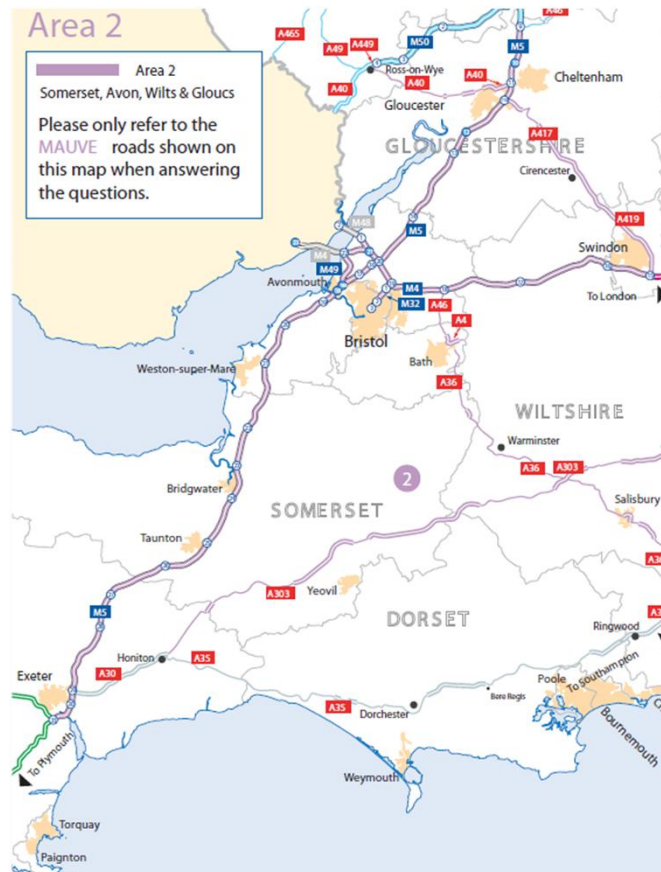


Area 2 ROAD USERS' SATISFACTION SURVEY

May – October 2015

Report 19

Prepared for Highways England by AECOM



Contents

SUMMARY: HEADLINES	3
SUMMARY: AREA 2 HEADLINES (COMPARISON TO PREVIOUS REPORT)	5
SUMMARY: INFORMATION ABOUT RESPONDENTS	6
INTRODUCTION	8
AREA SPECIFIC QUESTIONS	9
FREQUENCY OF TRAVEL	17
FURTHER ANALYSIS	20

Introduction

231 people were interviewed in Area 2 between May and October 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 has decreased compared to the previous report (from 89% in the last report to 82% this reporting period)
- Full time workers significantly more likely to be very satisfied compared to those who don't work full time (23% compared to 10%)

Safety

- Decrease in proportions feeling safe this reporting period compared to last (58% compared to 69%), 59% on motorways and 61% on trunk roads
- Non-drivers more likely to feel safe than drivers (68% compared to 57%)
- 14% of users of the A303 felt unsafe to some extent or more, as well as 12% of users of the A36

VMS

- 91% of users had seen VMS in the last 12 months, an increase from 89% in the last reporting period, however the proportion who had seen mobile VMS had decreased from 66% to 64%
- Those aged 17-34 were more likely to find VMS useful than those aged 35-60 and 60+ (98% compared to 88% and 87% respectively)
- 51% of respondents felt that VMS were okay as they are and did not need improving

Litter

- Litter is perceived as worse than 12 months ago by 13% each on both trunk roads and motorways
- Frequent users were significantly more likely to think that Highways England were responsible for litter seen on the network than infrequent users (45% compared to 26%)
- 20% of users of the A303 reported seeing litter, a higher proportion than on any other road

Red X

- Decrease in respondents saying "Yes it's illegal [to travel in a lane with a Red X above it]" since last reporting period (from 71% to 67%)
- Females were significantly more likely to say that they didn't know whether it was illegal or not compared to males (30% compared to 17%)

Congestion

- Proportions experiencing congestion with a delay had increased from last reporting period from 40% to 56%
- Business drivers were significantly more likely to have experienced congestion to some extent than non business drivers (93% compared to 84%);
- 29% of users of the A303 experienced congestion with a delay, more than on any other road

Summary: Headlines

"Build up of traffic"

42% felt unsafe on Highways England roads with other peoples' driving the most common reason for this (50%)

91% had seen VMS and of these 90% had found them useful. Making sure signs were up to date was the most common improvement suggested

"A plank of wood fell from a lorry onto the motorway. Farmers trucks with hay getting on the windscreen obstructing my view."

"The drainage by Clevedon is bad, when it rains you aquaplane"

"Make information easier to understand"

"Sometimes they refer to incidents a long way away - can cause confusion."

67% knew that going through the Red X was illegal. Other comments on what it meant included...

"Can't use the hard shoulder or that lane"

"Don't go down there"

"Crossing closed"

69% had seen roadside advertising with 39% of these having a negative opinion

"They're too far away to read"

"Overwhelming & confusing in amongst the amount of road signs"

88% said their driving changed when travelling through roadworks with slowing down being the most common way (75%)

"More aware of hazards, concentrate a lot more"

"Look out for roadworkers"



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

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

Summary: Area 2 Headlines (Comparisons to last report (October to March 2015))

Safety: felt safe

Decrease in proportions feeling safe from 69% to 58%

Base: 231

Quality of road surface

24% said better than 12 months ago although 18% said worse

Base: 217

Vegetation

20% said more overgrown than 12 months ago but only 6% said it was less overgrown

Base: 191

Grass Cutting

18% said worse than 12 months ago but only 10% said better

Base: 193

Amount of litter (Trunk roads, users only)

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

Base: 197

Amount of litter (motorways, users only)

15% said better than 12 months ago, 13% said worse

Base: 200

Temporary road signs

Decrease in proportions satisfied (86% down to 82%)

Base: 188

Signs through roadworks

89% travelled through roadworks and 18% saw no signs, an increase from 16%

Base: 231/ 206

Journey reliability/variation

17% stated journey time varies every time or most of the time, decrease from 26%

Base: 66

18% stated journey time never changes, the same proportion as in the last report

Base: 66

Congestion

Proportions of respondents experiencing congestion with a delay up from 40% to 56%

Base: 231

Red X

67% indicated it was illegal to drive in a lane with red x, down from 71% last time

Base: 229

Roadwork safety

88% said their driving changed through roadworks

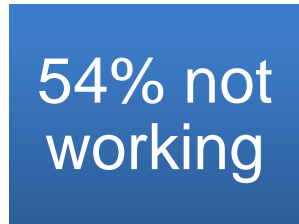
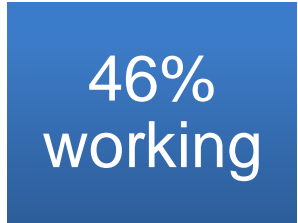
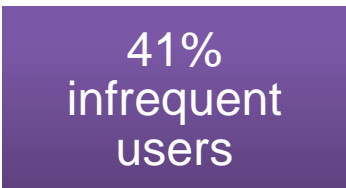
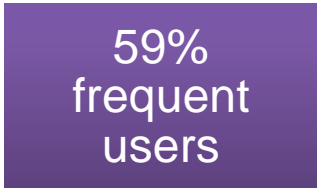
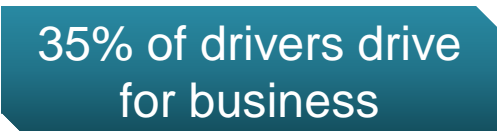
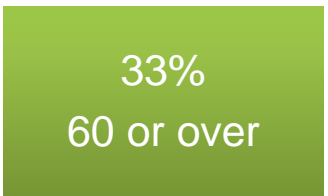
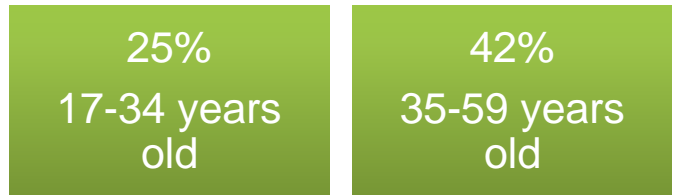
75% of these slowed down due to roadworks

43% said this was because of roadworkers

Base: 192/ 169/ 169

**More comparisons are shown on pages 24 to 26*

Summary: Information on respondents (Report 19)



Summary: Information on sampling approach

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

Respondents are **selected to a quota set on age, gender and working status** to broadly represent the population of Area 2 using data collected in the 2011 Census.

Respondents are only asked about roads in Area 2 so even if they live close to another area they are reminded throughout the questionnaire to think only about Area 2 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 2.

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

Outcome	Frequency
No one home	718
Refused	284
Out of quota	579
Interviews achieved	231

Map showing location of ARUSS sample points for interviews conducted between May and October 2015



Introduction

This report presents the results of surveys conducted in Area 2 between May and October 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 2
 - Mobile Variable Message Signs (page 9)
 - Variable Message Signs (VMS) (page 10)
 - Reliability of journeys (page 11)
 - Information about roadworks (page 12)
 - Amount of roadworks (page 13)
 - Severn Crossings (page 14)
 - Smart Motorways (page 15)
- Overall satisfaction (page 16)
- Use of the Highways England network
 - Frequency of use of the network (page 17) journey purpose (page 18)
- Summary of conditions of road and maintenance (page 19)
- Safety on the network (page 20)
- Experience of congestion (page 21)
- Roadside advertising (page 22)
- Driving behaviour through roadworks and safety at roadworks (page 23)
- Summary tables (page 24)

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

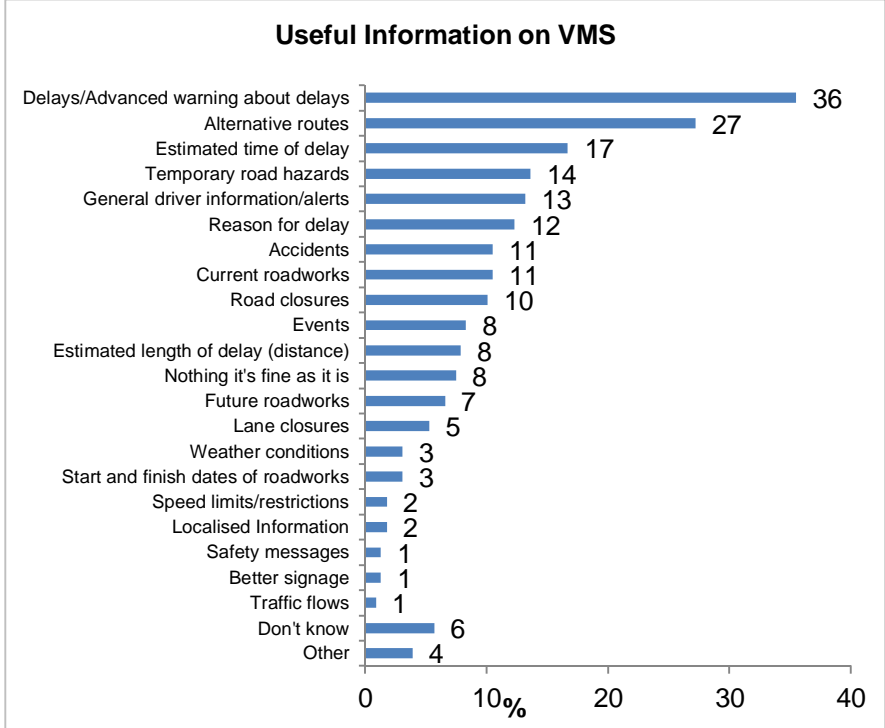
For more information, please contact the Customer, Stakeholder and Partnership Team.

Area Specific: Mobile Variable Message Signs

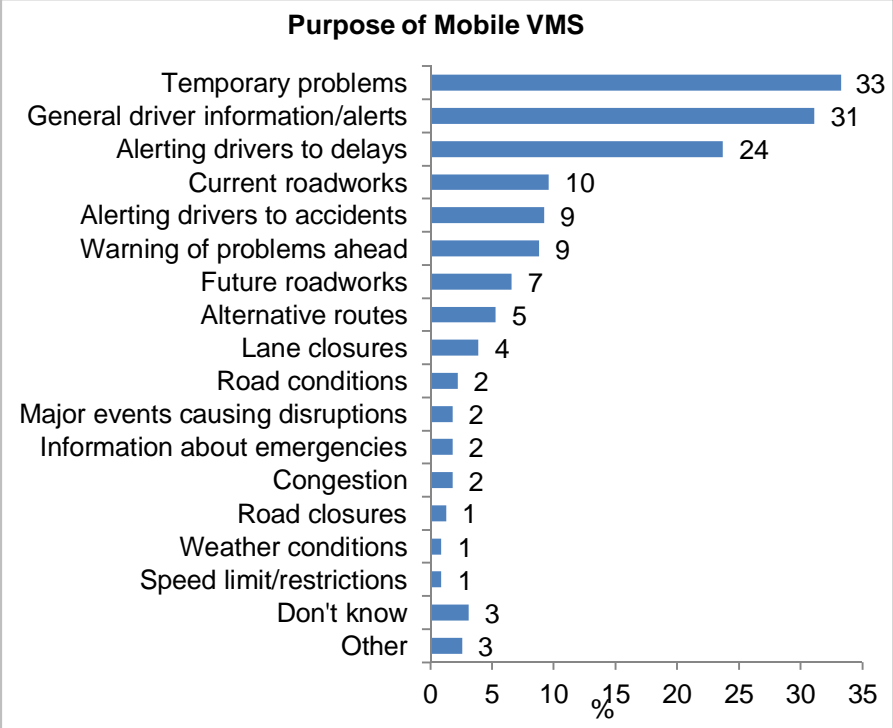
Respondents in Area 2 were asked whether they had seen Mobile Variable Message Signs (VMS) in the last 12 months: 64% stated that they had.

All respondents were asked what they thought the signs were for; 33% thought mobile signs were for temporary problems, whilst 31% thought that they were for general driver information and alerts.

Respondents were also asked what information they thought would be useful to have on VMS. The most frequent response was information about delays/ advanced warning about delays (36%), followed by alternative route information (27%) and estimated time of delays (17%).



Base: 228
 What information do you think would be useful to have on Variable Message Signs (VMS)? (Unprompted)
 Three people did not provide an answer



Base: 228
 What do you think these signs are for? (Unprompted)
 Three people did not provide an answer

Area Specific: Variable Message Signs

Respondents in Area 2 were also asked whether they had seen any permanent Variable Message Signs (VMS) in the last 12 months, 91% stated that they had. Ninety percent of the respondents who had seen VMS found them either quite useful or very useful. By subgroup;

- Younger people aged 17-34 were more likely to find VMS useful than those aged 35-59 and 60+ (98% compared to 88% and 87% respectively)
- Drivers were more likely to find them not useful compared to non-drivers (11% compared to 6%)

Respondents were then asked which messages they had seen and how useful they had found them. Ninety five percent of those who had seen accident information on VMS said they were useful/ very useful, whilst only 72% of those who had seen signs campaign messages (such as 'don't drink and drive') found them to be useful/ very useful. A full breakdown can be found in the Appendix.

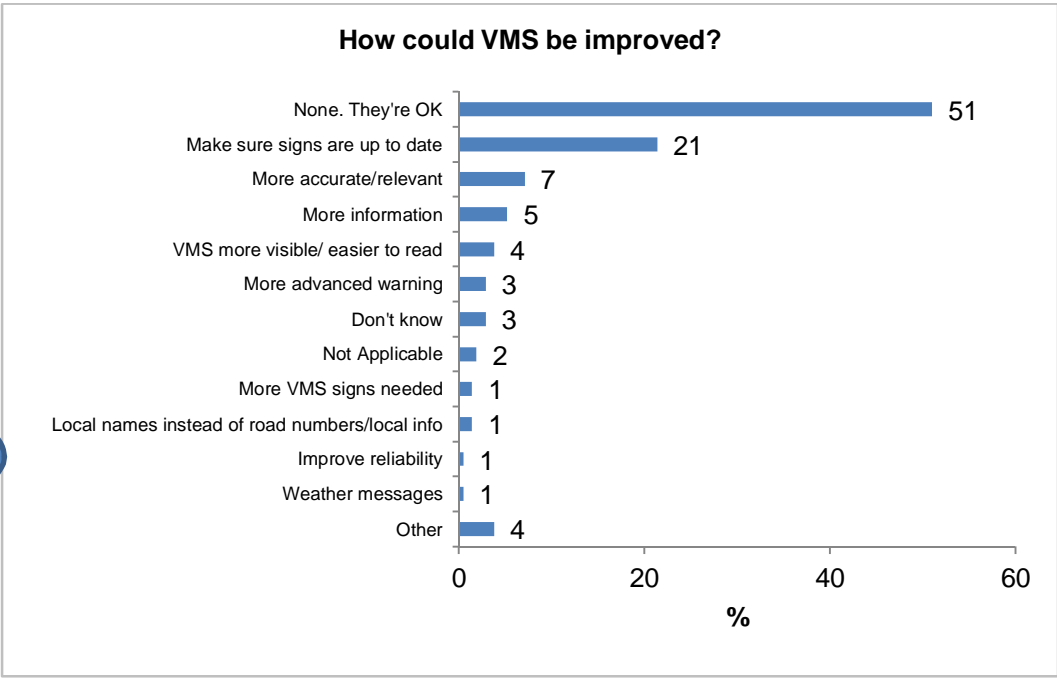
Respondents in Area 2 were also asked how VMS could be improved. Fifty one percent felt they were okay as they are, whilst 21% felt that Highways England should ensure that signs are kept up to date. A selection of verbatim other responses are shown below.

"More simple information like 'When you have overtaken, move left', it just prompts people"

"Be more concise with the message. People slow down to read the message"

"Inform bikers not to overtake on the inside"

"More messages – 'Don't chuck your rubbish out of cars'"



Base: 210
 Are there any ways in which you think VMS could be improved? (Unprompted)

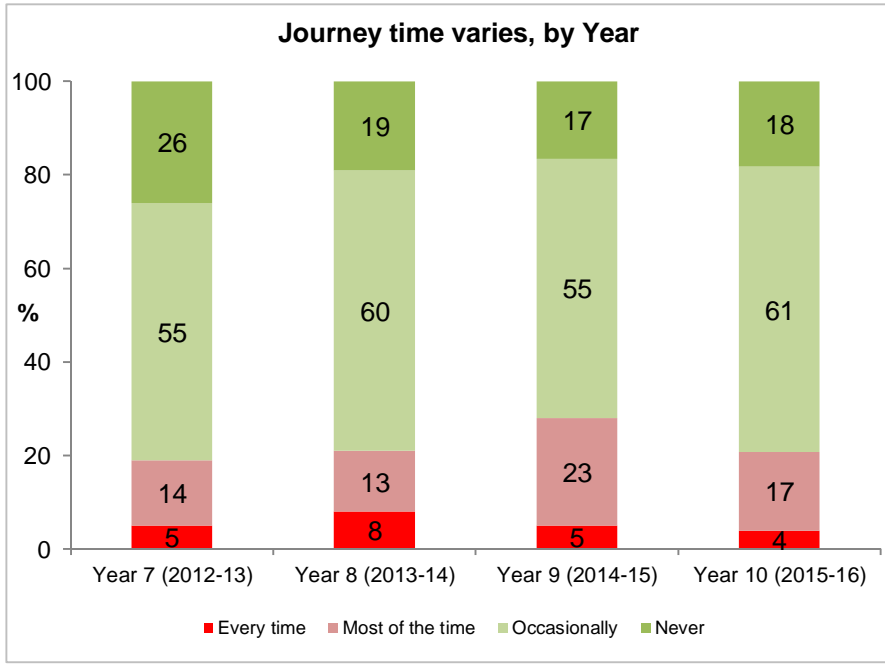
Area Specific: Reliability of Journeys

In the current reporting period, 29% of respondents said they made a regular journey on roads in the area. By subgroup:

- Those aged 17-34 and 35-59 were significantly more likely to make a regular journey than those aged 60+ (40% and 33% compared to 14%);
- Those who were working full time were more likely to make a regular journey than those not working full time (44% compared to 15%); and

In the current reporting period, of those making a regular journey, 17% said their journey time varied most or every time they made it. The proportional responses since Year 7 are shown on the right. Proportions experiencing significant journey time variation have decreased from Year 9 to Year 10 so far.

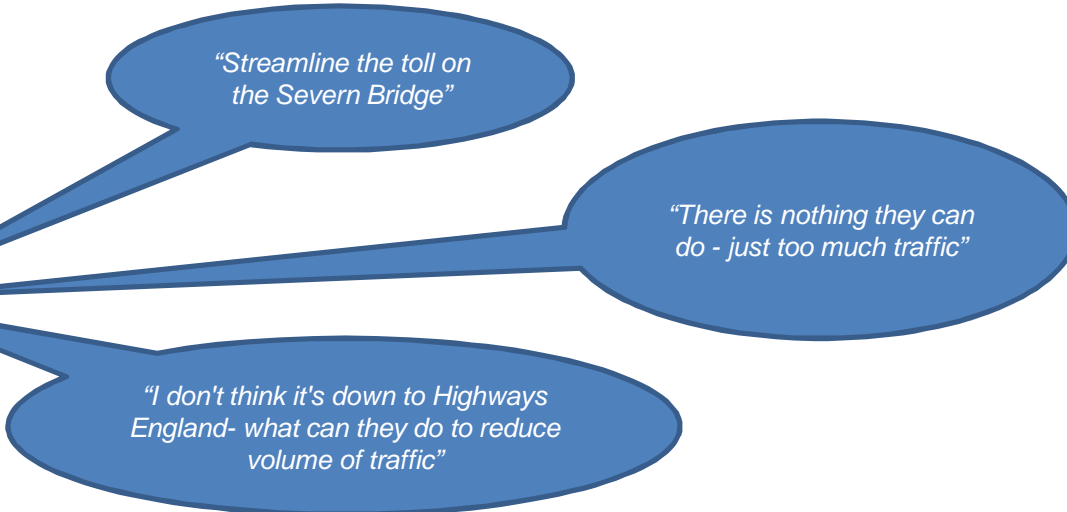
They were then asked what could be done to improve journey time reliability: a full breakdown of responses is given below.



Base: Year 7 - 128; Year 8 - 113 Year 9 - 139; Year 10 to date - 77
Does the journey time vary each time you make this trip? (Prompted)

	Count
Nothing	1
Reduce volume of traffic	1
Widen the road	2
Improvements to roads	1
Build a bypass	1
Build a dual carriageway	1
Variable speed limit	1
Faster with roadworks	1
Fewer roadworks	1
Do repairs at weekend	1
Other	3
Respondents	11

What do you think Highways England could do to improve the reliability of this journey? (Unprompted)



“Streamline the toll on the Severn Bridge”

“There is nothing they can do - just too much traffic”

“I don't think it's down to Highways England- what can they do to reduce volume of traffic”

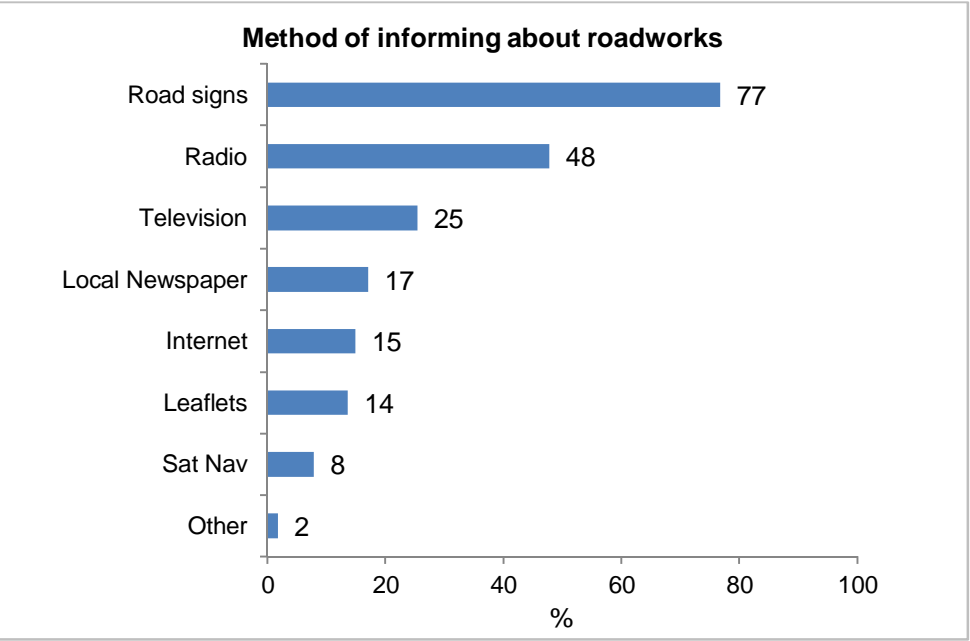
Area Specific Questions Information about roadworks

Respondents were asked about information provision for small scale roadworks that take place in Area 2. Seventy seven percent of respondents would like to be notified about these roadworks via road signs, 48% would like to be notified on the radio and 25% stated the television. By subgroup;

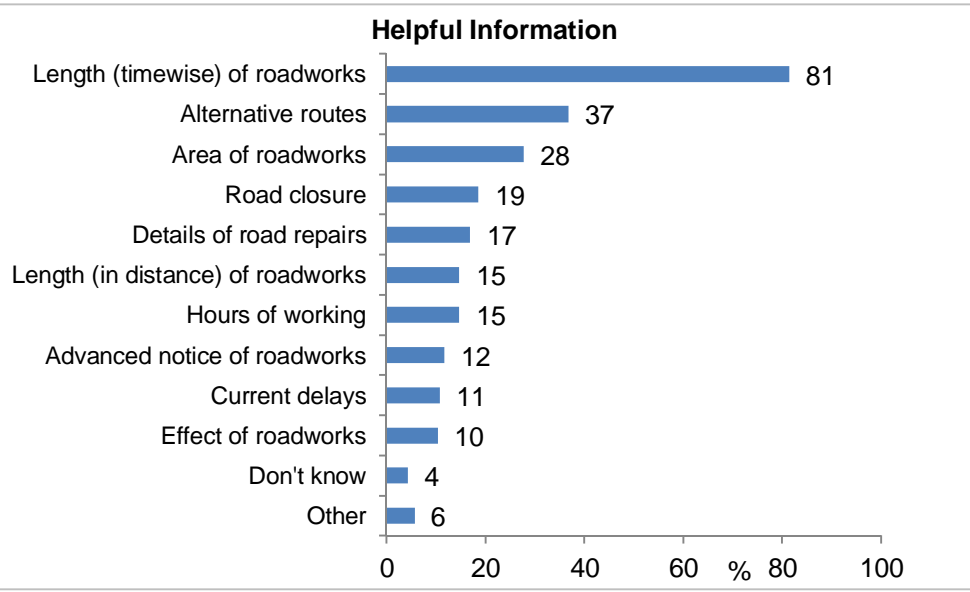
- Those who drive for work or business were significantly more likely to want to be informed by road signs than those who do not (86% compared to 74%)
- Frequent drivers were significantly more likely to want to be informed via Sat Nav than infrequent drivers (12% compared to 2%).

Respondents were asked what information about roadworks they would find helpful. Eighty-one percent of respondents thought information on the length (timewise) of roadworks would be helpful, whilst 37% thought knowing alternative routes would be helpful. A further 28% though that information on the area of the roadworks would also be helpful.

Other responses included information on any changes to speed limits (n=3), updates on weather conditions through the roadworks, and information on emergency contact numbers.



Base: 228 (three people did not provide an answer)
When roadworks are necessary in this area how would you like the Highways England to notify you? (Prompted) Respondents could give more than one answer



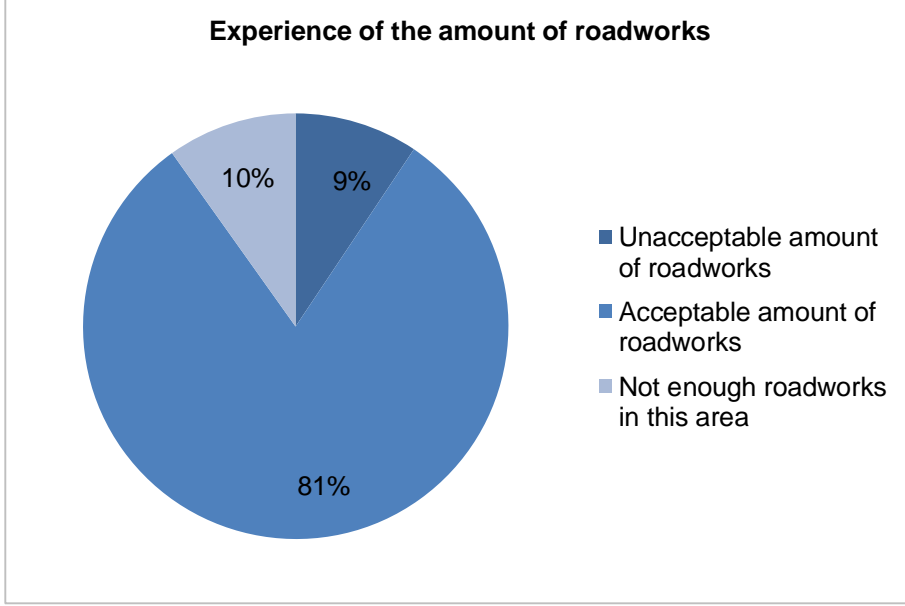
Base: 231 What sort of information would you find helpful? (Unprompted)
Respondents could give more than one answer

Area Specific Questions
Amount of roadworks

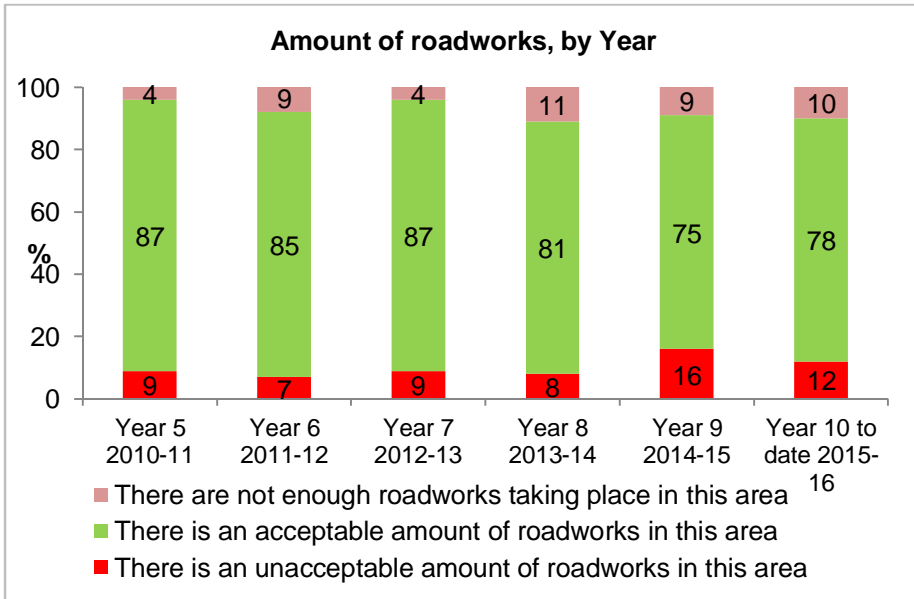
Respondents were asked about the amount of roadworks which had recently taken place in Area 2. Eighty one percent felt there was an acceptable amount of roadworks in the area, whilst 9% felt there was an unacceptable amount. A further 10% felt there were not enough roadworks in the area. By subgroup:

- Those who drive for business purposes were significantly more likely to think there was an unacceptable amount of roadworks compared to those who don't (15% compared to 6%)
- Respondents aged 17-34 were more likely to say there was an unacceptable amount of roadworks than those in older age groups (14% compared to 9% (35-59) and 7% (60+))
- Frequent travellers were less likely to say there was an acceptable amount of roadworks compared to infrequent travellers (78% compared to 85%)

Respondents who stated that there was an unacceptable amount of roadworks in this area were then asked why they thought this. Amongst the responses received; 4 respondents each said there were too many roadworks, they take too long, and that they are all done at the same time. A full breakdown of responses can be found within the Appendix.



Base = 213. Thinking about your experiences on the roads in this area recently, would you say that ...? (Prompted)



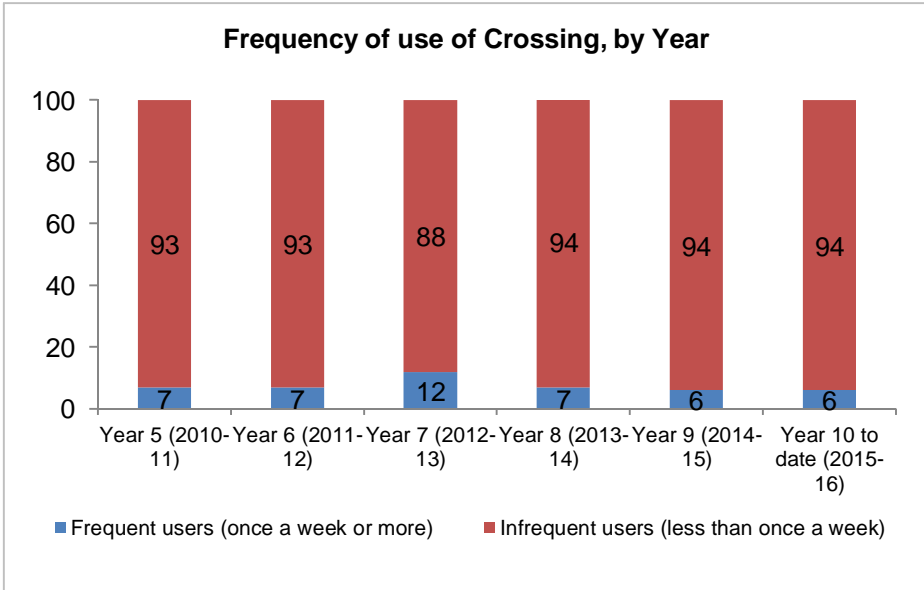
Base: Y5 2010-11 (689), Y6 2011-12 (414), Y7 2012-13 (393), Y8 2013-14 (409); Year 9 2014-15 (450) Y10 2015-16 (253)
Thinking about your experiences on the roads in this area recently, would you say that.....? (Prompted)

Area Specific Questions Severn Crossings

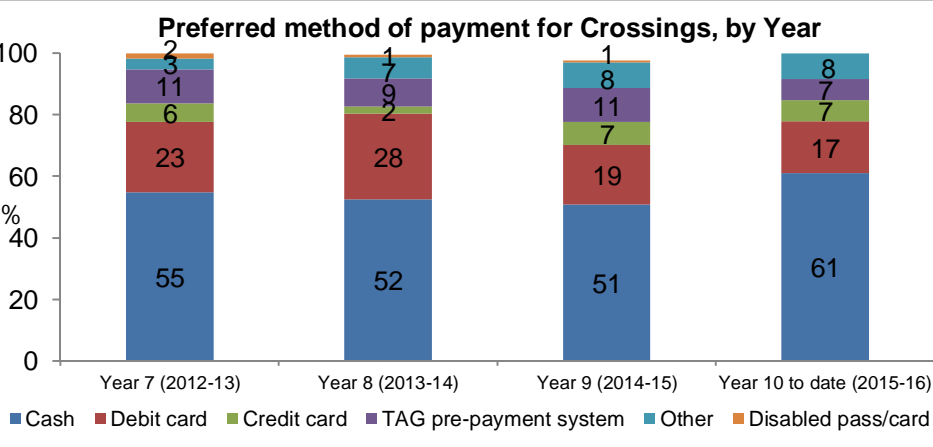
Respondents were asked about the Severn Crossings, the M48 Severn Bridge and the M4 Second Severn Crossing, and their use of them. Thirty one percent of all respondents had travelled across either of the Severn Crossings in the last six months. The majority of these respondents (94%) had travelled across them less than once a week, whilst 6% had done so once a week or more.

Respondents who had used the crossings were also asked what their preferred method of payment at the tolls would be. The most popular method was by cash, with significantly more respondents choosing preferring this method over an other method (61%). The second most popular method was by debit card. By subgroup;

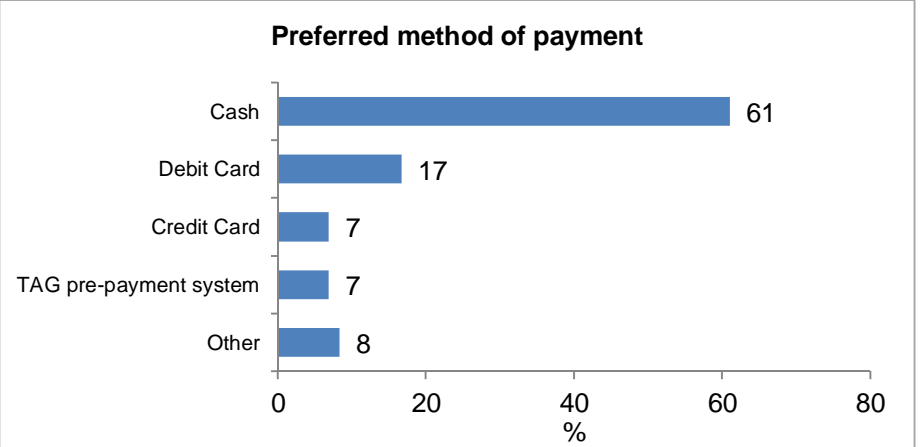
- Females were significantly more likely to prefer cash than males (74% compared to 51%)
- Infrequent network users were significantly more likely to prefer cash compared to frequent users (79% compared to 50%)



Base: Y5 2010-11 (177), Y6 2011-12 (140), Y7 2012-13 (118), Y8 2013-14 (124); Year 9 2014-15 (122); Y10 2015-16 to date (71)
Have you travelled across either of the Severn Crossings in the last six months? (Unprompted)



Base: Y5 2010-11 (169), Y6 2011-12 (138), Y7 2012-13 (117), Y8 2013-14 (122); Y9 2014-15 (134), Year 10 2015-16 to date(72)
What would be your preferred method of payment at the tolls, assuming there is no additional charge for paying by any of these methods? (Prompted)



Base: 72
What would be your preferred method of payment at the tolls, assuming there is no additional charge for paying by any of these methods? (Prompted)

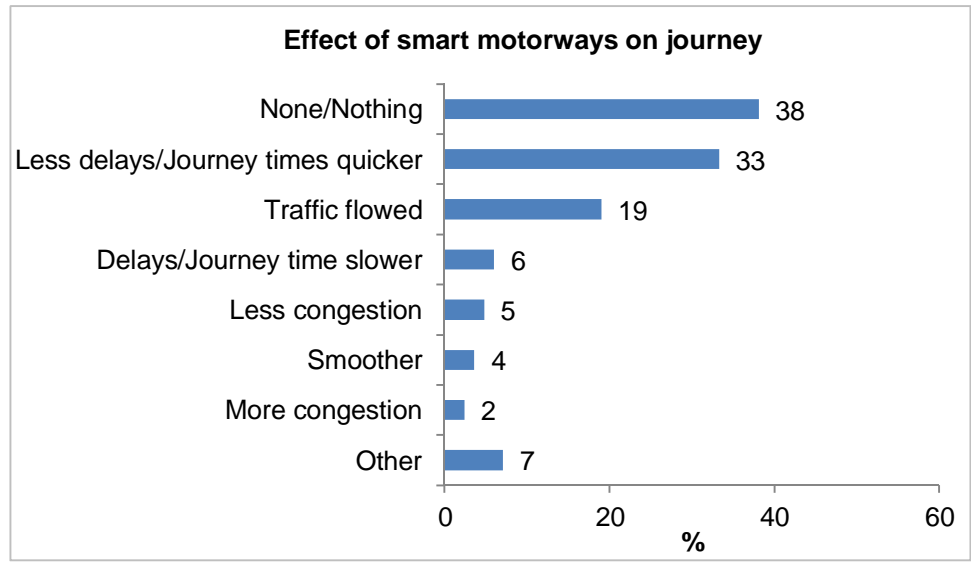
Area Specific Questions
Smart Motorways

Respondents were asked whether they were aware of the smart motorway section around the M4 and M5 Junction at Bristol. Forty one percent said they were aware, of whom 88% had travelled through the section. Twenty three percent of those who had travelled through the section had done so once a week or more since November 2013.

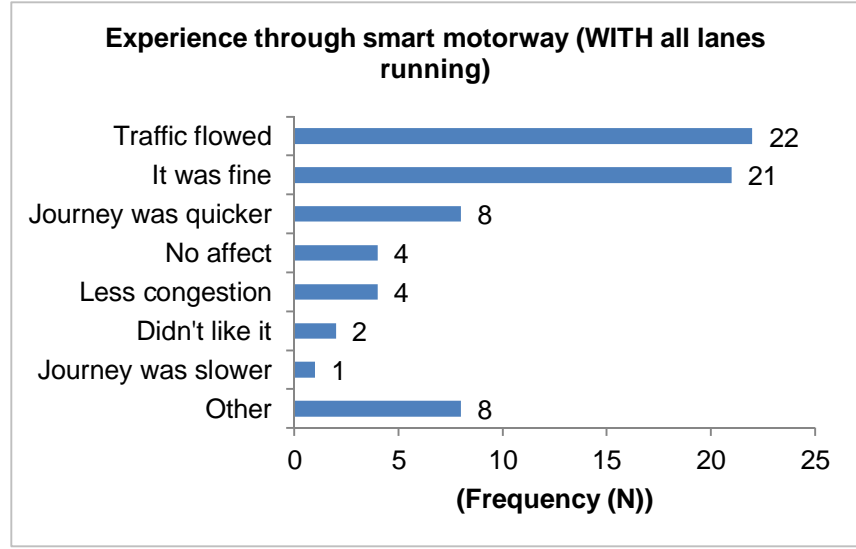
Those respondents who had were then asked to describe their experience of travelling through the smart motorway section depending on whether they had experienced smart motorways with or without all lanes running and their responses can be seen in the charts on the right.

Respondents were then asked what the effect the smart motorways had on their journey. Thirty eight percent said it had no effect. By subgroup;

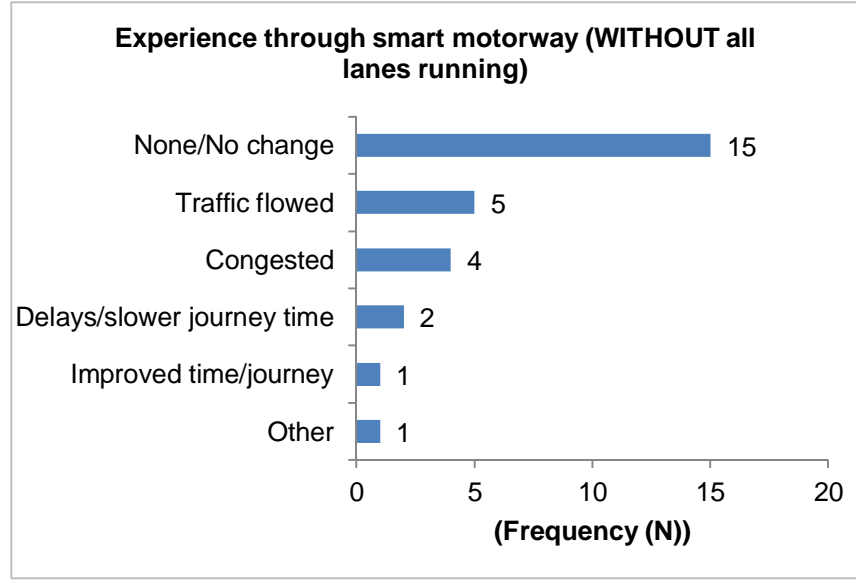
- Older respondents (60+) were significantly more likely to say that smart motorways had no effect on their journeys than younger age groups (64% compared to 37% (17-34) and 23% (35-59)).



Base: 84
What effects has the smart motorway had on your journey(s)?



Base: 57
Please describe your experience of travelling through the smart motorway section on the M4/ M5, **WITH** all lanes running



Base: 27
Please describe your experience of travelling through the smart motorway section on the M4/ M5, **WITHOUT** all lanes running

Area Specific Questions
Overall Satisfaction

Respondents are asked how satisfied or dissatisfied they were with travelling on Highways England motorways and trunk roads in Area 2.

In the current six month reporting period, the majority (82%) of respondents were either very satisfied (16%) or satisfied (66%).

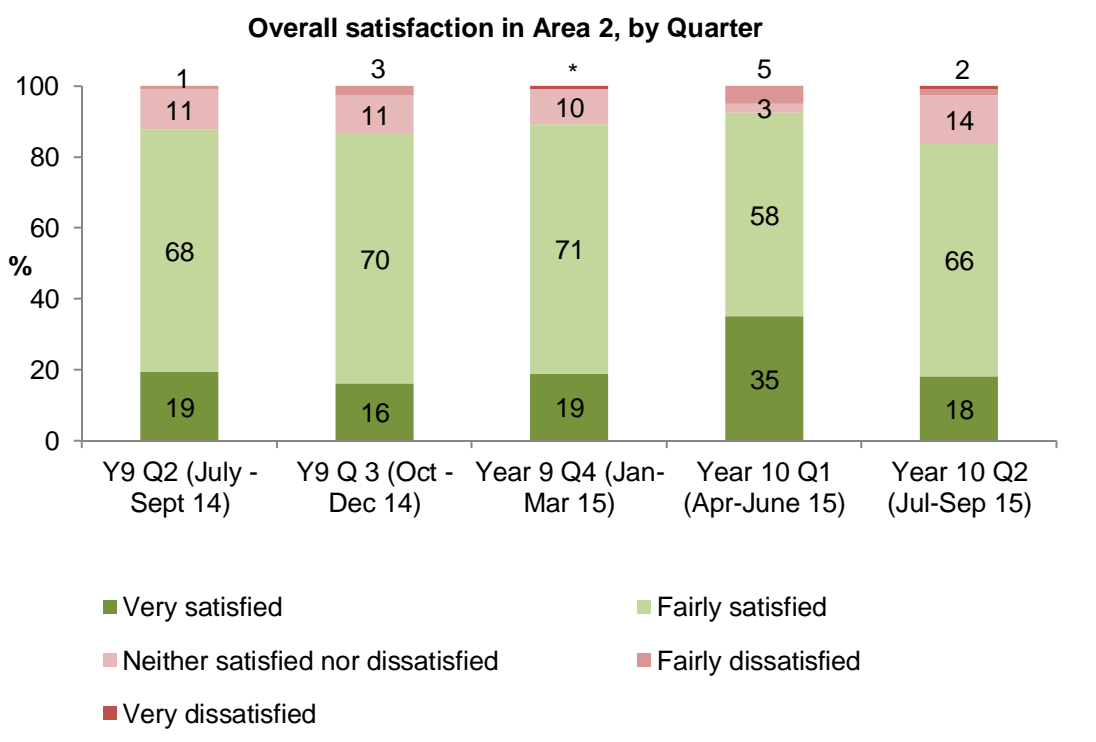
The trend, by quarter, since Year 9 Quarter 2 is shown in the chart.

By subgroup for this reporting period:

- Those working full time were significantly more likely to be very satisfied than those who don't work full time (23% compared to 9%)
- Drivers were more likely to be satisfied (either very or fairly) than non drivers (89% compared to 81%);
- Males were more likely to be satisfied (either very or fairly) than females (85% compared to 80%)

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

- "They are managed well. Roadworks are quick" (Male, 20-24)
- "They keep the roads well maintained and patrolled" (Female, 45-54)
- "Doing their best with the money available" (Female, 45-54)
- "Normally quite well maintained; journey times reliable apart from peak times" (Male, 20-24)
- "They are doing a reasonable job within a limited budget" (Female, 65+)



Base: 115, Y9 Q2 (July – Sep 14): 114, Y9 Q3 (Oct-Dec 14):111 ; Y9 Q4 (Jan-Mar 15): 112; Y10 Q1 (Apr-June): 116; Y10 Q2 (Jul-Sept): 116

How satisfied or dissatisfied are you with travelling on Highways England motorways and trunk roads in this area? (Prompted)

Reasons for respondents not being satisfied in the current reporting period included:

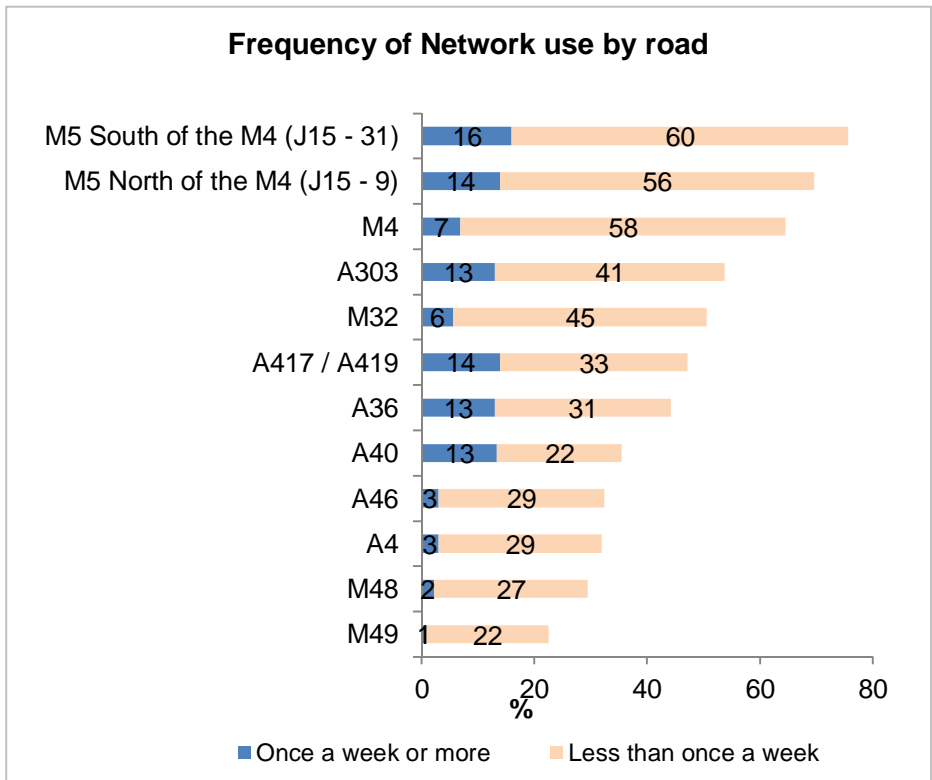
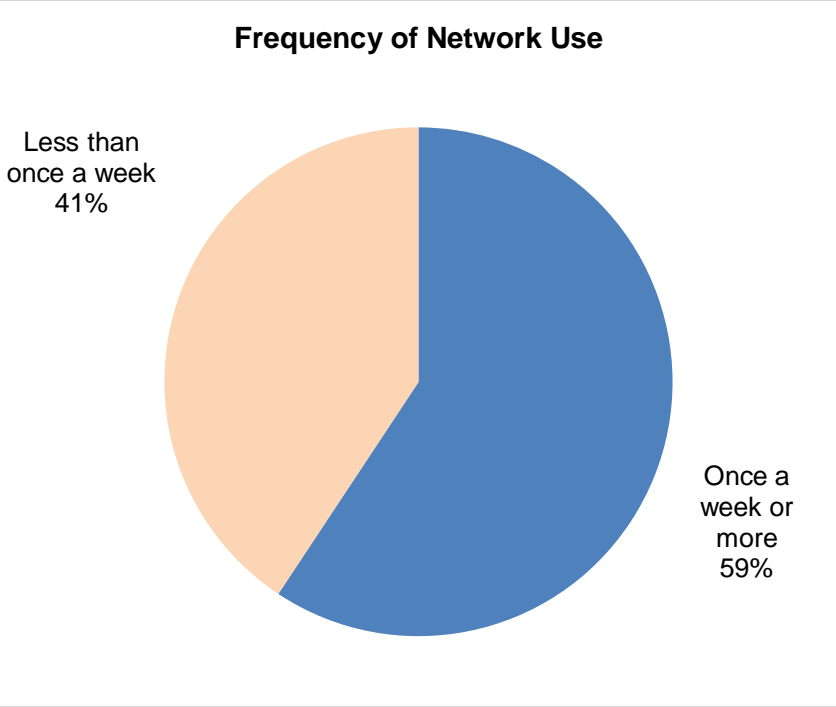
- "The major routes vary so much, often there are problems with congestion on the roads" (Female, 45-54)
- "It depends on what time you travel, it's frustrating to see long sections of cones and no roadworks going on" (Female, 65+)
- "Near to SN15 4GY a barrier is needed to cut down on noise levels" (Male, 45-54)
- "A lot of work needs to be carried out on the A303 to improve it" (Female, 65+)

Frequency of road use

Respondents were asked how often they travelled on Highways England roads in Area 2. Fifty nine percent of respondents stated they travelled on Highways England roads at least once a week (frequent users). By subgroup, frequent users were:

- Significantly more likely to be working full time (75% of those working full time are frequent drivers compared to 46% of those not)
- More likely to be male than female (63% of males are frequent drivers compared to 56% of females)
- More likely to be younger than 60 (64% of aged 17-34, 66% aged 35-59 and 48% of those aged 60+ are frequent drivers)

The chart shows the roads by frequency of use. Overall 76% used the M5 South of the M4 and 70% used the M1 North of the M4. Sixty five percent used the M4.



Base: 231
 How regularly have you travelled on Highways England roads in the last 12 months? (Prompted)

Base: 231 for each road
 How regularly have you travelled on the following Highways England roads in the last 12 months? (Prompted)

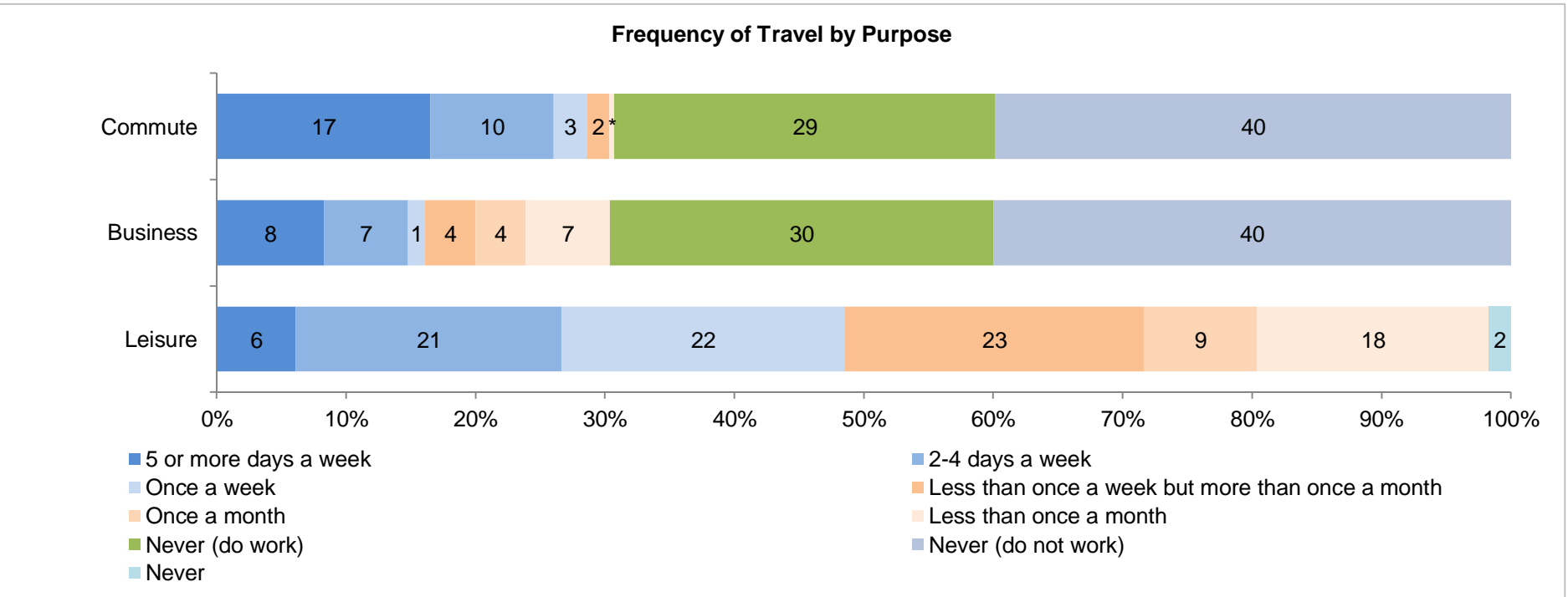
Journey Purpose

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

- 35% of respondents used roads for commuting, 29% worked but did not commute;
- 31% of respondents used roads for business purposes, 30% worked but did not; and
- All but 2% used the roads for other purposes.

By sub group:

- Males were more likely to use the network for commuting than females (38% compared to 24%); and
- Those travelling for business were most likely to be 35-59 year old male drivers, from the ABC1 socio-economic group and drive more than 10,000 miles per year.

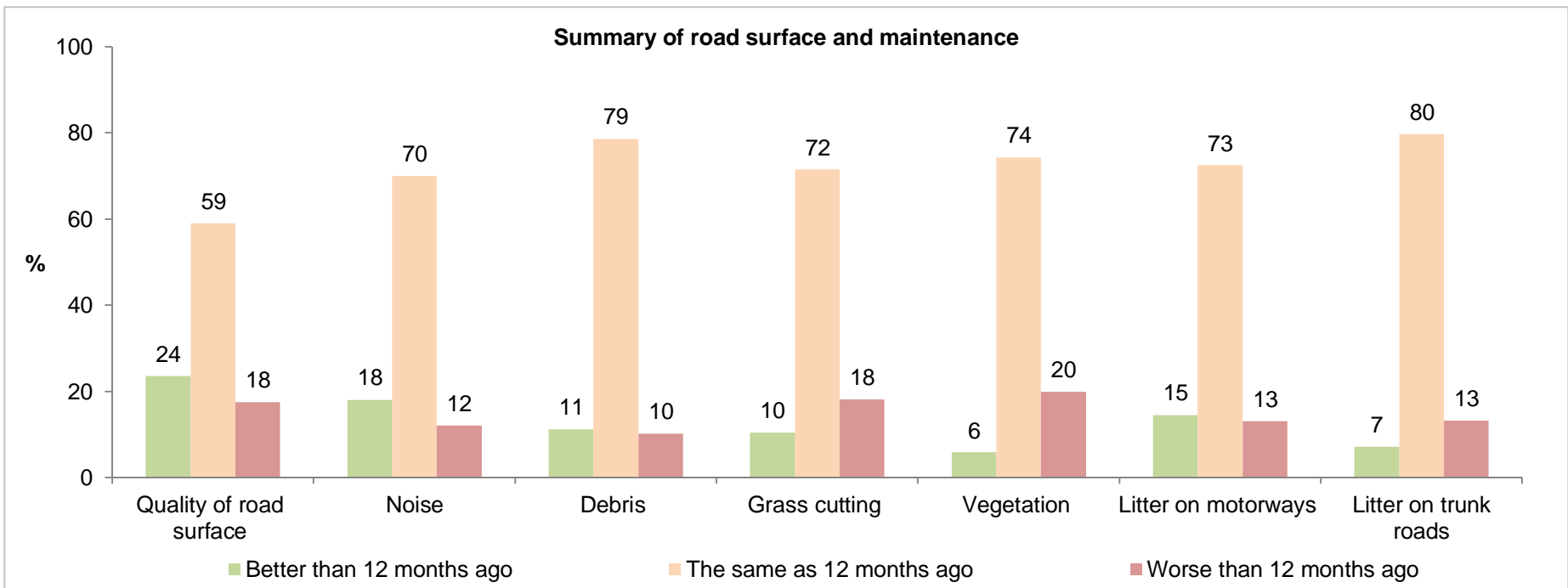


Base: 231 (Other, Employer Business and To Work)
 How often do you use Highways England roads for...? (Prompted)

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 subgroup:

- Those who drive for business purposes were significantly more likely to say that litter on trunk roads and the level of grass cutting were all better than 12 months ago compared to those who don't drive for business (14% and 4% compared to 22% and 5% respectively); and
- Respondents aged 60+ were significantly more likely to say the level of grass cutting and the amount of debris were both worse than 12 months ago (28% and 19% respectively, compared to 9% and 7% of 17-34 year olds and 15% and 6% of 35-59 year olds).

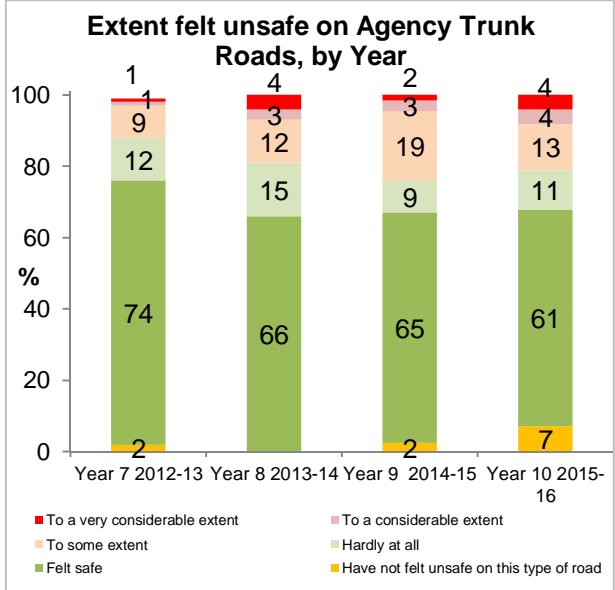
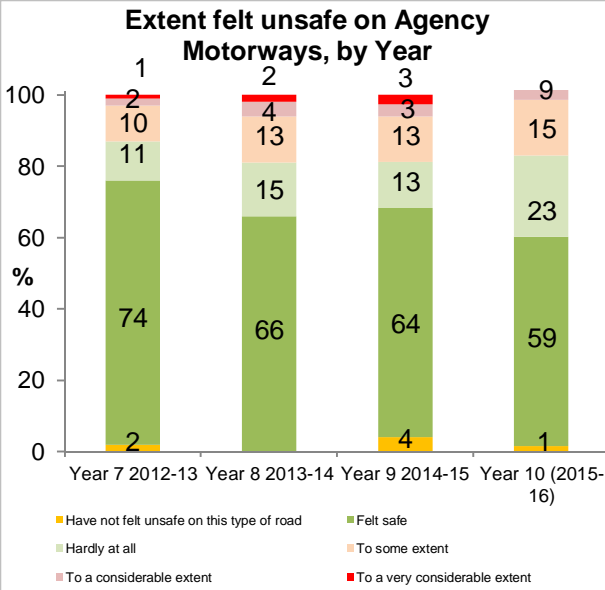


Base: Quality of surfaces - 217; Noise – 213; Debris - 206; Grass Cutting - 193; Vegetation - 191; Litter on motorways - 200; Litter on trunk roads – 197

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, 58% of respondents felt safe whilst travelling on Highways England roads;
- ✓ Non-drivers were more likely to feel safe than drivers (68% felt safe compared to 57%);
- ✓ Males are more likely to feel safe than females (61% compared to 56%);
- ✓ Younger people (aged 17-34) were more likely to feel safe than those aged 35-59 and over 60 (66% compared to 53% and 60% respectively);
- ✓ Frequent users were more likely to feel unsafe than infrequent users (45% compared to 36%);
- ✓ The most common reason for feeling unsafe was 'other peoples driving' (50% of those that felt unsafe), followed by maintenance of the road (24%);
- ✓ **Decreasing trend in respondents feeling safe on both types of road since Year 7 (2012-13).*

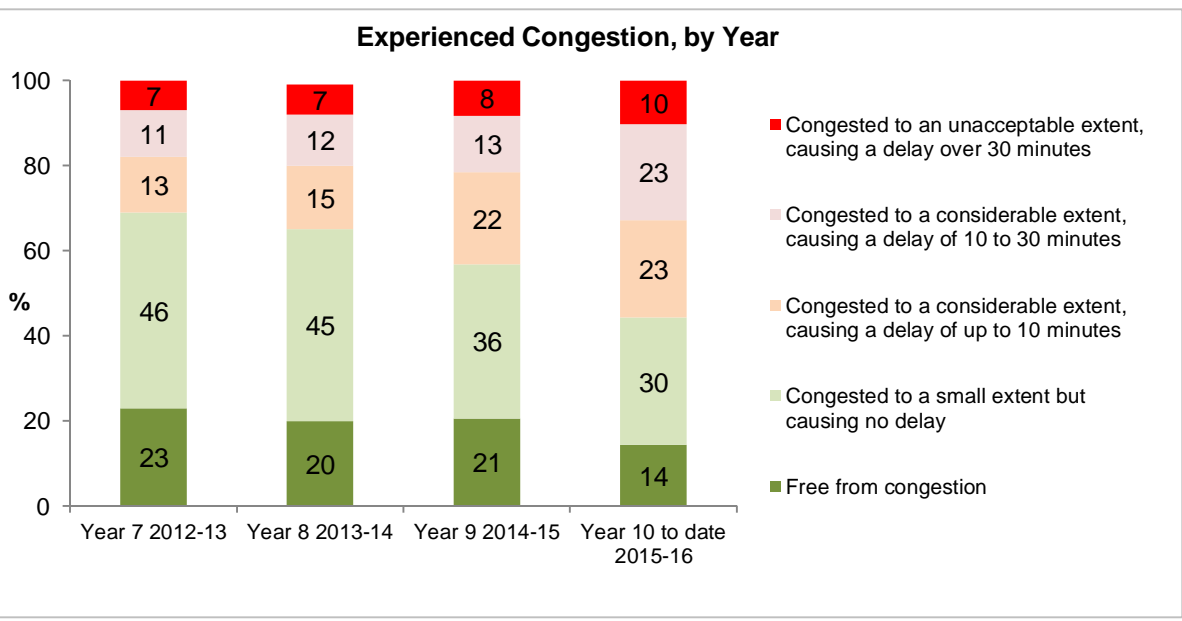


Base (motorways) = Y7 2012-13 (421), Y8 2013-14 (415), Y9 2014-15 (449), Y10 2015-16 (271)
 Base (trunk roads) = Y7 2012-13 (416), Y8 2013-14 (369), Y9 2014-15 (448), Y10 2015-16 (266)
 To what extent have you felt unsafe when travelling on Highways England (motorways/trunk roads) in this area?
 *Trend analysis on data collected since Year 7 2012-13

	Users of the road	Felt unsafe to some extent or more	
		N	%
M5 South of the M4 (J15 - 31)	175	11	6
M5 North of the M4 (J15 - 9)	161	10	6
M4	149	8	5
A303	124	17	14
M32	117	2	2
A417 / A419	109	11	10
A36	102	12	12
A40	82	9	11
A46	75	5	7
A4	74	2	3
M48	68	1	1
M49	52	1	2

Congestion

- ✓ In the current reporting period 86% of respondents experienced congestion on Highways England roads and 56% experienced congestion which resulted in a delay;
- ✓ Those who drive for business purposes were significantly more likely to have experienced congestion than those who don't (93% compared to 84%);
- ✓ Frequent drivers were significantly more likely to have experienced congestion with a delay than infrequent drivers (64% compared to 45%);
- ✓ The A303 was the road most frequently identified as being congested in Area 2 (n=36); and
- ✓ Increase in the proportions of respondents experiencing congestion on Highways England roads since Year 7 (2012-13).

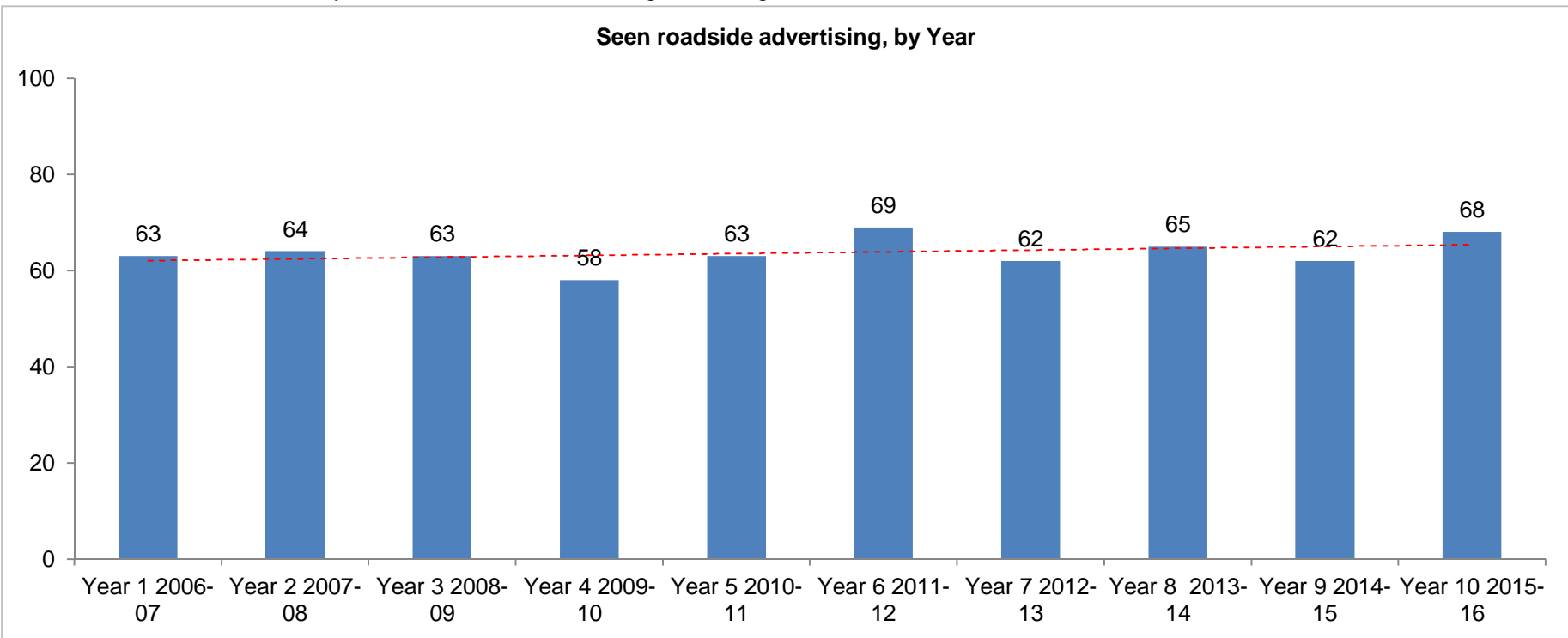


Base = Y7 2012-13 (445), Y8 2013-14 (445), Y9 2014-15 (411), Y10 2015-16 (271)
 Thinking about your experience of Highways England roads in your local area recently, would you say that the roads were generally...?
 *Trend analysis on data collected since Year 7 2012-13

	Users of the road	Delayed by congestion	
		N	%
M5 South of the M4 (J15 - 31)	175	38	22
M5 North of the M4 (J15 - 9)	161	28	17
M4	149	16	11
A303	124	36	29
M32	117	4	3
A417 / A419	109	24	22
A36	102	22	22
A40	82	14	17
A46	75	5	7
A4	74	4	5
M48	68	1	1
M49	52	2	4

Roadside advertising

- ✓ In the current reporting period, 69% of respondents said they saw roadside advertising on Highways England roads;
- ✓ Drivers were significantly more likely to have seen roadside advertising than non-drivers (74% to 43%);
- ✓ Males were significantly more likely to have seen advertising than females (77% compared to 62%);
- ✓ Of those seeing roadside advertising, 61% said they were not bothered by them, whilst 33% found them to be distracting;
- ✓ A further 9% said they found the roadside advertising to be dangerous

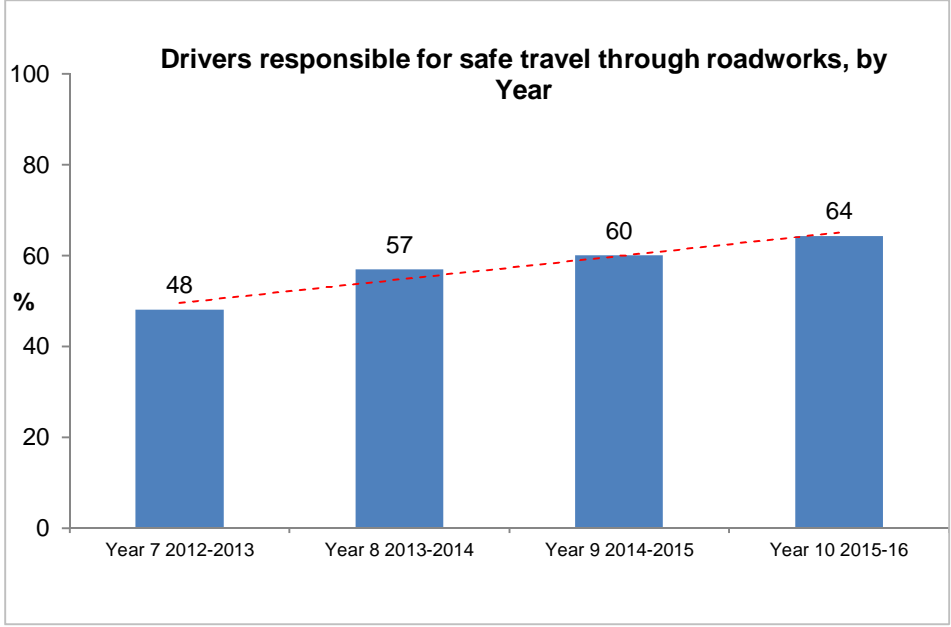
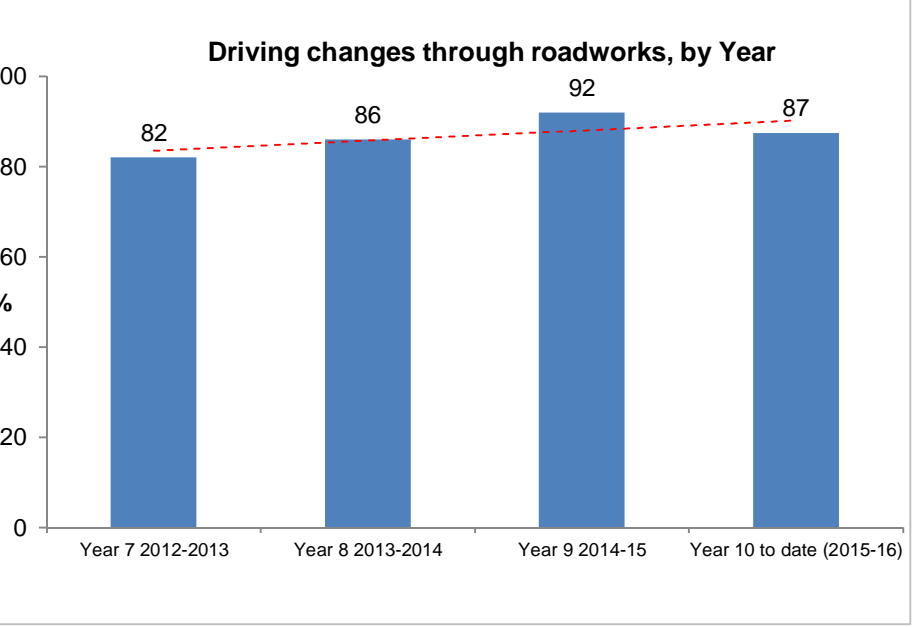


Base = Y1 2006-07 (814), Y2 2007-08 (805), Y3 2008-09 (820), Y4 2009-10 (817), Y5 2010-11 (804), Y6 2011-12 (481), Y7 2012-13 (445), Y8 2013-14 (445), Y9 2014-15 (492), Y10 2015-16 to date (271)

Thinking about the Highways England roads that are show on this map, have you seen any roadside advertising in fields beside the road?

Driving behaviour through roadworks

- ✓ In the current reporting period, overall 88% of drivers who had driven through roadworks said their driving changed when doing so. Males were less likely to change their driving than females (84% compared to 92%)
- ✓ Sixty six percent of all respondents said drivers should be ensuring safe travel through roadworks. The most common response across all subgroups was drivers themselves however there was some variation in the proportions giving other answers:
 - ✓ Those who drive more than 10,000 miles per year were more likely to think it was the police's responsibility than those who drive fewer miles (46% compared to 27%);
 - ✓ Drivers were more likely to think it was Highways England's responsibility than non-drivers (39% compared to 30%)
- ✓ There has been a slight 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), however there has been a year on year decline from Year 9 to Year 10.



Base = Year 7 12/13 - 363; Year 8 13/14 - 377; Year 9 14/15 - 382; Year 10 15/16 to date - 223. Excludes 'Not applicable'
 Does your driving change when you are travelling through roadworks?
 *Trend analysis on data collected since Year 7 2012-13

Base = Year 7 12/13 - 445; Year 8 13/14 - 445; Year 9 14/15 - 492; Year 10 15/16 to date - 271.
 Who do you think should be ensuring drivers travel safely through roadworks?
 23

Summary Tables

		Current Report (May - Oct 15)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas (where applicable)	Difference from National Average
Drivers		84%	231	4%	80%	226	85%	-1%
Business Drivers		35%	193	0%	35%	181	31%	4%
Frequent Users (use Highways England roads once a week or more)		59%	231	8%	51%	226	61%	-2%
Travel as...	Car / Van Driver	81%	231	6%	75%	226	82%	-1%
	Passenger in a car or van	54%	231	-6%	60%	226	34%	20%
Felt safe on the network		58%	231	● -11%	69%	226	61%	● -3%
Felt unsafe on the network		42%	231	● 11%	31%	226	39%	● 3%
Motorways:	Felt unsafe: Hardly unsafe at all	38%	96	● 12%	26%	70	N/A	N/A
	Felt unsafe: To a considerable/very considerable extent	19%	96	● -12%	31%	70	N/A	N/A
Trunk Roads:	Felt unsafe: Hardly unsafe at all	31%	94	● -2%	33%	63	N/A	N/A
	Felt unsafe: To a considerable/very considerable extent	20%	94	● 6%	14%	63	N/A	N/A
Network:	Felt unsafe: Due to other people's driving	50%	96	● 16%	34%	70	48%	2%
Road surface quality:	Better than 12 months ago	● 24%	217	3%	21%	207	20%	4%
	Worse than 12 months ago	18%	217	-12%	30%	207	17%	1%
Road surface noise	Better than 12 months ago	● 18%	213	6%	12%	195	13%	5%
	Worse than 12 months ago	12%	213	-5%	17%	195	8%	4%
Grass cutting:	Better than 12 months ago	10%	193	2%	8%	173	11%	-1%
	Worse than 12 months ago	● 18%	193	7%	11%	173	9%	9%
Vegetation:	Less over grown than 12 months ago	6%	191	1%	5%	173	8%	-2%
	More over grown than 12 months ago	● 20%	191	10%	10%	173	9%	11%
Debris:	Better than 12 months ago	● 11%	206	-1%	12%	190	14%	-3%
	Worse than 12 months ago	10%	206	-2%	12%	190	10%	0%
Litter on Motorways:	Better than 12 months ago	● 15%	200	1%	14%	194	16%	-1%
	Worse than 12 months ago	13%	200	1%	12%	194	10%	3%
Litter on Trunk Roads:	Better than 12 months ago	7%	197	-2%	9%	183	11%	-4%
	Worse than 12 months ago	● 13%	197	0%	13%	183	14%	-1%

Summary Tables

	Current Report (May - Oct 15)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas (where applicable)	Difference from National Average
Responsibility for litter seen							
Highways England	35%	231	● 4%	31%	226	20%	● 15%
Local Council/Local Authority	22%	231	● 4%	18%	226	23%	● -1%
People travelling on the network	58%	231	● -5%	63%	226	54%	● 4%
Permanent road signs: Quite satisfied/Very satisfied							
	88%	231	● 3%	85%	226	86%	● 2%
Fairly/ Very dissatisfied							
	2%	231	● -3%	5%	226	3%	● -1%
Seen one or more temporary road signs							
	81%	231	● 10%	71%	226	62%	● 19%
Quite satisfied/Very satisfied with temporary road signs							
	82%	188	● -4%	86%	160	82%	● 0%
Fairly dissatisfied/Very dissatisfied with temporary road signs							
	9%	188	● 3%	6%	160	11%	● -2%
Travelled through roadworks recently							
	89%	231	● 7%	82%	226	73%	● 16%
Saw signs giving reason for the work							
	63%	206	● 4%	59%	186	59%	● 4%
Saw no signs giving reason for the work							
	18%	206	● 2%	16%	186	22%	● -4%
Signs through the roadworks provided enough information							
	72%	165	● 5%	67%	138	66%	● 6%
Signs through the roadworks did not provide enough information							
	24%	165	● 0%	24%	138	23%	● 1%
Passed roadworks when no one was working							
	67%	206	● -5%	72%	186	62%	● 5%
Annoyed/frustrated/angry							
	54%	129	● -8%	62%	134	47%	● 7%
Seen roadside advertising							
	69%	231	● 8%	61%	226	57%	● 12%
Not bothered by roadside advertising							
	61%	160	● -3%	64%	137	64%	● -3%
Find it dangerous/ distracting							
	43%	160	● 11%	32%	137	78%	● -35%
Red X VMS Meaning							
Lane closed/ no entry	85%	230	● 2%	83%	226	N/A	N/A
Action taken							
Change lanes/ avoid lanes	94%	231	● 10%	84%	226	N/A	N/A
Illegal to travel in							
Yes it is illegal	67%	229	● 1%	66%	226	62%	● -9%

Summary Tables

		Current Report (May - Oct 15)	Base	Change from previous Six Month period	Last Report (Nov 14 - Apr 15)	Base	Average All Areas (where applicable)	Difference from National Average
Experienced congestion on Highways England roads		86%	231	● 9%	77%	225	78%	● 8%
with delay		56%	231	● 16%	40%	225	34%	● 22%
Regular journey on Highways England roads								
Yes		29%	231	● 4%	25%	226	N/A	N/A
Journey time varies everytime/most of the time		17%	66	● -9%	26%	57	N/A	N/A
Highways England roads impacted ability to move safely (n=13)							N/A	N/A
To some extent or more as a pedestrian (n=7)		3%	231	● -2%	5%	226	N/A	N/A
To some extent or more as a cyclist (n=10)		5%	231	● 2%	3%	226	N/A	N/A
To some extent or more as an equestrian (n=0)		0%	231	● 0%	<1%	226	N/A	N/A
Seen VMS		91%	231	● 2%	89%	226	N/A	N/A
Variable Message Signs Useful/ very useful		90%	231	● 0%	90%	202	N/A	N/A
VMS								
Had no effect		33%	205	● -2%	35%	199	N/A	N/A
Caused change of route		32%	205	● 1%	31%	199	N/A	N/A
Are VMS								
Better than 12 month ago		● 26%	201	● 1%	25%	190	N/A	N/A
Worse than 12 months ago		0%	201	● -2%	2%	190	N/A	N/A
Seen Mobile VMS: Yes		64%	231	● -2%	66%	226	N/A	N/A
Informed about roadworks via:								
Road signs		77%	228	● 6%	71%	226	N/A	N/A
Roadworks: There is an acceptable amount of roadworks		81%	213	● 6%	75%	226	N/A	N/A
Aware of Smart Motorways around M4 / M5 Junction at Bristol		41%	231	● 8%	33%	226	N/A	N/A
Crossed either of Severn Crossings:								
Yes		31%	231	● 3%	28%	226	N/A	N/A
Preferred payment at tolls:								
Cash		61%	72	● 23%	38%	63	N/A	N/A
Driving changes when travelling through roadworks								
Slow down		88%	192	● -5%	93%	182	81%	● 7%
Changes due to: Roadworkers		75%	169	● -4%	79%	169	79%	● -4%
Drivers themselves should ensure safe driving		43%	169	● 5%	38%	169	23%	● 20%
Highways England should ensure safe driving		66%	231	● 2%	64%	226	64%	● 2%
Police should ensure safe driving		37%	231	● 8%	29%	226	27%	● 10%
Police should ensure safe driving		33%	231	● 2%	31%	226	22%	● 11%

Summary

	Users of the road	Felt unsafe to some extent or more		Road surface has bad patches		Road is moderately noisy to travel on		Grass not cut short		Vegetation is overgrown		Seen debris		Where litter reported		Delayed by congestion	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
M5 South of the M4 (J15 - 31)	175	11	6	19	11	19	11	17	10	13	7	19	11	23	13	38	22
M5 North of the M4 (J15 - 9)	161	10	6	5	3	10	6	5	3	2	1	10	6	25	16	28	17
M4	149	8	5	9	6	8	5	3	2	1	1	8	5	10	7	16	11
A303	124	17	14	15	12	12	10	11	9	13	10	12	10	25	20	36	29
M32	117	2	2	4	3	1	1	1	1	0	0	1	1	3	3	4	3
A417 / A419	109	11	10	20	18	5	5	8	7	5	5	5	5	16	15	24	22
A36	102	12	12	11	11	9	9	17	17	15	15	9	9	17	17	22	22
A40	82	9	11	1	1	4	5	6	7	4	5	4	5	15	18	14	17
A46	75	5	7	4	5	0	0	1	1	5	7	0	0	2	3	5	7
A4	74	2	3	0	0	0	0	0	0	0	0	0	0	2	3	4	5
M48	68	1	1	1	1	0	0	0	0	1	1	0	0	0	0	1	1
M49	52	1	2	0	0	0	0	0	0	0	0	0	0	0	0	2	4

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



Report Title:	19 - Area 2 May - October 2015 Report	AECOM House 179 Moss Lane Altrincham WA15 8FH
Date of Issue:	20 th November 2015	
Prepared by:	Ben Barker	
Reviewed / Approved by:	Jodie Knight Christine Johnson	
Data File	Area 2 MTD May 2014 to October 2015 Area 2 MTD file April 06 - April 14	
Status	Unweighted	
Base Cases	231	

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.