend in satisfaction reflected by upward trend in proportions feeling safe, and in spite of increase in congestion and decrease in journey reliability

Safety

- Increase in safety since last reporting period (from 51% feeling safe in the last report to 57%)
- Males more likely to feel safe than females (60% compared to 55%)
- 19% of users of A34 felt unsafe to some extent or more as did 16% on the M3
- Significant increase in respondents feeling unsafe due to other people's driving (from 62% up to 72%)

Roadworks

- Increase in respondents who have seen roadworks (77% up from 72%)
- Of those travelling through roadworks, there was an increase in people saying they have been provided with enough information through them (from 60% to 66%)

Litter

- Perceptions are that litter is worse than 12 months ago, on both motorways and trunk roads
- Drivers more likely than non-drivers to state drivers are responsible for litter (63% compared to 43%)
- 29% of users of A34 reported seeing litter

Red X

- Increase in respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 56% to 66%)
- Males more likely to know it was illegal to drive in a lane with a Red X above it (73% compared to 59%), as were drivers compared to non-drivers (71% compared to 40%)

Congestion/Reliability

- Proportions experiencing congestion increased since the last report (80% up to 83%)
- Drivers who drove over 10,000 miles more likely to have experienced congestion than those who travelled less than 10,000 miles (86% compared to 79%)
- 35% of users of M3 reported being delayed by congestion as did 26% of users of M27
- Journeys becoming less reliable: 6% 'never' change, down over last two years

Summary: Headlines
Did you know...

43% felt unsafe on Highways England roads recently...

"Caravans are poorly maintained. There should be a driving test and MOT for them"

68% had seen roadside advertising with 48% of these having a negative opinion about them...

"Unnecessary and shouldn't be advertising on roadside"

"Just don't think they should be there full stop"

19% felt unsafe on A34 and 16% on the M3...

"Lorries don't indicate when changing lanes" (A34)

"People hog the middle lane" (M3)

71% had seen temporary signs, of these 83% were satisfied...

"Signs up but no sign of any workmen or work being done, yet the signs have been up for months. People are now ignoring them"

"The information is out of date and too late to change route"

70% said their driving changed when travelling through roadworks with slowing down being the most common way...

"Drivers should use common sense"

"Slow down to lower speed limit"



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

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

Summary: Area 3 Headlines (Comparisons to last report (August 2014 to January 2015))

Safety: felt safe

Increase in proportions feeling safe from 51% to 57%

Base: 218

Quality of road surface

15% said worse than 12 months ago but 15% also said better

Base: 209

Vegetation

9% said less overgrown than 12 months ago but 7% said it was more overgrown

Base: 190

Grass Cutting

6% said better than 12 months ago although 5% said worse

Base: 188

Amount of litter (Trunk roads, users only)

20% said worse than 12 months ago, 8% said better

Base: 199

Amount of litter (motorways, users only)

17% said worse than 12 months ago but 11% said better

Base: 198

Temporary road signs

Similar proportions satisfied (83% compared to 84%)

Base: 155

Signs through roadworks

77% travelled through roadworks and 21% saw no signs, a decrease from 23%

Base: 218 / 167

Journey reliability/variation

Increase in those saying journey time varies every time or most of the time (from 33% to 44%)

Base: 102

6% stated journey time never changes compared to 14% last time

Base: 102

Congestion

Increase in respondents experiencing congestion (80% last time and 83% this)

Base: 218

Red X

66% indicated it was illegal to drive in a lane with red x, up from 56% last time

Base: 218

Roadwork safety

70% said their driving changed through roadworks

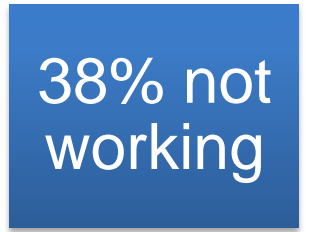
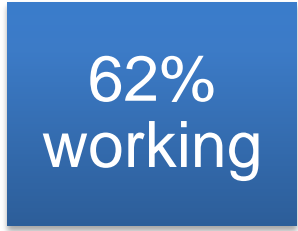
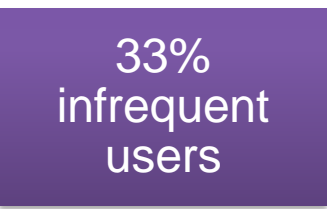
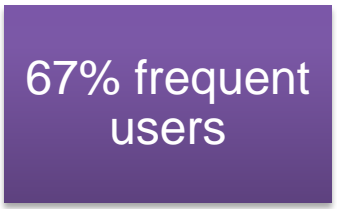
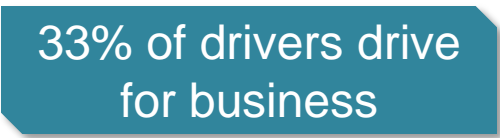
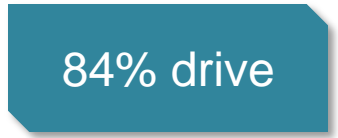
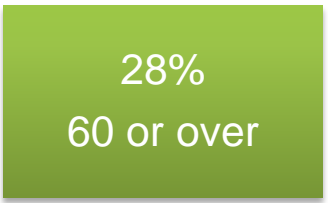
74% of these slowed down due to roadworks

26% said this was because of roadworkers

Base: 185 / 130

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

Information on respondents (Report 18)



Summary: Information on sampling approach

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

Respondents are **randomly selected to a quota set on age, gender and working status** to broadly represent the population of Area 3 using data collected in the 2011 Census.

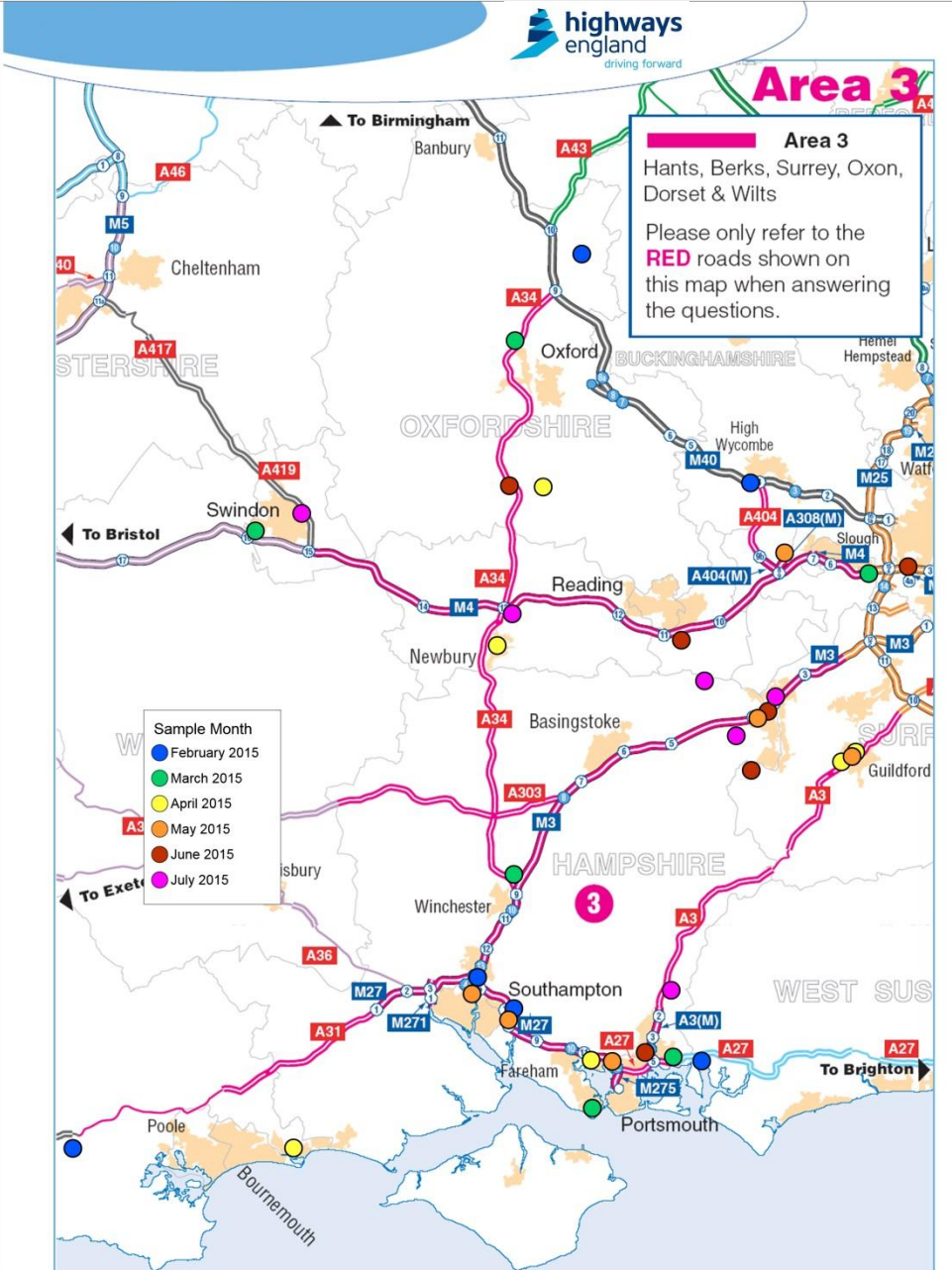
Respondents are only asked about roads in Area 3 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 3 roads.

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 3 (e.g. M27, Junction 8).

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

Outcome	Frequency
No one home	748
Refused	155
Out of quota	459
Interviews achieved	218

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 3 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 3
 - Ragwort (page 9)
 - Reliability of journeys (page 10)
 - Driver location signs (page 11)
- 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 Questions

Ragwort

Highways England is responsible for controlling ragwort on verges of their roads. All respondents were asked whether they had noticed whether there was any ragwort or not on the side of the roads; 30% of respondents stated that they had with 11% stating that there were some patches and 50% saying there were large amounts.

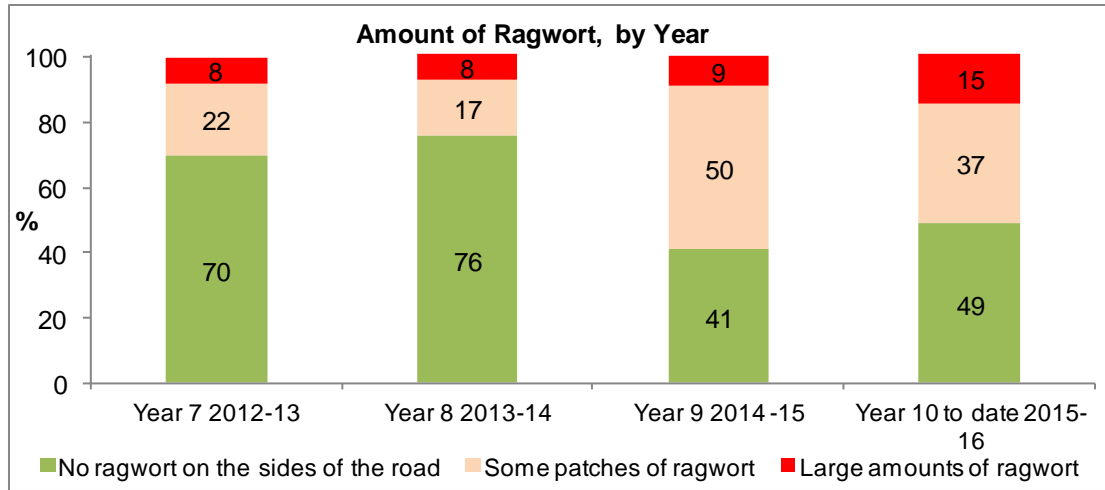
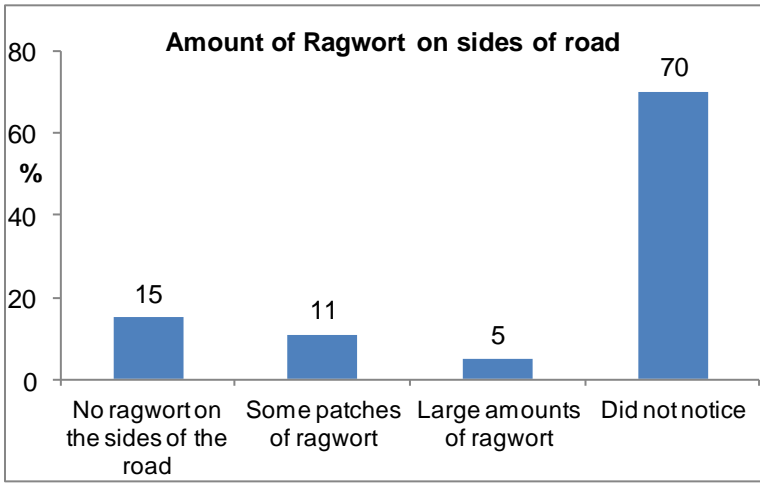
Respondents were asked to give more precise locations where they had seen ragwort. A selection are shown below with a full breakdown shown in the Appendix.

Up through Butser Hill	M27 Junction 2	A3 northbound from Guildford to London	Along the sides and on the top at Junction 11 of the M4
Towards the end of the M27 on the other side of Cadnam	The junction towards Basingstoke (A34)	M3 towards Ringwood southbound	Between Fareham and Portsmouth
Western end of A31	About a mile south of Marcham Interchange	A3 Petersfield to Liss on the left hand side	At Junction 13 of M4 around the Chieveley exit

Road	Frequency (n)
A34	10
M4	7
M27	4
A3	4
M3	4
A31	3
A27	2
A303	2
A3(M)	1
M271	0
A308(M)	0
A404(M)	0
M275	0
A404	0
Respondents	28

5 respondents did not answer

Please could you show me the roads where you have seen some patches/ large amounts of ragwort? (Unprompted)



Base: 218
Thinking about the Highways England roads that you have used in this area recently, would you say that there is ...? (Prompted)

Base: Y7 12-13 (161), Y8 13-14 (184), Y9 14-15 (134), Y10 to date 15-16 (41) Thinking about the Highways England roads that you have used in this area recently, would you say that there is...? (Prompted)

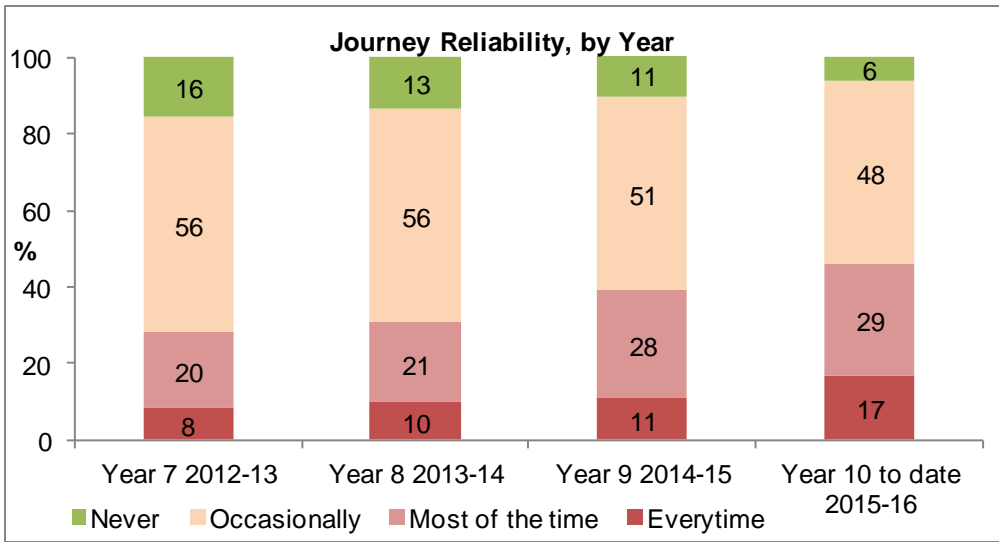
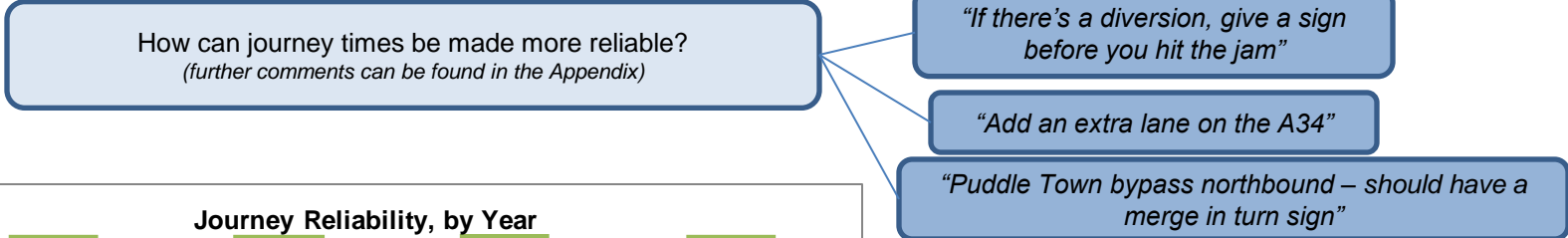
Reliability of Journeys

Respondents were asked whether they make a regular journey on Highways England roads; 47% said they did. By subgroup for whether they make a regular journey:

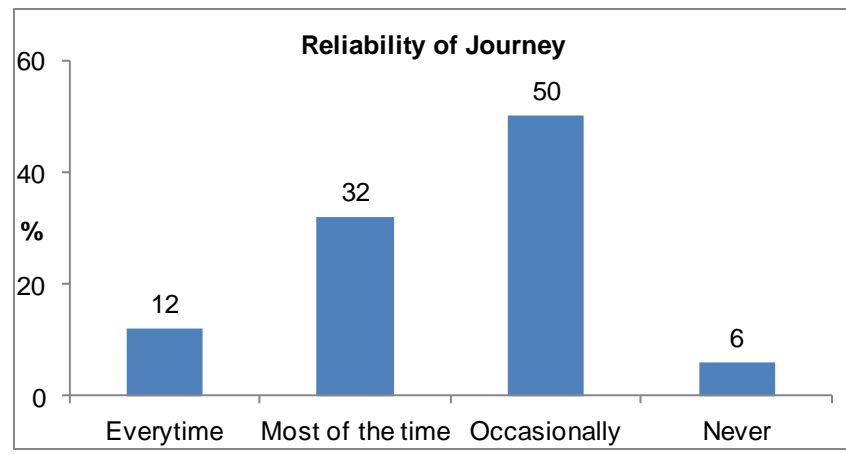
- Respondents in the 35-59 age group were more likely to make a regular journey than those aged 17-34 and 60+ (54% compared to 45% and 37% respectively);
- Respondents in the ABC1 demographic were more likely to make a regular journey than those in the C2DE demographic (51% compared to 38%);
- Drivers were significantly more likely to make a regular journey than those who did not (53% compared to 17%); and
- Males were more likely to make a regular journey than females (56% compared to 38%).

Forty four percent of those who make a regular journey experience variations in journey time every or most of the time.

- The number of respondents stating that journey times have varied most of the time/every time has increased from 28% in Year 7 up to a high of 46% in Year 10.



Base: Y7 12-13 (237), Y8 13-14 (245); Y9 14-15 (204); Y10 to date 15-16 (69)
Does the journey time vary each time you make this trip? (Prompted)

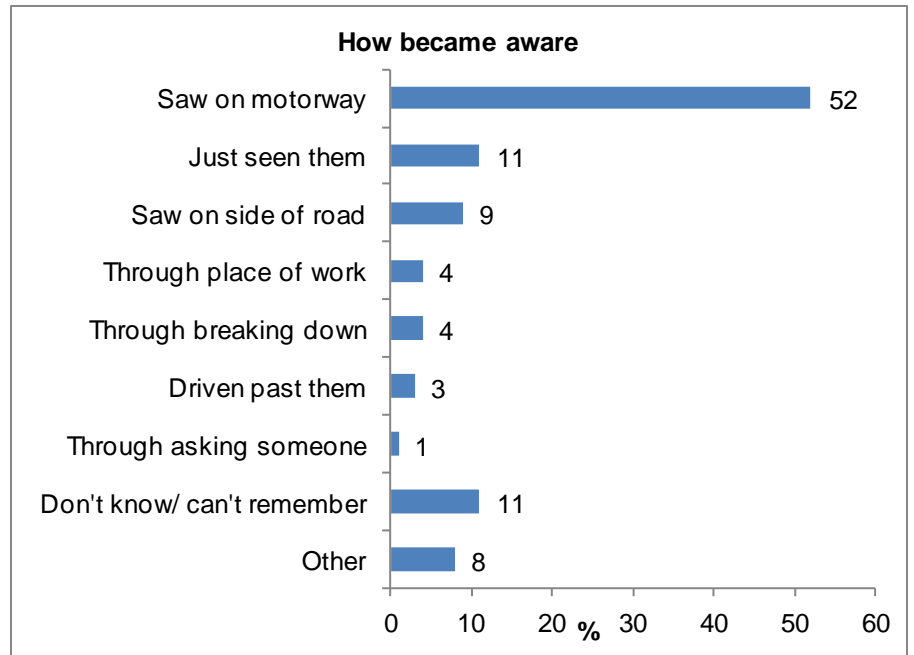
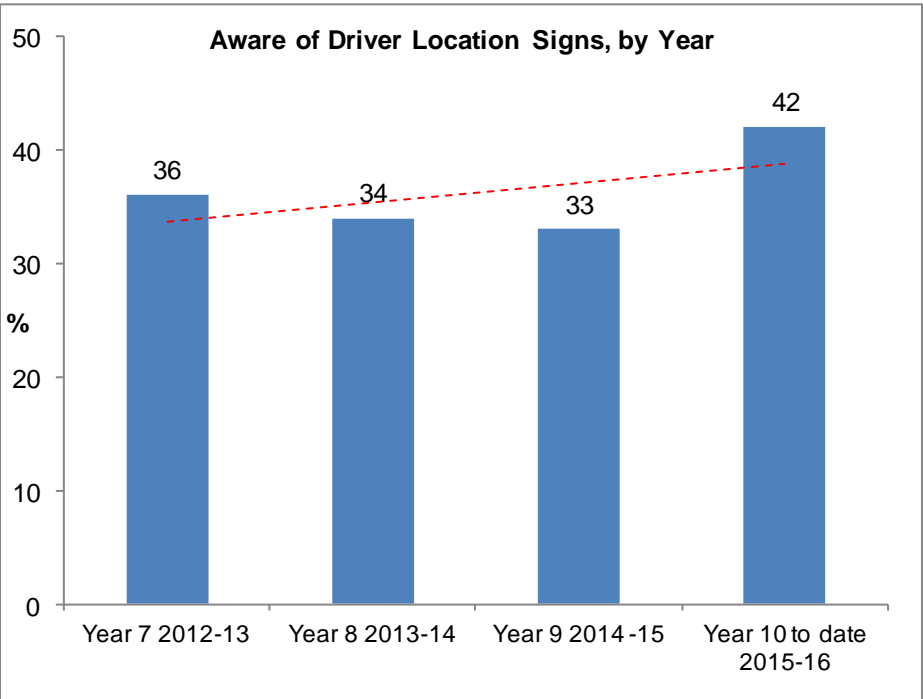


Base: 102 (Those making a regular journey)
Does the journey time vary each time you make this trip? 10

Driver Location Signs

Respondents were asked whether they were aware of driver location signs being used in Area 3 and in the current reporting period (34%) were aware, a decrease compared with the previous reporting period (39%). By subgroup:

- Males were significantly more likely to be aware of driver location signs than females (45% compared to 24%); and
- Drivers were more likely to be aware of driver location signs than non-drivers (39% compared to 11%).



Base: Y7 12-13 (439), Y8 13-14 (441), Y9 14-15 (441), Y10 to date 15-16 (146)
 Are you aware of driver location signs being used in this area? (Prompted)

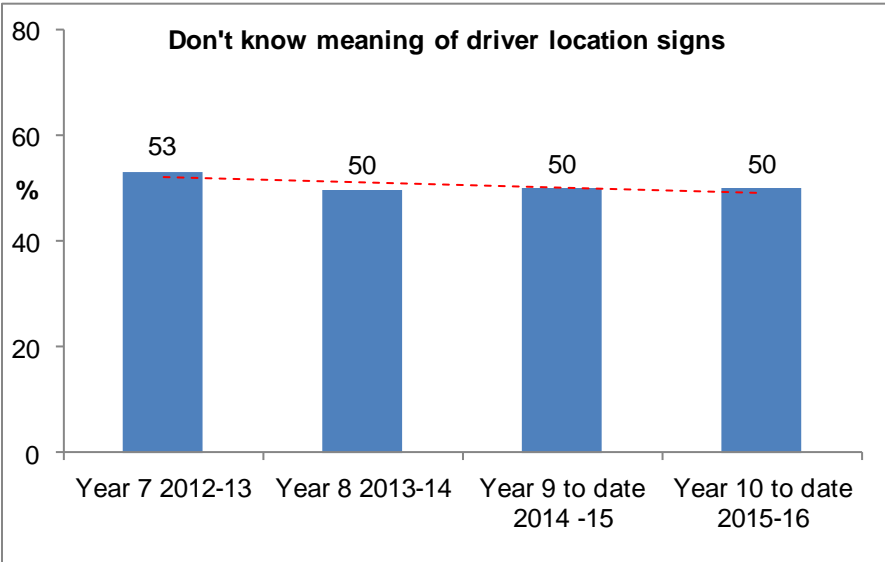
Base: 75
 How did you become aware of driver location signs? (Unprompted)

Driver Location Signs

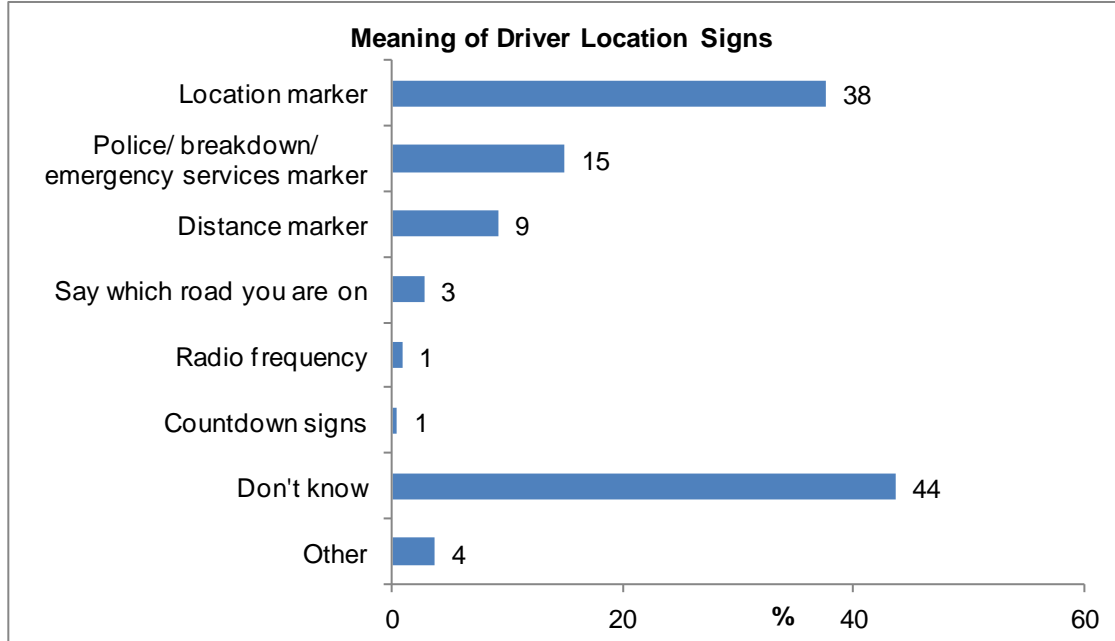
Respondents were asked whether they had seen any driver location signs with 81% saying they had. Overall, 44% of respondents said they did not know the meaning of them, but of only those who said they had seen them 35% stated they did not know what the signs meant.

By sub-group:

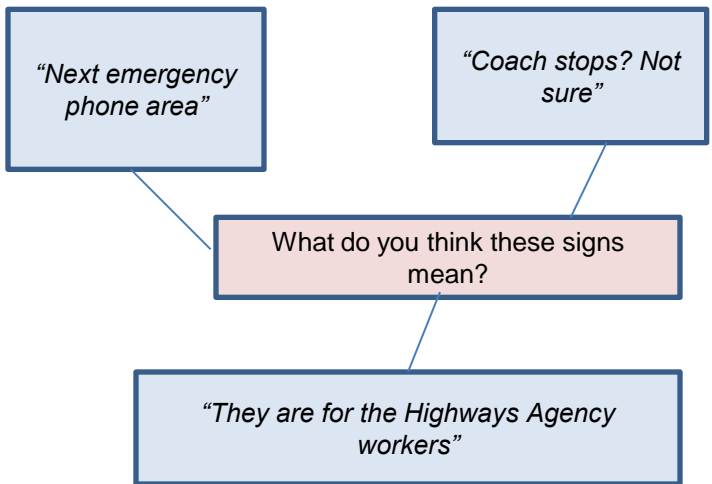
- Drivers were more likely to say they had seen driver location signs than non-drivers (87% compared to 49%);
- Males (86%) were more likely to say they had seen signs than females (76%)
- Non-drivers were considerably more likely than drivers to say they did not know what driver location signs mean (91% compared to 34%); and
- 17-34 year olds were most likely to say they did not know what the signs meant (55%) with 35-59 year olds the least likely to say this (35%).



Base: Y7 12-13 (439), Y8 13-14 (441), Y9 14-15 (326), Y10 to date 15-16 (146)
What do you think these signs mean? (Unprompted)



Base: 218
What do you think these signs mean? (unprompted)



Area specific questions

Overall Satisfaction

Since October 2013, respondents have been asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 3.

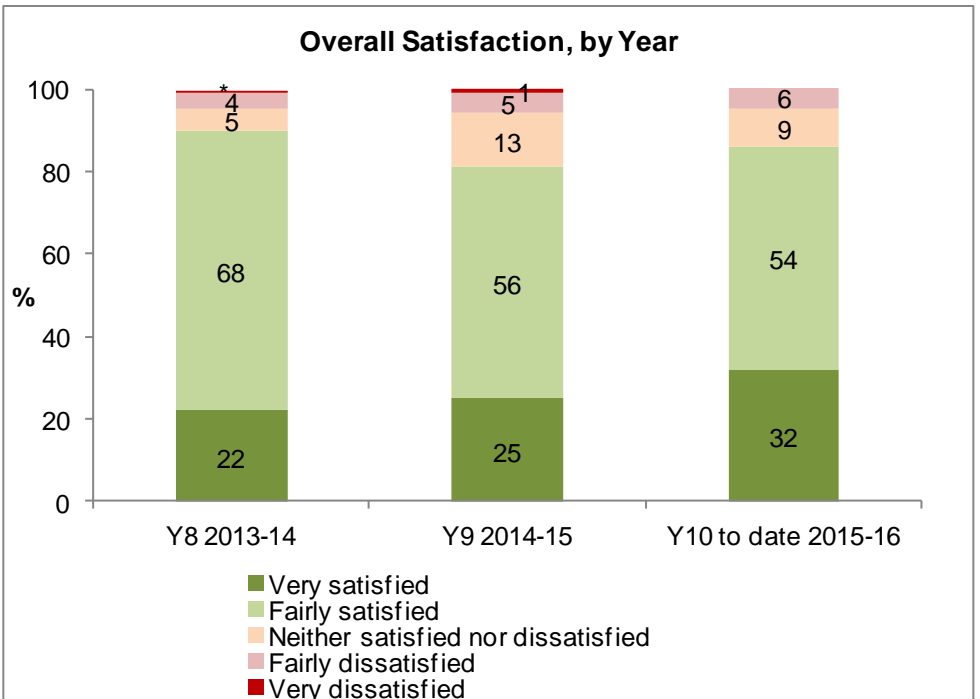
In the current reporting period six months (February to July 2015), the majority (85%) of respondents were either very satisfied (32%) or satisfied (53%).

By subgroup:

- 86% of drivers were satisfied compared to 77% of non-drivers;
- Of the respondents who felt safe, 90% were also satisfied; and
- Frequent users were less satisfied than non-frequent users (82% compared to 90%).

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

- “There is a huge amount of traffic to deal with” (Male, 35-44)
- “It is a good system” (Male, 45-54)
- “I always get to where I’m going eventually” (Male, 45-54)
- “They are good but could do with wider roads” (Male, 65+)
- “It is satisfactory but nothing stands out to make it very satisfactory, I never have a perfect journey” (Female, 20-24)
- “They do a good job considering” (Female, 25-34)



Base: Y8 13-14 (223); Y9 14-15 (440); Y10 to date 15-16 (146)
 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:

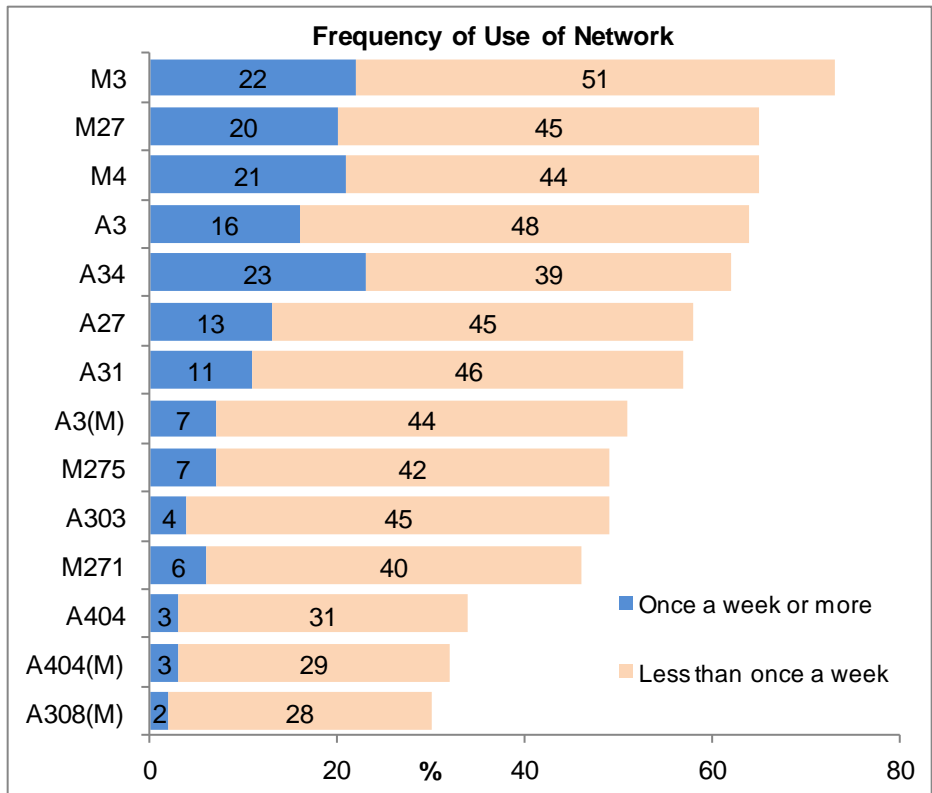
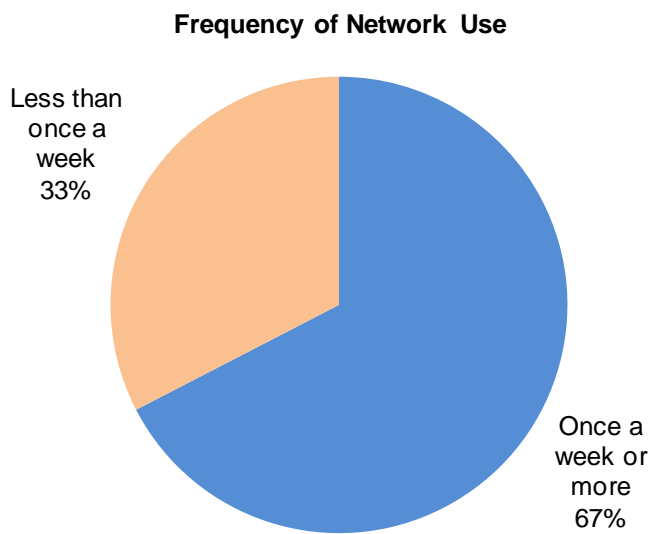
- “The A303 is awful – always so congested. We are always late when using it” (Female, 35-44)
- “The times I need to travel is the time of most congestion, roadworks make it worse” (Male 60+)
- “Sometimes the roadworks take a long time” (Male, 60+)
- “Feel unsafe as drivers are irresponsible. The roads are horrendous with potholes. People pay good taxes for the state they are in” (Female 35-44)
- “There’s just too much congestion” (Female , 45-54)
- “Always room for improvement” (Male, 55-64)

Frequency of Road Use

Respondents were asked how often they travelled on Highways England roads in Area 3. Sixty seven 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 (72% compared to 63% female), say it is illegal to drive in a lane with a red X (70% compared to 58% of infrequent users); and
- Think drivers were responsible for safety through roadworks (63% compared to 55%);

The chart shows the roads by frequency of use. Overall 73% used the M3 and 65% used the M27.



Base: 218
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 218 for each road
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

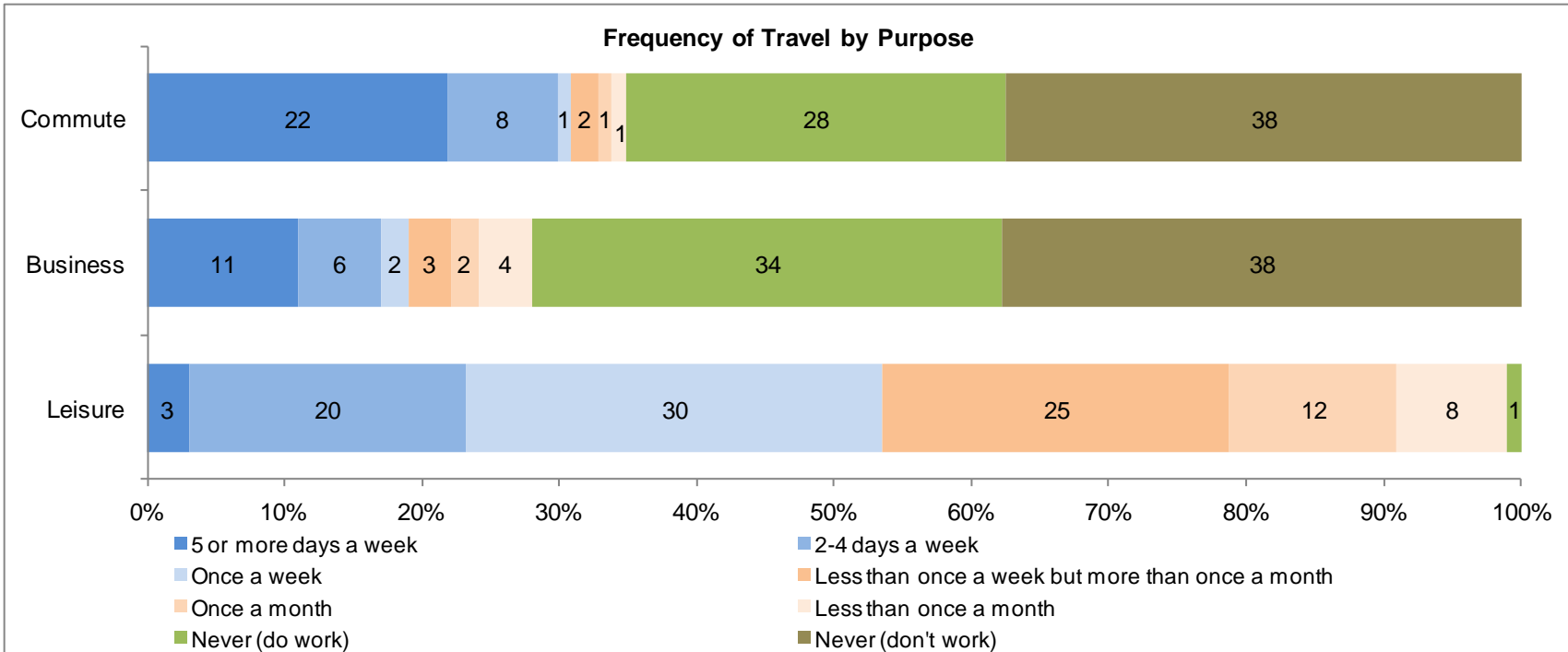
Journey Purpose

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

- 54% of respondents used roads for commuting, 28% worked but did not commute;
- 28% of respondents used roads for business purposes, 44% 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 34%); 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.

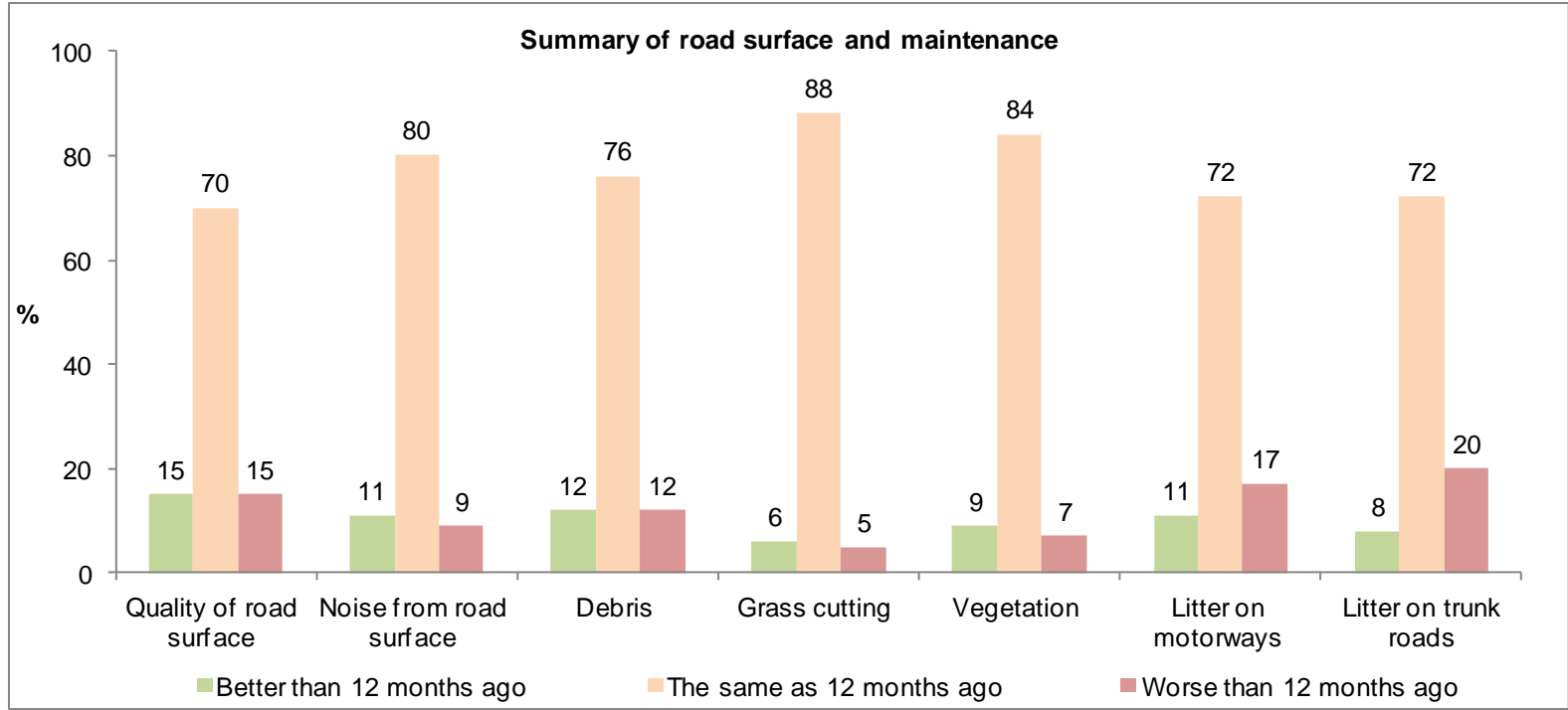


Base: 218 (all three)
 How often do you use Highways England roads for...? (Prompted)

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:

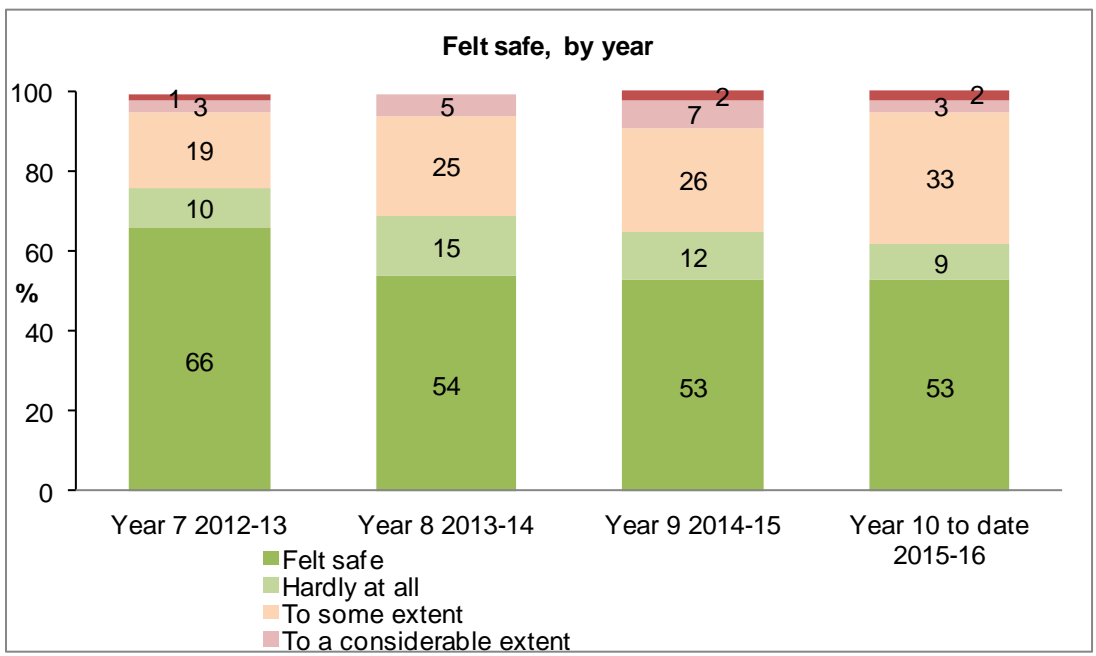
- Regular users were more likely to say the quality of the road surface had improved than non-regular users (12% compared to 7%);
- Non-drivers more likely to state drivers are responsible for litter (77% compared to 57%);
- Males were more likely to say noise from the road surface was better than 12 months ago than females (14% compared to 9%); and
- Females were more likely to say that vegetation was less over grown than 12 months ago than males (12% compared to 6%).



Base: Quality of surfaces (209); Noise (196); Debris (195); Grass Cutting (188); Vegetation (190); Litter on motorways (198); Litter on trunk roads (199) Thinking about Highways England roads that you have used in this area over the last 12 months, do you think _____ are/is...

Safety

- ✓ In the current reporting period, 57% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Younger people (aged 17-34) were more likely to feel safe than those aged 35 and over (69% compared to 53%);
- ✓ Within the 35-59 age group, males were more likely to feel safe than females (57% compared to 46%);
- ✓ Non-drivers were more likely to feel safe than drivers (80% felt safe compared to 53%) as were infrequent users compared to frequent (76% felt safe compared to 48%);
- ✓ Nineteen percent of users of the A34 felt unsafe on the road as did 16% of users of the M3; and
- ✓ **Decreasing trend in respondents feeling safe since Year 7 (2012-13).*



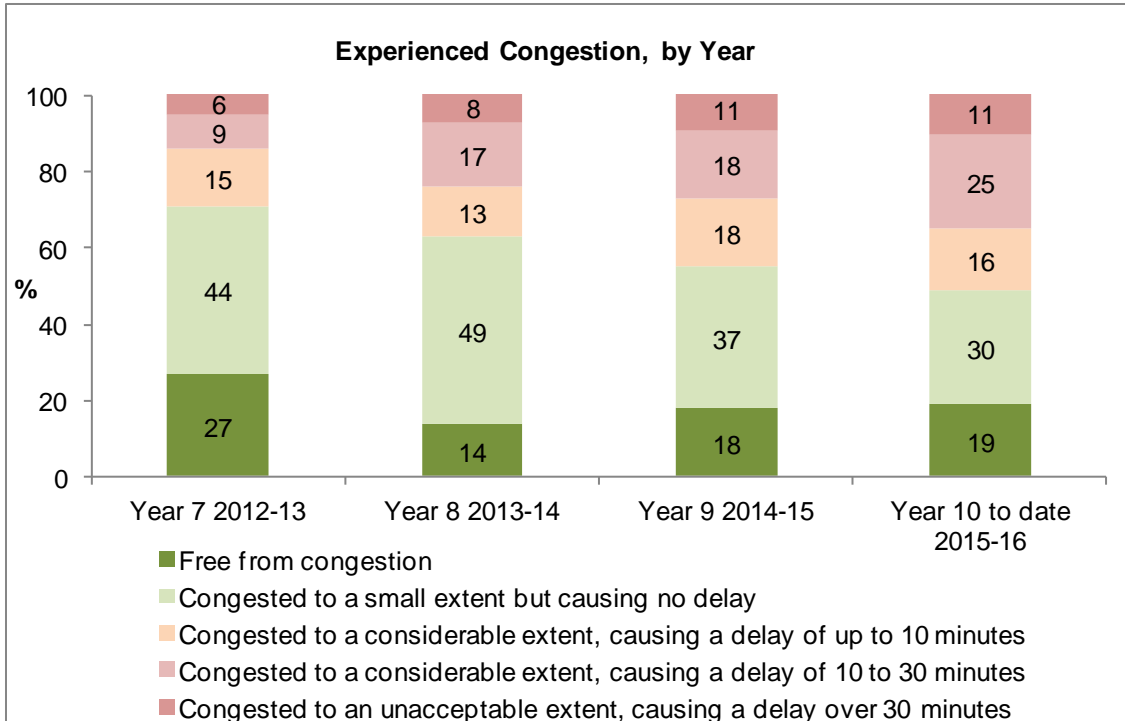
Base = Y7 12-13 (438), Y8 13-14 (441), Y9 14-15 (441), Y10 15-16 (146)
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

Road	Users of the road	Felt unsafe to some extent or more	
		N	%
M3	158	26	16
M27	142	16	11
M4	140	20	14
A3	139	16	12
A34	135	26	19
A27	125	3	2
A31	125	4	3
A3(M)	112	1	1
A303	108	4	4
M275	106	2	2
M271	100	2	2
A404	74	0	0
A404(M)	71	0	0
A308(M)	66	0	0

Congestion

- ✓ In the current reporting period 83% of respondents experienced congestion on Highways England roads and 51% experienced congestion which resulted in a delay;
- ✓ Non-drivers were more likely to have experienced congestion than non-drivers (89% compared to 81%);
- ✓ Those travelling on Highways England roads less than once a week were only slightly more likely to have experienced congestion than those who travel more regularly (84% compared to 82%) however regular users were more likely to be congested with delay (56% compared to 40%);
- ✓ The M3 was the road reported by the highest proportion of users as being congested (35%) followed by the M27 (26%); and
- ✓ Gradual increase in the proportions of respondents experiencing congestion causing delay on Highways England roads since Year 7 (2012-13)



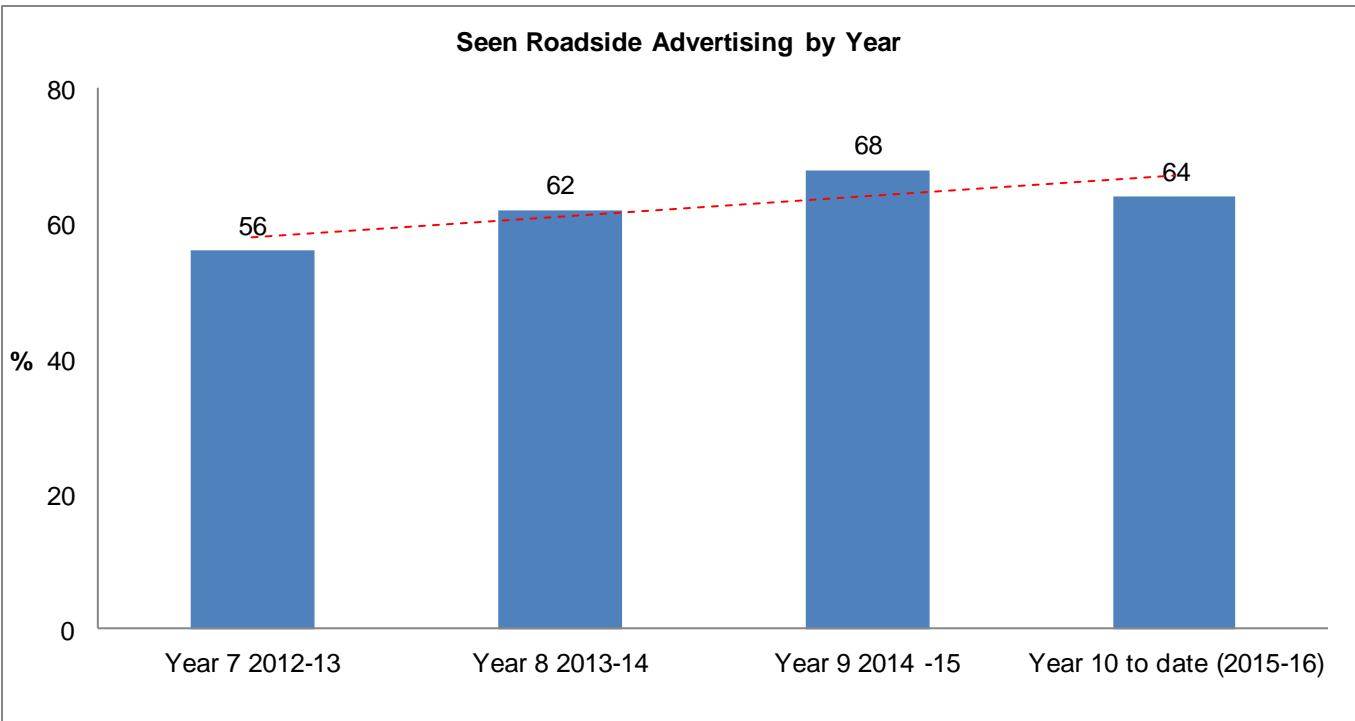
Road	Users of the road	Delayed by congestion	
		N	%
M3	158	56	35
M27	142	37	26
M4	140	16	11
A3	139	10	7
A34	135	30	22
A27	125	12	10
A31	125	15	12
A3(M)	112	1	1
A303	108	4	4
M275	106	3	3
M271	100	6	6
A404	74	0	0
A404(M)	71	0	0
A308(M)	66	0	0

Base = Y7 12-13 (439), Y8 13-14 (441), Y9 14-15 (441), Y10 15-16 to date (146)
 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

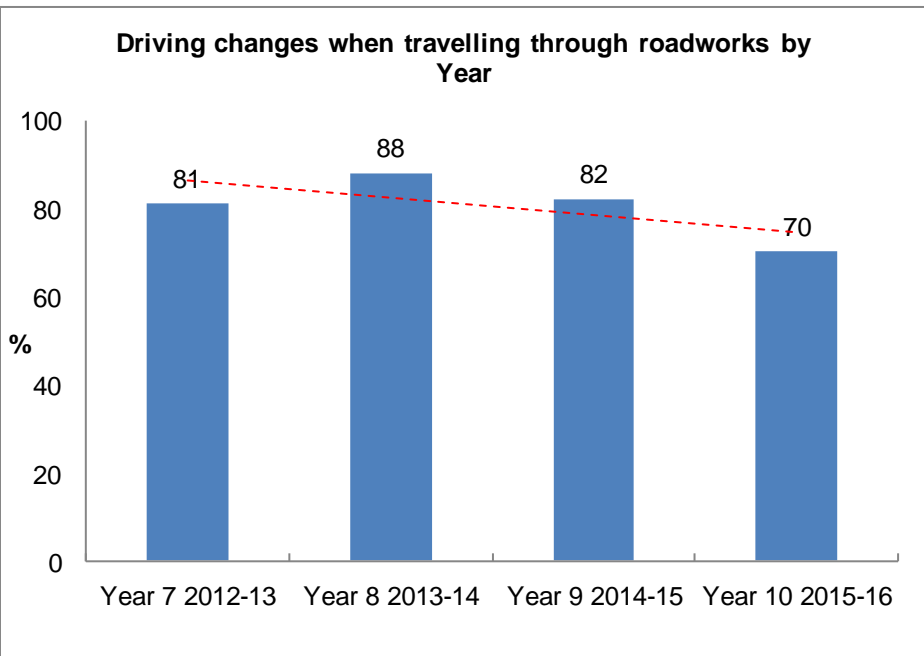
- ✓ In the current reporting period, 68% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Regular users of the Highways England network were more likely to have seen roadside advertising than less frequent users (72% compared to 61%);
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (73% to 43%) as were males as opposed to females (75% to 62%); and
- ✓ *Since Year 7 there has been an increasing trend in respondents seeing roadside advertising.



Base = Y7 12-13 (439), Y8 13-14 (431), Y9 14-15 (441), Y10 15-16 to date (146)
 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

Driver behaviour through roadworks

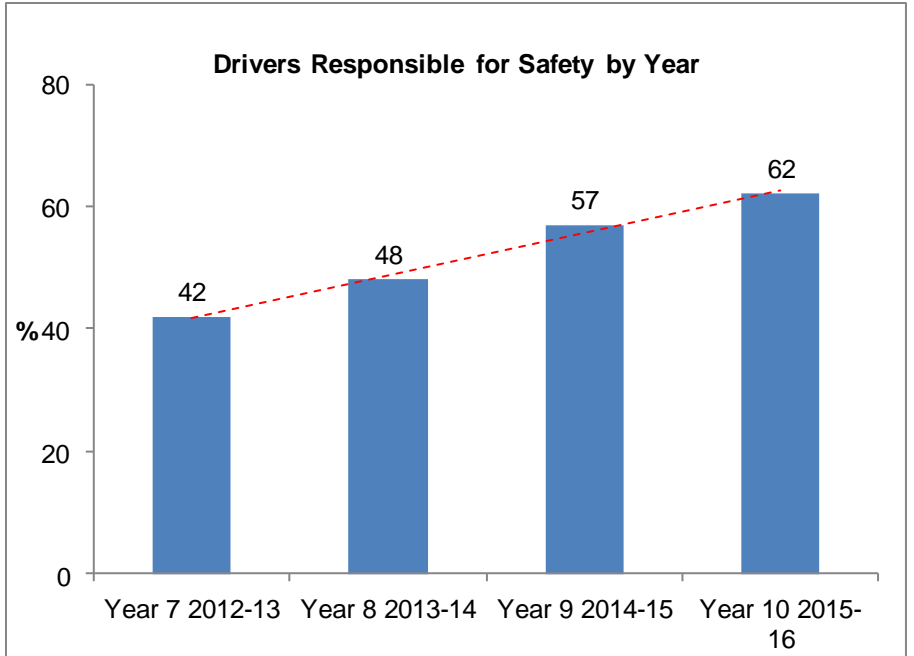
- ✓ In the current reporting period, overall 70% of drivers who had driven through roadworks said their driving changed when doing so. With males more likely to change than females (78% compared to 61%).
- ✓ Sixty one percent of all respondents said drivers should be ensuring safe travel through roadworks. By sub-group:
 - ✓ Respondents ages 35-59 were more likely to say that safe travel through roadworks was the drivers' responsibility than drivers aged 17-34 or 60+ (67% compared to 58% and 53% respectively); and
 - ✓ Drivers were more likely than non-drivers to state that safe travel through roadworks is the drivers' responsibility (63% compared to 43%).
- ✓ After an initial rise, there has been a decrease in the proportion of respondents stating that their driving changes through roadworks. The proportion of those stating that drivers are responsible for safe travel has increased consistently since Year 7 (2012-13).



Base = Y7 12-13 (383), Y8 13-14 (385), Y9 14-15 (380); 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 (439), Y8 13-14 (441), Y9 14-15 (439), Y10 15-16 to date (146).
Who do you think should be ensuring drivers travel safely through roadworks?

Summary Tables

		Current Report (Feb 15 - July 15)	Base	Change from previous Six Month period	Last Report (Aug 14 - Jan 15)	Base	Average All Areas (where applicable)	Difference from National Average
Drivers		84%	218	-3%	87%	223	81%	3%
Business Drivers		33%	183	-1%	34%	195	30%	3%
Frequent Users (use Agency roads once a week or more)		67%	218	-2%	69%	223	57%	10%
Travel as...	Car / Van Driver	82%	218	-4%	86%	223	78%	4%
	Passenger in a car or van	44%	218	7%	37%	223	42%	2%
Felt safe on the network		57%	218	● 6%	51%	223	62%	● -5%
Felt unsafe on the network		43%	218	● -6%	49%	223	38%	● 5%
Network:	Felt unsafe: Hardly unsafe at all	20%	93	● -8%	28%	109	29%	● -9%
	Felt unsafe: To a considerable/very considerable extent	16%	93	● 0%	16%	109	19%	● -3%
	Felt unsafe: Due to other people's driving	72%	93	● 10%	62%	109	51%	● 21%
Road surface quality:	Better than 12 months ago	● 15%	209	● 1%	14%	219	16%	● -1%
	Worse than 12 months ago	15%	209	-1%	16%	219	23%	-8%
Road surface noise	Better than 12 months ago	● 11%	196	● 5%	6%	212	9%	● 2%
	Worse than 12 months ago	9%	196	-2%	11%	212	11%	-2%
Grass cutting:	Better than 12 months ago	● 6%	188	-2%	8%	205	9%	-3%
	Worse than 12 months ago	5%	188	-5%	10%	205	9%	-4%
Vegetation:	Less overgrown than 12 months ago	● 9%	190	● 7%	2%	207	8%	● 1%
	More overgrown than 12 months ago	7%	190	-6%	13%	207	11%	-4%
Debris:	Better than 12 months ago	● 12%	195	● 0%	12%	215	12%	● 0%
	Worse than 12 months ago	12%	195	2%	10%	215	9%	3%
Litter on Motorways:	Better than 12 months ago	11%	198	● 3%	8%	202	13%	● -2%
	Worse than 12 months ago	● 17%	198	12%	5%	202	10%	● 7%
Litter on Trunk Roads:	Better than 12 months ago	8%	199	● 1%	7%	204	11%	● -3%
	Worse than 12 months ago	● 20%	199	6%	14%	204	11%	● 9%

Summary Tables

		Current Report (Feb 15 - July 15)	Base	Change from previous Six Month period	Last Report (Aug 14 - Jan 15)	Base	Average All Areas (where applicable)	Difference from National Average
Responsibility for litter seen								
	Highways England	25%	218	● 4%	21%	223	24%	● 1%
	Local Council/Local Authority	15%	218	● 1%	14%	223	21%	● -6%
	People travelling on the network	60%	218	● -8%	68%	223	55%	● 5%
Permanent road signs:	Satisfied/ very satisfied	89%	217	● 4%	85%	223	88%	● 1%
	Dissatisfied/ very dissatisfied	5%	217	● -1%	6%	223	3%	● 2%
Seen one or more temporary road signs		71%	218	● -9%	80%	223	64%	● 7%
	Satisfied/very satisfied with temporary road signs	83%	155	● -1%	84%	179	85%	● -2%
	Dissatisfied/very dissatisfied with temporary road signs	9%	155	● -2%	11%	179	7%	● 2%
Travelled through roadworks recently		77%	218	● 5%	72%	223	72%	● 5%
	Saw signs giving reason for the work	59%	167	● -3%	62%	161	60%	● -1%
	Saw no signs giving reason for the work	21%	167	● -2%	23%	161	18%	● 3%
	Signs through the roadworks provided enough information	66%	167	● 6%	60%	161	71%	● -5%
	Signs through the roadworks did not provide enough information	27%	167	● -3%	30%	161	20%	● 7%
Seen roadside advertising		68%	218	● 3%	66%	223	59%	● 9%
	Not bothered by roadside advertising	52%	149	● 3%	49%	146	54%	● -2%
Experienced congestion on Highways England roads		83%	218	● 3%	80%	223	80%	● 3%
	With delay	51%	218	● 6%	45%	223	38%	● 13%
Red X VMS meaning	Lane closed / No entry	82%	218	● 7%	75%	223	N/A	N/A
Action taken	Change lanes / Avoid the lane	83%	218	● 4%	79%	223	N/A	N/A
Illegal to travel in	Yes it is illegal	66%	218	● 10%	56%	223	61%	● 5%
	Don't know	25%	218	● -6%	31%	223	N/A	N/A

Summary Tables

			Current Report (Feb 15 - July 15)	Base	Change from previous Six Month period	Last Report (Aug 14 - Jan 15)	Base	Average All Areas	Difference from National Average
Travel as a vulnerable user	Yes	(n=10)	5%	218	N/A	N/A	N/A	N/A	N/A
To some extent or more as a	Pedestrian	(n=4)	2%	218	N/A	N/A	N/A	N/A	N/A
To some extent or more as a	Cyclist	(n=3)	1%	218	N/A	N/A	N/A	N/A	N/A
To some extent or more as a	Horse Rider	(n=0)	0%	218	N/A	N/A	N/A	N/A	N/A
Seen VMS			93%	218	6%	87%	223	81%	12%
VMS Useful/ Very Useful			87%	202	● -2%	89%	200	91%	● -4%
VMS	Better than 12 months ago		● 12%	188	2%	10%	176	22%	-10%
	Worse than 12 months ago		5%	188	1%	4%	176	3%	2%
Driving changes when travelling through roadworks			70%	185	● -12%	82%	193	84%	● -14%
	Slow down		74%	130	● -7%	81%	159	81%	● -7%
Changes due to:	Roadworkers		26%	130	9%	17%	158	24%	2%
Drivers themselves should ensure safe driving			61%	218	● 0%	61%	223	62%	● -1%
Highways England should ensure safe driving			28%	218	-7%	35%	223	33%	-5%
Police should ensure safe driving			38%	218	8%	30%	223	25%	13%
Overall Satisfaction	Very / fairly satisfied		85%	218	● 7%	78%	223	85%	● 0%
	Very / fairly dissatisfied		6%	218	● 0%	6%	223	5%	● 1%

Summary Tables

	Current Report (Feb 15 - July 15)	Base		Change from previous Six Month period	Last Report (Aug 14 - Jan 15)	Base	Average All Areas	Difference from National Average
Ragwort: Large amounts of ragwort on verges	5%	218	●	2%	3%	223	N/A	N/A
Some patches of ragwort on verges	11%	218		-3%	14%	223	N/A	N/A
Did not notice	70%	218		-3%	73%	223	N/A	N/A
Aware of driver location signs	34%	218		-5%	39%	223	N/A	N/A
Seen driver location signs	81%	218		7%	74%	223	N/A	N/A
Recognise as location markers	38%	218	●	8%	30%	222	N/A	N/A
Don't know what the signs mean	44%	218	●	-7%	51%	222	N/A	N/A
Make regular journey on Highways England road	47%	218		0%	47%	223	N/A	N/A
Journey time varies everytime/ most of the time	44%	102	●	11%	33%	104	N/A	N/A

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		Seen litter		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M3	158	26	16	22	14	17	11	7	4	7	4	12	8	30	19	56	35
M27	142	16	11	12	8	15	11	1	1	1	1	8	6	21	15	37	26
M4	140	20	14	21	15	8	6	4	3	3	2	9	6	21	15	16	11
A3	139	16	12	12	9	7	5	4	3	5	4	9	6	12	9	10	7
A34	135	26	19	19	14	9	7	5	4	10	7	12	9	39	29	30	22
A27	125	3	2	10	8	7	6	1	1	2	2	4	3	19	15	12	10
A31	125	4	3	2	2	0	0	5	4	4	3	6	5	12	10	15	12
A3(M)	112	1	1	0	0	0	0	0	0	1	1	1	1	3	3	1	1
A303	108	4	4	3	3	0	0	0	0	1	1	4	4	7	6	4	4
M275	106	2	2	1	1	1	1	0	0	1	1	1	1	1	1	3	3
M271	100	2	2	3	3	2	2	0	0	0	0	0	0	1	1	6	6
A404	74	0	0	0	0	0	0	0	0	1	1	0	0	2	3	0	0
A404(M)	71	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
A308(M)	66	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0

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



Report Title:	18 - Area 3 February – July 2015 Report
Date of Issue:	21st August 2015
Prepared by:	Jonathan Warboys
Reviewed / Approved by:	James Collinson Christine Johnson
Data File	Area 3 MTD file June 2007 – July 2015
Status	Unweighted
Base Cases	218

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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.