

# AREA 12 ROAD USERS' SATISFACTION SURVEY

## June 2015 – November 2015

### Report 19

*Prepared for Highways England by AECOM*



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### Introduction

229 people were interviewed in Area 12 between June – November 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.

Respondents are **randomly selected within quotas on age, gender and working status** to broadly represent the population of Area 12.

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 87% to 90% since last reporting period
- Females slightly more satisfied than males (91% compared to 88%)

### Safety

- Slight increase in proportion feeling safe since last reporting period (60% compared to 59%)
- Infrequent users more likely to feel safe than frequent users (65% compared to 56%)
- Thirty one percent of users of the M1 J30 - J42 felt unsafe as did 27% of users of the M1 J42 - J48, M62 J22 – 28 and M62 J29 - 38

### Roadworks

- More people travelling through roadworks and NOT seeing signs than in last reporting period (18% compared to 14% last time)
- Decrease in people saying they would like more information when travelling through roadworks (17% compared to 19% in the last reporting period)

### Litter

- 6% thought the amount of litter on both motorways and trunk roads was better than 12 months ago
- Drivers were more likely to say the amount of litter on both motorways and trunk roads was better than 12 months ago than non-drivers (7% compared to 2% for motorways and 7% compared to 4% for trunk roads)
- 17% of users of A63 Hull reported seeing litter as did 8% of A64 users

### 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 (70% up to 73%)
- Frequent users of the network were more likely to know it was illegal to drive in a lane with a Red X above it (81% compared to 66%)

### Congestion

- Slight decrease in proportion experiencing congestion since last report (74% down from 77%)
- 29% of users of the A1033 reported being delayed by congestion as did 21% of users of the A63 Hull

### Smart motorways M62 J25-J30

- Fewer people saying they ‘don’t know’ what a smart motorway is since last reporting period (46% down to 19%)
- Drivers were more likely to say it meant the use of hard shoulder than non-drivers (21% compared to 2%)

**Summary: Headlines**

69% saw no one working when travelling through roadworks...

*"Why are there speed limits when nobody is there?"*

Just 8% were dissatisfied with lighting...

*"There are no lights on the M1 in this area"*

*"Lighting is very poor around the local motorways and A628"*

48% of respondents were aware of smart motorways and 96%, of these, of these had travelled on one...

*"Better flowing traffic"*

*"I like them if they use the correct speeds"*

*"It's excellent, a lot better now than it was"*

91% had seen VMS in the area, 23% said Highways England had to ensure they were more up to date...

*"It's confusing – the messages are about things happening somewhere else"*

*"Offer a diversion if there is one, so you're not stuck in traffic"*

92% said their driving changed when travelling through roadworks with speed limits/ speed cameras the most common reason for this (35%)...

*"For caution and good sense"*

*"I don't want a fine"*



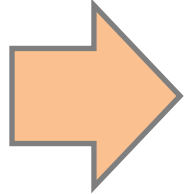
- Where % 'better' exceeds % 'worse'  
 - Where % 'worse' exceeds % 'better'  
 - Where % 'worse' equals % 'better'

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

**Summary: Area 12 Headlines (Comparisons to last report (December 2015 to May 2015))**

**Safety: felt safe**

Similar proportions feeling safe than last time (60% and 59% respectively)



**Standard of road surface**

18% said better than 12 months ago, 11% said worse than 12 months ago



**Vegetation**

3% said more overgrown than 12 months ago, 1% said less overgrown than 12 months ago



**Grass Cutting**

5% said better than 12 months ago, whilst 4% said worse than 12 months ago



**Amount of litter (TR)**

7% said better than 12 months ago, 5% said worse than 12 months ago



**Amount of litter (m/ways)**

6% said better than 12 months ago, whilst 2% said worse than 12 months ago



**Temporary road signs**

Increase in proportions satisfied (92%) from 90% last time



**Signs through roadworks**

18% saw no signs, an increase from 14% in the last reporting period



**Smart motorways: Don't know meaning**

Decrease in those saying don't know meaning from 46% to 19%



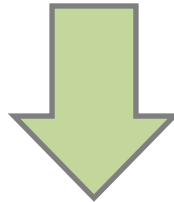
**Smart motorways: awareness of**

Increase in awareness of one or more smart motorways from 40% to 48%



**Congestion**

Decrease in respondents experiencing congestion (74%)



**Red X**



73% indicated it was illegal to drive in the lane

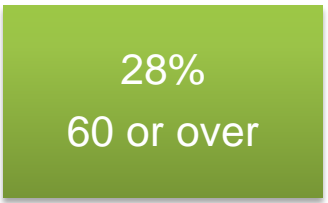
**Roadworker safety**



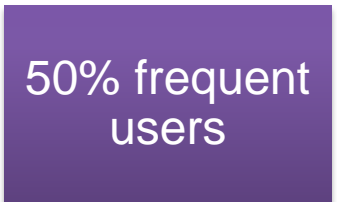
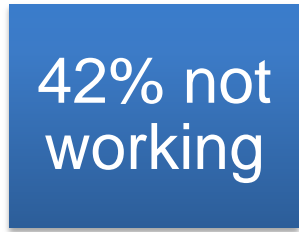
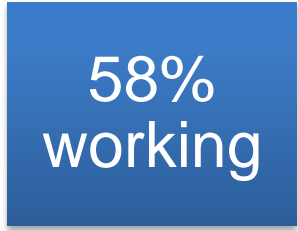
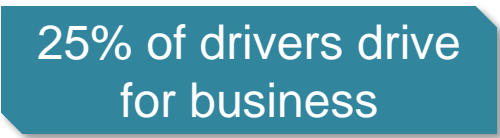
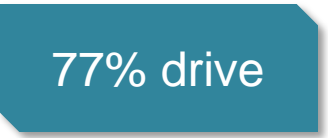
85% slowed down due to roadworks  
16% said this was because of roadworkers

*\*More comparisons are shown on page 26*

Summary: Information on respondents



229 interviews conducted

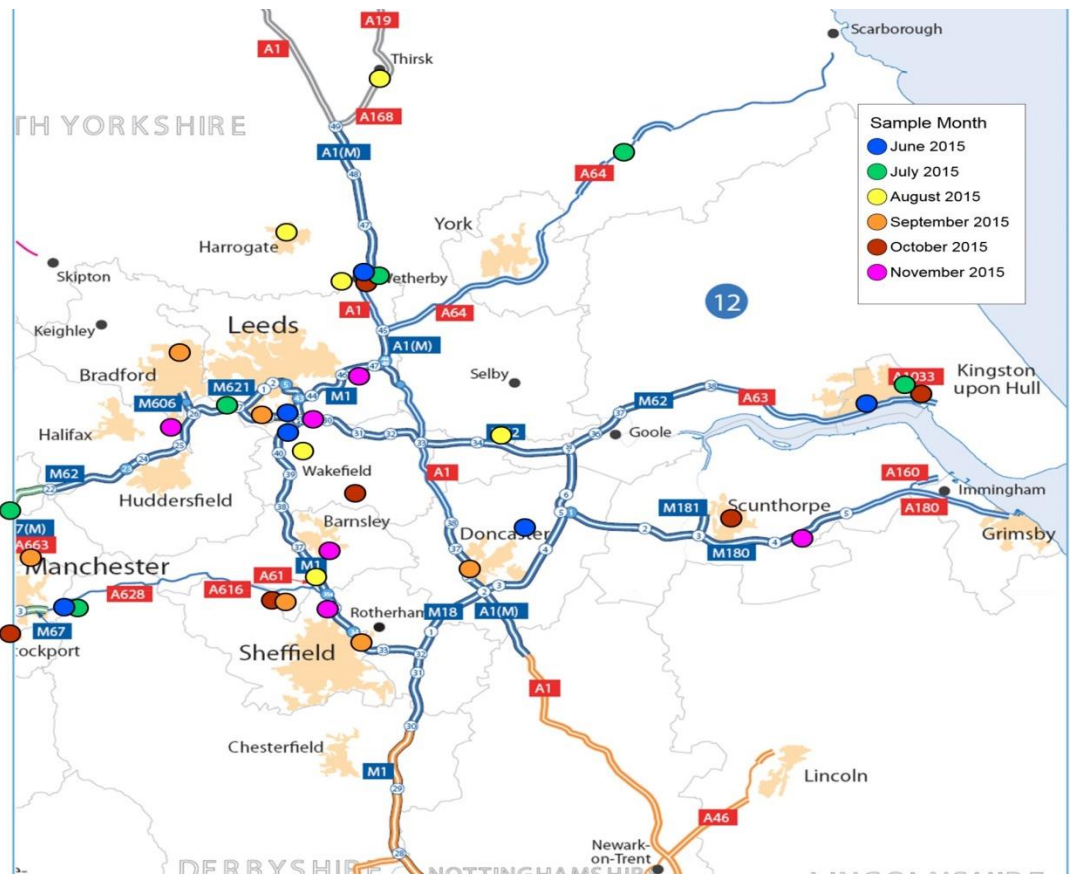


### Summary: Information on respondents

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 locations of interviews conducted for this reporting period are shown in the map below.

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

Outcome	Frequency
No one home	943
Refused	133
Out of quota	432
<b>Interviews achieved</b>	<b>229</b>



Map showing location of ARUSS sample points for interviews conducted between June and November 2015

## Introduction

This report presents the results of surveys conducted in Area 12 between June 2015 and December 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 12
  - Smart motorways (page 9)
  - Lighting (page 14)
  - Road Markings (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)
- Delay time VMS (page 24)
- Driving behaviour through roadworks and safety at roadworks (page 25)
- Summary tables (page 26)

Appendix 1 presents the survey questionnaire, annotated with top-line responses for all questions between June and December 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.

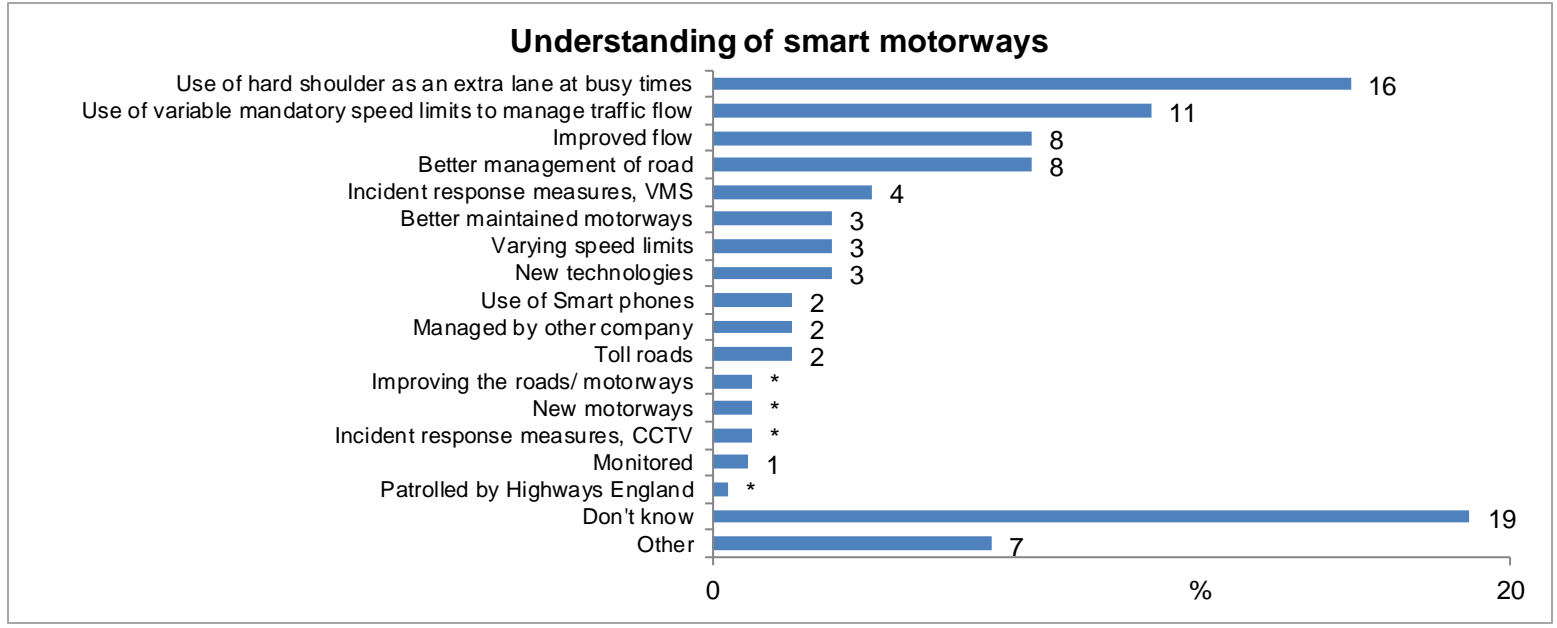
For more information, please contact the Customer, Stakeholder and Partnership Team .



**Area Specific Questions**  
**Smart motorways**

Highways England are introducing smart measures on key stretches of motorway in England. Respondents were asked what they understood by the term 'smart motorways'.

- 19% of respondents said they did not know what the term meant, a decrease from 46% since the last reporting period;
- Drivers were slightly more likely to say 'Don't know' than non drivers (19% compared to 17%);
- Drivers were more likely to say it meant the use of hard shoulder than non-drivers (21% compared to 2%);
- Males were significantly more likely to say use of hard shoulder than females (20% compared to 12%); and
- Those aged between 60 and over and more likely to say use of hard shoulder than younger respondents (19% compared to 14% and 16% of respondents aged between 17-34 and 35-59 respectively).



Base: 228  
What do you understand by the term smart motorways? (Unprompted)

**Area Specific Questions**

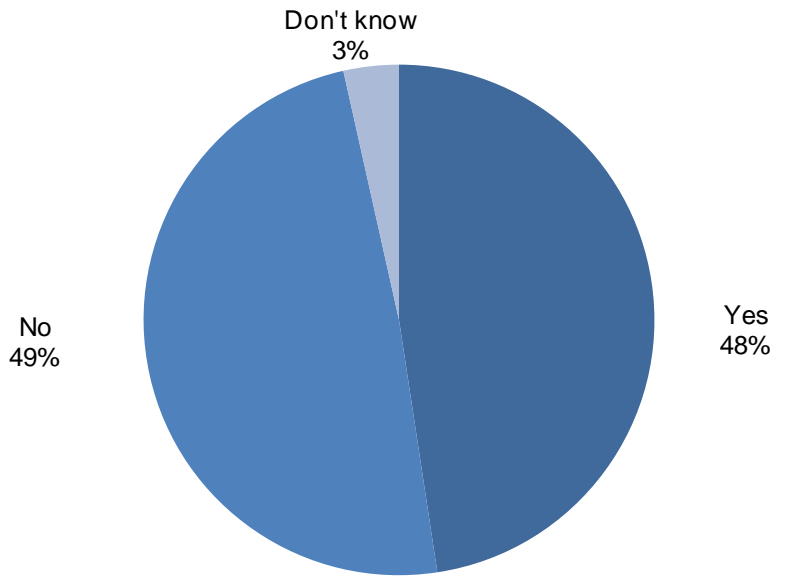
**Smart motorways**

Awareness of and experience of travelling on smart motorways was also asked. Forty eight percent of respondents were aware of them and of these 95% had travelled on one or more. By subgroup for awareness:

- Drivers were more likely than non-drivers to be aware of smart motorways (57% compared to 15%);
- Respondents from the ABC1 socio economic group were more likely to be aware of smart motorways than those from the C2DE group (54% compared to 39%);
- Those travelling on the network once a week or more were more likely to be aware of smart motorways than those travelling less often (67% compared to 28%); and
- Males and those aged between 35 and 59 were more likely to be aware than others (58% of males compared to 38% females and 57% of 35-59 year olds compared to 38% and 42% of those aged between 17-34 and 60+ respectively).

The most frequently used smart motorway travelled on was the M62 which 64% of respondents had travelled on. Other common answers included M1 (23%) and M6 (7%).

**Aware of smart motorways**

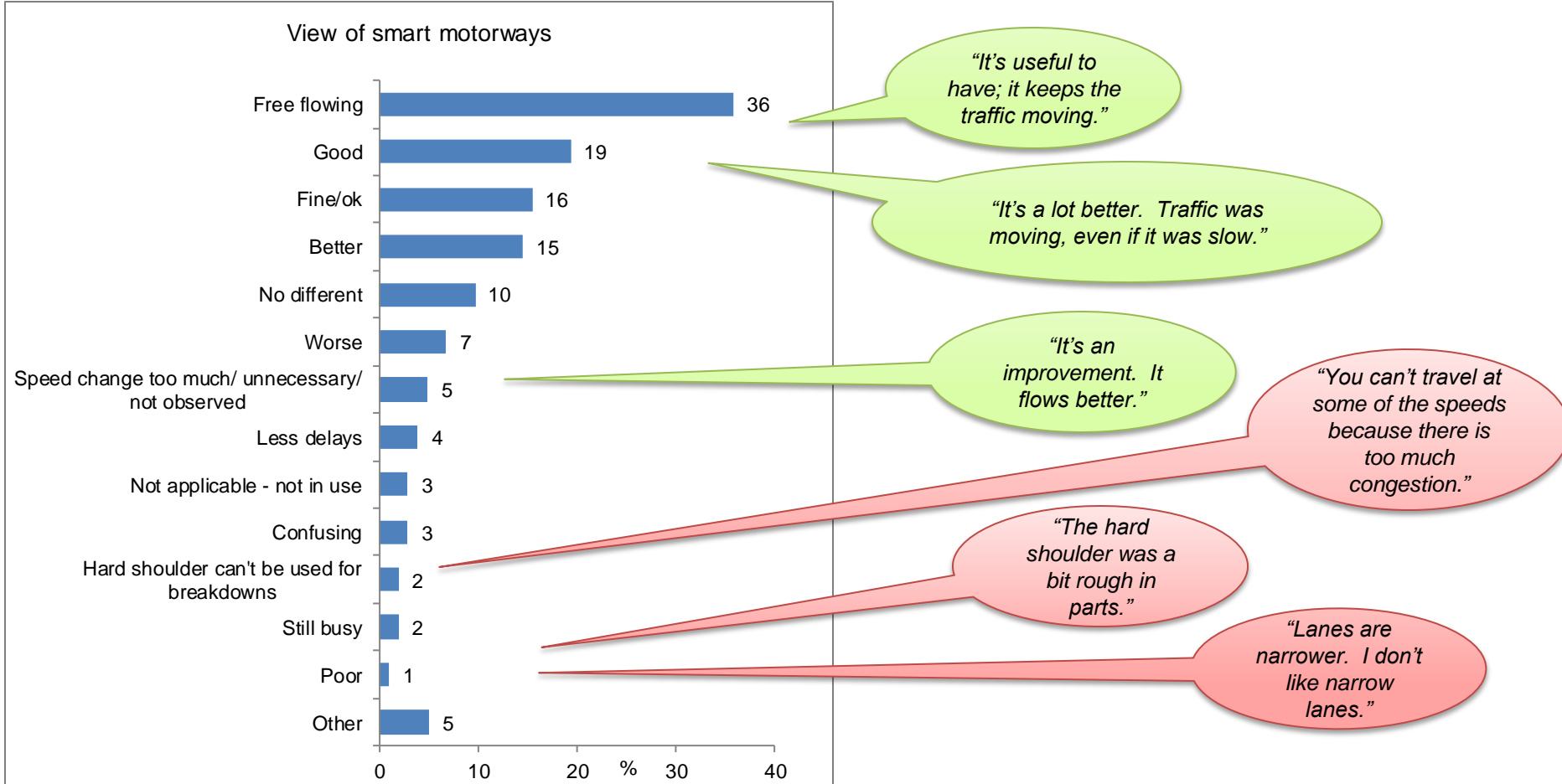


Base: 229  
Are you aware of any smart motorways in England?

### Area Specific Questions

### Smart motorways

Those who had travelled on a smart motorway were asked what they thought of the part of their journey on one. The responses given are shown in the chart below along with some verbatim responses.



Base: 103

What did you think about the section of your journey that was on a smart motorway?

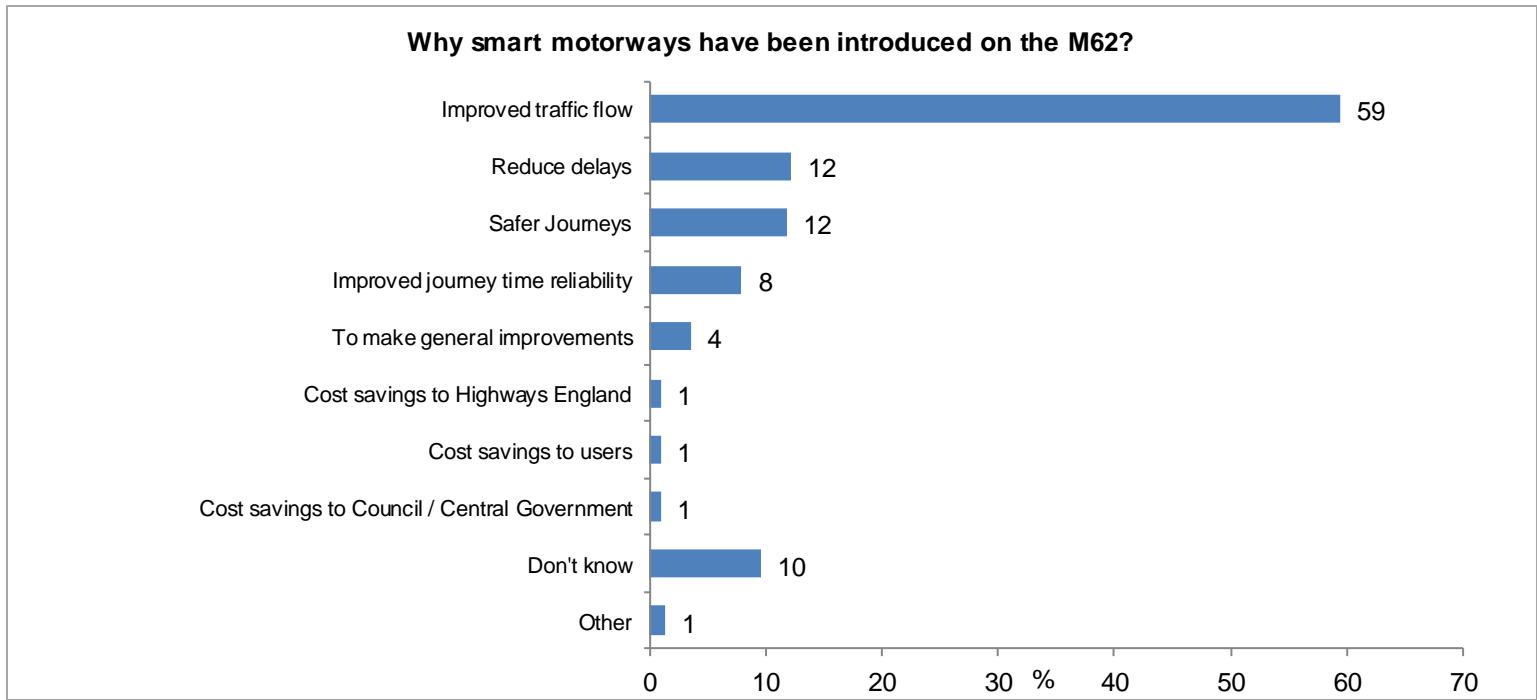
**Area Specific Questions**

**Smart motorways**

All respondents were then asked why they thought smart motorways had been installed on the M62 between J25 and J30, the results are shown in chart below.

By sub group:

- Non-drivers were more likely than drivers to say they did not know why smart motorways had been introduced (15% compared to 8%);
- Respondents aged between 17 and 34 and 35 and 59 were more likely to say smart motorways would improve flow than older respondents (65%, 60% and 52% respectively);
- Male respondents were more likely to say the motorways were to improve traffic flow than females (64% compared to 55%)



Base: 229

Why have smart motorways been introduced onto the M62 between J25 to J30?

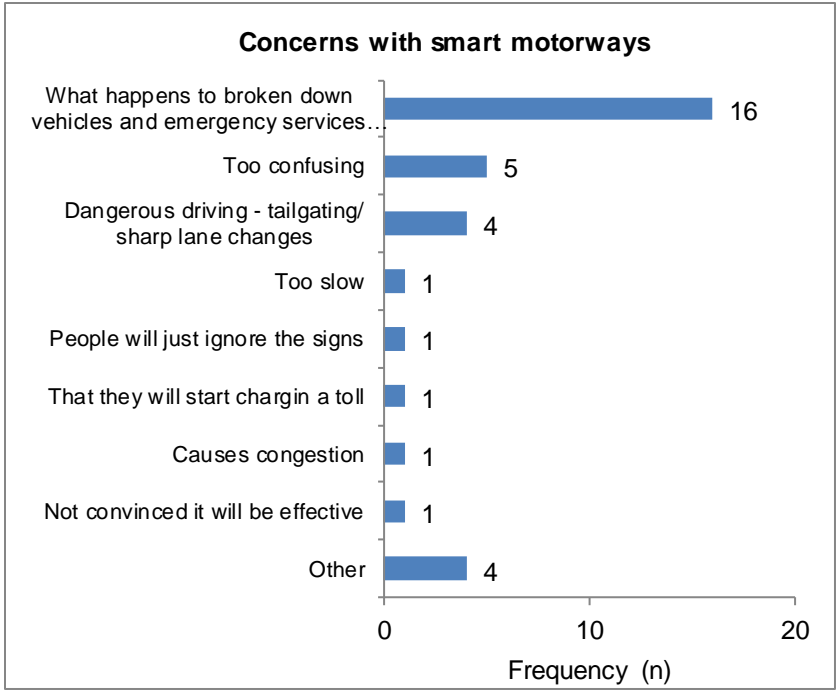
### Area Specific Questions

#### Smart motorways

Finally, respondents were asked whether they had any concerns about smart motorways and 14% said they did. The concerns given are shown in the chart below along with some of the verbatim responses.

By sub group:

- Male respondents were slightly more likely to have concerns about smart motorways than females (16% compared to 12%);
- Respondents over 60 and over were more likely to have concerns than younger respondents (17% compared to 10% and 15% of respondents aged between 17-34 and 35-59 respectively);
- Respondents that felt unsafe on Highways England roads were also more likely to have concerns (24% compared to 7% of those feeling safe); and
- Drivers were more likely to have concerns than non-drivers (17% compared to 4%).



*“Some points of the motorway will be unable to widen the hard shoulder.”*

*“Other drivers get too impatient with speed limits.”*

*“I think the speed limits are a waste of time sometimes.”*

## Area Specific Questions

### Lighting

Respondents were asked about their satisfaction with lighting on Highways England roads. In the current reporting period 86% of respondents were either very (62%) or quite (24%) satisfied with the lighting. A trend chart showing results since Year 7 is shown below.

There were no particular differences by sub group.

A selection of reasons given for dissatisfaction is shown below and a full breakdown is shown in the appendix.

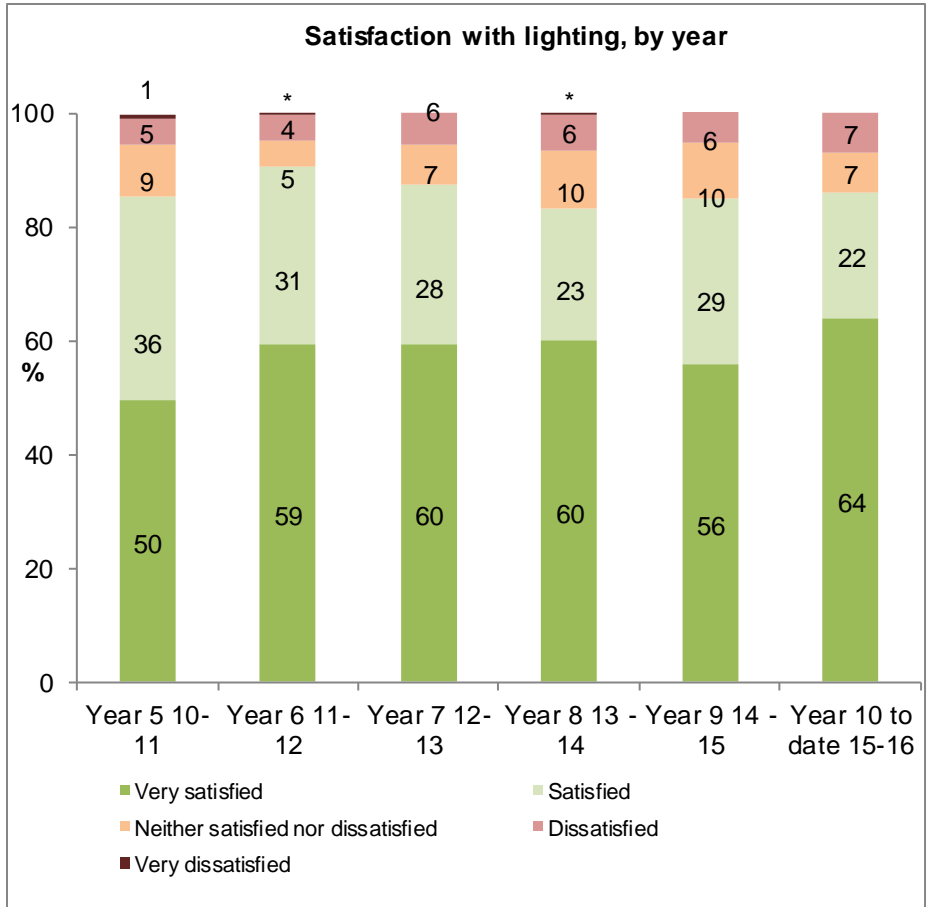
*"They are dark in some places along the A63 near Hull."*

*"M62 near Selby is quite dark and could do with lighting."*

*"Lighting is very poor around the local motorways and A628."*

*"Sections on the A1 are too dark."*

*"There are too many in some areas on the M1-A1(M) junction."*



Base: Year 7 (2012/13): 402; Year 8 (2013/14): 453; Year 9 (2014/15): 459; Year 10 to date (2015/16): 304

How satisfied or dissatisfied are you with lighting of the Highways England motorways and trunk roads in this area?

## Area Specific Questions

### Lighting

A hypothetical situation was then put to respondents:

*If the lighting on the Highways England 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?*

The responses are shown in the chart along with a selection of the verbatim responses.

*"Think it would cause problems on narrow roads around and between motorways."*

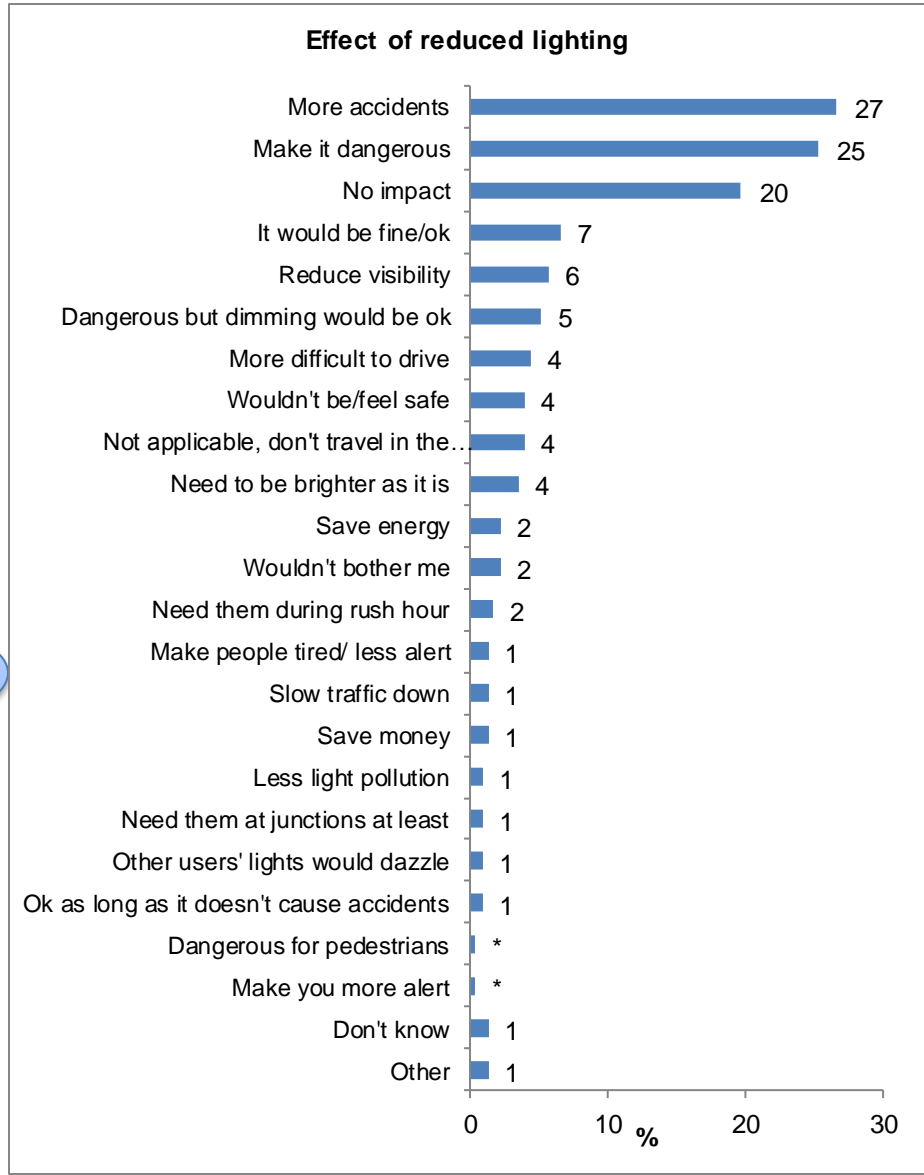
*"They would have to impose speed restrictions at the same time."*

*"Switch off at certain times of the day would be OK."*

*"No impact on main motorways, but could be dangerous on rural roads."*

*"It would be better to do it in the early hours of the morning."*

*"It's easier at night with the lights on. Visibility is better."*



Base: 229

*If the lighting on the Highways England 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?*

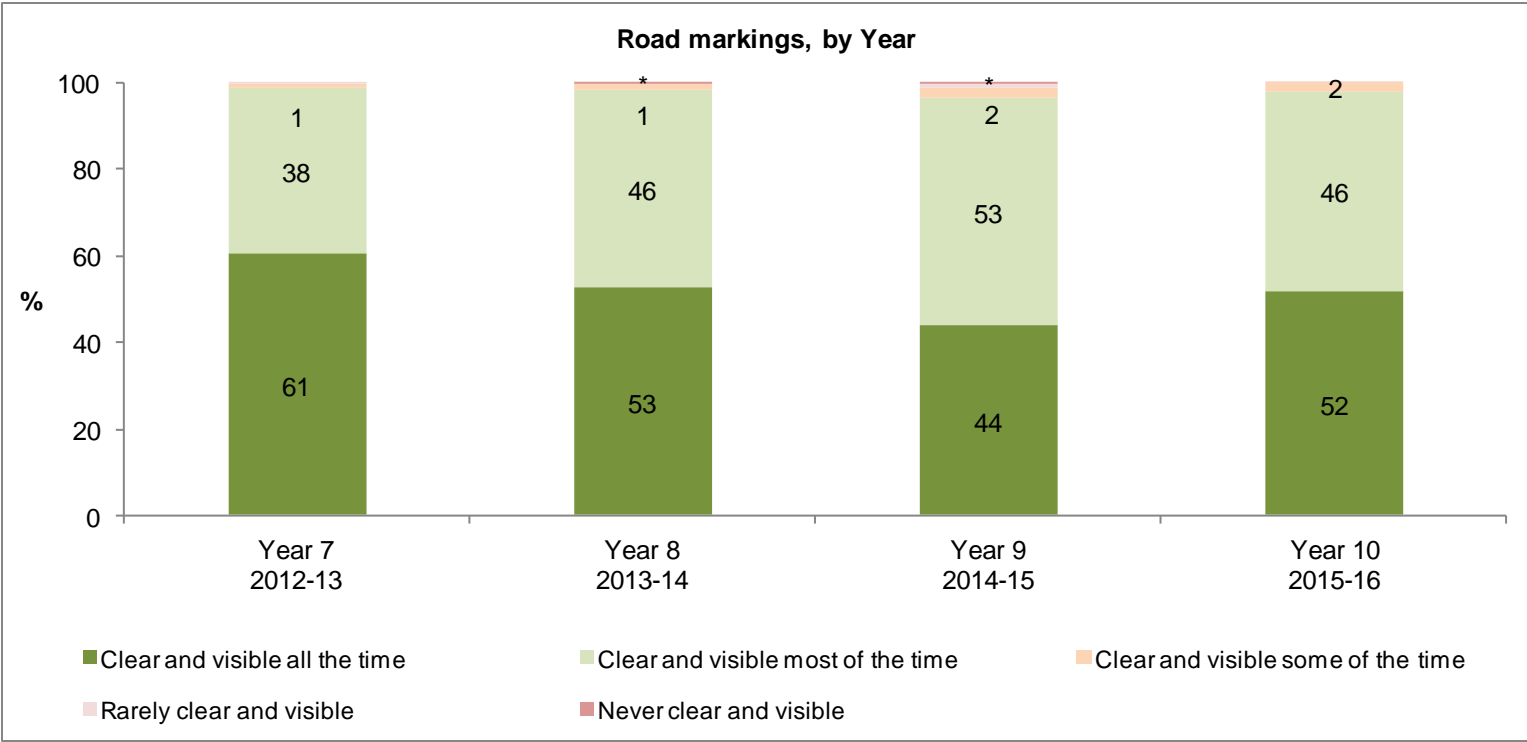
### Area Specific Questions

### Road markings

Finally in the area specific section, respondents were asked their views on the standard of road markings in the area. In the current reporting period 51% of respondents said the markings were clear and visible all of the time and 47% said they were clear and visible most of the time. A further 1% said some of the time and two respondents (less than 1%) said rarely clear and visible.

There were no discernible differences by subgroup.

Those who felt road markings were only visible some of the time or rarely were asked where this was. Two respondents mentioned the M1 J30–J42 and one respondent each mentioned the A1 (M) up to J40, the M1 J42–J48, M62 J22–J28 and A63 Hull. A full breakdown of locations is shown in the appendix.



Base: Year 7 (2012/13): 439; Year 8 (2013/14): 453; Year 9 (2014/15): 461; Year 10 to date (2015/16): 304  
*Thinking about the Highways England roads you have used recently, would you say the road markings are...*



## 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 12.

In the current reporting period six months (June to November 2015), the majority (90%) of respondents were either very satisfied (33%) or fairly satisfied (56%).

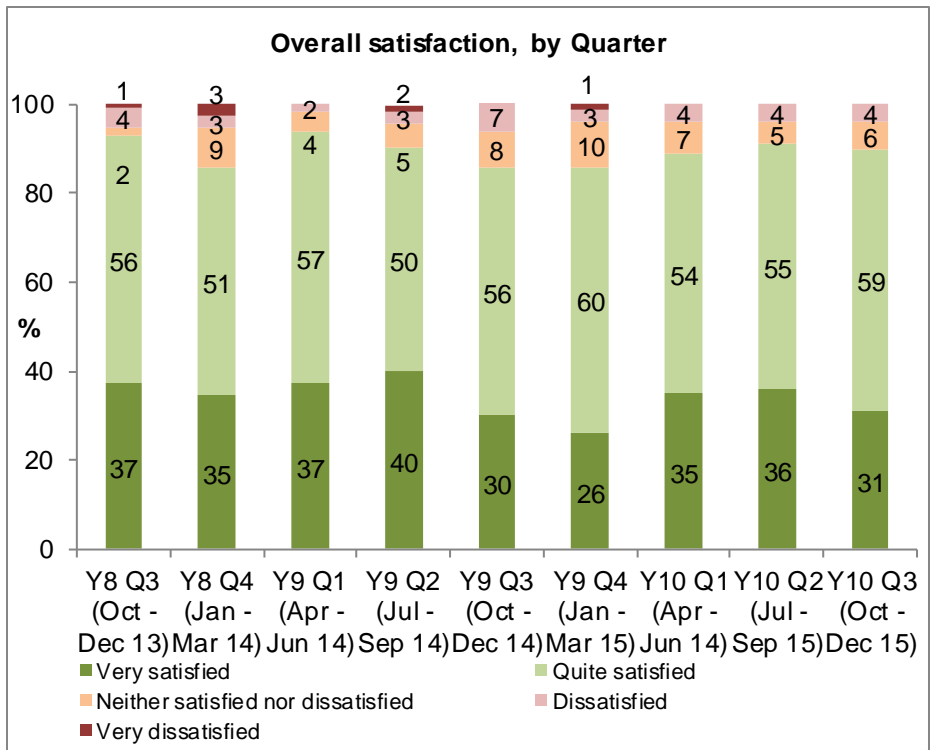
The trend, by quarter, since this question was introduced is shown in the chart.

By subgroup:

- Females respondents were slightly more likely to say they were satisfied than males (91% compared to 88%);
- Those that felt unsafe on Highways England roads were more dissatisfied (8%) than those that felt safe (1%); and
- Infrequent users were more satisfied than frequent users (92% compared to 87%).

### Reasons for respondents being satisfied included:

- *It's not Highways England causing the problems, it's the drivers (Male, 25-34)*
- *I feel it's a lot safer than it used to be with the speed limits (Female, 25-34)*
- *They are safe and improving all the time (Male, 55-59)*
- *They are well managed in good and bad circumstances, but poorly [managed] in ice and snow (Male, 65+)*
- *They are fine apart from roadworks (Female, 25-34)*



Y8 Q3 (Oct - Dec 13) (116) , Y8 Q4 (Jan - Mar 14) (113), Y9 Q1 (Apr - Jun 14) (115), Y9 Q2 (Jul - Sep 14) (115), Y9 Q3 (Oct - Dec 14) (116), Y9 Q4 (Jan - Mar 15) (115), Y10 Q1 (Apr - May 15) (114), Y10 Q2 (Jun - Aug) (112), Y10 Q3 to date (78) *How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Unprompted)*

### Reasons for respondents being dissatisfied included:

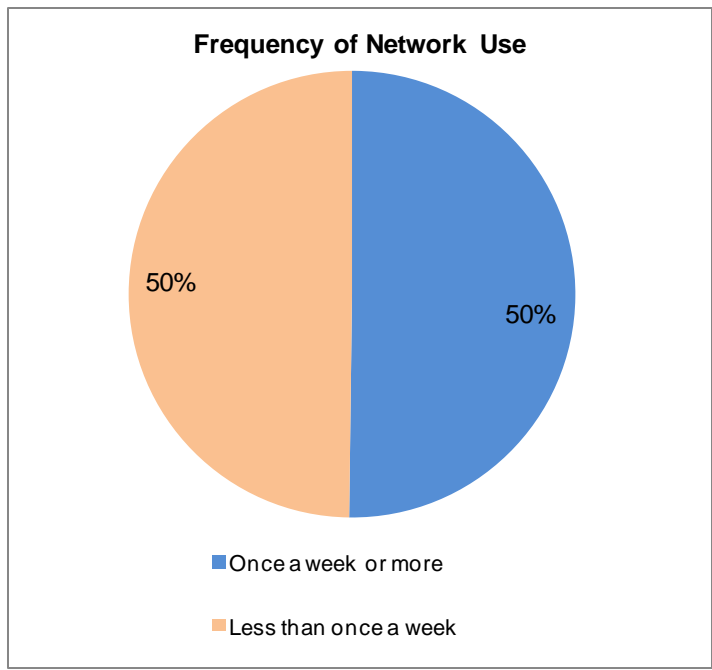
- *I think it's getting harder with more roadworks and the traffic (Male, 55-59)*
- *Too many roadworks; they stretch too far ahead (Male, 55-59)*
- *The A628 is a danger; should have a bypass and open Woodhead Tunnel (Female, 60-64)*
- *Roadworks take too long; the sections are too long (Male, 35-44)*
- *A628 is just one long traffic jam and does not feel safe at times (Female, 20-24)*

### Frequency of Road Use

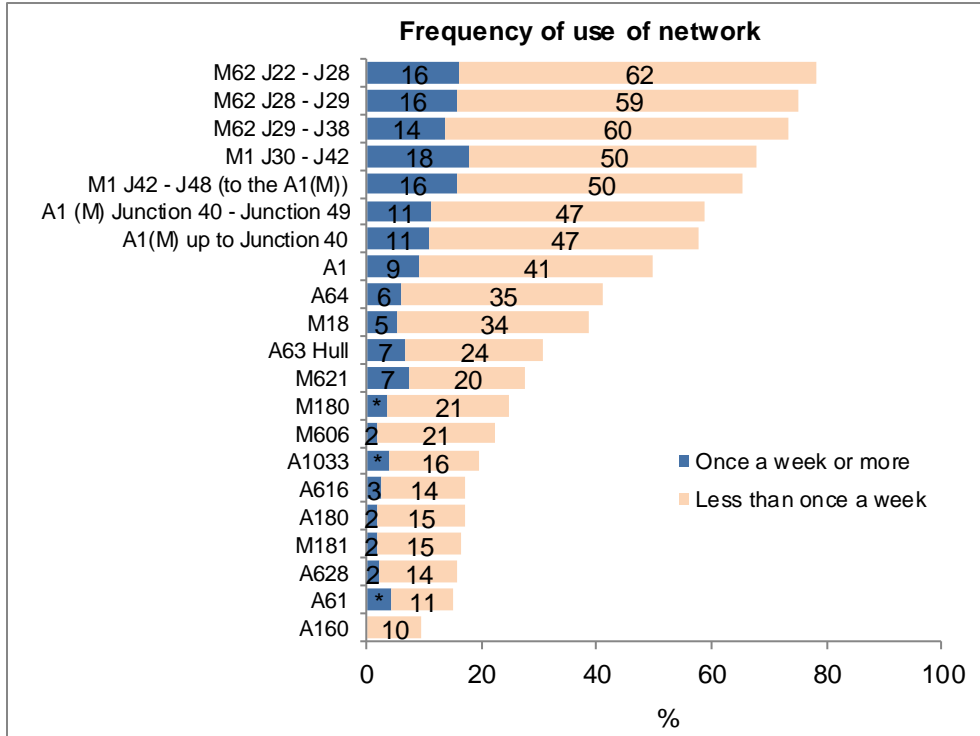
Respondents were asked how often they travelled on Highways England roads in Area 12. Fifty percent of respondents stated they travelled on Highways England roads at least once a week. By subgroup, frequent users were more likely to:

- Feel unsafe on roads (56% compared to 65% of infrequent users);
- Have slightly lower levels of overall satisfaction (87% very or fairly satisfied compared to 92% of infrequent users); and
- Have experienced congestion that caused delay (64% compared to 43%).

The chart shows the most frequently used roads with the M1, M62 and A1(M) split into sections. Overall 82% used the M62 and 69% used the M1 although some respondents did not use all sections.



Base: 229  
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)



Base: 229 for each road  
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

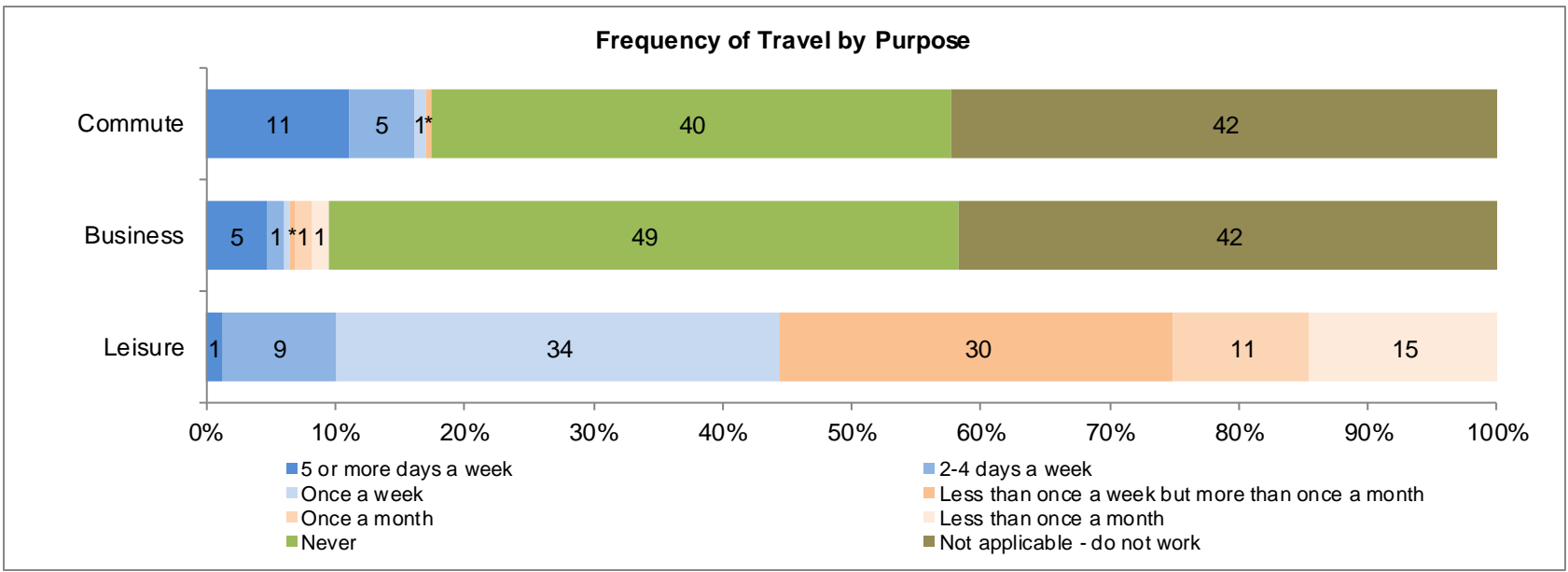
### Journey Purpose

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

- 18% of respondents used roads for commuting, 40% worked but did not commute using Highways England motorways or trunk roads;
- 9% of respondents used roads for business purposes, 49% worked but did not; and
- All but 1% of respondents used the roads for other purposes.

By sub group:

- Those using the network for commuting on five days a week or more were more likely to be male (17% compared to 6% females), aged between 17 and 34 (19% compared to 14% of 35-59 year olds), drive more than 10,000 miles a year (29% compared to 9% driving 10,000 miles or less) and be from the ABC1 socio-economic group (15% compared to 10% of C2DE) ; and
- Those driving for business purposes on five days a week or more were most likely to be male (8% compared to 2% of females), aged between 35 and 59 (8% compared to 3% of 17-34 year olds), drive more than 10,000 miles a year (18% compared to 4% driving 10,000 miles or less) and be from the ABC1 socio-economic group (9% compared to 2% of C2DE).

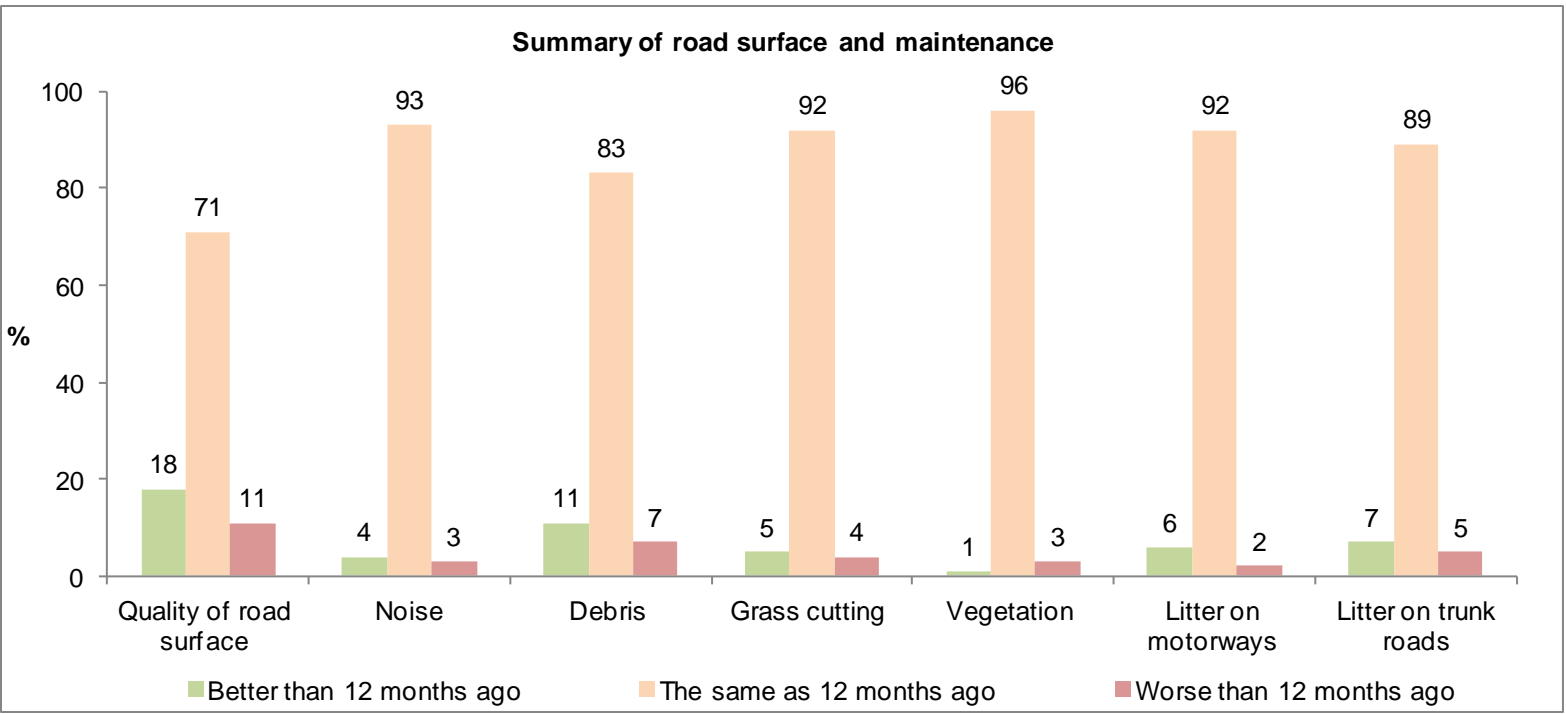


Base: 229 (Other, Employer Business and To Work)  
 How often do you use Highways England roads for...? (Prompted)

### Summary of conditions of road and maintenance

Respondents were asked whether they thought a series of aspects of maintenance were better, worse or the same as 12 months ago, the chart shows the results for the current reporting period. By sub sector:

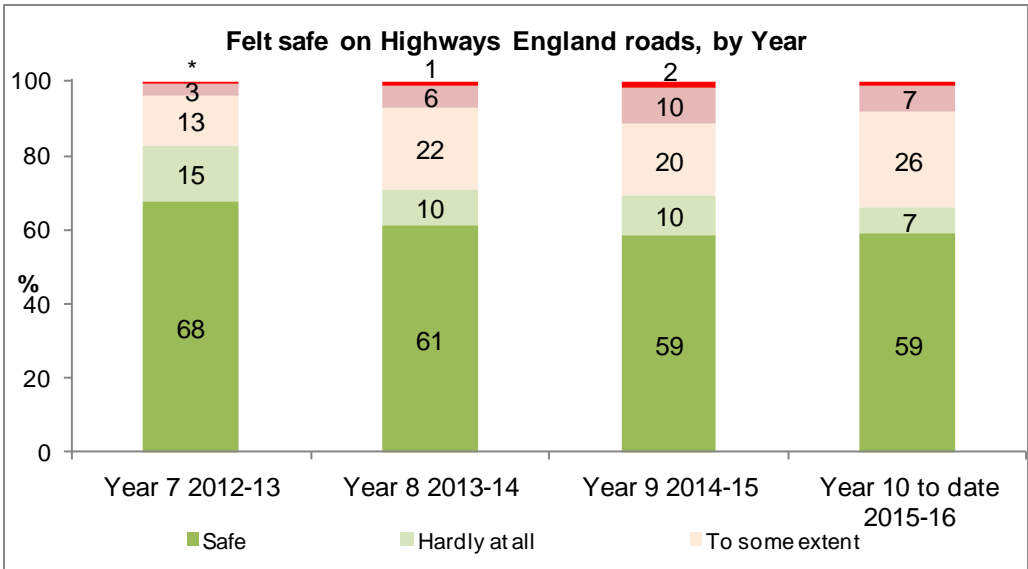
- Drivers were more likely to say the amount of litter on both motorways and trunk roads was better than 12 months ago than non-drivers (7% compared to 2% for motorways and 7% compared to 4% for trunk roads); and
- Respondents aged 35 and over were more likely to say the amount of debris on roads was better than 12 months ago (12% compared to 7% of respondents aged 17-34).



Base: Quality of surfaces (222); Noise (217); Debris (217); Grass Cutting (219); Vegetation (216); Litter on motorways (212); Litter on trunk roads (213) Thinking about the 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;
- ✓ Infrequent users are more likely to feel safe than infrequent users (65% compared to 56% in the current reporting period);
- ✓ Respondents aged between 17-34 felt safer (73% compared to 53% of 35-59 year olds and 60% of those aged 60+) in current reporting period;
- ✓ Fifteen percent of users of the M1 J30 - J42 felt unsafe as did 14% of users of the M1 J42 - J48; and
- ✓ *\*Decreasing trend in respondents feeling safe since Year 7 (2012-13).*



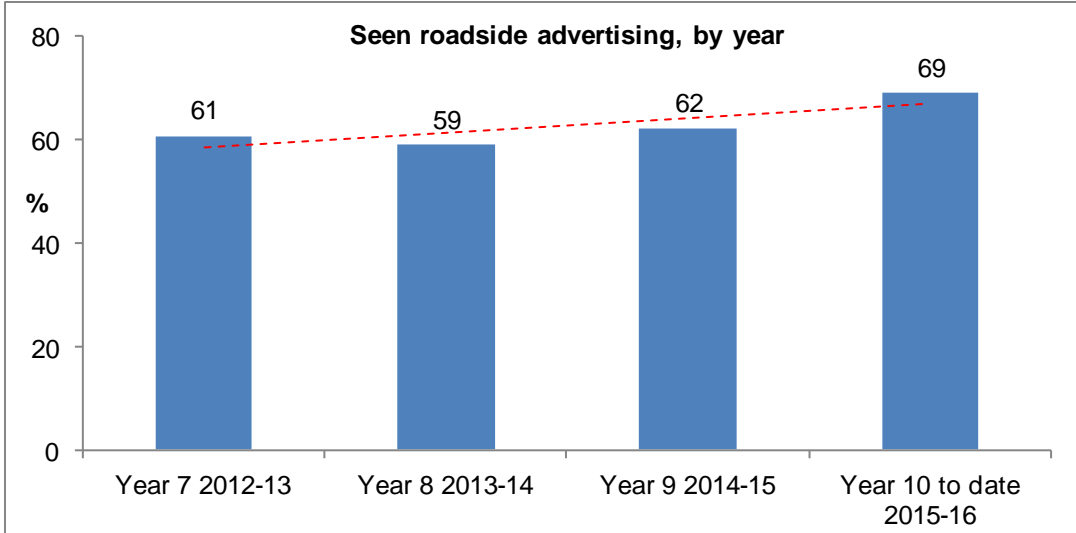
Base = Y7 12-13 (439), Y8 13-14 (453), Y9 14-15 (461), Y10 to date 15-16 (304)  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

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

	Users of the road	Felt unsafe to some extent or more	
		n	%
M62 J22 - J28	179	20	11
M62 J28 - J29	172	17	10
M62 J29 - J38	168	20	12
M1 J30 - J42	155	23	15
M1 J42 - J48 (to the A1(M))	145	20	14
A1 (M) J40 - J49	134	8	6
A1(M) up to J40	132	6	5
A1	114	3	3
A64	94	5	5
M18	89	3	3
A63 Hull	70	5	7
M621	63	3	5
M180	57	1	2
M606	51	4	8
A1033	45	5	11
A180	39	0	0
A616	39	4	10
M181	38	0	0
A628	36	3	8
A61	34	2	6
A160	23	0	0

### Roadside advertising

- ✓ In the current reporting period, 75% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were more likely to have seen roadside advertising than non-drivers (78% to 64%);
- ✓ Frequent users of the network were also more likely to have seen roadside advertising (83% compared to 68% of infrequent users);
- ✓ Thirty four percent of users of the M62 J22 – J28 had seen roadside advertising, as had 31% of users of the M62 J29 – J38 and 28% of users of the M62 J28 – 29; and
- ✓ *\*Increasing trend in respondents seeing roadside advertising since Year 8 (2013-14).*

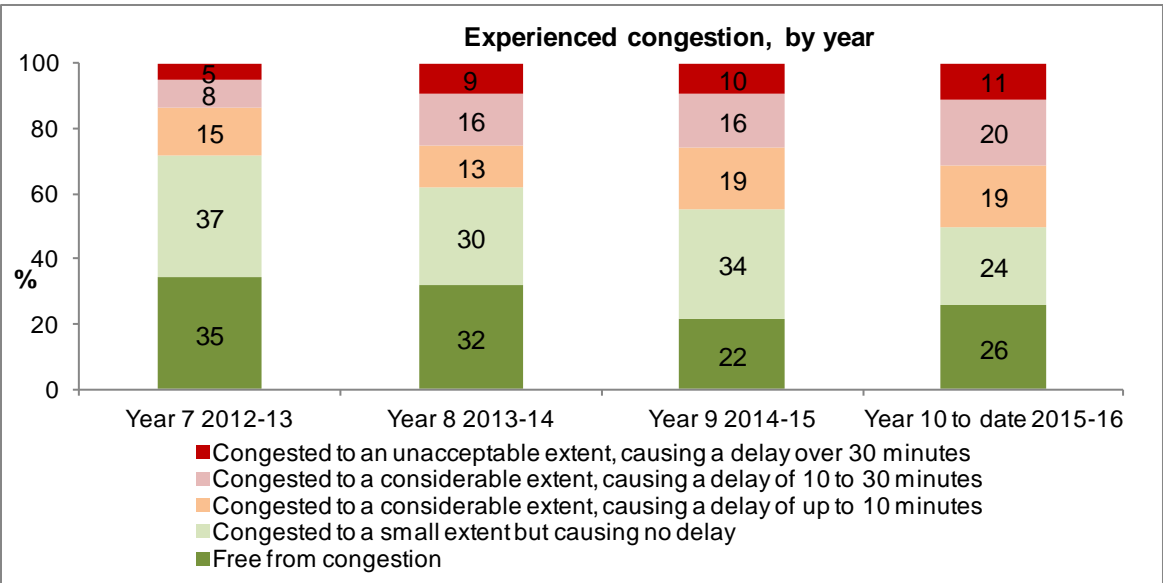


	Users of the road	Roadside Advertising	
		n	%
M62 J22 - J28	179	60	34
M62 J28 - J29	172	49	28
M62 J29 - J38	168	52	31
M1 J30 - J42	155	24	15
M1 J42 - J48 (to the A1(M))	145	10	7
A1 (M) J40 - J49	134	10	7
A1(M) up to J40	132	10	8
A1	114	15	13
A64	94	8	9
M18	89	4	4
A63 Hull	70	16	23
M621	63	2	3
M180	57	5	9
M606	51	1	2
A1033	45	0	0
A180	39	0	0
A616	39	5	13
M181	38	1	3
A628	36	5	14
A61	34	1	3
A160	23	1	4

Base = Y7 12-13 (439), Y8 13-14 (453), Y9 14-15 (461), Y10 to date 15-16 (304).  
 Thinking about the 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 74% of respondents experienced congestion on Highways England roads and 53% experienced congestion which resulted in a delay;
- ✓ Drivers were more likely to have experienced congestion than non-drivers (77% compared to 66%);
- ✓ Frequent users of the road network were more likely to have experienced congestion than infrequent users (79% compared to 69%);
- ✓ Twenty nine percent of users of the A1033 reported being delayed by congestion, as did 21% of users of the A63 Hull; and
- ✓ Gradual increase in the proportions of respondents experiencing congestion with a slight fluctuation in Year 10 to date.

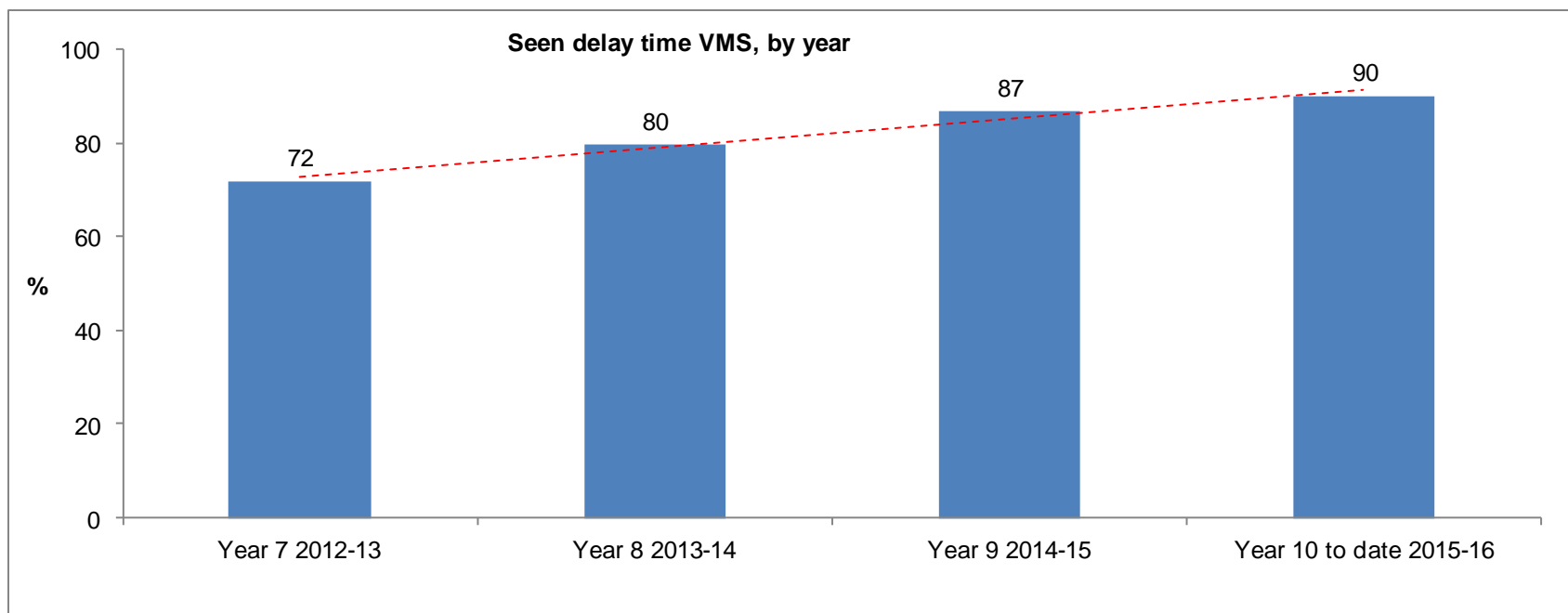


	Users of the road	Delayed by congestion	
		n	%
M62 J22 - J28	179	36	20
M62 J28 - J29	172	31	18
M62 J29 - J38	168	30	18
M1 J30 - J42	155	30	19
M1 J42 - J48 (to the A1(M))	145	18	12
A1 (M) J40 - J49	134	16	12
A1(M) up to J40	132	15	11
A1	114	9	8
A64	94	5	5
M18	89	1	1
A63 Hull	70	15	21
M621	63	7	11
M180	57	1	2
M606	51	3	6
A1033	45	13	29
A180	39	1	3
A616	39	0	0
M181	38	0	0
A628	36	6	17
A61	34	2	6
A160	23	1	4

Base = Y7 12-13 (439), Y8 13-14 (453), Y9 14-15 (461), Y10 15-16 to date (304)  
 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

## Delay time VMS

- ✓ Proportion of respondents seeing delay time VMS has increased since Year 7 (2012-13); and
- ✓ In the current reporting period, in terms of usefulness by sub-group:
  - ✓ All non-drivers that had seen VMS said they had found them useful compared to 89% of drivers; and
  - ✓ Females were slightly more likely to find them useful than males (92% compared to 90%).



Base = Y7 12-13 (439), Y8 13-14 (453), Y9 14-15 (461), Y10 to date 15-16 (304).

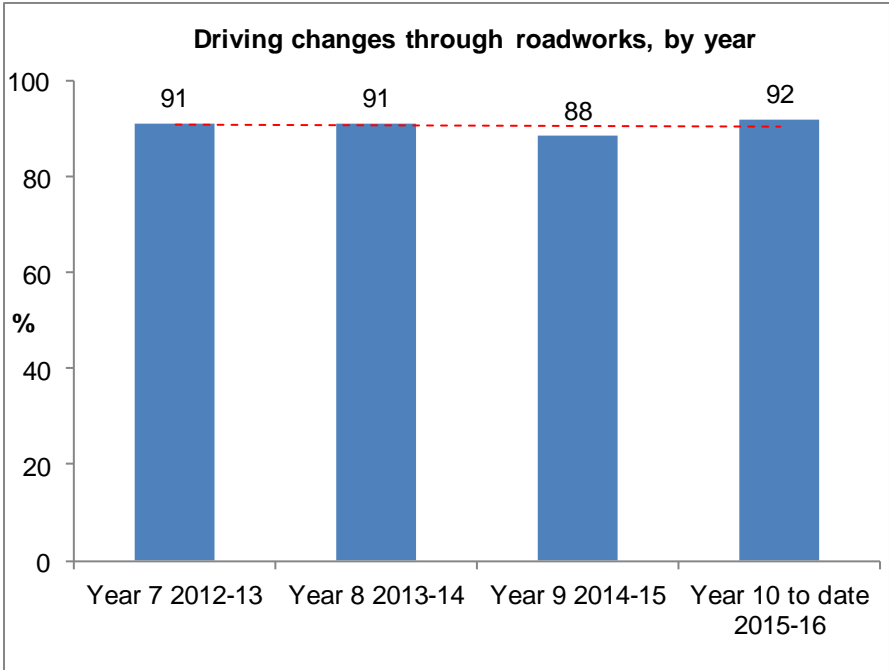
Have you seen Delay Time messages like this on Highways England roads in this area?

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



### Driving behaviour through roadworks

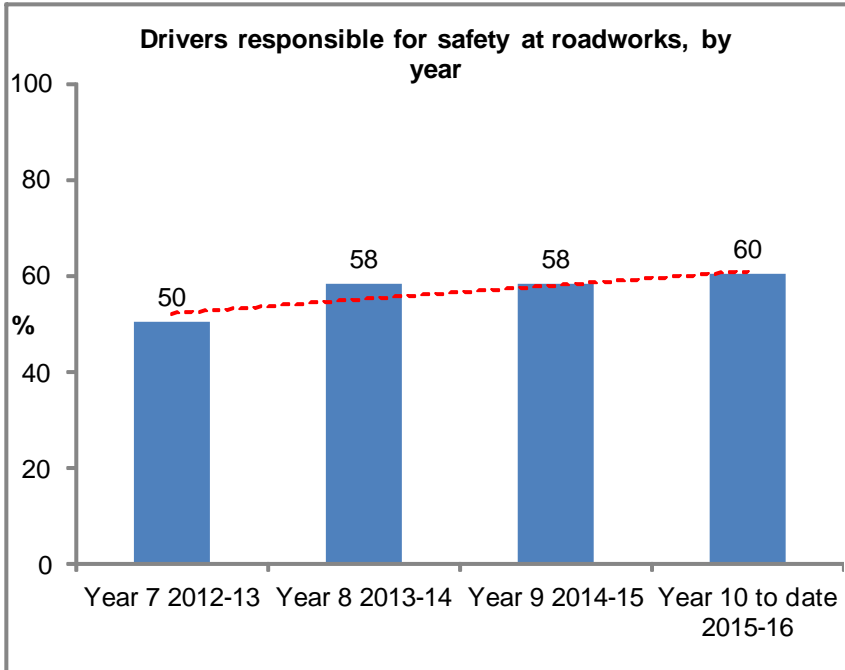
- ✓ Consistent proportions of respondents saying their driving changes through roadworks whilst the proportions of respondents saying drivers were responsible for safety through roadworks has increase since Year 7 (2012-13); and
- ✓ In the current reporting period, for whether driving changes by sub-group:
  - ✓ Those who used the network for commuting were more likely to change their driving compared to those that did not (95% compared to 91%);
  - ✓ Those aged 17-34 were less likely to change their driving compared to other age groups (88% compared to 93% for older respondents); and
  - ✓ Male respondents were slightly more likely to change their driving than females (93% compared to 91%).



Base = Y7 12-13 (323), Y8 13-14 (341), Y9 14-15 (347), Y10 15-16 to date (237).

Excludes 'Not applicable'

Does your driving change when you are travelling through roadworks?



Base = Y7 12-13 (439), Y8 13-14 (453), Y9 14-15 (460), Y10 15-16 to date (304).

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 (June - November 2015)	Base	Percentage point change from previous six month period	Previous 6 month report (Dec 2014 - May 2015)	Base	Average All Areas	Percentage point change difference from national average
<b>Drivers</b>		<b>77%</b>	229	2%	<b>75%</b>	229	81%	-4%
<b>Drive on business (drivers only)</b>		<b>25%</b>	174	-3%	<b>28%</b>	171	29%	-4%
<b>Frequent Users (use Agency roads once a week or more)</b>		<b>50%</b>	229	4%	<b>46%</b>	229	61%	-11%
<b>Travel as...</b>	<b>Car / Van Driver</b>	<b>76%</b>	229	6%	<b>70%</b>	229	78%	-2%
	<b>Passenger in a car or van</b>	<b>38%</b>	229	-8%	<b>46%</b>	229	43%	-5%
<b>Felt safe on the network</b>		<b>60%</b>	229	● 1%	<b>59%</b>	229	60%	● 0%
<b>Felt unsafe on the network</b>		<b>40%</b>	229	● -1%	<b>41%</b>	229	40%	● 0%
	Felt unsafe: Hardly unsafe at all	<b>19%</b>	91	● -8%	<b>27%</b>	93	25%	● -6%
	Felt unsafe: To a considerable/very considerable extent	<b>19%</b>	91	● -6%	<b>25%</b>	93	19%	● 0%
	Felt unsafe: Due to other people's driving	<b>62%</b>	91	18%	<b>44%</b>	93	50%	12%
<b>Road surface quality:</b>	Better than 12 months ago	● <b>18%</b>	222	0%	<b>18%</b>	206	18%	0%
	Worse than 12 months ago	<b>11%</b>	222	-6%	<b>17%</b>	206	49%	-38%
<b>Road surface noise</b>	Better than 12 months ago	● <b>4%</b>	217	-1%	<b>5%</b>	200	12%	-8%
	Worse than 12 months ago	<b>3%</b>	217	-3%	<b>6%</b>	200	10%	-7%
<b>Grass cutting:</b>	Better than 12 months ago	● <b>5%</b>	219	-1%	<b>6%</b>	201	11%	-6%
	Worse than 12 months ago	<b>4%</b>	219	1%	<b>3%</b>	201	8%	-4%
<b>Vegetation:</b>	Less overgrown than 12 months ago	<b>1%</b>	216	-3%	<b>4%</b>	198	10%	-9%
	More overgrown than 12 months ago	● <b>3%</b>	216	0%	<b>3%</b>	198	9%	-6%
<b>Debris:</b>	Better than 12 months ago	● <b>11%</b>	217	3%	<b>8%</b>	204	13%	-2%
	Worse than 12 months ago	<b>7%</b>	217	2%	<b>5%</b>	204	10%	-3%
<b>Litter on Motorways:</b>	Better than 12 months ago	● <b>6%</b>	212	0%	<b>6%</b>	175	14%	-8%
	Worse than 12 months ago	<b>2%</b>	212	-2%	<b>4%</b>	175	11%	-9%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	● <b>7%</b>	213	1%	<b>6%</b>	185	10%	-3%
	Worse than 12 months ago	<b>5%</b>	213	2%	<b>3%</b>	185	15%	-10%

## Summary Tables

	Current Report (June - November 2015)	Base		Percentage point change from previous six month period	Previous 6 month report (Dec 2014 - May 2015)	Base	Average All Areas		Percentage point change difference from national average
<b>Responsibility for litter seen</b>									
Highways England	29%	229	●	1%	28%	229	23%	●	6%
Local Council/Local Authority	20%	229		-4%	24%	229	19%		1%
People travelling on the network	52%	229		5%	47%	229	55%		-3%
<b>Permanent road signs:</b>									
Satisfied/ very satisfied	91%	229	●	-3%	94%	229	87%	●	4%
Dissatisfied/ very dissatisfied	2%	229	●	0%	2%	229	3%	●	-1%
<b>Seen one or more temporary road signs</b>									
Satisfied/very satisfied with temporary road signs	92%	162	●	2%	90%	129	84%	●	8%
Dissatisfied/very dissatisfied with temporary road signs	4%	129	●	0%	4%	129	8%	●	-4%
<b>Travelled through roadworks recently</b>									
Saw signs giving reason for the work	67%	175	●	-2%	69%	154	62%	●	5%
Saw no signs giving reason for the work	18%	175	●	4%	14%	154	18%	●	0%
Was provided with enough information through the roadworks	81%	150	●	3%	78%	127	70%	●	11%
Was not provided with enough information through the roadworks	17%	150	●	-2%	19%	127	20%	●	-3%
<b>Passed roadworks when no one was working</b>									
	69%	175		20%	49%	154	63%		6%
<b>Seen roadside advertising</b>									
Not bothered by roadside advertising	60%	172	●	-3%	63%	126	60%	●	0%

**Summary Tables – Area Specific**

		Current Report (June - November 2015)	Base	Percentage point change from previous six month period	Previous 6 month report (Dec 2014 - May 2015)	Base	Average All Areas	Percentage point change difference from national average
<b>Meaning of smart motorways</b>	Don't know	19%	229	● -27%	46%	229	N/A	N/A
<b>Aware of smart motorways</b>	Yes	48%	229	● 8%	40%	229	N/A	N/A
<b>Travelled on smart motorways</b>	Yes	96%	109	● 14%	82%	92	N/A	N/A
<b>Concerns about smart motorways</b>	Yes	14%	229	● 1%	13%	229	N/A	N/A
<b>Lighting</b>	Very Satisfied/Satisfied	86%	229	● 3%	83%	229	N/A	N/A
<b>If lighting was switched off</b>	No impact	20%	229	● 3%	17%	229	N/A	N/A
<b>Road markings are: Clear and visible all/most of the time</b>		98%	229	● 2%	96%	229	N/A	N/A

## Summary Tables

		Current Report (June - November 2015)	Base	Percentage point change from previous six month period	Previous 6 month report (Dec 2014 - May 2015)	Base	Average All Areas	Percentage point change difference from national average
<b>VMS</b>	Seen VMS	91%	229	4%	87%	229	82%	9%
	Very useful/useful	91%	209	● -4%	95%	229	90%	● 1%
<b>VMS</b>	Better than 12 months ago	● 21%	206	-1%	22%	199	20%	1%
	Worse than 12 months ago	2%	206	-2%	4%	199	3%	-1%
<b>Suggested improvements</b>	None, they're ok	55%	209	-3%	58%	199	N/A	N/A
	Signs up to date	23%	209	2%	21%	199	N/A	N/A
<b>Experienced congestion on Agency roads</b>		74%	229	● -3%	77%	229	78%	● -4%
	With delay	53%	229	● 8%	45%	229	41%	● 12%
<b>Agency roads impacted on ability to move safely (n=8)</b>		3%	229	-4%	7%	229	N/A	N/A
	To some extent or more as a Pedestrian (n=5)	2%	229	● 2%	0%	229	2%	● 0%
	To some extent or more as a Cyclist (n=3)	1%	229	● 0%	1%	229	2%	● -1%
	To some extent or more as a Horse Rider (n=0)	0%	229	● 0%	0%	229	0%	● 0%
<b>Red X</b>	<b>Illegal to travel in lane</b>	73%	229	● 3%	70%	229	61%	● 12%
<b>Overall satisfaction</b>	<b>Very/quite satisfied</b>	90%	229	● 3%	87%	229	84%	● 6%
<b>Driving changes when travelling through roadworks</b>		92%	176	● 4%	88%	171	83%	● 9%
	Slow down	85%	162	● -4%	89%	150	80%	● 5%
<b>Changes due to</b>	Roadworkers	16%	162	● -10%	26%	150	29%	● -13%
<b>Drivers themselves should ensure safe driving</b>		57%	229	-9%	66%	229	67%	-10%
<b>Highways England should ensure safe driving</b>		28%	229	-1%	29%	229	28%	0%

# Summary

	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches / is poor		Road is moderately or very noisy		Grass not cut short		Vegetation is overgrown		Some or a lot of debris		Where litter reported		Roadside Advertising		Delayed by congestion	
		n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
M62 J22 - J28	179	20	11	5	3	3	2	0	0	0	0	6	3	3	2	60	34	36	20
M62 J28 - J29	172	17	10	5	3	1	1	0	0	0	0	3	2	3	2	49	28	31	18
M62 J29 - J38	168	20	12	7	4	4	2	0	0	0	0	6	4	3	2	52	31	30	18
M1 J30 - J42	155	23	15	5	3	3	2	1	1	0	0	6	4	7	5	24	15	30	19
M1 J42 - J48 (to the A1(M))	145	20	14	8	6	35	24	0	0	0	0	3	2	1	1	10	7	18	12
A1 (M) J40 - J49	134	8	6	9	7	6	4	0	0	0	0	3	2	3	2	10	7	16	12
A1(M) up to J40	132	6	5	7	5	4	3	0	0	0	0	3	2	3	2	10	8	15	11
A1	114	3	3	5	4	2	2	1	1	2	2	1	1	9	8	15	13	9	8
A64	94	5	5	9	10	1	1	7	7	6	6	3	3	4	4	8	9	5	5
M18	89	3	3	1	1	2	2	0	0	0	0	0	0	0	0	4	4	1	1
A63 Hull	70	5	7	7	10	3	4	2	3	2	3	2	3	12	17	16	23	15	21
M621	63	3	5	1	2	0	0	0	0	0	0	0	0	0	0	2	3	7	11
M180	57	1	2	0	0	8	14	2	4	0	0	1	2	1	2	5	9	1	2
M606	51	4	8	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3	6
A1033	45	5	11	4	9	1	2	0	0	0	0	0	0	0	0	0	0	13	29
A180	39	0	0	2	5	12	31	1	3	0	0	0	0	1	3	0	0	1	3
A616	39	4	10	3	8	1	3	0	0	0	0	4	10	2	5	5	13	0	0
M181	38	0	0	1	3	1	3	0	0	0	0	0	0	0	0	1	3	0	0
A628	36	3	8	2	6	2	6	0	0	0	0	0	0	0	0	5	14	6	17
A61	34	2	6	2	6	0	0	2	6	1	3	2	6	1	3	1	3	2	6
A160	23	0	0	1	4	1	4	1	4	0	0	0	0	0	0	1	4	1	4

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



<b>Report Title:</b>	19 - Area 12 June 2015 – November 2015 Report
<b>Date of Issue:</b>	18 <sup>th</sup> December 2015
<b>Prepared by:</b>	Fiona McCorquodale
<b>Reviewed / Approved by:</b>	Jodie Knight Christine Johnson
<b>Data File</b>	Area 12 MTD file May 06 – May 14 Area 12 New MTD file June 2014 – November 2015
<b>Status</b>	Unweighted
<b>Base Cases</b>	229

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179 Moss Lane  
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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.