

# AREA 4 ROAD USERS' SATISFACTION SURVEY

## February - July 2015

### Report 18

*Prepared for Highways England by AECOM*



**Contents**

**SUMMARY: HEADLINES.....3**

**SUMMARY: AREA 4 HEADLINES (COMPARISON TO PREVIOUS REPORT).....5**

**SUMMARY: INFORMATION ABOUT RESPONDENTS.....6**

**INTRODUCTION.....8**

**AREA SPECIFIC QUESTIONS .....9**

**FREQUENCY OF TRAVEL.....12**

**FURTHER ANALYSIS.....15**

**Introduction**

228 people were interviewed in Area 4 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 decreased from 80% to 78% since last reporting period and much lower than the score across all ARUSS areas (87%)
- This could be down to high levels of congestion and low proportions of users feeling safe compared to other areas
- 17-34 year olds more satisfied than 35-59 year olds (81% compared to 72%)

### Safety

- Decrease in those feeling safe since last reporting period (from 54% felt safe in the last report to 50%) with other people's driving (46%) the most common reason for this followed by the maintenance of the road (18%)
- Males more likely to feel safe than females (53% compared to 46%)
- 24% of users of M20 felt unsafe to some extent or more as did 16% on the M2
- Decrease in respondents feeling unsafe due to other people's driving (61% down from 53%)

### Litter and maintenance

- 23% thought the amount of litter on motorways was worse than 12 months ago although 12% thought better whilst 26% said it was worse on trunk roads with just 9% saying it was better
- The most common roads where users had seen litter were A2 (54% of users of the road saw litter), M2 (50%) and M20 (47%)
- All aspects of maintenance except vegetation and grass cutting had significantly more respondents saying it was in a worse condition than 12 months ago than better

### Red X

- Similar proportion of respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 53% to 54%) but still lower than the average in all areas (61%)
- Drivers more likely to say "Yes it is illegal [to travel in a lane with a Red X above it]" than non-drivers (57% compared to 38%)
- Similar proportion of respondents saying "Don't know" [to travel in a lane with a Red X above it]" since last reporting period (from 24% to 23%)

### Congestion / Reliability

- Proportions experiencing congestion similar to the last report (92% up from 91%)
- Males more likely to have experienced congestion than females (96% compared to 87%)
- 21% each of users of the A2 and the A27 reported being delayed by congestion
- In Year 10 to date (2015-16) journey time now varies at least some of the time on 85% of regular journeys, up from 75% in the last report

Summary: Headlines  
Did you know...

92% experienced congestion with A2 the road mentioned by most respondents

40% felt unsafe on M20 and 23% on the M2...

*"HGVs can be intimidating"*

*"Lack of speed limit signs"*

68% had made a regular journey on the roads in Area 4 with 25% saying the journey varied every or most times...

*"A27: need a roundabout at Salvington Hill"*

*"Improve road construction surface"*

70% had seen roadside advertising...

*"They should not be allowed to put them up in fields"*

*"Can cause you to have a crash"*

86% said their driving changed when travelling through roadworks with slowing down being the most common way

*"Aware of others braking and changing lanes"*

*"Be more observant"*





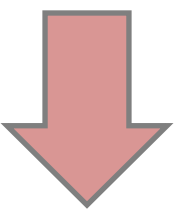
- Where % 'better' exceeds % 'worse'
- Where % 'worse' exceeds % 'better'
- Where % 'worse' equals % 'better'



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

Summary: Area 4 Headlines (Comparisons to last report (August 2014 to January 2015))

Safety: felt safe



Decrease in proportions feeling safe from 54% to 50%

Base: 228

Quality of road surface

33% said worse than 12 months ago although 19% said better



Base: 219

Vegetation

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



Base: 195

Grass Cutting

11% said better than 12 months ago although 10% said worse



Base: 192

Amount of litter (Trunk roads, users only)

26% said worse than 12 months ago, 9% said better



Base: 208

Amount of litter (motorways, users only)

23% said worse than 12 months ago, 12% said better



Base: 187

Temporary road signs

Increase in proportions satisfied (from 79% to 84%)



Base: 176

Signs through roadworks

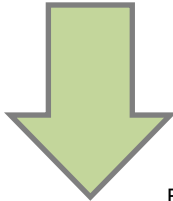
86% travelled through roadworks and of these, 68% saw signs, an increase from 64%



Base: 228 / 197

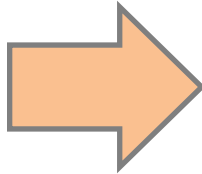
Journey reliability/variation

Decrease in those saying journey time varies every time or most of the time (from 31% to 25%)



Base: 154

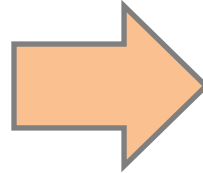
19% stated journey time never changes similar to 20% last time



Base: 154

Congestion

Similar proportions of respondents experiencing congestion (91% last time and 92% this)

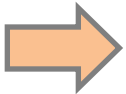


Base: 228

Red X



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



Base: 228

Roadwork safety

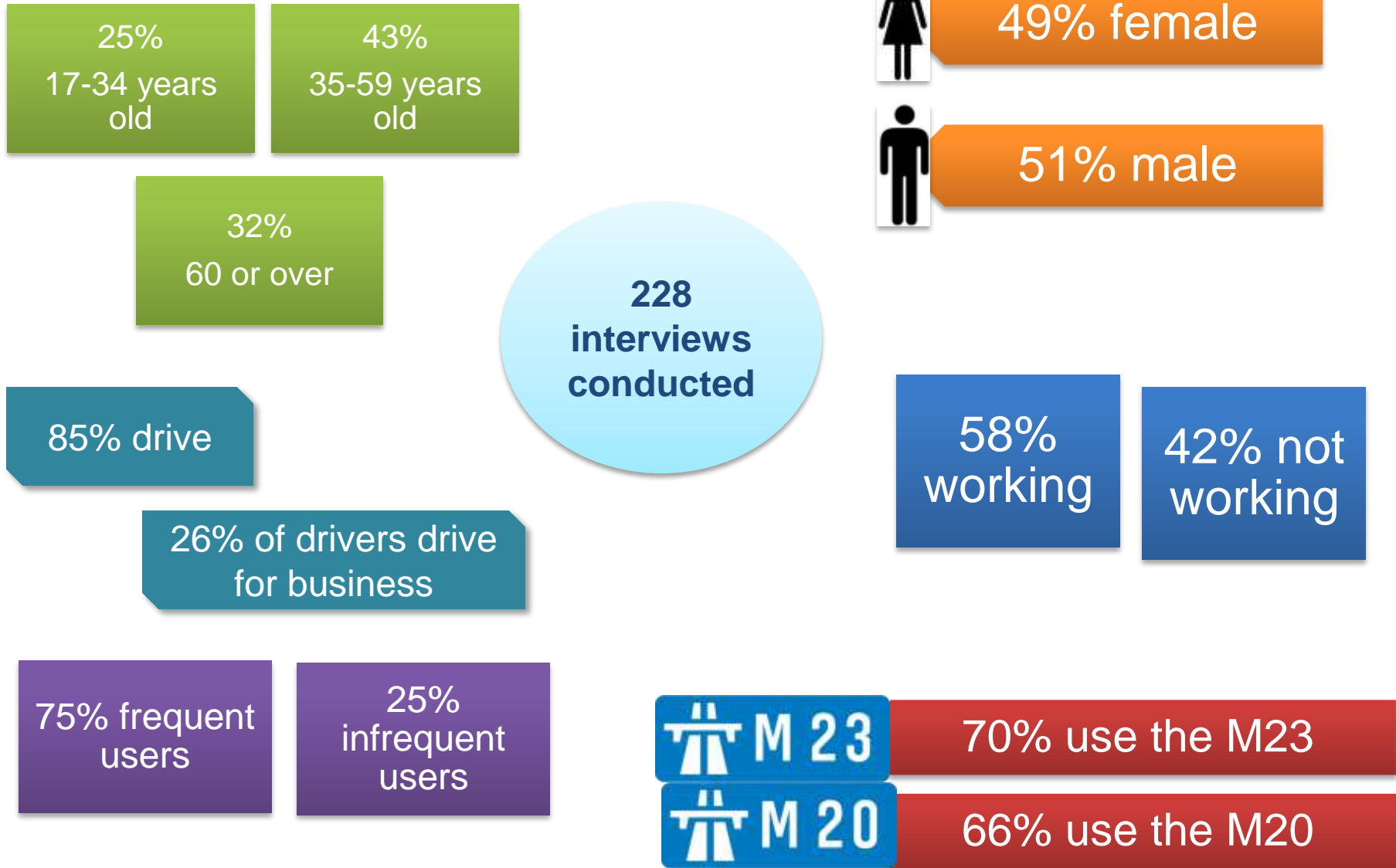


86% said their driving changed through roadworks  
87% of these slowed down due to roadworks  
39% said this was because of roadworkers

Base: 194 / 167

*\*More comparisons are shown on pages 19 to 21*

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 two thirds 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 4 using data collected in the 2011 Census.

Respondents are only asked about roads in Area 4 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 4 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 4 (e.g. A27 near Havant).

The table shows the number of households engaged with and eventual number of interviews; whilst the map shows the locations of interviews conducted.

Outcome	Frequency
No one home	1051
Refused	322
Out of quota	679
Interviews achieved	228

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 4 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 4
  - Amount of roadworks (page 9)
  - Reliability of journeys (page 10)
- Overall satisfaction (page 11)
- Use of the Highways England network
  - Frequency of use of the network (page 12) journey purpose (page 13)
- Summary of conditions of road and maintenance (page 14)
- Safety on the network (page 15)
- Roadside advertising (page 16)
- Experience of congestion (page 17)
- Driving behaviour through roadworks and safety at roadworks (page 18)
- Summary tables (page 19)

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.

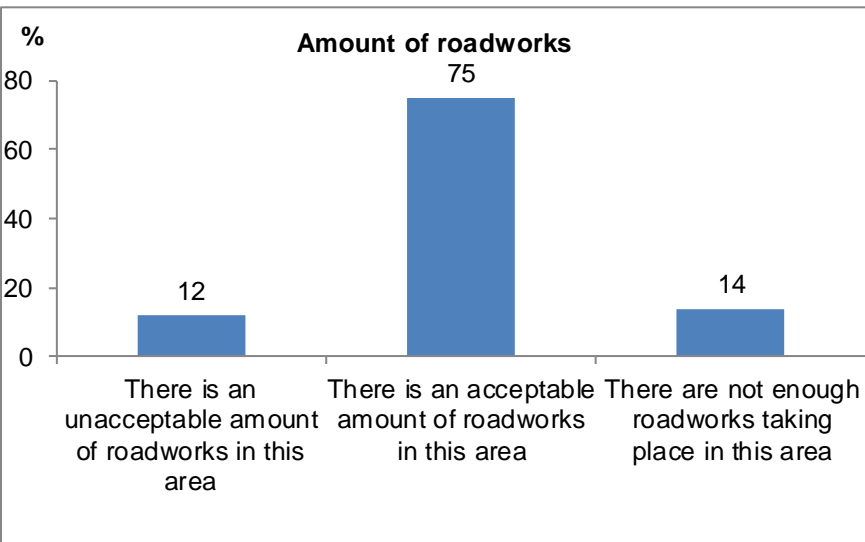


### Amount of Roadworks

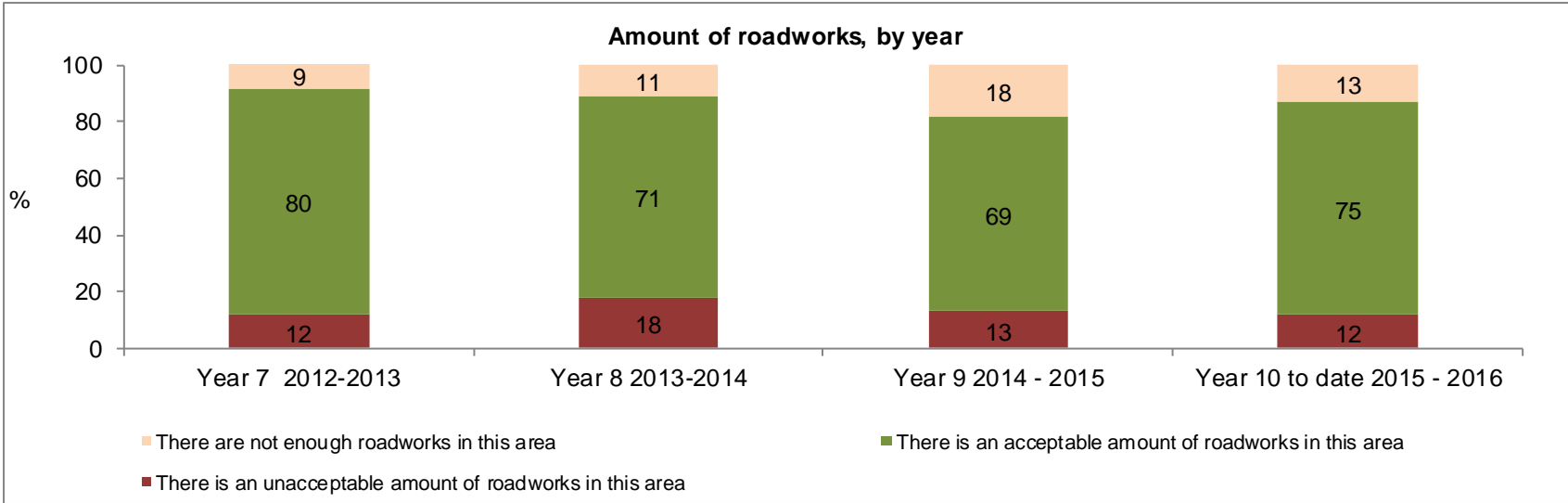
Respondents were questioned on the amount of roadworks on Highways England roads in the area. In the current reporting period 75% indicated there was an acceptable amount.

By sub-group:

- Females were more likely to say there is an acceptable amount of roadworks in the area than males (78% compared to 71%);
- Respondents aged 35-59 were more likely to state that there was an unacceptable amount of roadworks than younger respondents (15% compared to 10% of other respondents); and
- 17% of drivers who drive over 10,000 miles a year felt there was an unacceptable amount of roadworks compared to 10% of people who drive 10,000 miles or less.
- 73% of infrequent users of the Highways England roads said there was an acceptable amount of roadworks, compared to 80% of frequent users.



Base: 200 Respondents could give more than one answer  
Excludes 'don't know'  
*What do you think about the number of roadworks that are taking place in this area at the moment? (Unprompted)*

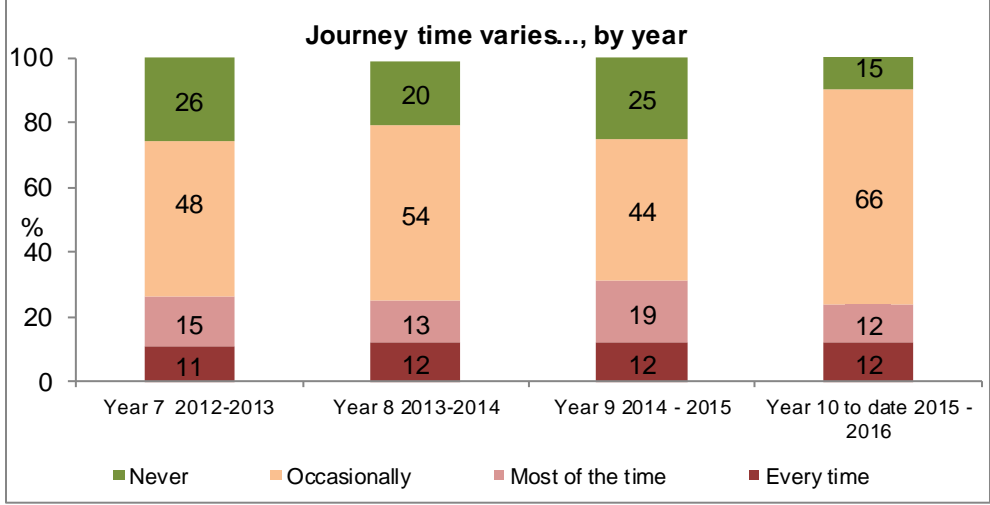
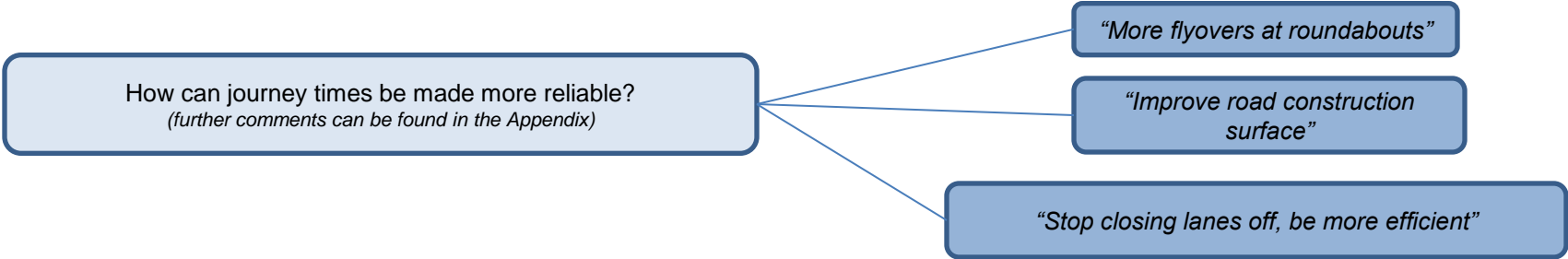


Reliability of Journeys

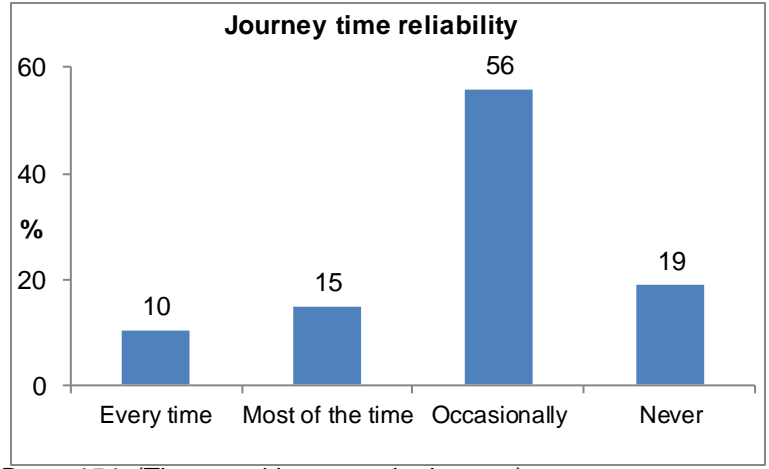
Respondents were asked whether they make a regular journey on Highways England roads; 68% of users said they did. By subgroup for whether they make a regular journey:

- Respondents in the 35-59 age group were significantly more likely to make a regular journey than those aged 17-34 and 60+ (75% compared to 67% and 59% respectively)
- Those driving were more likely to make a regular journey than those who did not (71% compared to 50%);
- Those driving over 10,000 per year were significantly more likely to make a regular journey than those driving 10,000 miles or less (84% compared to 66%).

Twenty five percent of those who make a regular journey frequently experience variations in journey time (every time or most of the time). When looked at by year there has been a significant decrease in the proportion of regular journeys never varying (from 25% to 15%).



Base: Y7 12-13 (250), Y8 13-14 (242); Y9 14-15 (274); Y10 to date 15-16 (105)  
Does the journey time vary each time you make this trip? (Prompted)



Base: 154 (Those making a regular journey)  
Does the journey time vary each time you make this trip? (Prompted) One respondent did not answer

**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 4.

In the current reporting period six months (February to July 2015), the majority (78%) of respondents were either very satisfied (12%) or satisfied (66%).

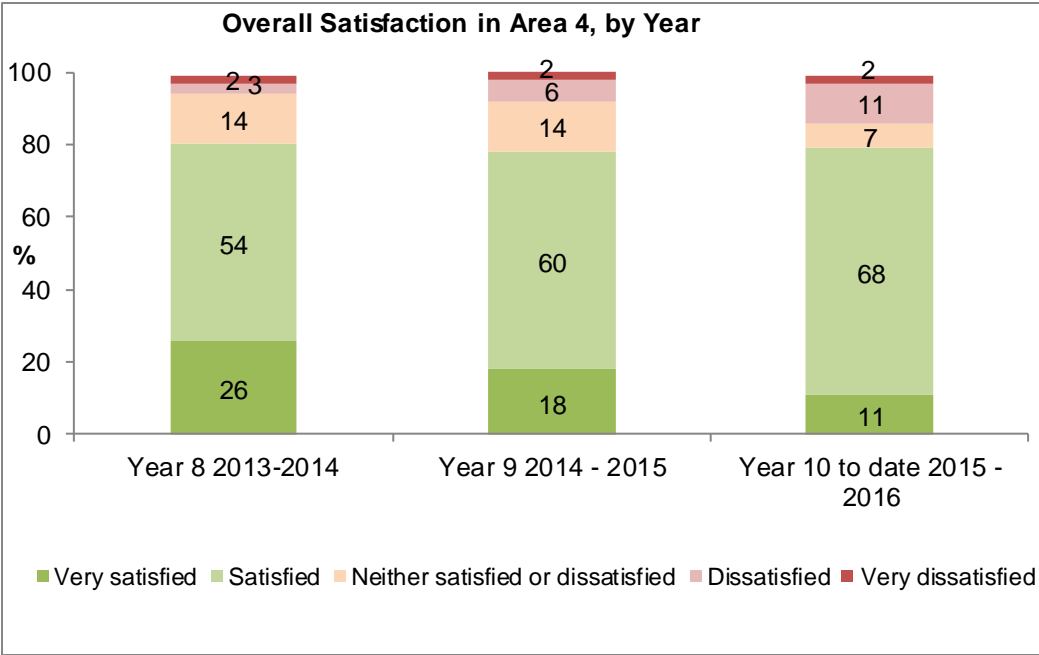
The trend, by year, since this question was introduced is shown in the chart.

By subgroup

- Respondents aged 17-34 were more likely to say they were satisfied than those aged 35 to 59 (81% each compared to 72%); and
- Frequent users were less satisfied than non-frequent users (79% compared to 72%).

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

- “Good condition and well lit” (Female, 17-19)
- “Because I can get to where I need to be without any problem. They try hard to keep the roads in good condition and I believe everyone also should do their bit too. For example, litter, or keep eyes open for anything and report it” (Male, 35-44)
- “It’s a large area for the Highways Agency to maintain and all the staff do a good job from workmen up to managers” (Male, 25-34)
- “It gets you from A to B and it’s more convenient than using side roads” (Male, 65+)
- “I think the roads are very good but overcrowded” (Male, 35-44)



Base: Y8 13-14 (220); Y9 14-15 (450); Y10 to date 15-16 (150)  
 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:**

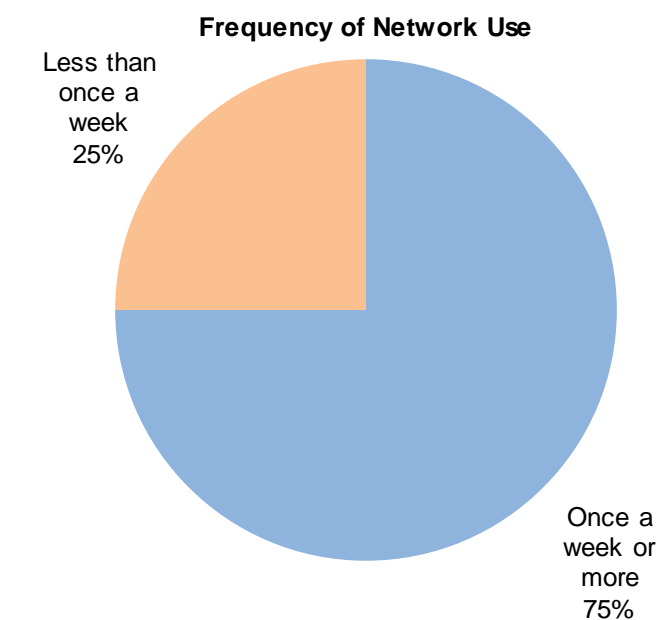
- “Can’t go anywhere without roadworks or congestion. Can’t assume journey times” (Male, 65+)
- “Because of all the potholes, general condition of the roads are not as good as they should be” (Male, 65+)
- “Because foreign HGV drivers use side of road as rubbish tip and toilet” (Male, 65+)
- “The A27 is very congested. Particularly Arundel and Chichester” (Female, 35-44)
- “Still a lot of roadworks that cause congestion. Some roads have terrible potholes and need more repairs” (Female, 60-64)

Frequency of Road Use

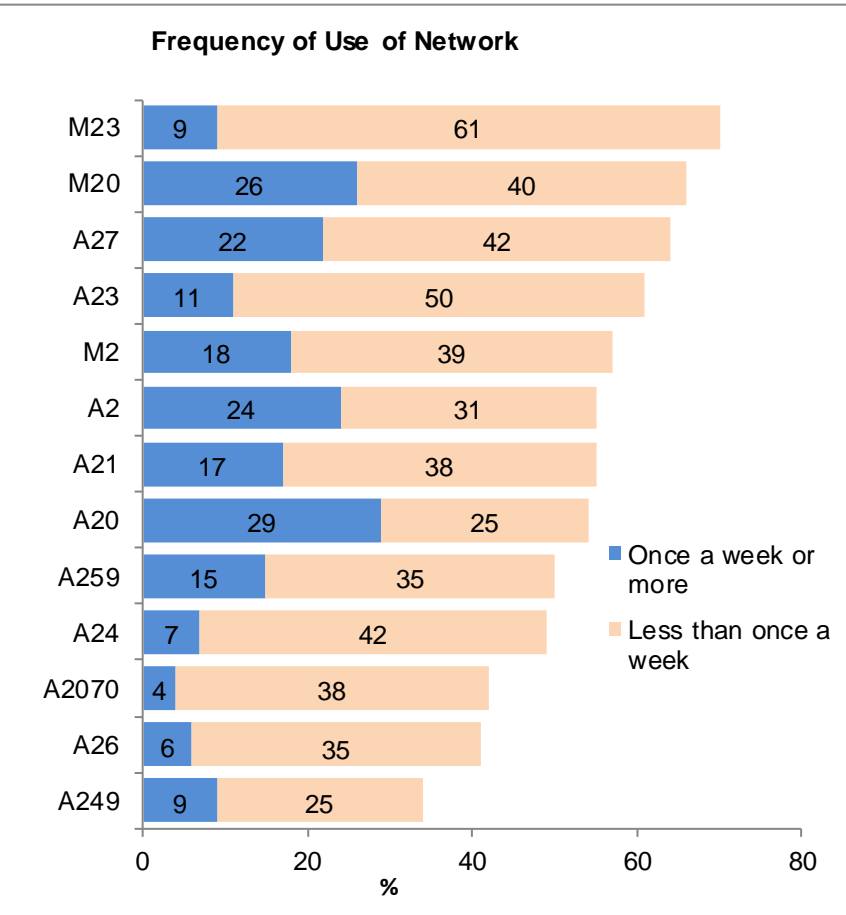
Respondents were asked how often they travelled on Highways England roads in Area 4. Seventy five percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were more likely to:

- Seen roadside advertising (76% compared to 53% of infrequent users);
- Experienced congestion (94% compared to 84%); and
- Feel unsafe on Highways England roads (53% compared to 42%).

The chart shows the roads by frequency of use. Overall 70% used the M23 and 66% used the M20.



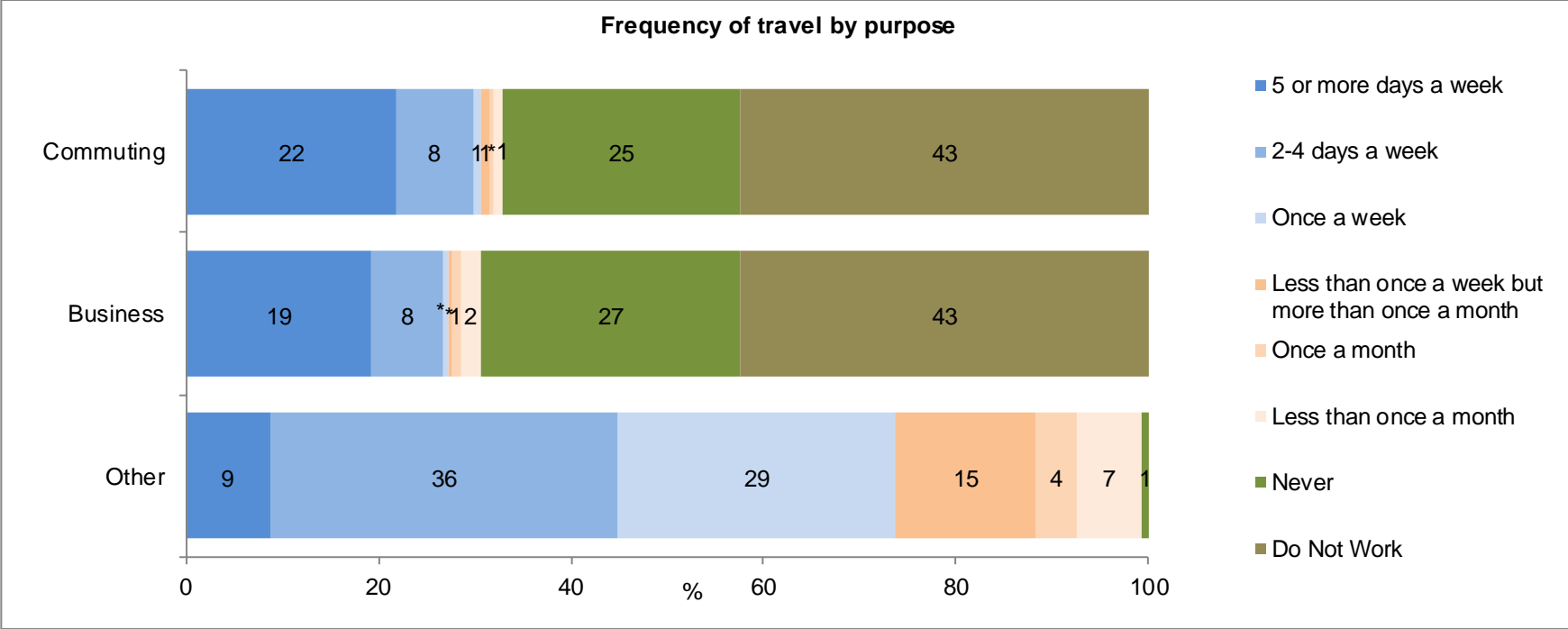
Base: 228  
How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)



Base: 228 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:
- 33% of respondents used roads for commuting, 25% worked but did not commute;
  - 31% of respondents used roads for business purposes, 27% 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 (43% compared to 22%).

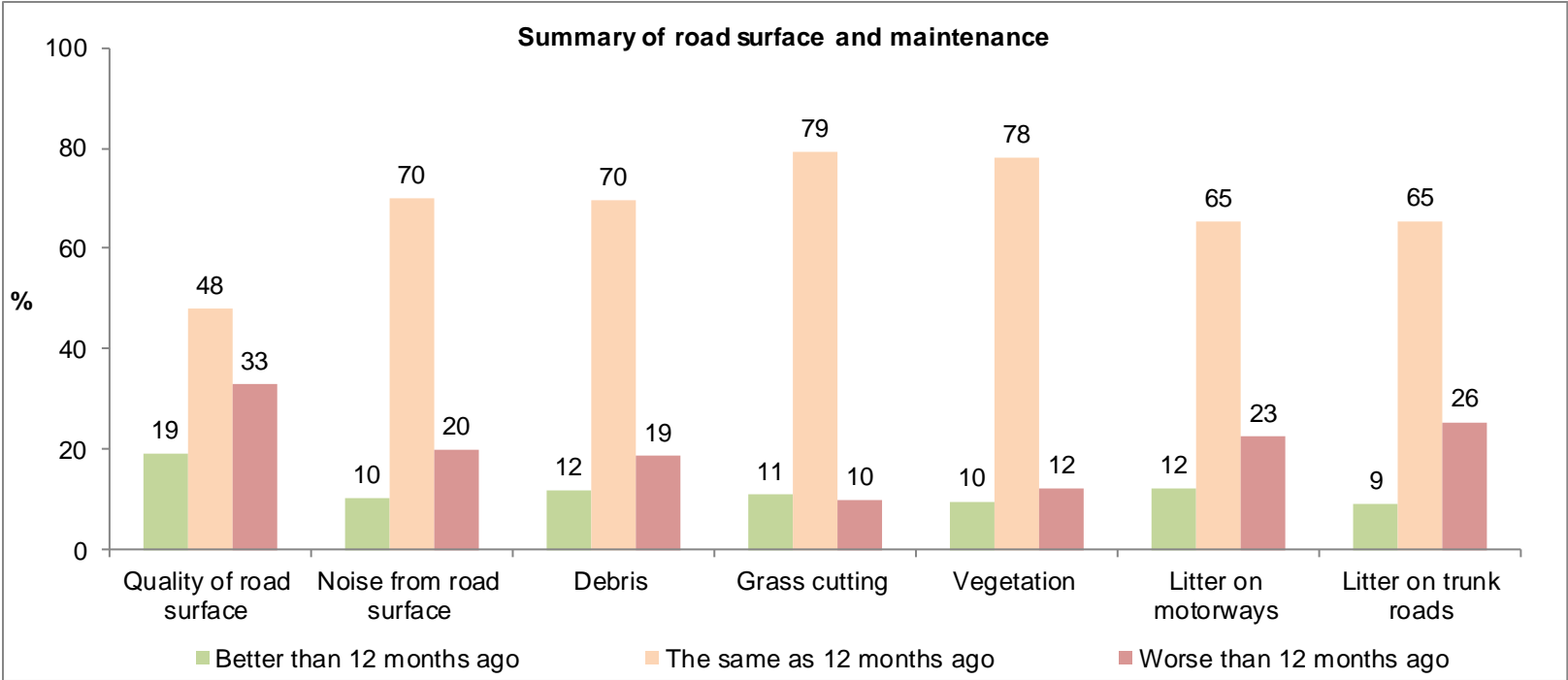


Base: 228 (Other, Employer Business and To Work) *How often do you use Highways England roads for...? (Prompted)*

# 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. The key finding is that for all aspects except grass cutting and vegetation the proportions saying worse are significantly more than the proportions saying better.

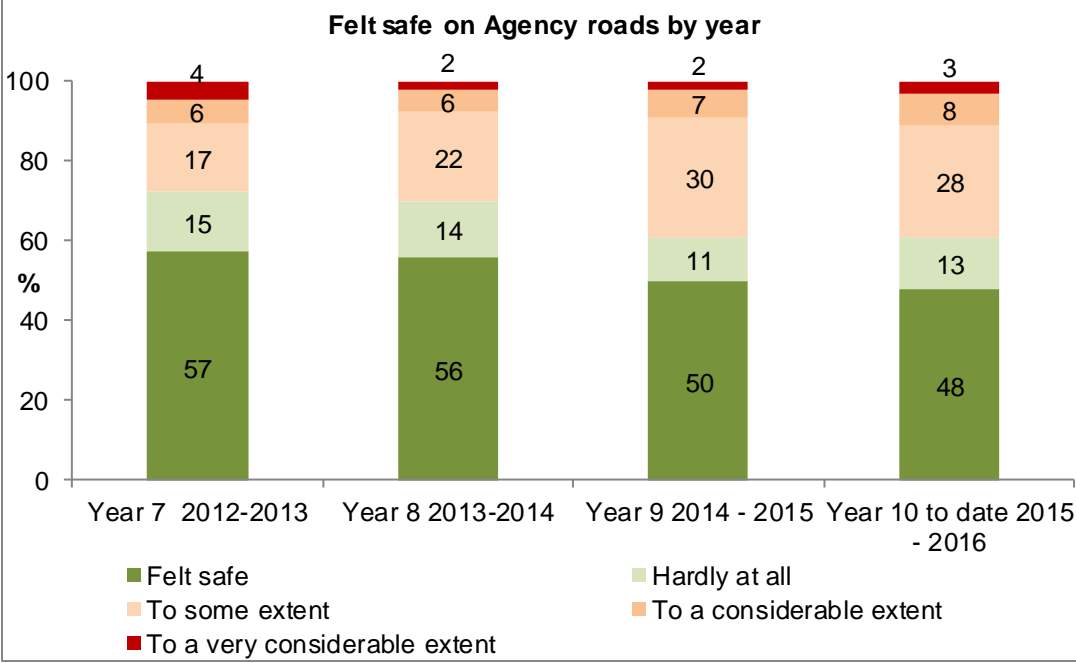
- By subgroup:
- Drivers were more likely to say the road surface quality was worse than 12 months ago than non-drivers (34% compared to 25%); and
  - Trunk road users aged 17-34 were more likely to state that litter on trunk roads was better than 12 months ago compared to respondents aged 60+ (18% compared to 6%).



Base: Quality of surfaces (219); Noise (195); Debris (203); Grass Cutting (192); Vegetation (195); Litter on motorways (187); Litter on trunk roads (208) 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, 50% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Males are more likely to feel safe than females (53% compared to 46% in the current reporting period);
- ✓ Younger people (aged 17-34) were more likely to feel safe than those aged 35-59 (63% compared to 43%);
- ✓ Non-drivers were more likely to feel safe than drivers (65% felt safe compared to 47%) as were infrequent users compared to frequent (58% felt safe compared to 47%);
- ✓ Twenty four percent of users of the M20 felt unsafe on the road as did 16% of users of the M2; and
- ✓ Decreasing trend in respondents feeling safe since Year 7 (2012-13).



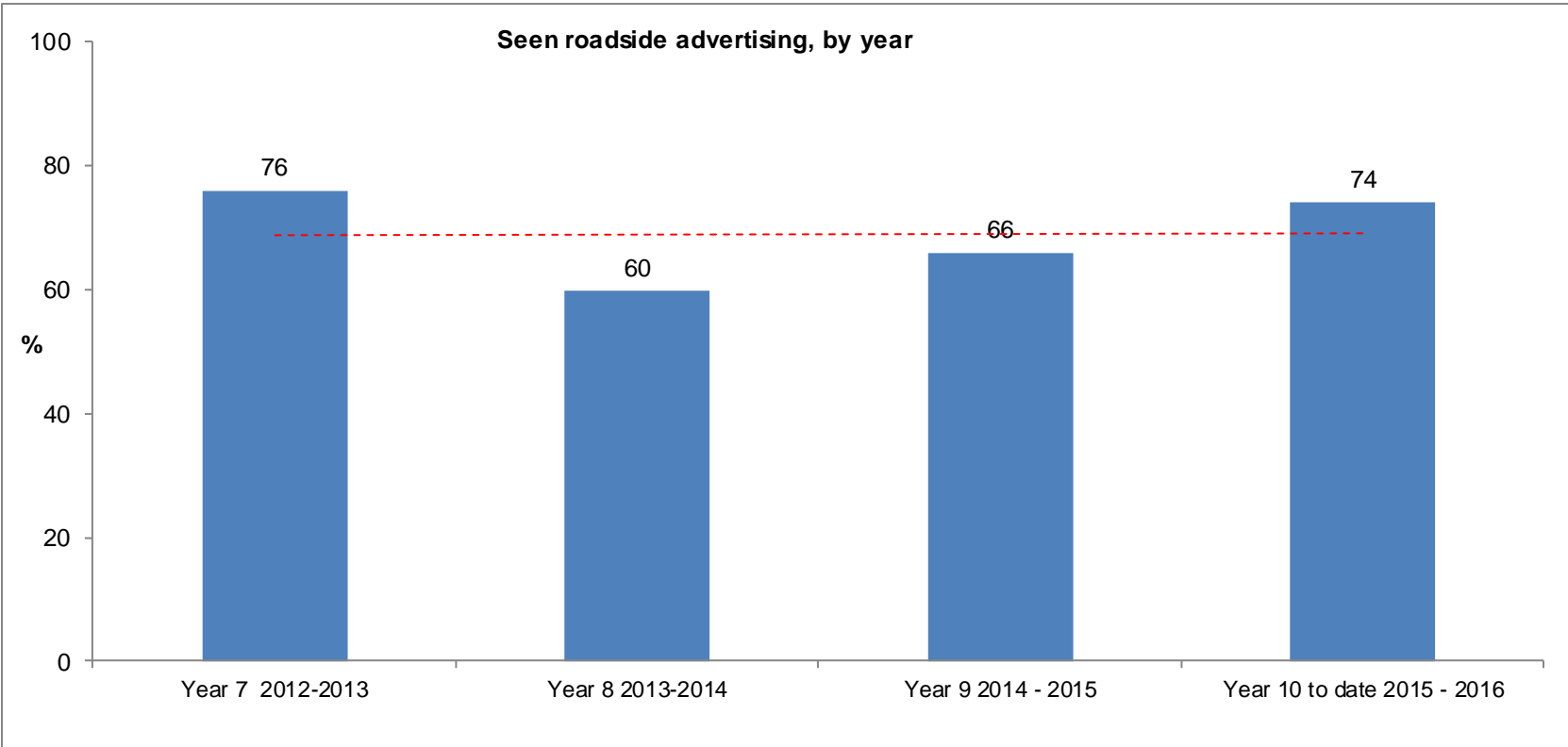
Base = Y7 12-13 (440), Y8 13-14 (442), Y9 14-15 (450), Y10 to date 15-16 (151)  
 To what extent have you felt unsafe when travelling on Highways England roads in this area?

	Users of the road	Felt unsafe to some extent or more	
		N	%
M23	158	10	6
M20	150	36	24
A27	146	13	9
A23	141	8	6
M2	130	21	16
A2	124	11	9
A21	124	14	11
A20	121	10	8
A259	115	10	9
A24	113	1	1
A2070	95	2	2
A26	93	0	0
A249	76	5	7



**Roadside advertising**

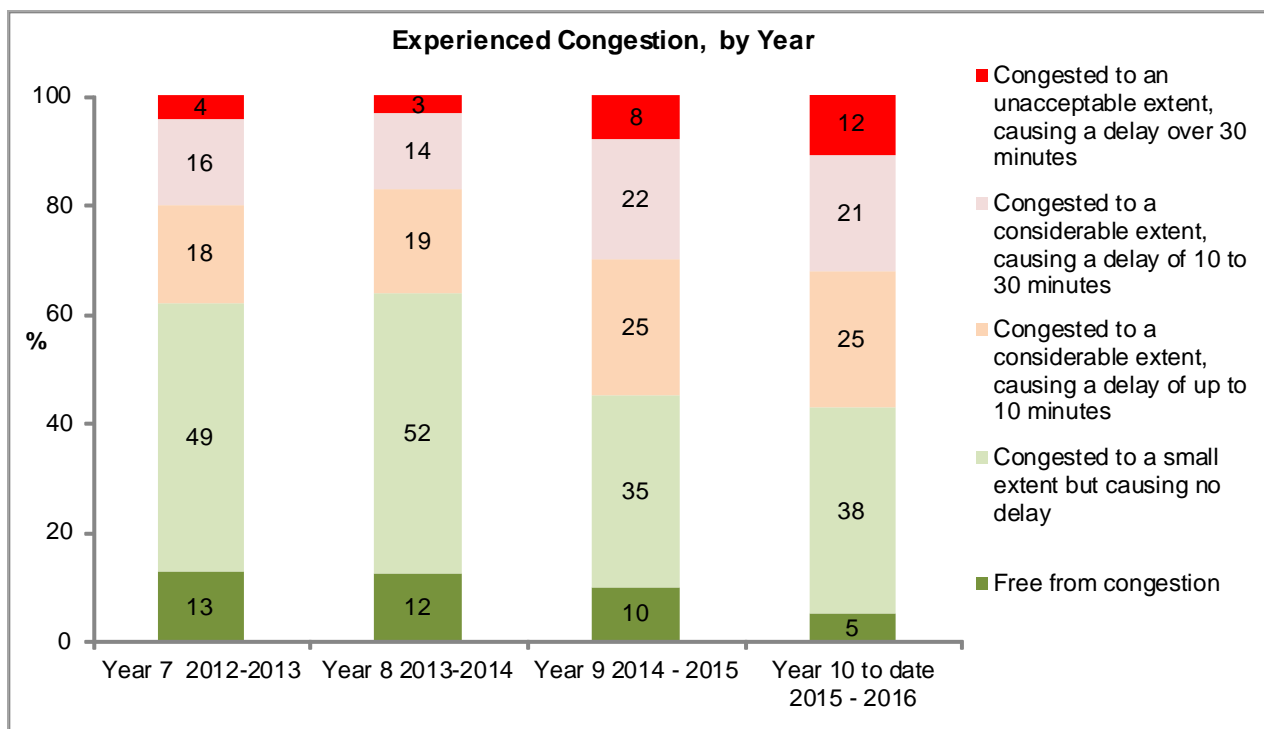
- ✓ In the current reporting period, 70% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Non-drivers were more likely to have seen roadside advertising than drivers (77% to 69%);
- ✓ Respondents from the ABC1 socio economic group more likely than others to have seen roadside advertising (73% compared to 68%); and
- ✓ After a decrease from Year 7 to Year 8 there has been an increasing trend in respondents seeing roadside advertising



Base = Y7 12-13 (441), Y8 13-14 (442), Y9 14-15 (450), Y10 to date 15-16 (151).  
Thinking about Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?  
*\*Trend analysis on data collected since Year 7 2012-13*

## Congestion

- ✓ In the current reporting period 92% of respondents experienced congestion on Highways England roads and 55% experienced congestion which resulted in a delay;
- ✓ Males were more likely to have experienced congestion than females (96% compared to 87%);
- ✓ Those travelling on Highways England roads more than once a week were more likely to have experienced congestion than those who travel less (94% compared to 84%);
- ✓ The A27 and the A2 were the roads reported by the highest proportion of users as being congested (both 21%); and
- ✓ Gradual increase in the proportions of respondents experiencing congestion causing delay on Highways England roads since Year 7 (2012-13)



	Users of the road	Delayed by congestion	
		N	%
M23	158	12	8
M20	150	29	19
A27	146	31	21
A23	141	10	7
M2	130	11	8
A2	124	26	21
A21	124	25	20
A20	121	16	13
A259	115	10	9
A24	113	2	2
A2070	95	0	0
A26	93	0	0
A249	76	7	9

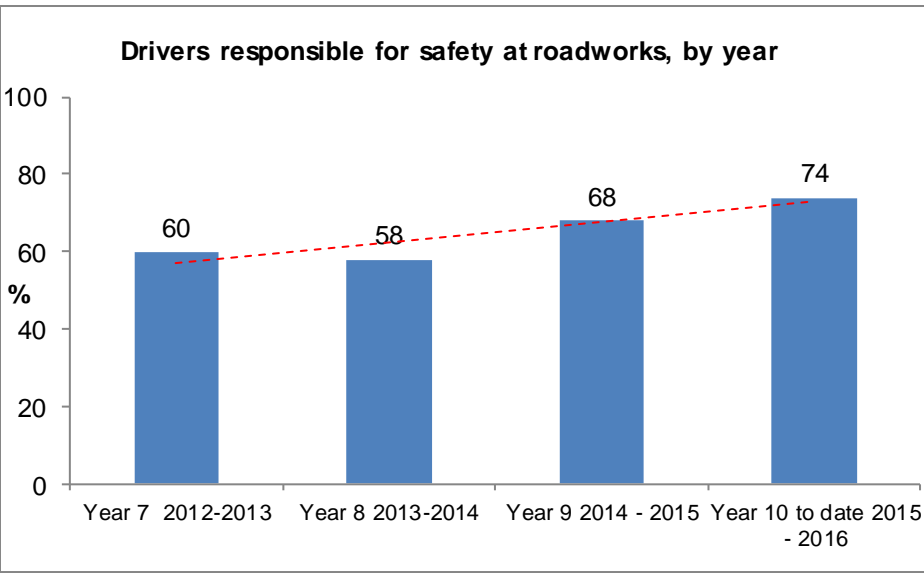
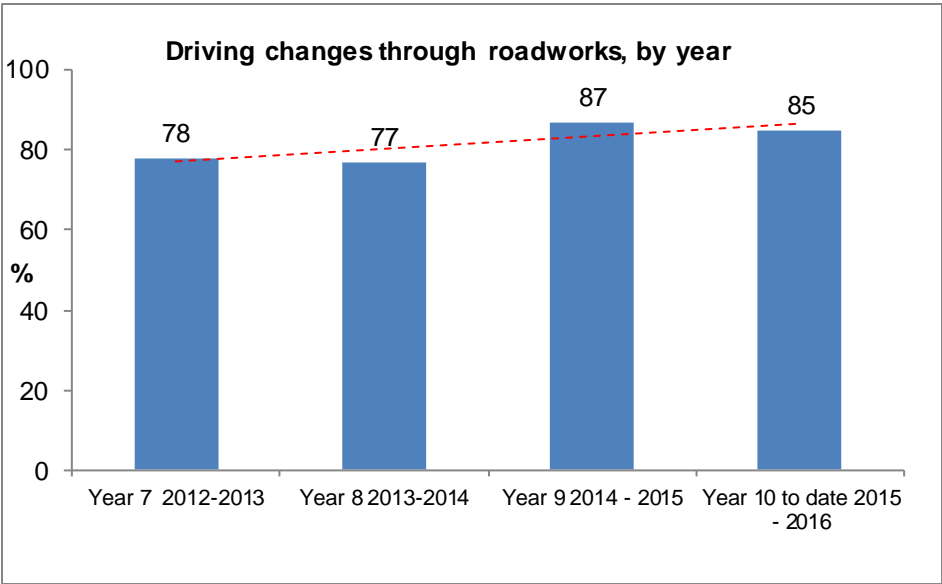
Base = Y7 12-13 (441), Y8 13-14 (442), Y9 14-15 (450), Y10 15-16 to date (151)

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

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

Driving behaviour through roadworks

- ✓ In the current reporting period, overall 86% of drivers who had driven through roadworks said their driving changed when doing so. There were no differences by subgroup.
- ✓ Seventy three percent of all respondents said drivers should be ensuring safe travel through roadworks. By subgroup:
  - ✓ Males were more likely to think that drivers are responsible for safety through roadworks (76%) than females (71%); and
  - ✓ Non-drivers were more likely than drivers to state that safe travel through roadworks is the drivers' responsibility (79% compared to 72%).
- ✓ 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 (369), Y8 13-14 (371), Y9 14-15 (392); Y10 15-16 to date (124).  
Excludes 'Not applicable'  
Does your driving change when you are travelling through roadworks?

Base = Y7 12-13 (436), Y8 13-14 (439), Y9 14-15 (450), Y10 15-16 to date (151).  
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 (Feb - July 2015)	Base	Change from previous Six Month period	Last Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
<b>Drivers</b>		85%	228	-1%	86%	222	81%	4%
<b>Drive on business (drivers only)</b>		26%	194	-6%	32%	190	30%	-4%
<b>Frequent Users (use Agency roads once a week or more)</b>		75%	228	7%	68%	222	57%	18%
<b>Travel as...</b>	<b>Car / Van Driver</b>	83%	228	0%	83%	222	78%	5%
	<b>Passenger in a car or van</b>	40%	228	-1%	41%	222	42%	-2%
<b>Felt safe on the network</b>		50%	228	● -4%	54%	222	62%	● -12%
<b>Felt unsafe on the network</b>		50%	228	● 4%	46%	222	38%	● 12%
	Felt unsafe: Hardly unsafe at all	20%	115	● -5%	25%	103	29%	● -9%
	Felt unsafe: To a considerable/very considerable extent	25%	115	● 7%	18%	103	19%	● 6%
	Felt unsafe: Due to other people's driving	55%	115	-6%	61%	103	51%	4%
<b>Road surface quality:</b>	Better than 12 months ago	19%	219	6%	13%	205	16%	3%
	Worse than 12 months ago	● 33%	219	3%	30%	205	23%	10%
<b>Road surface noise:</b>	Better than 12 months ago	10%	195	4%	6%	193	9%	1%
	Worse than 12 months ago	● 20%	195	4%	16%	193	11%	9%
<b>Grass cutting:</b>	Better than 12 months ago	● 11%	192	3%	8%	192	9%	2%
	Worse than 12 months ago	10%	192	-15%	25%	192	9%	1%
<b>Vegetation:</b>	Less overgrown than 12 months ago	10%	195	4%	6%	191	8%	2%
	More overgrown than 12 months ago	● 12%	195	-15%	27%	191	11%	1%
<b>Debris:</b>	Better than 12 months ago	12%	203	-1%	13%	192	12%	0%
	Worse than 12 months ago	● 19%	203	0%	19%	192	9%	10%
<b>Litter on Motorways:</b>	Better than 12 months ago	12%	187	-6%	18%	160	13%	-1%
	Worse than 12 months ago	● 23%	187	7%	16%	160	10%	13%
<b>Litter on Trunk Roads:</b>	Better than 12 months ago	9%	208	-4%	13%	198	11%	-2%
	Worse than 12 months ago	● 26%	208	6%	20%	198	11%	15%

# Summary Tables

		Current Report (Feb - July 2015)	Base	Change from previous Six Month period	Last Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
<b>Responsibility for litter seen</b>								
	Highways England	18%	226	● -5%	23%	222	24%	● -6%
	Local Council/Local Authority	14%	226	0%	14%	222	21%	-7%
	People travelling on the network	71%	226	5%	66%	222	55%	16%
<b>Permanent road signs:</b>								
	Quite satisfied/very satisfied	89%	228	● 4%	85%	222	88%	● 1%
	Dissatisfied/ very dissatisfied	5%	228	● 0%	5%	222	3%	● 2%
<b>Seen one or more temporary road signs</b>		82%	228	3%	79%	222	64%	18%
<b>Satisfied/very satisfied with temporary road signs</b>		84%	188	● 5%	79%	176	85%	● -1%
<b>Dissatisfied/ very dissatisfied with temporary road signs</b>		7%	188	● -4%	11%	176	7%	● 0%
<b>Travelled through roadworks recently</b>		86%	228	-1%	87%	222	70%	16%
	Saw signs giving reason for the work	68%	197	● 4%	64%	192	60%	● 8%
	Saw no signs giving reason for the work	21%	197	● 0%	21%	192	18%	● 3%
	Was provided with enough information through the roadworks	68%	197	● 0%	68%	192	71%	● -3%
	Was not provided with enough information through the roadworks	22%	197	● 1%	21%	192	20%	● 2%
<b>Passed roadworks when no one was working</b>		77%	197	● 9%	68%	192	61%	● 16%
<b>Seen roadside advertising</b>		70%	228	● 4%	66%	222	59%	● 11%
	Not bothered by roadside advertising	58%	160	5%	53%	146	54%	4%
<b>Experienced congestion on Agency roads</b>		92%	228	● 1%	91%	222	80%	● 12%
	With delay	55%	228	● -3%	58%	222	38%	● 17%
<b>Red X VMS meaning</b>	Lane closed/ no entry	84%	228	0%	84%	222	N/A	N/A
<b>Action taken</b>	Change lanes/ avoid lanes	88%	228	2%	86%	222	N/A	N/A
<b>Illegal to travel in</b>		54%	228	● 1%	53%	222	61%	● -7%
	Don't know	23%	228	-1%	24%	222	N/A	N/A

## Summary Tables

				Current Report (Feb - July 2015)	Base	Change from previous Six Month period		Last Report (Aug 2014 - Jan 2015)	Base	Average All Areas	Difference from National Average
Seen VMS				88%	228		11%	77%	222	81%	7%
VMS Useful/Very useful				90%	201	<div></div>	2%	88%	171	91%	<div></div> -1%
VMS	Better than 12 months ago			<div></div> 17%	187		-7%	24%	171	22%	-5%
	Worse than 12 months ago			2%	187		-1%	3%	171	3%	-1%
Agency roads impacted on ability to move safely (n=41)				18%	228		-3%	21%	222	N/A	N/A
To some extent or more as a Pedestrian (n=19)				8%	228	<div></div>	3%	5%	222	3%	<div></div> 5%
To some extent or more as a Cyclist (n=7)				3%	228	<div></div>	-3%	6%	222	3%	<div></div> 0%
To some extent or more as a Horse Rider (n=1)				*%	228		*%	0%	222	1%	<div></div> -1%
Amount of roadworks											
Acceptable amount of roadworks				75%	200	<div></div>	7%	68%	188	N/A	N/A
Unacceptable amount of roadworks				12%	200	<div></div>	-2%	14%	188	N/A	N/A
Regular journey on Agency road			Yes	68%	228		8%	60%	222	N/A	N/A
	Journey time varies everytime/most of the time			25%	154	<div></div>	-6%	31%	132	N/A	N/A
Driving changes when travelling through roadworks				86%	194	<div></div>	0%	86%	190	84%	<div></div> 2%
Slow down				87%	167	<div></div>	8%	79%	163	81%	<div></div> 6%
Changes due to	Roadworkers			39%	167		14%	25%	163	24%	15%
Drivers themselves should ensure safe driving				73%	228	<div></div>	11%	62%	222	62%	<div></div> 11%
Highways England should ensure safe driving				30%	228		-12%	42%	222	33%	-3%
Police should ensure safe driving				28%	228		2%	26%	222	25%	3%
Overall satisfaction	Very/ fairly satisfied			78%	228	<div></div>	-2%	80%	222	85%	<div></div> -7%
	Very/ fairly dissatisfied			12%	228	<div></div>	3%	9%	222	5%	<div></div> 7%

## Summary

Road	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		Seen debris		Where litter reported		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M23	158	10	6	7	4	6	4	2	1	2	1	10	6	36	23	12	8
M20	150	36	24	40	27	54	36	19	13	12	8	46	31	70	47	29	19
A27	146	13	9	25	17	10	7	9	6	10	7	15	10	29	20	31	21
A23	141	8	6	6	4	4	3	3	2	2	1	4	3	11	8	10	7
M2	130	21	16	27	21	20	15	15	12	10	8	29	22	65	50	11	8
A2	124	11	9	37	30	17	14	19	15	19	15	34	27	67	54	26	21
A21	124	14	11	25	20	11	9	4	3	6	5	15	12	23	19	25	20
A20	121	10	8	35	29	16	13	12	10	14	12	21	17	52	43	16	13
A259	115	10	9	20	17	8	7	7	6	10	9	6	5	13	11	10	9
A24	113	1	1	5	4	0	0	1	1	2	2	3	3	3	3	2	2
A2070	95	2	2	3	3	2	2	2	2	2	2	4	4	5	5	0	0
A26	93	0	0	3	3	1	1	1	1	1	1	2	2	5	5	0	0
A249	76	5	7	17	22	5	7	3	4	4	5	8	11	21	28	7	9

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





Report Title:	18 - Area 14 February - July 2015 Report
Date of Issue:	21 <sup>st</sup> August 2015
Prepared by:	Jodie Knight
Reviewed / Approved by:	James Collinson Christine Johnson
Data File	Area 14 MTD file June 2007 – July 2015
Status	Unweighted
Base Cases	228

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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.