

National Road Users' Satisfaction Survey (NRUSS) Annual Report 2013/14

Incorporating Equality Analysis



NRUSS Annual Report 2013/14

Incorporating Equality Analysis

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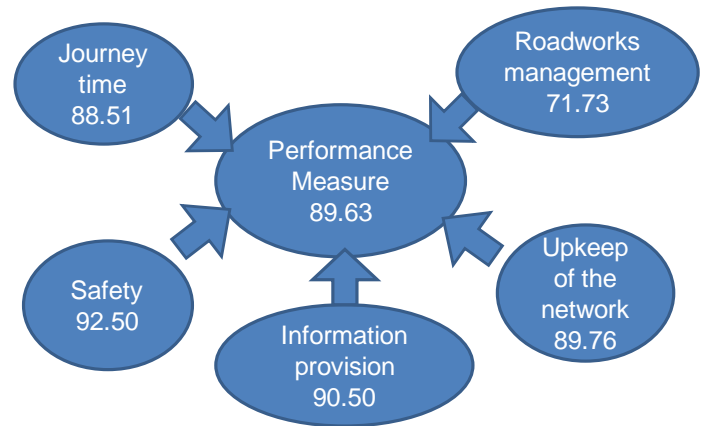
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Executive Summary: National Road Users' Satisfaction Survey Annual Report 2013/14

Performance measure

For 2013/14, the overall performance measure for all journeys was **89.63**, which indicates a high level of satisfaction, i.e. almost 90% of respondents were very or fairly satisfied with their journey. The highest scoring factor was safety, (92.50), followed by information provision, (90.50), with roadworks management having the lowest satisfaction score at 71.73.



Trend – overall performance measure

The performance measure has declined over the last three years. Analysis has shown that:

- there has been a slight downward trend in the overall performance measure for both motorways and trunk roads;
- roadworks management is the only aspect to counter this downward trend;
- the East is the only region to counter this downward trend, and for 2013/14 had the highest performance measure (92.16) of all regions.

There were no significant issues affecting any of the equality groups.

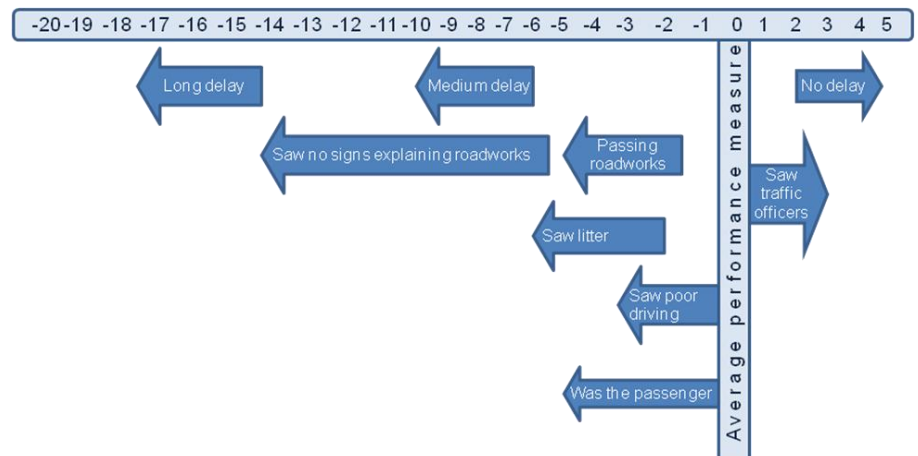
Factors affecting performance measure

The largest single factor negatively affecting the overall performance measure for the last journey is **being delayed on the journey**.

Where delayed, the length of the delay significantly decreases the performance measure, e.g. journeys with a long delay typically have an overall performance measure of 20 points fewer than a journey with no delay.

Apart from length of delay, the factor causing most dissatisfaction is 'not seeing signs explaining roadworks', and this negative impact increases with the length of delay. The impact of delay is greater on non-discretionary trips (work, business) than for leisure related trips. Satisfaction also decreases if:

- respondents had been warned of a delay, but were then not delayed; and
- respondents were not warned of a delay, but were delayed.



This illustrates the journey experiences that impact most on the average score. For example, passing roadworks depresses the average score by around 5 points, while seeing traffic officers on the journey tends to increase the score by 1-2 points.

Changes in sample and characteristics of trips

The pattern of trips recorded in 2013/14 is very similar to previous years, except that fewer trips were made for leisure (67%), and consequently, there were more time critical trips;

- just 56% said it was 'not at all important to arrive at the expected time' in 2013/14, fewer than previously (62%).

Journey experiences were also very similar to previous years. The differences, where observed are consistent with the change observed in the performance measure.

Performance measure for	Change	Changes in journey characteristics and experiences
Journey time	↓	An increased proportion of respondents were delayed on Agency roads (28%), and the proportion delayed by congestion increased (22%); The average length of delay was 18 minutes (no change).
Roadworks management	↑	More respondents saw roadworks on their last journey <ul style="list-style-type: none"> ➤ 15% saw roadworks on motorways; and ➤ 5% saw them on trunk roads. More respondents saw work being carried out at roadworks (45%); However, fewer saw signs explaining the roadworks (49%).
Safety	↓	An increased proportion of respondents said they encountered poor driving on Agency roads on their most recent journey (46%).
Upkeep	↓	An increased proportion saw litter on the network in 2013/14 (18%); An increased proportion were bothered by litter seen (94%).
Information provision	↓	An increased proportion had been alerted to possible delays (17%); An increased proportion of those who were delayed had been alerted to possible delay: (45%); An increased proportion had seen VMS (55%).

The changes in the performance measures for the journey aspects measured can largely be explained by the journey experiences on the sample of journeys in the 2013/14 NRUSS.

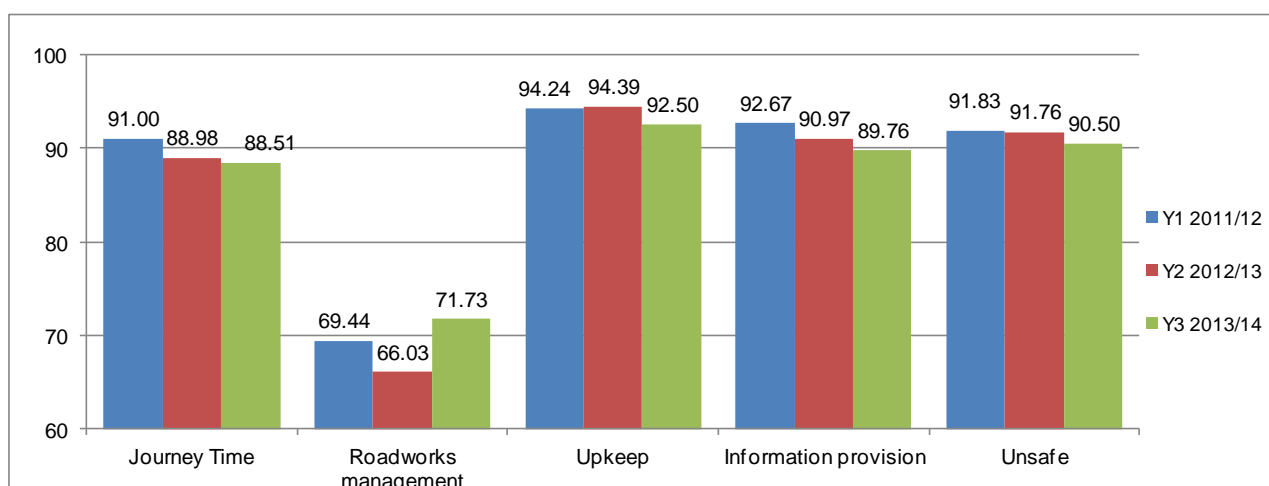


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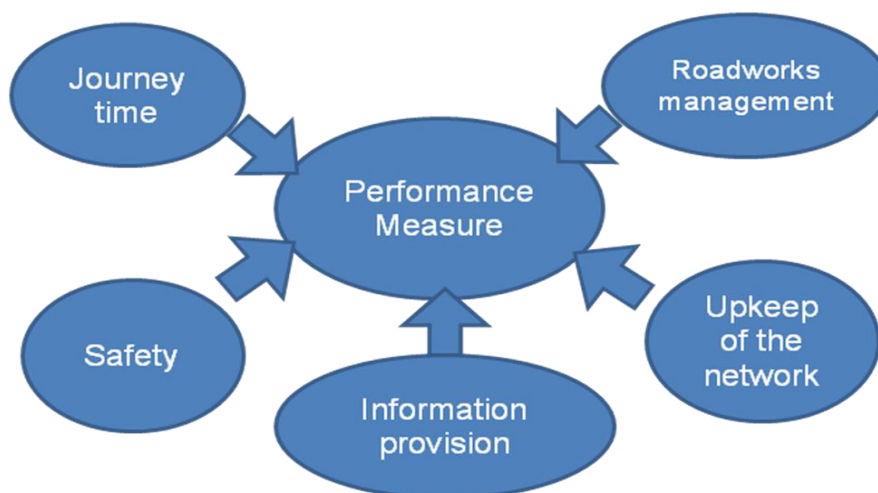
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Publication number

1 Introduction

1.1 Introduction and Background

- 1.1.1 As part of the objective to seek and respond to feedback from road users, the Agency commissions a number of surveys. Since 1995 the Agency has conducted a Road Users' Satisfaction Survey to monitor awareness and satisfaction amongst network users.
- 1.1.2 The objectives of the National Road Users' Satisfaction Survey (NRUSS) are to:
- monitor the performance score based on the last journey made on the network; and
 - understand the causes of satisfaction and dissatisfaction with use of the network and Agency services.
- 1.1.3 The current approach to measuring satisfaction was introduced in April 2011, following a research programme to identify the factors that were important to customers and to deliver insight to the Agency on the causes of satisfaction.
- 1.1.4 Due to the change in the sampling approach and questionnaire design, the data collected since April 2011, and the performance tracking measure is not directly comparable with that from previous years.
- 1.1.5 This report covers the results from the fifteenth annual survey in the series and contains an analysis of the 2,013 interviews conducted between April 2013 and the end of March 2014. Comparisons are also made, where appropriate, with data collected in 2011/12 and 2012/13, identifying any emerging trends. Appendices to this report provide additional information, including breakdowns of the survey results by year, respondent characteristics and region of residence, highlighting significant differences and trends.
- 1.1.6 The report presents key information on customers' perceptions and provides insight into what drives satisfaction.
- 1.1.7 The **performance measure** is computed from satisfaction ratings for five key aspects of the most recent journey undertaken on the Agency network, for a sample of journeys made by respondents to a household survey undertaken across England. The resultant figure represents satisfaction on a 0 to 100 scale.



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1.1.8 The results for the performance measure have been reported to the Agency on a monthly basis since April 2011, and the detailed results for 2013/14 are shown in Appendix G in the final quarterly report. Other results from the survey on specific topics reported separately to this report are:

- Journey time satisfaction monitoring (for Quarters 1 - 4);
- Typical speed on motorways (Information Notes 25, 29, 35, 39); and
- Open ended question analysis (Information Note 1 and Excel reports for Quarters 1 - 4).

1.2 Methodology and sampling

1.2.1 The methodology for NRUSS is household interviews administered using Computer Assisted Personal Interviewing (CAPI). 500 sample points based on Output Areas are randomly selected from across England so that there is an equal number in each of the Agency’s seven regions (see Figure 1.1). A breakdown of the survey results by region of residence forms Appendix D of this report.

1.2.2 To be eligible to take part in the survey, respondents must be aged 17 or over and have used the Agency network at some time in the 12 months preceding the interview. Interviews are conducted in the respondent’s home using CAPI.

1.2.3 Four respondents from within each sample point are then selected to quota, so that the resulting sample overall reflects the following structure:

Age
Between 25% and 33% aged:

- 17-34;
- 35-59;
- 60+

Gender
• 50% Males, 50% Females

Frequency of Use

- 50% who use the motorways/trunk roads once a week or more (frequent user)
- 50 who use the motorways/trunk roads less than once a week (infrequent user)

Driver/Passenger

- 75% who usually travel on motorways/trunk roads as a driver
- 25% who usually travel on motorways/trunk roads as a passenger

Working Status

- 50% full time workers,
- 50% non full time workers

1.2.4 No weighting is applied to the data. A copy of the questionnaire is in Appendix A.



Figure 1.1 Highways Agency network - seven regions from June 2012

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1.2.5 Where results compared across groups, or by year, are significantly different at the 95% confidence level (that is, the results are not just due to chance), these are highlighted in tables in the report and in the appendices.

1.3 Equality Analysis

1.3.1 To enable the Agency to meet its general and specific equality duties (under Section 149 Equality Act 2010) 'equality analysis' has been conducted. This involves gathering and analysing information to help the Agency consider the impact of their work for different user groups as defined by 'protected characteristics'. (For the purpose of this analysis, age, race, gender and disability - with the latter category including aspects about mobility impairment).

1.3.2 A breakdown of the survey results by protected characteristics forms Appendix C of this report.

1.4 Structure of Report

1.4.1 Chapter 2 presents an analysis of the performance measure and the drivers of satisfaction. This explores trends over time, and examines variation by region of travel, and by journey characteristics. How local roads compare with Agency roads is also explored.

1.4.2 Chapter 3 describes the last journey made by the respondent, in terms of distance travelled, purpose and frequency of making the journey. This includes analysis of journey time and journey planning.

1.4.3 Chapter 4 presents experiences of roadworks where encountered and in Chapter 5, safety aspects of the last journey are discussed. Chapter 6 looks at upkeep, and Chapter 7, signage.

1.4.4 Chapter 8 presents an analysis of the survey respondents by equality group, and in Chapter 9 other services provided by the Agency are analysed, including perceptions of awareness of the Agency and services provided. This also includes perceptions of smart motorways.

1.4.5 Further results are provided in the Appendices. This report, together with the final quarterly report provides analysis of the majority of the survey questions. However, the datasets include other variables that may be of interest. Information on what further analysis is available is shown in Appendix E. Appendix F shows other work conducted in 2013/14 and the final quarterly report for 2013/14 forms Appendix G. The calculation method for the performance measure is shown in Appendix H.

1.4.6 The Glossary at the end of the report provides definitions of terminology applied in this report.

2 The performance measure and drivers of satisfaction

2.1 Introduction

2.1.1 In this section, the current performance measure is explored, identifying emerging trends from the three years of the current survey format, and the factors that positively or negatively influence the measure.

2.1.2 Respondents were asked to recall the most recent trip they made using an Agency road and provide details about the trip, including the time and distance, purpose of the journey and experiences on the journey.

2.1.3 The last journey is the basis of the performance measure. Respondents give satisfaction ratings on a 1 to 5 scale, where 1 is 'very satisfied' and 5 is 'very dissatisfied' for each of five journey aspects:

- Journey time
- Roadworks management
- Safety¹
- General upkeep
- Information provision.

2.1.4 For each aspect, the proportion of respondents who are 'fairly or very satisfied' represents the performance measure for that aspect, for example, 88.51% of respondents were satisfied with the journey time for their last journey. Each of the five aspects contribute to the overall performance measure², and takes account of both trunk roads and motorways where used.

2.1.5 The performance measure can take values from 0 to 100, where a score of:

- 0 represents no customers being 'very or fairly satisfied' with their journey; and
- 100 represents all customers being 'very or fairly satisfied' with their journey.

2.1.6 For 2013/14, the performance measure for all journeys was **89.63**, which indicates a high level of satisfaction, i.e. almost 90% of respondents were very or fairly satisfied with their journey. As illustrated in Figure 2.1, the highest scoring factor is safety, (92.50), followed by information provision, (90.50), with roadworks management³ having the lowest satisfaction score at 71.73.

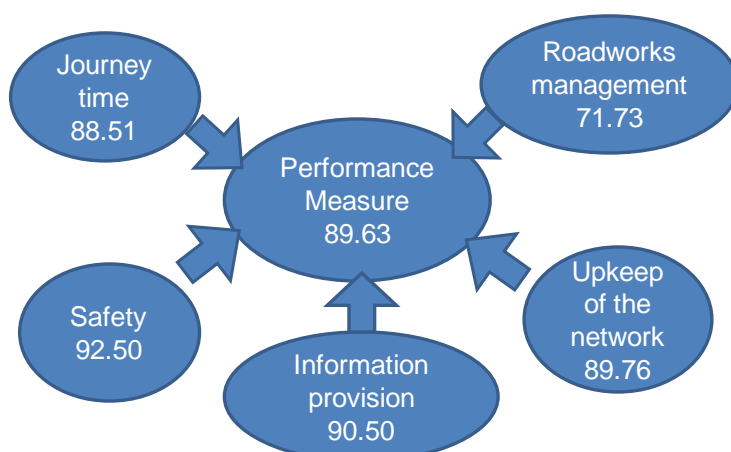


Figure 2.1 Performance Measure 2013/14
Base 2,013

¹ Instead of 'satisfaction', the scale for 'safety' records 1 for 'very unsafe' to 5 'very safe'

² The calculation method for the performance measure is shown in Appendix H.

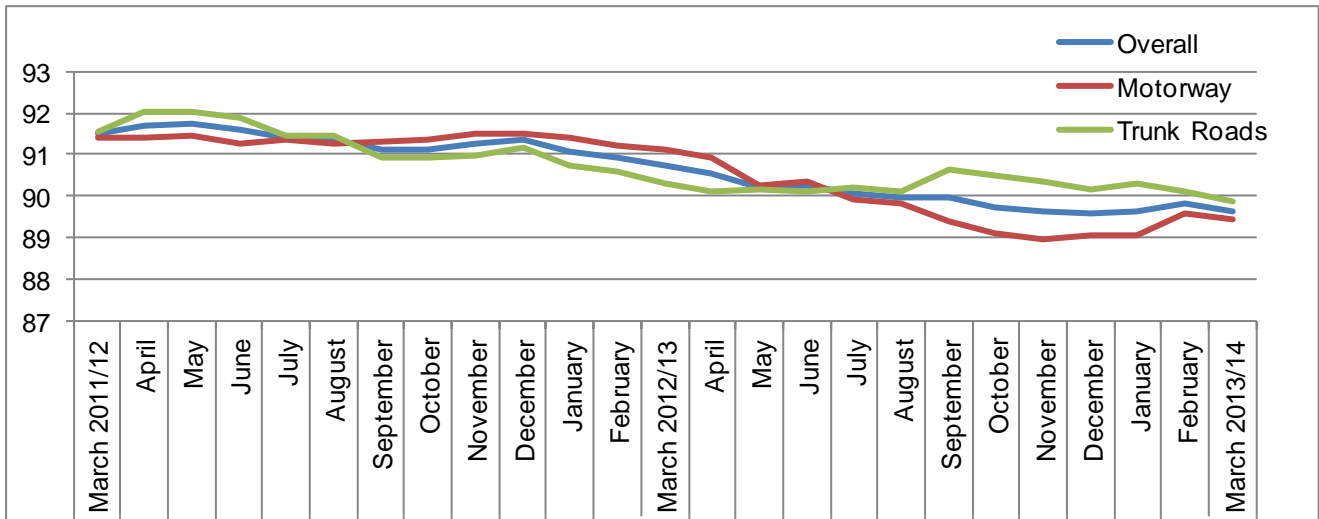
³ The score for roadworks management is only included for the 370 respondents who did encounter roadworks on their journey

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2.2 Performance over time

2.2.1 The performance measure for 2013/14 of 89.63 for the last journey was slightly below the score recorded for 2012/13 (90.73) which was in turn lower than in 2011/12 (91.48). Figure 2.2 shows the twelve monthly rolling scores for the last three years, for the overall scores, as well as for motorways and trunk roads.

Figure 2.2 Performance Measure– 12 months rolling score from March 2012

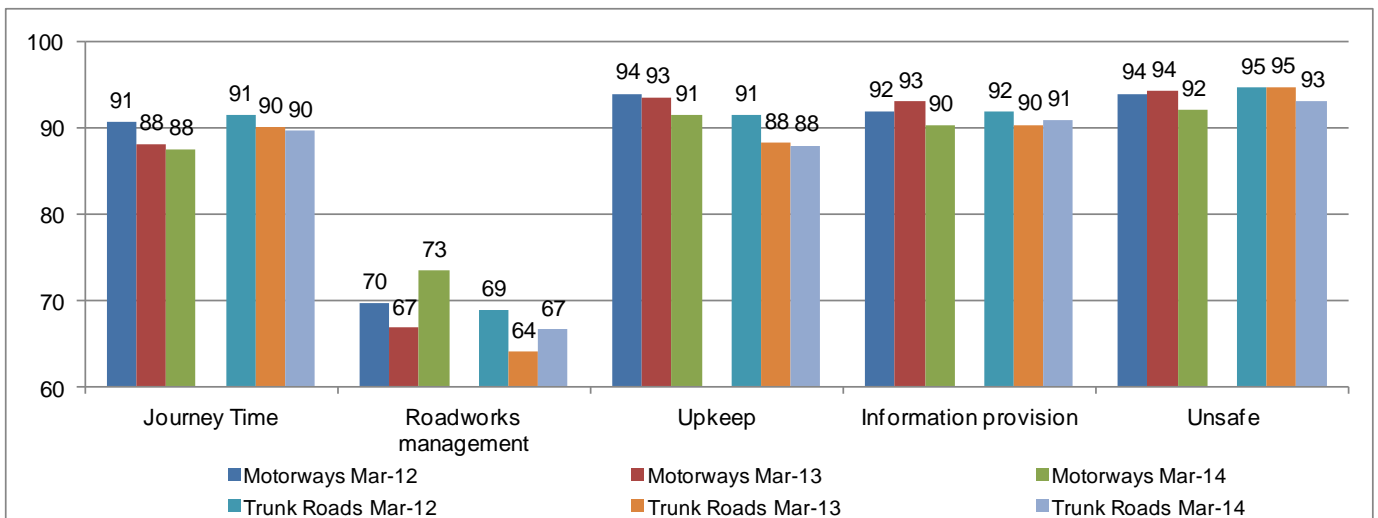


Base approximately 2,000 overall, 1,350 motorway, 1,250 trunk road (rolling 12 month totals)

2.2.2 There have been variations over time in both the motorway and trunk road performance measures, but both have followed a downward trend since the first year of the survey in its current format (i.e. from April 2011).

2.2.3 Trend analysis of the components of the performance measure has been conducted and this reveals that satisfaction has been falling across all aspects except roadworks management on motorways, as shown in Figure 2.3.

Figure 2.3 Levels of satisfaction with journey aspects by year (performance measure)

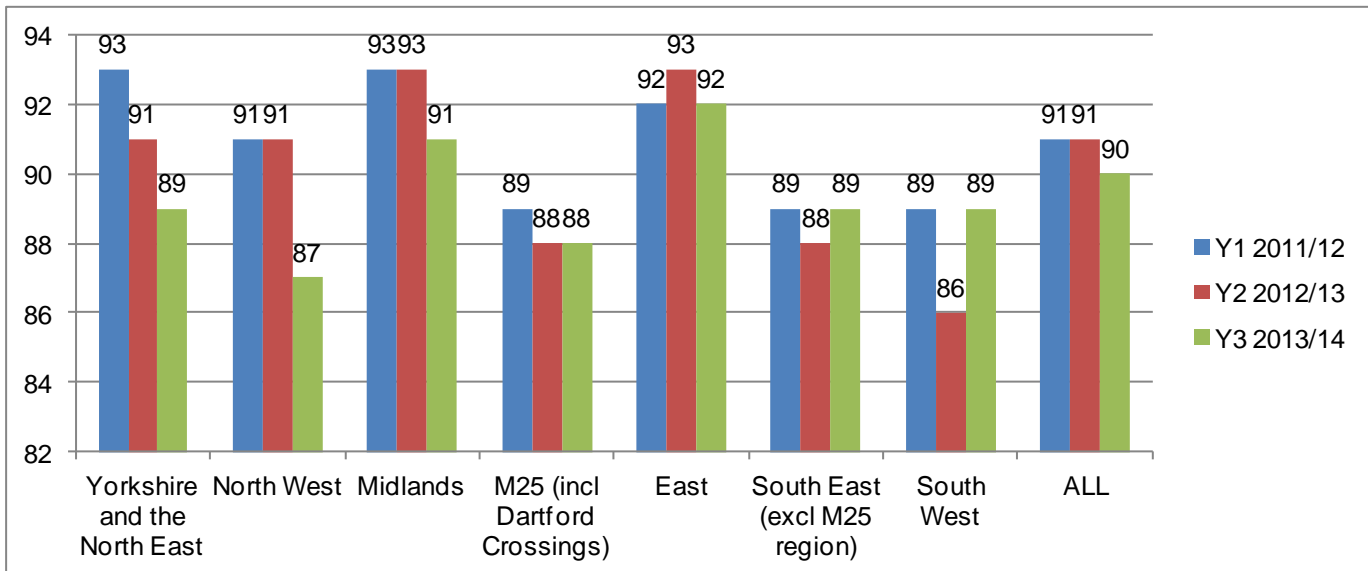


Base approximately, 1,350 motorway, 1,250 trunk road (rolling 12 month totals, fewer for roadworks)

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2.2.4 Analysis of the overall performance measure by region of travel shows that this has decreased year on year in two regions (Yorkshire and the North East, and Midlands), while there were varying trends in other regions, as shown in Figure 2.4. However, apart from the East region, the performance measure was lower in 2013/14 than in 2011/12.

Figure 2.4 Performance Measure by region of travel by year

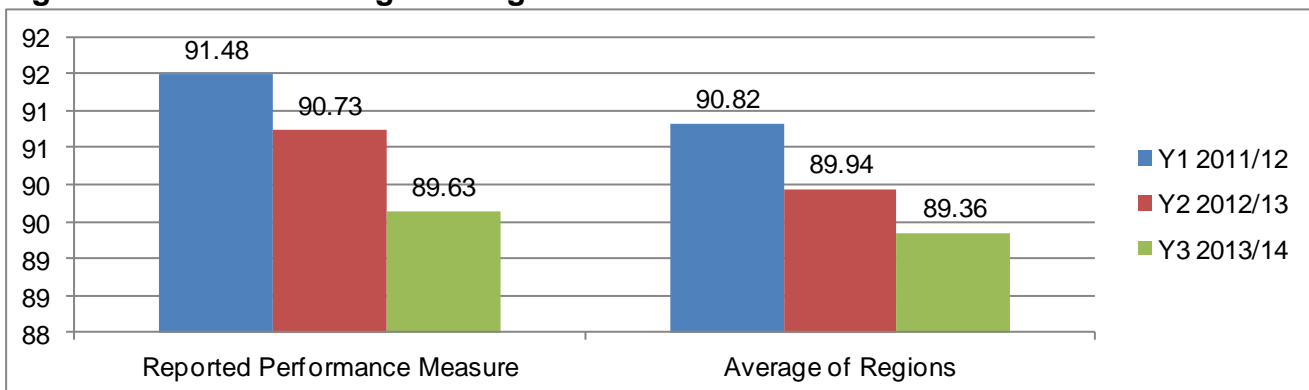


Bases: differ by region by year

2.2.5 It should be noted that there were changes in the Agency regional structure and boundaries mid way through 2012/13 and consequently changes in the sampling to reflect this. The East and West Midlands combined to a single region (the Midlands) while the M25 region was separated from the rest of the South East. This doubled the proportion of trips in the M25 region (which has a relatively low performance measure) from 7% in 2011/12 to 14% in 2013/14, while the proportion in the Midlands region (with relatively high performance measure) decreased from 31% to 19%.

2.2.6 Had the proportions by region in 2013/14 been the same as in 2011/12, there would still have been a decrease in the performance measure by year, but the fall would have been less, as illustrated in Figure 2.5.

Figure 2.5 Effect of changes in regional boundaries



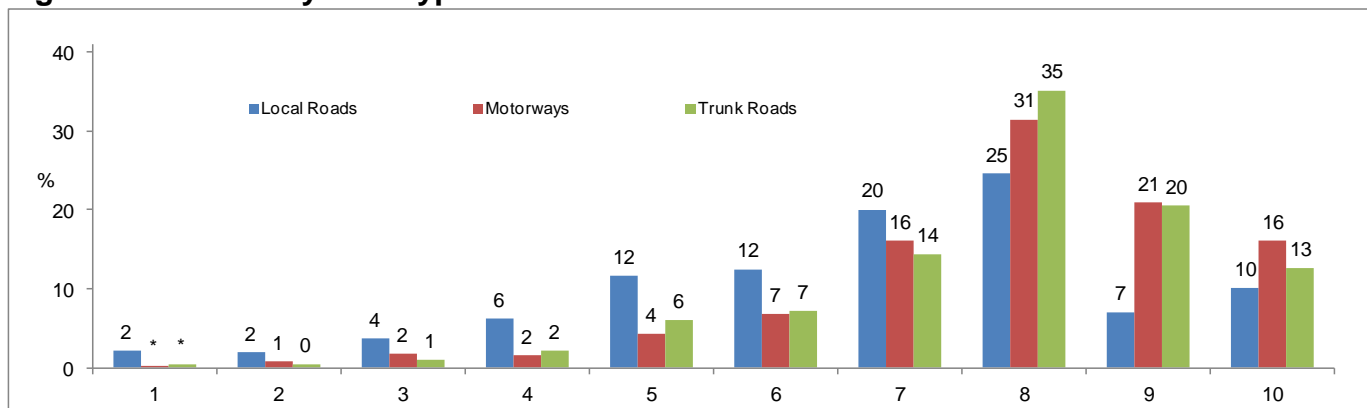
2.3 Last journey – comparison of local and Agency roads

2.3.1 While the performance measure tracks both motorway and trunk road perceptions, virtually all journeys will include local roads. To compare the perceptions of Agency and local roads, respondents were asked, on a scale of 1 to 10, how they would rate their most recent journey; (1 being an extremely poor journey and 10 an extremely good journey, separately for local roads, motorways and trunk roads as appropriate). It should be noted that respondents are asked this question before they are asked to rate specific aspects of their journey, including delays, roadworks, safety and information.

2.3.2 The average scores given in 2013/14 by respondents for motorways, 7.9 and trunk roads, 7.8 were significantly higher than for local roads, 6.8. Both motorway and trunk road scores dropped slightly from 2012/13.

2.3.3 The proportions giving each score are shown in Figure 2.6. This shows that the score given most frequently for all road types was ‘8’. For local roads, over two fifths (42%) gave this score or higher, while over two thirds (68%) gave scores of 8 or higher for motorways and trunk roads.

Figure 2.6 Scores by road type 2013/14



On a scale of 1 to 10, where 1 is an extremely poor journey and 10 is an extremely good journey, how would you rate your journey between A and B, for the section that was on local roads / motorways / trunk roads

Base: Local Roads, 2012 (1 missing), Motorways 1377, Trunk Roads 1245

2.3.4 Very few respondents gave low scores for motorways or trunk roads, compared with local roads, which are clearly seen as very different.

2.3.5 Respondents were asked ‘Why do you say that?’ after giving their scores. The comments reveal that, for local roads, the condition of the road surface is the most negative aspect, with many of those giving the lowest scores of 1-3 mentioning a poor road surface, potholes in particular. Other aspects associated with low scores were traffic congestion, poor driving, speed humps, roadworks, narrow roads and parked vehicles.

2.3.6 For motorways, analysis of the comments show that aspects associated with the highest scores were that motorways were ‘quick’, ‘direct’, ‘free flowing’, ‘safe’ and ‘easy to use’. Scores above the average were also associated with the absence of issues e.g. the absence of traffic, delays and roadworks resulted in high scores while comments on their presence were associated with lower scores.

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2.3.7 Those respondents giving motorways a rating of 8 or above typically mentioned there being no delays or hold ups or the absence of any issues or problems relating to the journey. Typical comments included (score in brackets):

“Didn't get held up at all, could travel at a constant speed, no hold ups or accidents” (10)

“The surface was good, illumination good, the surface was smooth and good drainage” (9)

“Not so much traffic, it was flowing freely, a smooth journey, I could travel at 70mph all the way” (10)

2.3.8 Conversely, those giving poor ratings (a rating score of 1 to 3) for motorways noted the volume of traffic, the slow speed of traffic, variable speed limits and poor road surface. Examples of comments were:

“Got a few miles on the M25 and it was nose to tail all the way home” (1)

“There was an accident on the M2 and I was stuck in stationary traffic for 45 minutes. There was no information about what was happening and other road users were not obeying the closed lane signs trying to get through” (2)

“Lots of bad drivers, the road surface is ok in places but some noisy concrete” (2)

“Loads of traffic on the M25, a rolling speed thing, it is so stupid. People do 40mph instead of 60mph so it all clogs up. I don't understand why they do it when there is no need for it” (3)

“I don't enjoy travelling, the traffic travels too fast and the lorries travel too close” (2)

2.3.9 For trunk road users, the features about the journey associated with high scores were no delays or hold ups on the roads, with reference to clear, flowing traffic. Furthermore a good road surface, good signage and the absence of issues or problems on the roads also contributed to a high rating. Comments from those giving high scores included:

“Very good, the A12 is an excellent road. It is well lit and well signposted, a very good road to use” (10)

“It was clear and straight through. There was not a lot of traffic and not a lot of lorries, it's a dual carriageway” (10)

“A smooth good road surface, clear traffic with no hold ups” (10)

“It's a dual carriageway, it's easy moving, you can pass HGV's in the slow lane easily. The roundabouts are easy, wide enough, a good lane system and well signposted” (9)

2.3.10 Comments made by those giving the lowest scores included reference to potholes and poor road maintenance, heavily congested traffic, roadworks causing tailbacks, lorries, bad weather and the mention of the behaviour of other drivers in the poor weather. Comments by respondents relating to a 'poor road surface' were associated with the scores below average, while mention of a 'good surface' typically merited a score of 8 or 9.

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2.3.11 The following comments illustrate the views of those who gave a poor rating (of between 1 to 3) on trunk roads:

“Volume of traffic coming up to the Dartford tunnel and coming out of the toll booths, stuck in very slow moving traffic. It's badly organised and quite scary the way you have to go back into the lanes” (1)

“Atrocious, due to the condition of the road. There are serious potholes and breaks in the tarmac. It is an extremely poor road for a trunk road and especially dangerous for a motorcyclist which I am” (2)

“I find it a frightening road because a lot of people drive badly, unnecessary overtaking and dicing with death. A bad road and have difficulty seeing in places with speeding and coming out of side turnings, it is a problem road with infrequent work done to it” (3)

2.3.12 Journeys that experienced a delay were rated much lower than those without a delay, as shown in Table 2.1⁴.

Table 2.1 Journey Rating by Delays

		Rating of local roads	Rating of Motorways	Rating of Trunk roads
Not delayed	Mean	7.1	8.5	8.1
	N	1333	857	844
Delayed on local road	Mean	5.7	7.9	7.9
	N	119	73	72
Delayed on Agency road	Mean	6.4	6.8	7.0
	N	556	444	327
Total	Mean	6.8	7.9	7.8
	N	2012	1377	1245

2.3.13 As shown in Figure 2.7, for those journeys made wholly within one region⁵, the average scores for each road type show that motorways in the East received the highest average score, 8.9, and trunk roads in the Midlands scored 8.2, higher than other regions.

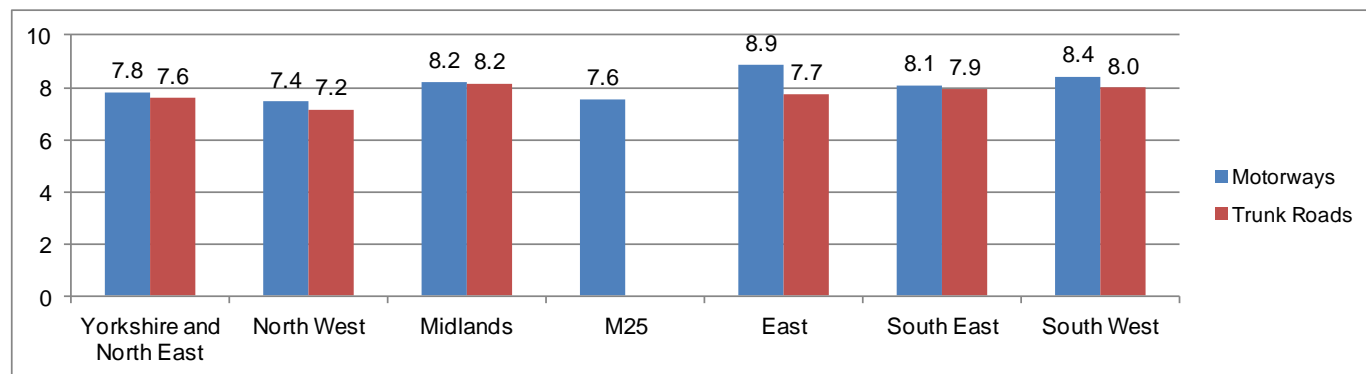
2.3.14 The lowest score for motorways was in the North West (7.4) and trunk roads in the North West (7.2) also had the lowest score.

⁴ N refers to the number of responses. The mean refers to the average score and is calculated by adding all the scores and dividing by the number of responses (N).

⁵ Excluding multi-region trips enables comparison across regions, but reduces the number of cases, hence the results should be treated with caution.

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Figure 2.7 Scores by region (travelled in one region only)



Motorways 13/14	151	249	101	63	63	202	123
Trunk roads 13/14	155	70	159	0	232	369	155

2.4 Performance measure – factors affecting customer satisfaction

2.4.1 In order to understand the factors that influence customer satisfaction when using the network, and hence, the performance measure, all three years of the NRUSS data have been combined and analysed, using regression analysis⁶.

2.4.2 The resultant model is shown in Table 2.2 and shows that there are a number of factors that depress, or increase the measure from the ‘constant’ value of 94.47. Column B in the table shows the coefficients, that is, the change in the score expected for those factors shown to be significant.

Table 2.2 Regression model output – NRUSS 2011-2014

VARIABLE	Unstandardized Coefficients		Standardized Coefficients	T ratio	Sig.
	B	Std. Error	Beta		
Constant	94.47	0.76		124.84	0
Delay Ratio over 50%	-17.62	0.96	-0.28	-18.33	0
Delay Ratio between 15% and 50%	-8.82	0.86	-0.17	-10.29	0
Not Confident	-11.55	0.74	-0.18	-15.54	0
Not seeing works in progress at roadworks	-7.35	0.70	-0.12	-10.47	0
Poor driving	-2.36	0.43	-0.07	-5.53	0
Non-leisure trip	-1.89	0.45	-0.05	-4.19	0
Saw litter	-1.69	0.54	-0.04	-3.12	0.002
Seeing Traffic Officers	2.74	0.53	0.06	5.20	0
No delay	2.31	0.69	0.06	3.33	0.001
Allowed extra time	2.04	0.55	0.04	3.71	0
Distance of journey per mile	0.03	0.01	0.11	4.35	0
Journey time per minute	-0.03	0.01	-0.14	-5.93	0

R Square=0.215

2.4.3 The largest negative impact is a long delay, i.e. where the length of delay was greater than 50% of the whole journey time. Where this was the case, the performance

⁶ For more information, see Information Note 46.

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measure was reduced by more than 17 points. A lesser delay of between 15% and 50% of the journey time reduced the measure by 8.82 points.

- 2.4.4 Another significant factor in the achieved measure was confidence of the respondent when using Agency roads. The performance measure for those who described themselves as 'not confident' was typically 11.55 points below the average. It should be noted that 92% of respondents were confident, with those who were not confident including higher than average proportions who were female, or mobility impaired.
- 2.4.5 There is no coefficient for 'seeing roadworks' as this was not found to be significant; however, not seeing works in progress at roadworks is highly significant, and depresses the measure by 7.35 points.
- 2.4.6 Seeing poor driving decreases the performance measure by 2.36, and seeing litter, by 1.69.
- 2.4.7 The model predicts that those respondents making non-leisure trips (e.g. commuting, business) will have scores of 1.89 below those making leisure trips.
- 2.4.8 Factors that have a positive impact on the performance measure were found to be:
- Seeing traffic officers 2.74;
 - No delays on journey 2.31; and
 - Allowing extra time for the journey 2.04.
- 2.4.9 For every additional mile travelled, the model predicts that the performance score would increase slightly, but there is a comparable decrease for every minute spent travelling. Hence journey speed is a positive factor.
- 2.4.10 Table 2.3 shows the score for three levels of delay, by journey purpose. Regardless of delay or length of delay (and relative to the average score for that level of delay):
- Scores for trips made for leisure or entertainment decrease with length of delay but to a much lesser extent than for other journey types (change from 94.46 to 79.59);
 - Scores for trips made for employer's business decrease significantly as delay increases, from 94.37 to 68.42;
 - In general, the impact of delay is greater on non-discretionary trips (work, business) than for leisure related trips.

Table 2.3 Average performance measure by journey purpose and delay

Delay	Regular trip to/ from work	Employer's business	Personal business	Visiting friends or relations	Shopping	Holiday	Leisure or entertainment
No delay	93.84	94.37	92.70	94.33	94.49	94.03	94.46
Less than 16% but more than zero	87.89	88.71	89.89	89.04	92.37	89.28	90.20
More than 15% but less than 50%	81.43	79.25	79.51	79.69	83.57	80.57	85.69
33% or more	72.85	68.42	72.00	72.55	71.47	75.81	79.59

The shading reflects the performance measure, with green high and red, low. Based on 3 years' NRUSS data combined

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2.4.11 In general, scores are higher where the respondent was the driver rather than the passenger, but this factor was not shown to be statistically significant.

2.4.12 Where there was no delay, the performance measure was depressed if respondents had been warned of a delay, even though this didn't materialise. Conversely, where delayed, the measure was lower (albeit slightly) where respondents had *not* been warned of delay. This demonstrates the importance of information being accurate.

2.5 Trends in last journey experiences and impact on Performance Measure

2.5.1 Although the survey methodology for each year is the same, to the same quotas, the sample of journeys made by respondents will vary to some degree, and this will have an impact on the overall performance measure for journeys.

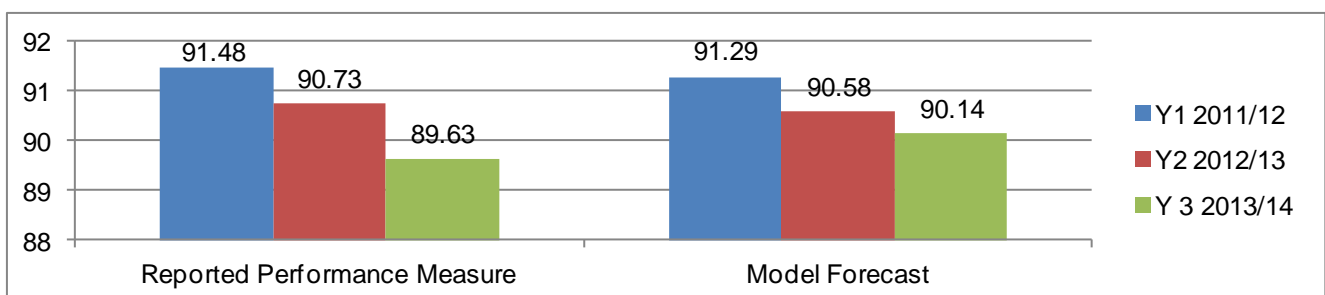
2.5.2 Figure 2.8 illustrates the trends in significant factors over time, and shows that in general there have been increases in the negative factors, and decreases in the positive factors. The exception is that the proportion of respondents who did not feel confident has decreased.

Figure 2.8 Trends in journey factors

	2011/12	2012/13	2013/14
Delay Ratio over 50%	Red bar	Red bar	Red bar
Delay Ratio between 15% and 50%	Red bar	Red bar	Red bar
Not Confident	Green bar	Green bar	Green bar
Not seeing works in progress at roadworks	Red bar	Red bar	Red bar
Poor driving	Red bar	Red bar	Red bar
Non-leisure trip	Red bar	Red bar	Red bar
Saw litter	Red bar	Red bar	Red bar
Seeing Traffic Officers	Red bar	Red bar	Red bar
No delay	Red bar	Red bar	Red bar
Allowed extra time	Red bar	Red bar	Red bar
Distance / Time (Speed)	Red bar	Red bar	Red bar

2.5.3 It is not unexpected therefore that when applying the regression model to the patterns of journey experiences by year, the forecasts show a decrease in the scores over time, as shown in Figure 2.9. These are shown together with the achieved scores, and show that while the scores for both 2011/12 and 2012/13 are close, there is a greater discrepancy for 2013/14, i.e. the score has gone down to a greater extent than expected.

Figure 2.9 Comparison of reported and model forecast performance measure

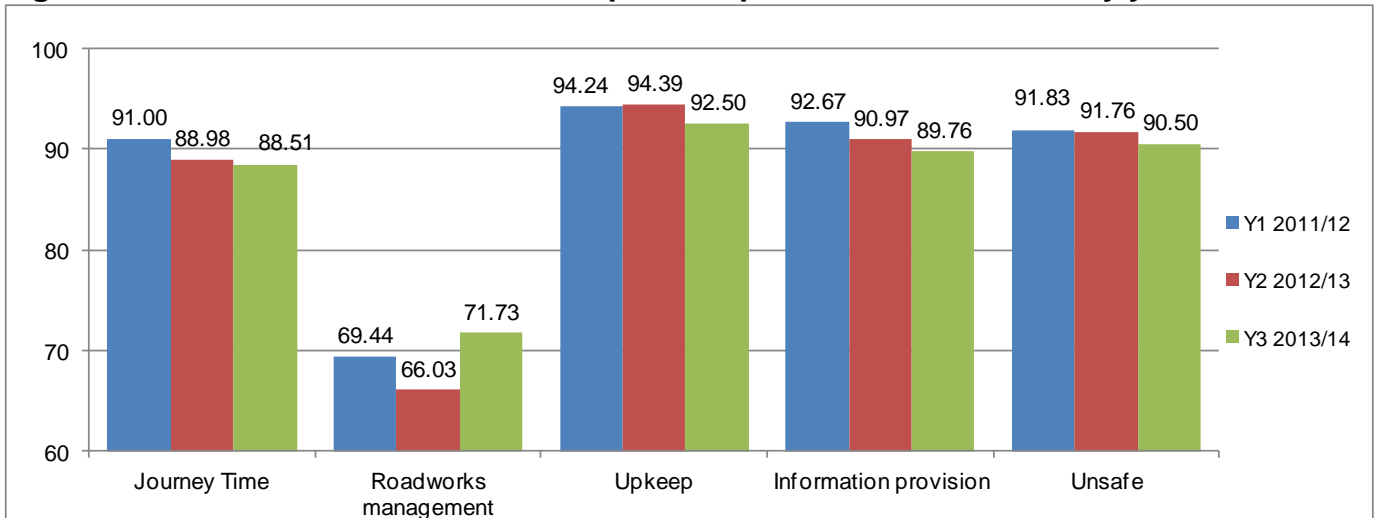


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2.5.4 This is possibly as a result of the cumulative impact of negative trends observed, but is also likely to be the result of other factors not included in the model. For example, comments from respondents on areas where the Agency needs to improve⁷ show that notably higher proportions of respondents mentioned road maintenance⁸ and investments in the roads in 2013/14 than in previous years.

2.5.5 Figure 2.10 shows the results for each journey aspect by year.

Figure 2.10 Trends in satisfaction for aspects of performance measure by year



Base: average for all except roadworks

2.5.6 The changes in journey experiences reported do appear to be reflected in the performance measure.

2.5.7 Except for those making the journey for the first time, respondents were asked how the journey compared with previous occasions. More than a fifth, 21% said it was better while 10% said it was worse. It might be expected that the two proportions would be similar, but this difference in favour of a positive recollection has been consistent year on year.

2.5.8 In the following chapters, aspects of the last journey are explored in detail.

⁷ See Chapter 9 for more information

⁸ NRUSS does not explicitly measure perceptions of road maintenance outside of the performance measure for upkeep.

3 Last journey: Experiences and satisfaction with journey time

3.1 Introduction

3.1.1 In this chapter satisfaction with journey time is explored. Respondents rated satisfaction with journey time on their most recent journey on the network:

“How satisfied or dissatisfied would you say you were with the journey time between <A> and for the section of the journey that was on motorways? / trunk roads?”

3.1.2 High proportions were satisfied; 88% for motorways and 90% for trunk roads⁹, giving an overall performance measure of 88.51. This is lower than the journey time performance measure for:

- 2012/13 88.98; and
- 2011/12 91.00.

3.1.3 As shown in Table 3.1, for both motorways and trunk roads, satisfaction scores for the 2013/14 period have decreased year on year from 2011/12.

Table 3.1 Journey time satisfaction ratings and performance measure

Journey time satisfaction	Motorways			Trunk Roads		
	2011/12 %	2012/13 %	2013/14 %	2011/12 %	2012/13 %	2013/14 %
Very satisfied	62	65	62	63	59	58
Fairly satisfied	29	23	26	28	31	31
Neither satisfied nor dissatisfied	4	5	5	4	6	5
Fairly dissatisfied	5	5	6	4	3	4
Very dissatisfied	1	2	2	1	1	1
Base	1286	1357	1371	1348	1193	1239
Performance measure	90.59	88.06	87.53	91.39	90.03	89.59

3.1.4 The factors which could affect satisfaction with journey time are now explored, including:

- respondent characteristics
- characteristics of the last trip (purpose, mode etc)
- experiences on the last journey

3.1.5 Older people (65 plus) were the most satisfied by age group, with a performance measure of 93.01 compared to just 84.14 for those aged 25 to 44 years old. Females were also slightly more satisfied (88.82) compared with males (88.21). Conversely Non White British respondents were more satisfied (90.70) than White British respondents (88.19). However, each of the differences observed are largely related to the type of journey being made, and the journey experience rather than personal characteristics.

⁹ Unless otherwise stated, results presented are for 2013/14.

3.2 Characteristics of last trip

3.2.1 The majority, 91% of respondents, travelled by car on the last trip on the network, with 3% each travelling in a van or by bus or coach. As shown in Table 3.2, those travelling by van were least satisfied with journey time (85.88), while all of those in a lorry/ HGV were satisfied (100.00).

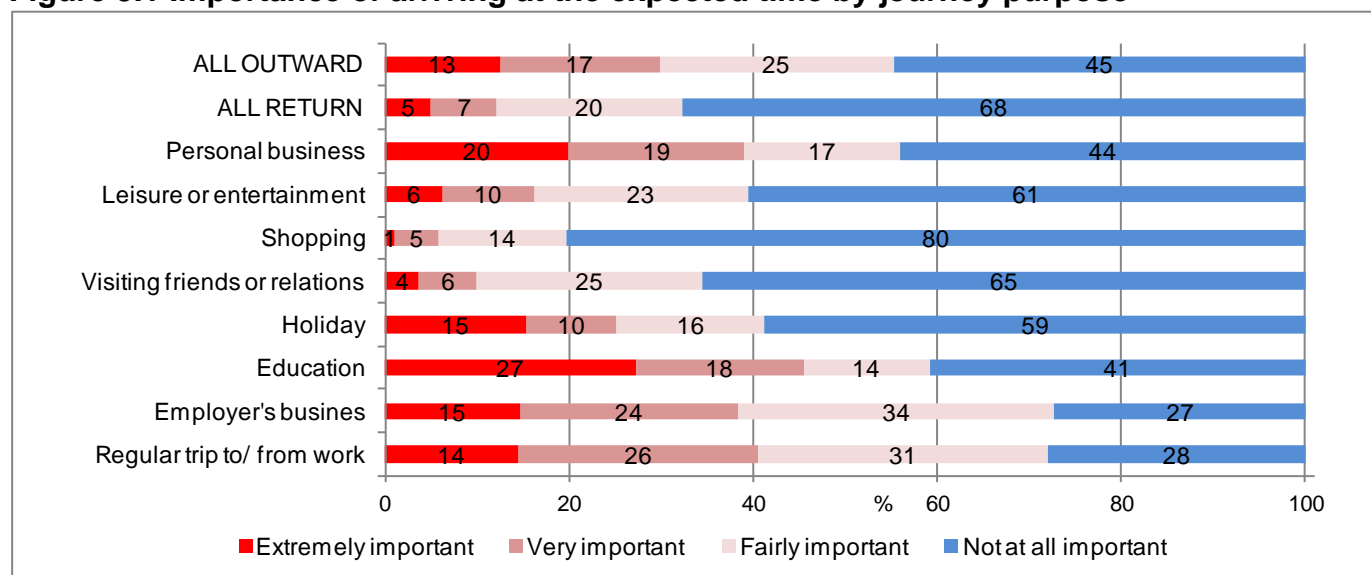
Table 3.2 Journey time performance measure by mode used on their most recent journey

Journey time satisfaction by mode	Performance Measure	N	%
Lorry / HGV	100.00	18	1
Taxi	95.65	16	1
Motorcycle	95.00	17	1
Bus or coach	90.59	64	3
Car	88.33	1821	91
Van	85.88	66	3

NB Excludes 11 'other' modes (3 ambulance, 3 minibus, 1 pickup truck, 1 motorhome, 1 break down truck)

3.2.2 Arriving on time was not important to most respondents for the sample of trips being made: it was extremely important to just 9% and very important to 12% while it was not at all important for more than two fifths (56%). Around half of the sample comprises return trips, and for these, arriving on time was of less importance, being extremely important to just 5% of respondents and of no importance to 68%, as shown in Figure 3.1. For outward trips it was important in 55% of cases.

Figure 3.1 Importance of arriving at the expected time by journey purpose



Base: Regular trip to/from work (207), Employer's business (198), Education (22), Holiday (143), Visiting friends/relations(571), Shopping (310), Leisure/entertainment (338), Personal business (220), All Outward (1007), All Return (1002)

3.2.3 As might be expected, arriving on time is more important where the trips made were for work, employer's business or personal business. For outward trips, arriving on time for work was extremely or very important to 67% of commuters, and for 57% of those travelling on employers business. For leisure (entertainment, shopping or visiting

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friends or relatives), fewer outward trips were time critical, with just 16% saying arrival time was extremely or very important.

3.2.4 There appears to be a relationship between respondents' driving habits and the importance of arriving on time, regardless of the purpose of the journey being made. Arriving on time was important for 44% of all drivers¹⁰, but was important to 49% of those who tend to driver faster (75mph + on motorways), and to fewer, 37% of those who tended to drive at 65mph or less, as shown in Table 3.3.

3.2.5 Furthermore, this difference was the case regardless of journey purpose; but particularly larger for non-leisure trips and homeward trips, with the proportion who said arriving on time was important increasing with average driving speed. This reflects variations in how people value time and implies that this is translated to driver behaviour.

Table 3.3 Proportion for whom arriving on time was important

Typical Speed on motorway	Outward Trips		Return home %	All %	Total
	Non-leisure %	Leisure %			
Under 65 mph	77	37	24	37	245
66-75 mph	91	43	31	44	1121
75mph+	91	35	39	49	329
All drivers	89	41	32	44	1695
Base	275	570	850	1695	

Note: column proportions do not sum to 100%. Proportions shown are for drivers in each speed band
Question L1 What would your typical speed be when using a motorway, assuming free flow traffic conditions?

3.2.6 This trend has been observed for each year. It is interesting to note that there has been no change in the proportion who said they drive at more than 75mph¹¹ on motorways over time; this has been similar each year at 21%, while the proportion who say they drive at 65mph or below has decreased, from 19% in 2011/12 to 15% in 2013/14.

3.2.7 Analysis of average driving speed by respondent characteristics shows that those who driver faster than average tended to be:

- Younger: 26% of those aged 17-24 drove at more than 75mph, as did 28% of those aged 25-44, while just 6% of those aged 65+ did so;
- Non White British: 29% drove at more than 75mph;
- Male (25%).

3.2.8 Those in the higher socio-economic groupings (AB) and higher income groups were also significantly more likely to travel at faster speeds.

Pre- journey planning and use of information

3.2.9 Respondents were asked if they:

- Planned their routes before setting off;
- Checked travel conditions before setting off; and

¹⁰ Driving speed is only asked where the respondent drives.

¹¹ Question L1 What would your typical speed be when using a motorway, assuming free flow traffic conditions?

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Checked travel conditions during their journey.

- 3.2.10 Tendency to check any of these varies by journey purpose, as shown in Table 3.4. Unfamiliar destinations, including those for holiday and employer's business, were where routes were most likely to be planned (41% and 28%), and these were also the types of journey where travel conditions were most likely to be checked in advance (15% and 18% respectively). Checking conditions during the journey was again prevalent for those on employer's business (58% checked).

Table 3.4 Journey Planning

Checked...	Return home %	Work %	Employer's business %	Education %	Holiday %	Visiting friends/relations %	Shopping %	Leisure / entertainment %	Personal business %
Route	18	2	41	14	28	18	7	17	30
Conditions before	8	3	18	0	15	10	4	5	6
Conditions during	32	26	58	36	46	40	16	24	31
Base	1004	207	199	22	143	573	311	338	220

- 3.2.11 The most usual source of information for route planning was a Sat-Nav (used by 12%, the same proportion as 2012/13) or via a website (3% - Google Maps was the most popular website cited by 36 respondents).
- 3.2.12 Just 8% of respondents checked the travel conditions before they set off on their journey, but this proportion was significantly higher where importance of arriving at the destination was extremely important (19%). Just 8% checked conditions for their homeward journey. Those who tended to drive the fastest on motorways were significantly more likely to check travel conditions (11% did so).
- 3.2.13 Amongst those who checked their route prior to travel, 33% also checked the conditions.
- 3.2.14 A third (33%) of respondents checked the travel conditions during their journey. However, for outward journeys for non-leisure purposes significantly more, 35%, did check during the journey and 49% did so when arriving on time was important. Again, average speed of driving was a factor for all journey purposes with higher proportions of faster drivers checked than slower drivers, with almost half, 47% of the faster drivers checking when making non-leisure trips.
- 3.2.15 Unsurprisingly there is a relationship between the inclination to plan prior to and during the journey. Of the 379 respondents who planned their route prior to travel, 59% checked travel conditions en route, and of the 157 who checked travel conditions before setting off, 81% also checked during the journey, as shown in Table 3.5.

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Table 3.5 Journey planning

	Planned Route Before Travel		
	Yes %	No %	All %
Checked travel conditions <u>before</u> journey	26	4	8
Checked travel conditions <u>during</u> journey (en route)	59	27	33
Base	379	1634	2013
	Checked travel conditions before journey		
	Yes %	No %	All %
Checked travel conditions during journey (en route)	81	29	33
Base	157	1819	1976

3.2.16 TV and radio were the sources used most frequently to check travel conditions before setting off (15% and 10% of those who checked).

Table 3.6 Proportion who allowed extra time for delays by purpose and whether checked travel conditions in advance

	Return home %	Outward Trip							Total %
		Work %	Employer's business %	Holiday %	Visiting friends/relations %	Shopping %	Leisure / entertainment %	Personal business %	
Not checked	6	36	29	24	9	4	11	43	11
Checked	13	54	37	31	17	3	24	58	21
ALL	8	41	34	28	12	4	14	48	15
Base	998	94	92	58	281	173	182	92	1996

'Checked' = checked travel conditions before journey. Education and other not shown as bases very small, but included in total

3.2.17 Overall, 15% of respondents allowed extra time for making the journey, a slight drop from 16% last year, but this increased to 21% amongst those who had checked travel conditions prior to setting off. Checking travel conditions increases the tendency to allow extra time, regardless of the journey purpose or direction, as shown in Table 3.6. This shows that travel information is being used by some people to help make journeys more reliable.

3.2.18 The average extra time allowed for trips was 35 minutes, but this was significantly longer where people were travelling on holiday, at 63 minutes. There was a very strong correlation between distance of trip and the amount of time allowed, rising from 23 minutes for journeys of under 20 miles, up to 55 minutes for trips between 60 and 99 miles, although this falls to 42 minutes for the longest trips of 200 miles or more.

Delays

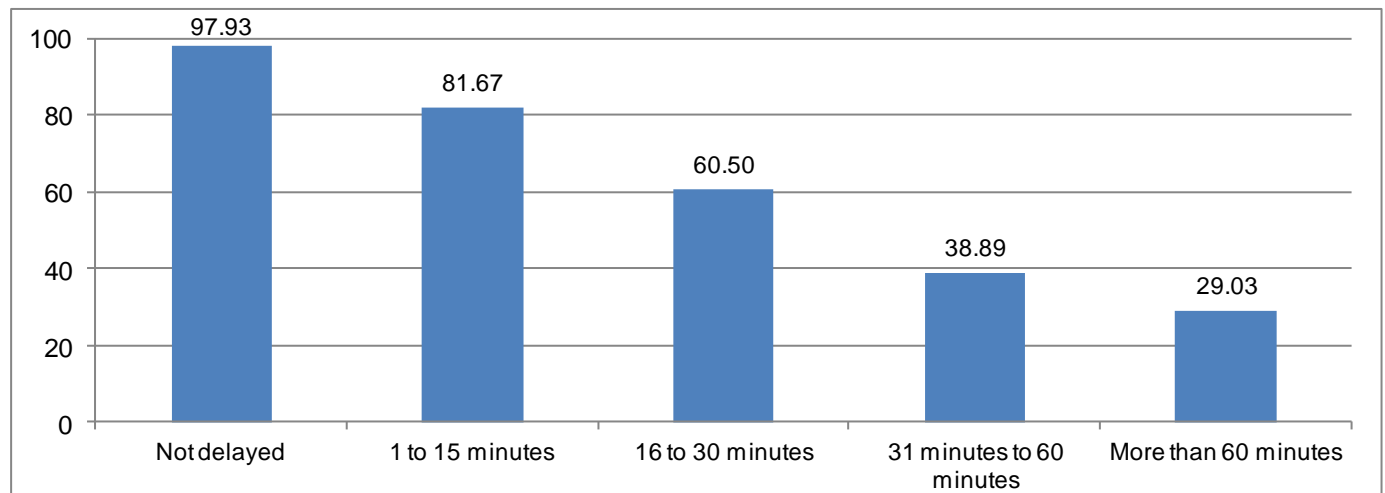
3.2.19 Over a quarter of respondents (28%) experienced a delay on an Agency road on their most recent journey, with a further 6% being delayed just on local roads.

3.2.20 The likelihood of being delayed on Agency roads increased significantly with journey distance with 38% of those making the longest trips (100 miles or more) being delayed, compared to just 22% making a journey of less than 20 miles.

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- 3.2.21 On 21% of all journeys, and 18% on Agency roads, congestion and volume of traffic were the main causes of delays
- 3.2.22 Roadworks were the next main cause of delay (10% of all journeys, 8% of respondents on Agency roads). Bad weather was blamed for 3% of delays, and accidents for 2% of delays on Agency roads.
- 3.2.23 Those who were delayed on Agency roads were held up for an average of 20 minutes. Respondents who were delayed by road closures were likely to be delayed for the longest amount of time (1 hours and four minutes on average, and an hour and 35 minutes in one case).
- 3.2.24 Delay has a significant impact on satisfaction with journey time. Those who experienced no delay had a performance measure of 97.93 compared with 71.13 where delayed.
- 3.2.25 Length of delay was also a significant factor. A delay from any source on an Agency road reduced the performance score to 81.67 for a delay between one and 15 minutes and satisfaction significantly decreased along with the length of delay. With those experiencing a delay of more than 60 minutes giving an overall journey time satisfaction rating of 29.03. The impact of length of delay is shown in Figure 3.2.

Figure 3.2 Journey time performance measure by length of delay on Agency roads



How much time do you think was added to your journey as a result of this delay?
Base 1692 551 238 72 31

- 3.2.26 Of those who allowed extra time for their trip, 42% were subsequently delayed (on Agency roads).
- 3.2.27 For those who were delayed, the average length of delay was less than the time allowed (average allowed 35 minutes, and time delayed 20 minutes).
- 3.2.28 For the most often encountered reason for delay, congestion, the performance measure was 66.95, where the average length of delay was 22 minutes. Roadworks caused an average 21 minutes of delay, and the resultant performance measure when delayed by roadworks was 75.18. The longest delays were caused by road closures, and were associated with lower satisfaction with journey time, but there were very few of these in the sample (n=15), as shown in Table 3.7.

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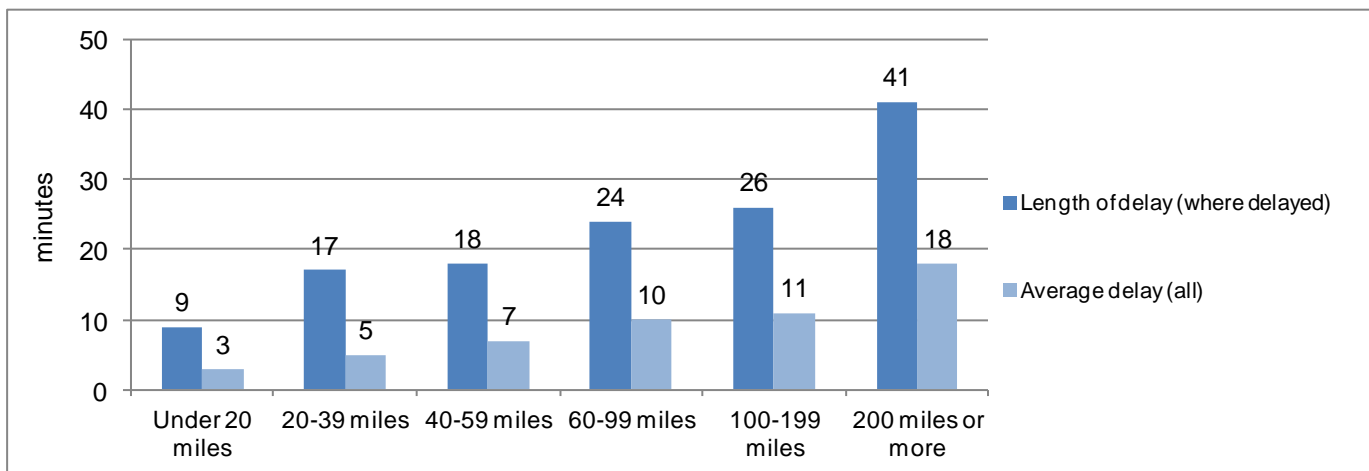
Table 3.7 Journey time measure by type of delay

Delayed on Agency Roads by...	Journey Time Performance Measure	Average Length of delay (minutes)	N	delayed by %
Roadworks	75.18	21	158	8
Road closure	73.33	64	15	*
Slow vehicles	71.43	18	30	1
Bad weather	70.67	21	57	3
Diversions	70.00	35	12	1
Volume of traffic / congestion	66.95	22	377	18
Other Delay	56.10	34	18	1
Accidents	53.62	47	42	2
Breakdown - other vehicle	53.33	40	19	1

3.2.29 As shown in Figure 3.3, for those journeys of 200 miles or more, the average delay time (for those who were delayed) was 41 minutes, but it was just 9 minutes for journeys of 20 miles or less (where delayed).

3.2.30 The overall average delay time (including those who were not delayed) for all people travelling more than 200 miles was 18 minutes (see Figure 3.3).

Figure 3.3 Length of delay by distance of trip



How much time do you think was added to your journey as a result of this delay?

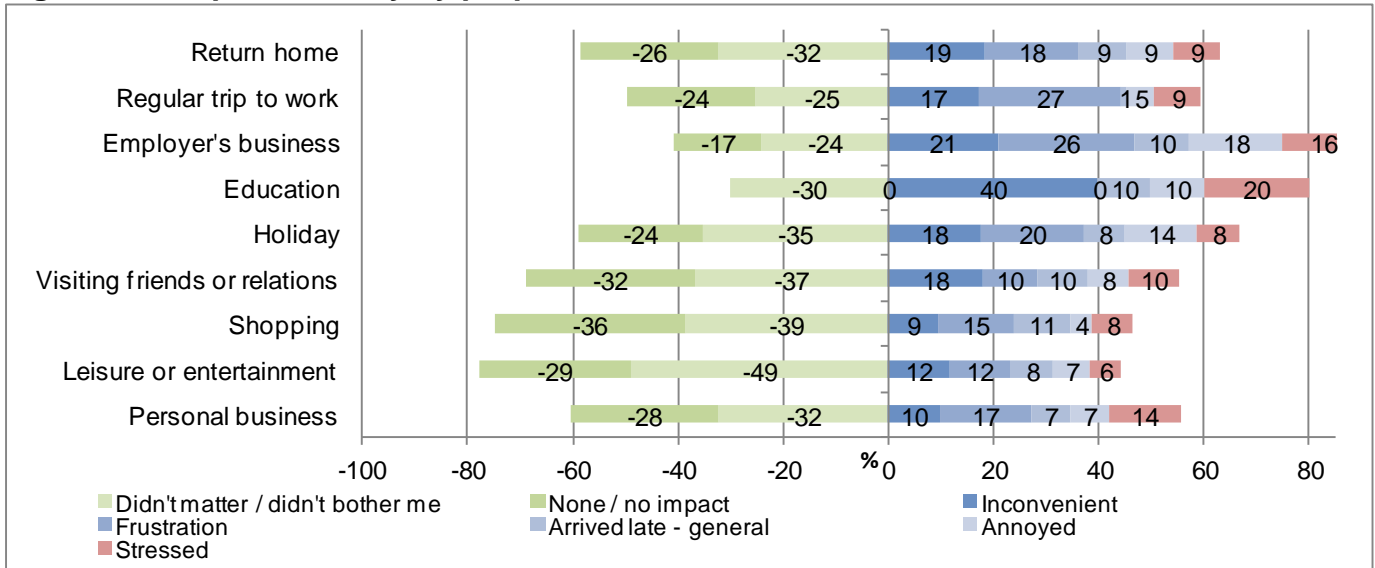
Base: Delayed 660, All 2008

3.2.31 Where delayed, 27% said it had not had any impact on them, and a further 34% said it didn't matter to them, while 17% found it frustrating and 16% found it inconvenient. The impact of delay varied by journey purpose, as shown in Figure 3.4.

3.2.32 Those making employer's or personal business trips were least likely to say the delay had had no impact or they were not bothered by it. Delay was of least consequence to those travelling for education. Those travelling on education and employers business endured the most stress as a result of delay. The cause of the delay was not associated with any particular impact.

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Figure 3.4: Impact of delay by purpose



Base Return home 362, Regular trip to work 99, Employer's business 96, Education 10, Holiday 51, Visiting friends or relations 177, Shopping 75, Leisure or entertainment 86, Personal business 81

3.2.33 Seventeen percent of all respondents had been alerted to (warned of) possible delays (by any source) on their most recent journey (up from 13% in 2012/13). Of those who were subsequently delayed on Agency roads, less than half of respondents (45%) had been warned of delays.

3.2.34 Analysis has demonstrated that delays, especially long delays, impact significantly on satisfaction with journey time. Although the majority of journeys are not affected by delay, and, where they are, in many cases the impact is not too adverse, there were however some who commented expressing the dissatisfaction felt, as illustrated by the following:

- Volume of traffic/ congestion

“The A14 is too congested as is the Dartford Bridge, everyone’s wasting fuel and time”

“It seems so stupid to have a motorway with only two lanes going down and coming back from the coast on this part of the M2, Junction 7 to 2, as the amount of traffic at peak time and holiday time just causes traffic jams all the time. Everyone gets held up at some point on this motorway because of the volume of traffic”

“It is single carriageway on the Acle Straight and the road is not good enough for the volume of traffic that uses this stretch of road”

- Roadworks

“The M6 has continually got roadworks on it, as soon as one lot is finished another starts so I was dissatisfied with it”

“There are always roadworks on the M5, they never finish and make me very fed up”

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“It’s just a bit frustrating when you want to get home and the roadworks have been going on for a long time now”

- Diversions

“An accident and poor diversion signs”

- Speed restrictions

“Held up by speed restrictions when there was no need”

“Don’t know why they had speed limits there on the motorway. I didn’t see any reasons for them”

- Bad weather

“It did take a long time but the traffic was quite rightly moving slowly because of the weather”

4 Last Journey: Experiences of and satisfaction with roadworks

4.1 Introduction

4.1.1 Almost a third (30%) of all respondents passed roadworks on their most recent journey (on any road type – including local roads) and this is higher than the 25% who did so in 2012/13. In 2013/14 the proportion who passed roadworks on motorways was 15% and 5% on trunk roads, this was an increase on 2012/13 for motorways (up to 15% from 12% in 2012/13) but the proportion travelling through them on trunk roads remained the same.

4.1.2 Respondents who encountered roadworks on Agency roads on their last journey rated their satisfaction with the management of those roadworks, and the results are shown in Table 4.1:

“Thinking about the journey between <A> and , how satisfied or dissatisfied were you with the Highways Agency management of roadworks for the section of the journey that was on motorways / trunk roads”

“By management we mean things such as the number of roadworks encountered and information provided such as advanced notice and reason for the roadworks.”

4.1.3 High proportions were satisfied; 74% for motorways and 66% for trunk roads¹², giving an overall performance measure of 71.73. This is higher than the roadworks management performance measure for:

- 2012/13 66.03; and
- 2011/12 69.44.

Table 4.1 Roadworks management satisfaction ratings and performance measure

Roadworks Management	Motorways			Trunk Roads		
	2011/12 %	2012/13 %	2013/14 %	2011/12 %	2012/13 %	2013/14 %
Very satisfied	35	31	35	35	17	25
Fairly satisfied	35	35	39	34	47	41
Neither satisfied nor dissatisfied	22	16	12	21	27	18
Fairly dissatisfied	7	16	11	8	7	12
Very dissatisfied	1	1	4	2	2	3
Base	268	223	283	177	92	99
Performance measure	69.78	66.82	73.50	68.93	64.13	66.67

4.1.4 Overall even though more respondents passed roadworks, satisfaction levels were higher in 2013/14, especially for motorways with a significant rise in performance measure from 66.82 to 73.50. Almost three quarters were satisfied with the management of roadworks on motorways and two thirds on trunk roads. Slightly less

¹² Unless otherwise stated, results presented are for 2013/14.

respondents on motorways felt dissatisfied (17% down to 15%) compared to last year, however more expressed dissatisfaction for trunk roads (9% increasing to 15%).

- 4.1.5 Higher proportions were aware of roadworks in advance of their trip (65% compared with just 54% in 2011/12) with more finding out via road signs (14%) and the internet (7%) compared with 11% and 3% respectively in 2012/13. This suggests that information on roadworks is improving.
- 4.1.6 More people also saw work being carried out when travelling through them, 45% rising from 42%. The average delay time for those delayed by roadworks (on all roads) has fallen from 26 minutes to 21 minutes.
- 4.1.7 This is consistent with the increase in the roadworks management performance measure observed from last year.
- 4.1.8 Being delayed at roadworks significantly reduced satisfaction with respondents: journeys where they were delayed by roadworks (on any road) scored lower for satisfaction with roadworks (62.59) compared to where no delays by roadworks were experienced (77.45).
- 4.1.9 A series of questions were asked to give context to the scores, and assist in identifying factors that mitigated or compounded dissatisfaction. Respondents were also asked for qualitative reasons to explain their satisfaction or dissatisfaction.
- 4.1.10 The following section presents the findings from these questions and highlights areas that affect satisfaction.
- 4.1.11 Although few respondents were dissatisfied, comments from these provide useful insight as to why this was:
- The length of the time it took to complete the roadworks and the perception that it could be speeded up:
 - “They should be working and not chatting, getting on with their work all the time the roads are being worked on. There was no explanation or reason for the roadworks. There should always be someone working when the roadworks are in operation”*
 - “Roadworks are going on for too long on the M62”*
 - “They lasted for a long distance, it would be better to do a small stretch at a time”*
 - The length of the roadworks themselves:
 - “The A31, they had closed so much of the road and the fact that they had coned off a lot of the road and I think there was no need to do this as we were nowhere near the roadworks. It was like half a mile away from the start of the roadworks”*
 - “They lasted for a long distance, it would be better to do a small stretch at a time”*
 - The disruption and delay to traffic:
 - “They seemed to be causing chaos with the huge congestion problems”*
 - “They didn’t say it was going on that morning, the road should have been open. There were no signs to say plans had changed and no advance signs on the A2*

to say the Jubilee Way is closed. There were no signs on the roundabout to make sure people got in the right lane”

“Roadworks could have been planned better to avoid so much disruption”

The lack of information:

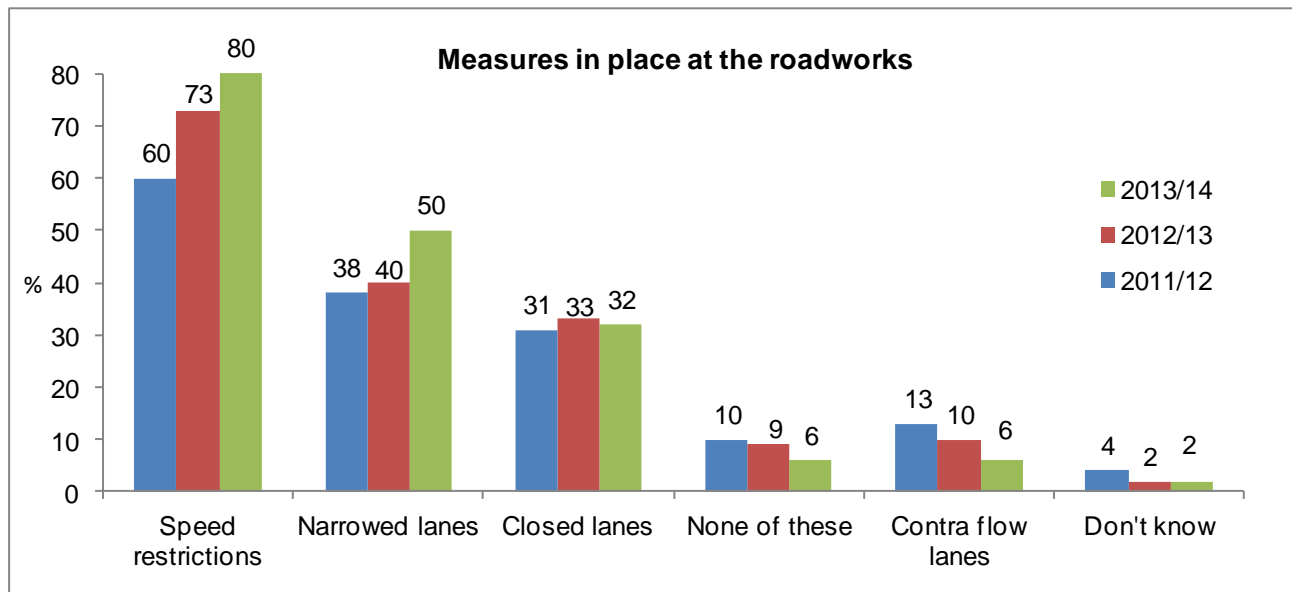
“There was no warning as to the roadworks so there was no opportunity to actually get off or change your route”

“No information, I don't know why they have the roadworks in place”

4.2 Experience of roadworks

- 4.2.1 Respondents did not actively seek to avoid roadworks; just 1% of respondents had planned their journey to avoid roadworks (the same as 2012/13 but down from 2% in 2011/12).
- 4.2.2 The likelihood of encountering roadworks increased significantly on longer journeys; the proportion of respondents passing roadworks (on any road) ranged from just 18% of those who travelled less than 20 miles, to 66% of those who travelled over 200 miles (increased from 59% in 2012/13).
- 4.2.3 Of those who passed roadworks, 29% witnessed them on local roads (43% in 2012/13), 57% experienced them on motorways (51% in 2012/13), and 20% had passed them on trunk roads (22% in 2012/13).
- 4.2.4 Most respondents had become aware of the roadworks by driving through them (67%). Fourteen percent of respondents had found out about them via a road sign and 6% through word of mouth and 7% the Internet (higher than 3% in 2012/13).
- 4.2.5 Respondents were asked what measures were in place at the roadworks. As shown in Figure 4.1, almost three quarters (80%) noted that there were speed restrictions (a year on year increase on 60% in 2011/12); half (50%, up from 38% in 2011/12) saw narrow lanes and almost one third (32%) saw closed lanes. Six percent saw contraflow lanes and 6% saw none of these measures.
- 4.2.6 Satisfaction levels (performance measure) were lower for respondents who witnessed one or more of the measures at the roadworks (ranging from 57.14 to 73.71 across the measures) compared to those respondents who saw no measures in place (88.24), as shown in Table 4.2.

Figure 4.1 Measures in place at the roadworks by year



Were there any of the following at the roadworks? Respondents could give more than one response
Base: 2011/12 372; 2012/13 296; 2013/14 385

Table 4.2 Measure in place at roadworks – Performance measure

	Performance Measure	N
Closed lanes	57.14	126
Contra flow lanes (e.g. the reversal of lanes which are normally set up for travel in one direction)	69.57	23
Speed restrictions	72.76	312
Narrowed lanes	73.71	194
None of these	88.24	17

- 4.2.7 Seeing progress being made or work being carried out at roadworks led to comparatively higher performance measures than where no working was seen. Forty five percent of respondents said they saw work being carried out at the roadworks (higher than 42% in 2012/13); the performance measure for those was 78.71 compared with 65.82 where no working was seen.
- 4.2.8 However, not everyone expects to see work carried out at roadworks, 59% did not expect to, and their performance measure was higher than for those who did expect it (83.19: 38.16), as shown in Table 4.3.
- 4.2.9 Satisfaction was lower (29.59) where no work had been observed, but had been expected, because if lanes were closed then the expectation was that someone should be working.
- 4.2.10 Some respondents had not expected to see work in progress at roadworks because of the time or day of travel, and others because signs explained why no works were in progress and for these respondents, satisfaction was relatively high. However, of those who said it was because they 'never see work in progress' satisfaction was lower.

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Table 4.3 Reasons expected / did not expect to see work taking place at the roadworks – Performance Measure

	Performance Measure	N
Expected to see work carried out at the roadworks - Yes	38.16	
If there are speed restrictions I expect work to be taking place	39.53	43
Because of the time of day I was travelling	33.33	24
Because of the day of the week I was travelling	37.50	8
If lanes are closed then I expect work to be taking place	27.59	29
Expected to see work carried out at the roadworks - No	83.19	113
Because of the time of day I was travelling	86.89	61
Because of the day of the week I was travelling	87.50	40
Sign explained why no work going on	100.00	1
I never see anybody carrying out work at the roadworks so don't expect to see any work taking place	58.52	17

Bases are very small and numbers indicative only

4.2.11 Table 4.4 shows the variation in performance measure for where signs were provided explaining the roadworks. Seeing signs giving explanations for the roadworks increases satisfaction: 77% satisfied compared with 54% where no sign had been seen. Of those who had encountered roadworks, over two fifths (45%) could not remember if there had been signs explaining why there were roadworks. Of those who could recall, almost half (49%) said there was a sign.

Table 4.4 Whether sign explaining roadworks – Performance measure

Whether sign explaining roadworks	Performance Measure	N
Yes	76.85	105
No	53.70	108
Don't know / Can't remember	80.12	172

4.2.12 Of the 105 respondents who saw a sign explaining why there were roadworks in place, the majority (91%) were able to read this sign, although two people said they could not because the sign was too far away and three could not remember.

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5 Last Journey: Feeling safe

5.1 Introduction

5.1.1 In this section the ratings for safety on the last trip are explored with reference to journey experiences, including the driving standards of other road users, and other occurrences during the journey.

5.1.2 Respondents rated how safe they felt on their most recent journey on the network and the results by year are shown in Table 5.1

“How safe or unsafe did you feel between <A> and when travelling on motorways / trunk roads”

5.1.3 High proportions felt safe; 91% on motorways and 93% on trunk roads¹³, giving an overall performance measure of 92.50. This is lower than the safety performance measure for:

- 2012/13 94.39; and
- 2011/12 94.24.

Table 5.1 Feeling safe ratings and performance measure

Feeling safe	Motorways			Trunk Roads		
	2011/12 %	2012/13 %	2013/14 %	2011/12 %	2012/13 %	2013/14 %
Very safe	63	64	55	63	58	54
Fairly safe	31	30	37	32	36	39
Neither safe nor unsafe	2	2	3	3	3	4
Fairly unsafe	3	2	4	3	2	3
Very unsafe	1	1	*	*	1	*
Base	1284	1355	1370	1356	1195	1243
Performance measure	93.93	94.17	91.17	94.54	94.64	93.08

* less than 1%

5.1.4 There has been a shift in those stating they felt very safe to fairly safe on Agency roads, and a small increase in the proportions feeling unsafe on motorways.

5.1.5 Those experiencing poor driving has increased year on year with now almost half (46%) stating they experienced poor driving of some sort on an Agency road on their most recent journey which could explain the drop in performance measure.

¹³ Unless otherwise stated, results presented are for 2013/14.

5.1.6 Comments from respondents who said they felt a bit or very unsafe showed that some felt unsafe regardless of the conditions because they were nervous travellers, but the other key factors involved in feeling unsafe were;

- Behaviour of other drivers, including lorries:

“The amount of foreign drivers using this road especially lorries, not keeping to their lanes. The new cats eyes on the M20 are in sections with a stretch with no cats eyes, it’s not consistent and disconcerting”

“It’s because of the large lorries on the M25. They seem to pull over and just use the motorway like they own it, they take no notice of car drivers”

- Speed of the traffic:

“The speed that cars travel, you have to keep up with very fast traffic. I like to drive at 60mph but feel pressured by other drivers being too close behind”

- Bad weather:

“Poor visibility and other drivers not taking care, the spray from lorries”

“A petrol tanker moved out of the left lane into the middle lane, there was such a lot of spray I couldn’t see for a few seconds”

- Negotiating junctions/merging with other traffic:

“I was cut up quite severely by somebody leaving the fast lane to get off the motorway. It left me feeling a bit shaken as I had to brake quickly”

- Heavy traffic:

“The sheer volume of traffic”

5.1.7 The comments by respondents who felt unsafe were similar to the results for 2011/12.

5.2 Feeling safe by respondent groups and journey characteristics

5.2.1 Young people, aged 17 to 24, felt safer with a performance measure of 94.79 in comparison with 25 to 44 year olds who were the age group that felt least safe (90.93). Males felt significantly safer on Agency roads than females, 93.96 compared to 90.95.

5.2.2 These figures are partially related to the proportions seeing poor driving on their last journey, however; more males than females saw poor driving, but the effect on the performance measure of seeing this was far less:

- 47% of males saw poor driving – where seen, the performance measure for safety was different but not significantly so at 92.03 compared with 96.11.

- 39% of females saw poor driving - where seen, the performance measure for safety was significantly lower at 84.72 compared with 94.86.

5.2.3 Respondents who were making this trip for the first time felt safer (95.49) than those who made this journey five or more times a week (86.89) and between two to four days a week (92.37).

5.2.4 By modes used, feeling safe was highest amongst car drivers and lowest among motorcyclists, as shown in Table 5.2.

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- 5.2.5 For all modes used, on the most recent journey, respondents who were driving (92.60) felt slightly safer than passengers (92.28) or those that shared the driving (92.31).

Table 5.2 Safety measure by mode

Modes used in the last 12 months	Performance Measure for safety	N
Driver of a car	92.75	2194
Driver of a van	92.17	166
Passenger in a car	91.57	1756
Passenger in a bus or coach*	91.17	317
Driver of a goods vehicle, bus or coach	90.10	101
Passenger in a van	89.66	116
Motorcyclist	88.33	60

Respondents could give more than one answer

5.3 Impact of poor driving on safety

- 5.3.1 Over two fifths of respondents (46%) said they had experienced poor driving on Agency roads whilst on their most recent journey with a further 1% experiencing poor driving on local roads. The proportion has increased year on year from 40% in 2011/12.

- 5.3.2 The most frequently mentioned driving behaviour was speeding, experienced by 41% of those who said they saw poor driving but this proportion has decreased slightly from 43% in previous years. Other common poor driving behaviours were poor overtaking (24%) and tailgating (20%).

“As a driver undertook me because he was in the wrong lane and then he was doing a slow speed and I couldn’t overtake him, I had to ease off my gas pedal”

- 5.3.3 Driving behaviours that have increased since 2012/13 include:

- Undertaking (18% from 13%); and
- Drivers using mobile phones (12%, from 8%).

“A lorry in front of us was veering over the lanes and going on and off the hard shoulder, I hurried up past him to see that he was on his phone”

- 5.3.4 Poor driving was more frequently reported on motorways than on trunk roads. Further detail on the specific roads where poor driving took place can be found in the Quarter 4 Report (Appendix F).

“The ridiculous driving we saw a car screeching up to another car as we had slowed down on M6 for roadworks. He was moving around trying to get past on the inside and intimidating the driver of the other car, it was quite frightening and caused us to drop right back to avoid him”

- 5.3.5 Respondents aged 65 plus were significantly more likely to report speeding (47%), than those aged 17 to 24 (32%). Those in the youngest age group were also significantly more likely to have perceived slow driving (14%), than those aged 65 years or more (4%). Males were also significantly more likely to report lane hogging (18%) than females (11%).

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- 5.3.6 As shown in Table 5.3, experiencing any type of poor driving reduced the performance measure for safety
- 5.3.7 Speeding reduced the performance measure for safety to 86.96, and poor overtaking, to 86.52. The type of poor driving with the largest negative impact on safety was road rage, but this appeared to be comparatively rare: just 11 respondents mentioned it, with an average safety performance measure of 64.29.
- 5.3.8 Tailgating similarly negatively affected the performance measure, to 84.62, observed by 9% of respondents on Agency roads.

“The amount of times there are crazy drivers on the road, it makes me feel unsafe on the road as people tailgate”

Table 5.3 Performance Measure by type of poor driving experienced on Agency roads

Type of poor driving experienced	Performance Measure	N	%
Lane hogging	89.47	129	15
Undertaking	87.61	155	18
Not signalling	87.42	111	13
Lane jumping	87.28	157	18
Speeding	86.96	347	41
Unobservant	86.96	52	6
Drivers using mobile phones	86.67	105	12
Poor overtaking	86.52	203	24
Tailgating	84.62	171	20
Drivers cutting me up	83.81	153	18
Slow driving	82.81	46	6
Sudden braking	77.22	58	7
Intimidation	67.86	20	2
Road rage	64.29	11	1
Any Poor Driving	87.61	868	46%
Overall – no poor driving experienced	92.22	1001	54%
TOTAL		1869	

*less than 1%

5.4 Other journey experiences

- 5.4.1 As shown in Table 5.4, incidents on the journey that caused delay also impacted on feelings of safety, in particular, bad weather 71.23, and slow vehicles, 76.79.

“Due to the weather, when you have to slow down very quickly I am always worried of the vehicle behind me ploughing into me”

- 5.4.2 The most frequently mentioned type of delay, congestion, had a slight impact on feelings of safety, 88.53.

“Too much traffic around and a lot of drivers in a rush, swapping lanes too often but not getting anywhere”

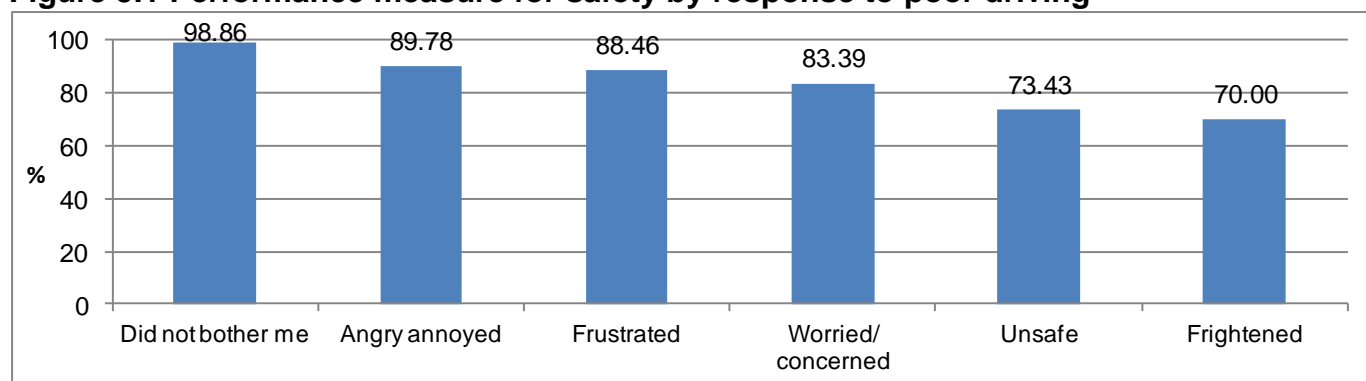
Capabilities on project:
Transportation

Table 5.4 Satisfaction score by type of delay experienced

Type of delay experienced	Performance Measure	N	%
Breakdown - other vehicle	96.67	20	1
Roadworks	91.34	188	9
Other Delay	90.24	30	2
Volume of traffic / congestion	88.53	442	22
Accidents	88.41	47	2
Road closure	86.67	10	1
Diversions	80.00	16	1
Slow vehicles	76.79	45	2
Bad weather	71.23	58	3

5.4.3 Over two fifths (44%) of respondents who had experienced poor driving on Agency roads stated that this had made them feel angry or annoyed, over a fifth stated it made them feel frustrated (24%) or worried or concerned (22%). Seventeen percent said poor driving made them feel unsafe whilst 14% were not bothered by it, and these feelings are reflected in the performance measures, see Figure 5.1.

Figure 5.1 Performance measure for safety by response to poor driving



How did this make you feel?

Base 176 509 286 277 207 80

5.4.4 A significantly higher proportion of female respondents stated that poor driving made them feel worried / concerned (27%), frightened (12%) and unsafe (23%) than males (18%, 3% and 13% respectively), as shown in Table 5.5. Significantly more males (28%) felt frustrated by poor driving than females (20%).

5.4.5 A higher proportion of White British respondents stated that poor driving made them feel angry / annoyed (45%), compared to other respondents (37%) and significantly more ‘Other’ respondents felt worried/ concerned (29%) or unsafe (24%). There were no differences by respondents with mobility impairment.

“I was cut up quite severely by somebody leaving the fast lane to get off the motorway. It left me feeling a bit shaken as I had to brake quickly”

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Table 5.5 How poor driving on Agency roads made respondents feel

	Total %	Age Group				Gender		Ethnicity	
		17-24 %	25-44 %	45-64 %	65 + %	Male %	Female %	White British %	Other %
Angry / annoyed	44	42	45	45	40	44	44	45	37
Frustrated	24	22	26	24	21	28	20	25	18
Worried / concerned	22	30	20	23	22	18	27	21	29
Did not bother me	14	16	16	11	17	19	8	14	17
Frightened	7	6	7	5	10	3	12	7	6
Unsafe	17	18	20	15	17	13	23	16	24
Base	869	50	287	331	199	480	389	729	139

*** Denotes proportion less than 1% but greater than 0. Respondents could give more than one answer. Shading denotes significant differences*

5.4.6 Seeing a traffic officer on the journey made a slight impact on the safety performance measure, increasing by 1.95 for those who had seen one.

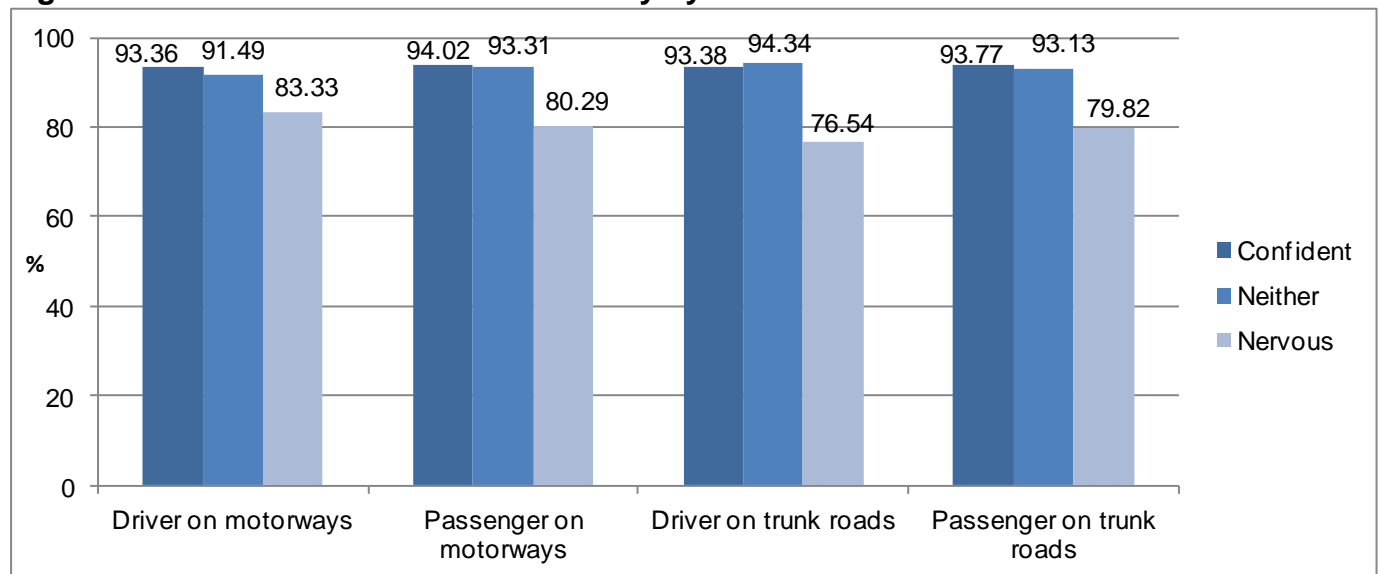
5.4.7 As can be seen in Figure 5.2, confident people felt safer on both motorways and trunk roads compared to nervous people. Respondents felt safer as passengers on their journey compared to drivers, with respondents feeling most safe as passengers on motorways, 94.02. Respondents felt least safe when they were nervous as drivers on trunk roads, 76.54.

“I prefer to be a passenger on long journeys, concentrating on the roads gives me a migraine”

“The A12 makes me nervous, I don’t like the heavy traffic and large amount of HGV’s”

“I do not feel as safe on these roads as I do on motorways because they are more difficult to drive on”

Figure 5.2 Performance measure for safety by driver confidence



How confident are you as a...?

Base 1720 1965 1773 1973

6 Last Journey: Satisfaction with upkeep and maintenance

6.1 Introduction

6.1.1 Respondents rated satisfaction with the upkeep of the network as experienced on their most recent journey. For trunk roads this included things like keeping it clear of debris, and the general quality of the infrastructure, e.g. the road surface, lighting, verges etc, and additionally for motorways, litter.

“Thinking about this journey between A and B, how satisfied or dissatisfied were you with general upkeep of the motorways? / trunk roads?”

6.1.2 High proportions were satisfied with upkeep; 91% on motorways and 88% on trunk roads¹⁴, giving an overall performance measure of 89.76. This is lower than the upkeep performance measure for:

- 2012/13 90.97; and
- 2011/12 92.67.

6.1.3 Satisfaction for upkeep of motorways has decreased from 93.94 in 2011/12 to 91.44 whilst the score for trunk roads has decreased to a greater extent resulting in an overall reduction to 87.93 from 91.46.

Table 6.1 Upkeep rating and performance measure

Upkeep satisfaction	Motorways			Trunk Roads		
	2011/12 %	2012/13 %	2013/14 %	2011/12 %	2012/13 %	2013/14 %
Very satisfied	58	58	49	52	47	45
Fairly satisfied	36	36	43	39	42	43
Neither satisfied nor dissatisfied	4	5	5	5	7	6
Fairly dissatisfied	2	1	3	3	4	5
Very dissatisfied	1	1	1	1	1	1
Base	1238	1291	1309	1300	1157	1210
Performance measure	93.94	93.49	91.44	91.46	88.16	87.93

6.1.4 The reduction in the upkeep performance measure over time is small and the reasons may be related to the change in sampling/restructuring of the Agency regions, which may have led to more trips being made in areas which may perform less well. However more respondents are now noticing litter on their most recent journey, with over four fifths (81%) in 2011/12 stating they didn't notice litter, which has dropped to 72% in 2013/14.

¹⁴ Unless otherwise stated, results presented are for 2013/14.

6.1.5 Comments from the relatively few respondents who were dissatisfied showed that the following impacted negatively on the satisfaction ratings for upkeep;

- Condition of surfaces, particularly potholes
 - “The M25 and the M11 had poorly repaired potholes from Junction 27 to 30 on the M25 in both directions and the M11 between Junction 8 to 9, poorly repaired potholes”*
 - “The stretch between Rochdale and the M66 is awful, it's a wonder the car wasn't damaged with the potholes”*
- Surface noise
 - “Think that all the motorway surfaces are far too noisy and really annoying”*
- Debris and litter
 - “A31, it is the dumping of old tyres. There should be more highways vehicles catching people who do this, you seem to always see it on the inside of the trunk roads”*
 - “On the M60 there is a lot of litter and debris around”*
- Uncut grass, overgrown vegetation
 - “There's a section after Fontwell heading west that's overgrown in the centre of a roundabout that makes it difficult to see traffic coming round and the verges are overgrown”*
- Lack of lighting
 - “Poor lighting on the A1 at Holiday Inn and Mcdonalds Roundabout, towards the university from Blyth Asda, it can be really scary”*
 - “Poor visibility, no lighting or cats eyes in some areas, mainly in the lanes. The surface is poor and doesn't irrigate water well. There are some severe bumps on bridges”*
 - “A lack of lighting and the bushes at the side of the road need trimming for better sight”*

- 6.1.6 The comments from dissatisfied respondents are very similar to the 2012-2013 results.
- 6.1.7 Older people (those aged 65 plus) and young people (17-24) were the most satisfied with upkeep, having a performance measure of 91.23 and 91.01 respectively compared to just 88.55 for those aged 45 to 64 years old. Males were also more satisfied with upkeep, 90.67 compared to 88.76 for females. With respect to ethnicity, non White British respondents were more satisfied (90.83) compared to White British respondents (89.58).
- 6.1.8 Less frequent travellers were more satisfied with upkeep than more frequent travellers. Respondents travelling under 5,000 miles a year were more satisfied (91.50) compared to those travelling under over 30,000 miles (84.52).
- 6.1.9 Respondents were asked whether or not they noticed litter on the motorways or trunk roads on their most recent journey, for example on the carriageways, verges or central reservations. Fourteen percent noticed litter on motorways and 14% noticed litter on

trunk roads. Ten percent of respondents could not remember whether or not they had seen litter on their last journey on an Agency road. The proportion noticing litter on their journey has remained fairly consistent with 2012/13 figures but still represents an increase compared with 2011/2012, with just 8% noticing litter on motorways and one in ten (10%) noticing litter on trunk roads.

“A lot of litter, some bad repairs, patched and the verges are dirty”

6.1.10 Those respondents who had seen litter were less satisfied than those who had not, as shown by the following performance measure scores for upkeep:

- Saw no litter 92.15;
- Saw litter on motorway 87.46; and
- Saw litter on trunk road 83.27.

“The A43 had litter and potholes”

6.1.11 Attitudes towards seeing litter appear to have changed with significantly less people saying that they were not bothered about seeing litter (18% in 2011/12 down to 6% in 2013/14). More respondents are now angry/annoyed (up to 56% in 2013/14 from 47% in 2011/12) or irritated (up to 51% in 2013/14 from 42% last year) by seeing litter which will also contribute to the fall in the performance measure for upkeep.

“Frustrated at the road users who make the mess and leave their litter behind in the first place”

6.1.12 There were significant differences by age group in how seeing litter made respondents feel, with the 65+ age group significantly more likely to be angry/annoyed by litter with two thirds (67%) stating this. As shown in Table 6.2, respondents in the oldest age category (65 plus) were more likely to be irritated by litter (53%). Females were significantly more likely than males to be angry or annoyed by litter (61% compared to 51%). Males were more likely to be not bothered by litter (8% compared to 3% of females).

“Why do people have to drop it on the carriageway? Why don't they take it home”

Table 6.2 How seeing litter on Agency roads made respondents feel

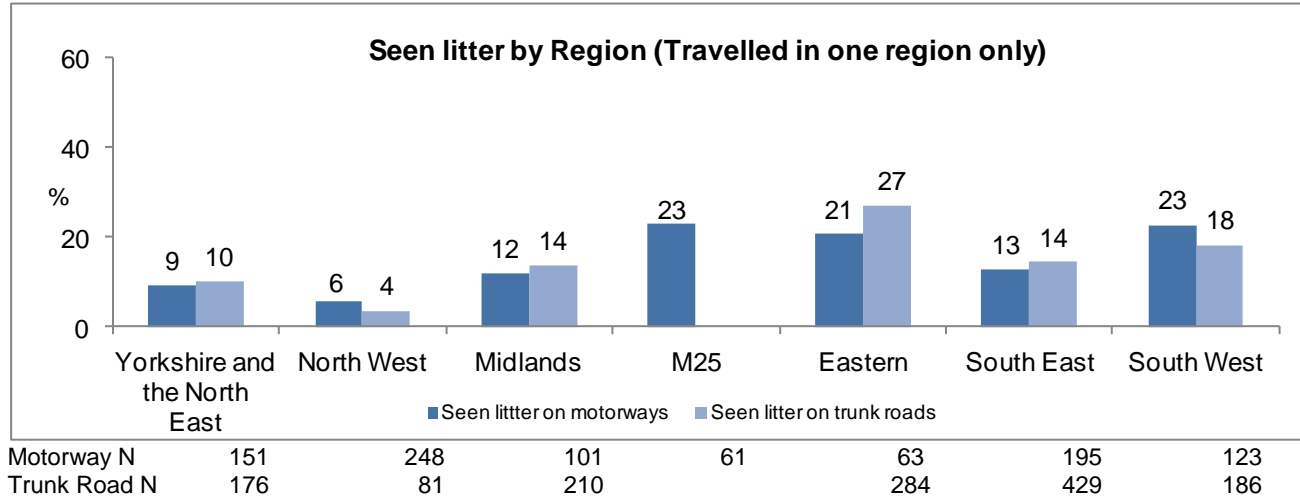
	Total %	Age Group				Gender	
		17-24 %	25-44 %	45-64 %	65 + %	Male %	Female %
Angry / annoyed	56	38	56	51	67	51	61
Irritated	51	50	49	49	53	53	48
Worried / concerned	5	0	2	9	4	6	3
Did not bother me	6	13	4	7	6	8	3
Base	369	24	100	136	109	194	175

*** Denotes proportion less than 1% but greater than 0. Respondents could give more than one answer. Shading denotes significant differences*

6.1.13 Excluding multi region trips, those travelling on the M25 and in the South West (23% each) were most likely to report seeing litter, as seen in Figure 6.1. Twenty seven percent of those travelling on trunk roads solely in the East reported seeing litter along with 18% in the South West.

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Figure 6.1 Seen litter by Region



6.1.14 While there is some relationship between seeing litter and the performance score for upkeep, there are other factors such as road surface condition that will also affect it.

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7 Last Journey: Satisfaction with Signage / Information Provision

7.1 Introduction

7.1.1 Respondents rated satisfaction with information provision as experienced on their most recent journey. For motorways this included electronic Variable Message Signs (VMS) as well as static signs such as blue signs. The results are shown in Table 7.1:

“Thinking about this journey between A and B, how satisfied or dissatisfied were you with the road signs you saw on the motorways? / trunk roads?”

7.1.2 Overall, the majority (around nine out of ten) of respondents were satisfied; with a performance measure of 90.24 for motorways and 90.81 for trunk roads, giving an overall performance measure of 90.50. Around 2% of respondents expressed dissatisfaction for road signs, both for motorways and trunk roads.

7.1.3 The overall performance measure of 90.50 is lower than the information provision performance measure for:

- 2012/13 91.76; and
- 2011/12 91.83.

7.1.4 There have been consistently low levels of dissatisfaction with information provision over the last three years of NRUSS.

Table 7.1 Information Provision satisfaction ratings and performance measure

Information Provision	Motorways			Trunk Roads		
	2011/12 %	2012/13 %	2013/14 %	2011/12 %	2012/13 %	2013/14 %
Very satisfied	63	70	67	62	59	61
Fairly satisfied	29	23	24	30	31	30
Neither satisfied nor dissatisfied	7	6	8	6	8	8
Fairly dissatisfied	1	1	2	1	1	2
Very dissatisfied	*	*	*	*	*	*
Base	1128	1210	1230	1123	1046	1055
Performance measure	91.84	92.98	90.24	91.81	90.34	90.81

* less than 1%

7.1.5 There were very few negative comments on information provision. Comments from respondents who were dissatisfied showed that the following impacted negatively on the satisfaction ratings for information;

- Too much/too little information

“I think there are far too many and they can affect your driving trying to read them all”

“The road signs getting off the M42 getting on to the M6 are very ambiguous”

- The positioning of the signs

“At one point where we turned we actually needed the next turning, it would be better if signs were clearer and told you how far away your turn off point was”

“Not giving you sufficient warning on roundabouts or turn offs, the sign needs to be further back to give you time, we have missed the Newark turn off at the roundabout”

“You cannot see the signs if you are in the middle or far lanes and there is a very large lorry in the slow lane. There should be more signs or signs on the overhead gantries”

- Inaccurate information

“It's not really telling me anything and the speed limit is always wrong. They dont tell the right speed, they should be made more appropriate to show some places, the real name not just the road names and numbers”

“Showing information which was incorrect, on the M20 a lane closure which was incorrect, a 50mph restriction and an obstruction which there was not”

- Poor visibility of signs

“A lot of them are really dirty, you can't read them and some are quite battered and trees in the way so you cannot read them”

“There is a sign that exits the A120 to Weeley that was hit and flattened two months ago and this remains the same still. They are also dirty so people cannot read them and can easily miss exits”

7.2 Variable message signs (VMS)

7.2.1 Variable message signs (VMS) are in place across much of the motorway network but are relatively uncommon on much of the trunk road network.

7.2.2 When asked if they had seen VMS on the last journey 15% were unable to recall. Of those who did remember, just over half (55%) said they had seen them, an increase from 50% in 2011/12. Seeing VMS significantly increased satisfaction; journeys where VMS were seen scored higher for information provision (94.33) compared to where no VMS were seen (87.55).

7.2.3 Seventy two percent of respondents travelling on motorways on their most recent journey had seen VMS compared to 48% of those travelling on trunk roads. The figure drops even further to 20% of those only travelling on trunk roads seeing VMS. Where respondents had used both a motorway and a trunk road, 78% had seen VMS on their journey.

7.2.4 A significantly higher proportion of men (59%) recalled seeing VMS on their most recent journey, compared to women (50%). Respondents aged 17-24 and 25-44 (both 50%) and 45-64 (60%) were significantly more likely to recall seeing a sign than those aged 65 years or more (47%).

7.2.5 The likelihood of seeing VMS increases with journey distance, with 95% of those making the longest trips (200 miles or more) recalling seeing a VMS, significantly more

than those travelling less than 20 miles (37%). They were also more likely to be seen by drivers (56%) than by passengers (50%).

- 7.2.6 More than three quarters (77%) of respondents who saw VMS stated that messages were displayed on them, the same proportion as 2012/13 and significantly more than in 2011/12 (72%). However seeing a message displayed on VMS did not impact on satisfaction levels for information provision.
- 7.2.7 The majority of respondents (96%) who saw a VMS with no message displayed thought a message was not needed as there were no problems on the network while only 3% thought the signs were broken, and one respondent thought the signs were not switched on whilst one felt no-one was working on them because it was during the Christmas period.
- 7.2.8 Respondents who had seen VMS on their most recent journey were asked if they could provide an example of the type of message they had seen. A wide range of responses were given, as shown in Table 7.2, with the most often noticed being travel time VMS, showing time and distance to a destination (26%).
- 7.2.9 Around 11% mentioned driving advice or campaign type messages, including 5% recalled 'Don't drink and drive', 4% mentioning 'Tiredness kills/Have a break/ Don't drive tired' and 1% each recalled 'Don't phone and drive' and 'Think bike, think biker'.
- 7.2.10 Over one in ten (16%) respondents who saw messages recalled information on speed restrictions / advice, and 5% recalled congestion ahead whilst 4% saw messages stating queues ahead. A further 10% recalled signs on delays ahead.
- 7.2.11 There does not appear to be any correlation between the types of sign witnessed and the performance measures for information provision. Note, the bases per message type are small.

Table 7.2 Types of message seen on VMS – Performance measure

Can you provide an example of ONE message that was displayed?	% seen	N	Performance measure
Travel Time VMS	26	221	94.57
Speed restriction	16	137	92.70
Delays ahead	10	85	96.47
Congestion ahead	5	48	91.67
Don't drink and drive	5	40	97.50
Queue ahead / likely	4	38	92.11
Tiredness kills/ Have a break/Don't drive tired	4	35	94.29
Accident ahead	4	35	97.14
Junction / road closed	5	34	97.06
Water on road / slippery conditions	3	23	100.00
Lane closed	2	17	88.24
Roadworks ahead	2	16	93.75
Other	10	44	97.73

- 7.2.12 Almost three quarters of respondents did not make any changes to their journey or driving style / behaviour because of the information on the VMS (72%). Almost a quarter (23%) slowed down whilst 13% drove more cautiously; this was mostly due to

messages displaying a queue ahead, a speed restriction or congestion ahead. Just 1% took a different route, and less than 1% made an unplanned stop or sought further information about their journey.

- 7.2.13 Table 7.3 shows how helpful respondents perceive the VMS to be. Over a quarter (28%) of respondents said the information on the VMS was very helpful to their journey. A further third (33%) said the information was fairly helpful. Few respondents felt the information was unhelpful to them, with just 2% saying the information was fairly unhelpful and 7% not at all helpful.

“The matrix are helpful telling you how long to a particular junction”

“They are always giving clear advice about how long it will take you to get to different places and they tell you when there has been an accident. This is very helpful as you can then go another way”

Table 7.3 How helpful found VMS signs – Performance measure

	%	N	Performance measure
Very helpful	28	179	98.83
Fairly helpful	33	209	94.93
Neither helpful nor unhelpful	30	186	93.55
Fairly unhelpful	2	15	95.24
Not at all helpful	7	42	81.13
Total (Seen VMS)	100	587	94.33

- 7.2.14 Satisfaction with information provision was related to how helpful respondents found VMS, as shown in Table 7.3.
- 7.2.15 Female (65%) and MI¹⁵ (69%) respondents were more likely to find the information on the VMS helpful than male respondents (59%) and NMI (61%).
- 7.2.16 Respondents are asked other questions about their perceptions of VMS that don't relate to the last trip; these are covered below and highlight areas that affect satisfaction.

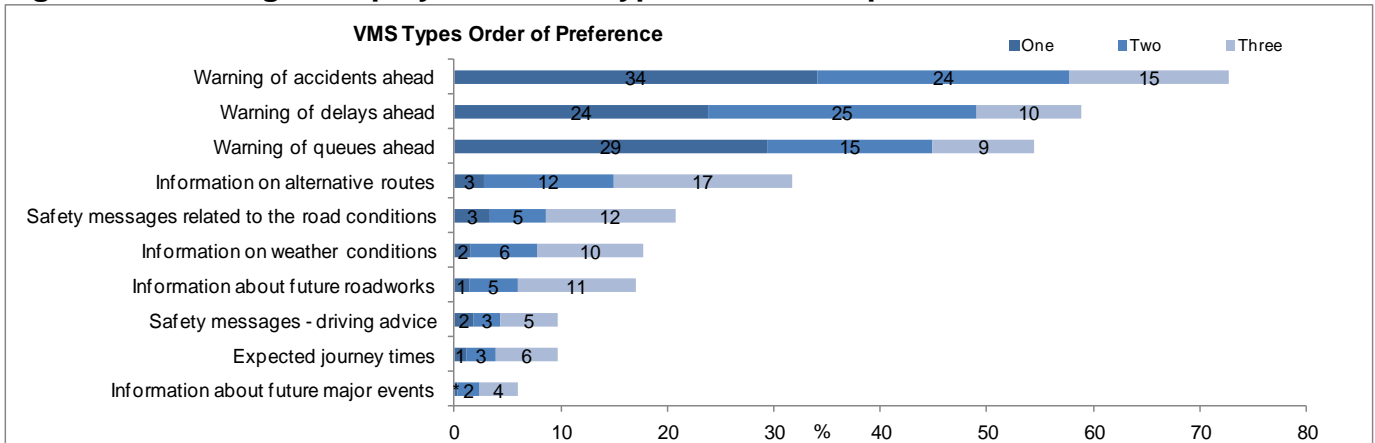
7.3 Information via VMS

- 7.3.1 Respondents were asked, from a list of options, what they felt were the most important messages to be displayed on VMS. The results are shown in Figure 7.1 and show that the most commonly mentioned, in order of preference, was warnings of accidents ahead (34%) and this was also the most common response overall. Warnings of queues ahead and delays ahead also ranked highly (29% and 24% respectively).
- 7.3.2 In general, warning messages ranked more highly than general information.

¹⁵ MI – Mobility impaired and NMI – Non Mobility Impaired

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Figure 7.1 Messages displayed on VMS types in order of preference



In general, what do you feel the most important type of messages to be displayed on VMS? Choose 3 in order of preference
Base 2013

7.3.3 Respondents were asked about how accurate they found VMS on the Agency network. Overall, almost three quarters (72%) found the signage either mostly accurate (63%) or completely accurate (9%). Just 5% felt the signs were inaccurate, 4% mostly inaccurate or completely inaccurate (less than 1%). The accuracy of VMS signs has fallen slightly from 76% in 2011/12 saying they were accurate to 72% in the current year, 2013/14. There are, however, similar proportions of inaccuracy so more respondents have neutral views in terms of the accuracy of VMS (24% about equally accurate and inaccurate in 2013/14 from 20% in 2011/12).

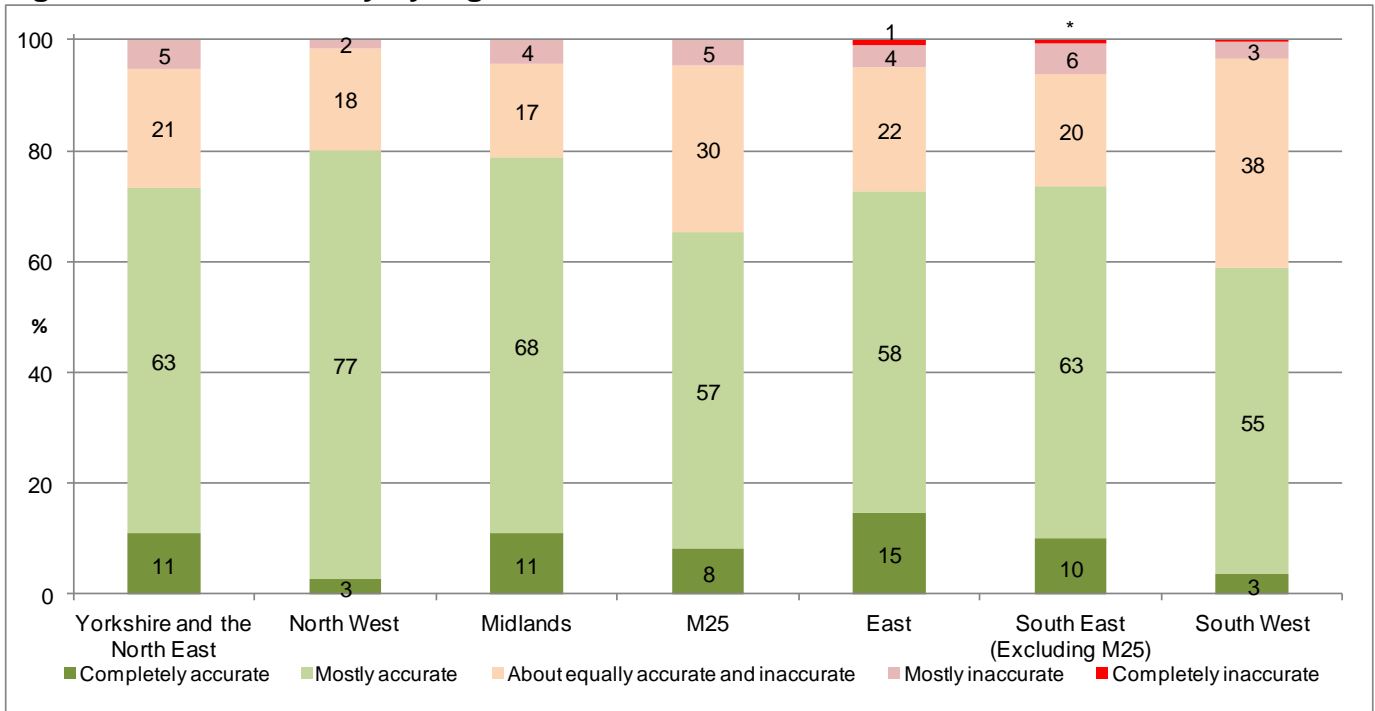
“They do lie and are not always accurate. You have to look up from your driving to read them, which could cause an accident, the flashing lights can distract”

“VMS is generally inaccurate, getting ignored by many road users as such”

7.3.4 Figure 7.2 shows that the North West region had the highest proportions of respondents saying that the VMS was accurate (80%) with the East having the most respondents stating they were completely accurate (15%).

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Figure 7.2 VMS accuracy by region of residence



Thinking about the messages you see on VMS in general, how accurate do you find them?

Bases: 267 262 263 216 290 258 234

7.3.5 Less than a fifth of respondents (18%) said that VMS on Agency roads were better than 12 months ago whilst two thirds (68%) said ‘about the same’. Those respondents in Yorkshire and the North East (28%) and the North West (27%) were more likely to say that the VMS had improved on 12 months ago, compared to the average across all areas (18%).

7.3.6 Respondents’ views were recorded about whether VMS should be used for purposes other than traffic and safety campaign messages. The majority of respondents (97%) said that they should not. Those respondents living in Yorkshire and the North East and the South East were significantly more likely than respondents from other regions to say that VMS should be used for alternative reasons.

7.3.7 Of those who thought VMS should be used for other purposes, 66% said they should be used for public awareness messages, 9% said to display the time and 7% percent said for corporate advertising. The remaining respondents thought it should be used for other reasons, a selection of which are given below:

“A missing child/children like a Sarah Payne thing when a child goes missing”

“Missing children like in America”

“Distance to next service station and rest stop”

8 Survey Respondents

8.1 Introduction

8.1.1 In order to give proper consideration to the Agency's equality duties within the Equality Act 2010 (as mentioned in 1.2.1), the Agency needs to have sufficient information on the outcomes of their work for people with different protected characteristics. This enables the Agency to identify whether there are equality issues that need to be addressed. Publishing this as part of their equality information, allows readers to hold them to account on how effectively they are delivering against the duty.

8.1.2 This section presents the characteristics of the survey sample for the 2013/14 survey sample and highlights any differences with previous years. We explain different travel experiences, satisfaction levels, and characteristics such as frequency of travel, miles travelled per year and reasons for travel, against the protected characteristic variables that are recorded in NRUSS¹⁶, which for the purposes of the Agency's network are:

- Age – 17 to 24 years / 25 to 44 years / 45 to 64 years / 65 and over
- Gender – Male / Female
- Ethnic group – White British (WB) / Non-White British (NWB)
- Disability – Mobility Impaired (MI) / Non-Mobility Impaired (NMI)

8.2 Summary

There are no equality issues arising from the NRUSS results for 2013/14 with satisfaction levels across different groups being not significantly different compared to performance for the last journey. However analysis of the travel characteristics of the four groups show that there were some differences between them, with the key characteristics being:

- People aged 65+ travelled less frequently on the Agency network than other age groups; and made just 1.6 trips per week on average compared with 2.1 trips per week for the sample as a whole. Their usage of the network was predominantly for leisure travel rather than work or business, since very few of this group are in employment.
- Higher proportions of those in the youngest age group travelled as car passengers than as car drivers, and they were least likely to have a driving licence (20% had neither a full or provisional licence). While confident as passengers, they were those least confident as drivers.
- In general, women travelled less often than men on the Agency's network and had travelled fewer miles over the past 12 months. When they did travel they were significantly more likely to travel as a passenger in a car than men.

¹⁶ There are other equality characteristics but these are not recorded as part of the NRUSS survey.

- It should be noted that travel characteristics in the M25 region differ notably from other regions (e.g. low car ownership). There is also a difference in the proportions of White British in the M25 region (nearly half (48%) of respondents from the M25 region were non-White British. Hence, it is the region of residence that explains differences in travel behaviour, not ethnicity.
- Respondents who had a health issue affecting their mobility were generally older and did not work. This meant they travelled less frequently and fewer commuted or made trips for work purposes.

8.3 Sample of respondents

8.3.1 The characteristics of respondents interviewed in 2013/14 were very similar to those interviewed in previous years, as shown in Table 8.1. The proportion of young people was significantly¹⁷ higher in 2011/12 than in later years and the proportions of respondents aged 65+ was significantly higher in 2013/14 than in 2011/12.

Table 8.1 Sample by Protected Characteristics and year

		2013/14 %	2012/13 %	2011/12 %
Age Group	17-24	7	8	10
	25-44	30	31	32
	45-64	35	35	34
	65 +	28	26	23
	Base	2010	2034	2058
Gender	Male	51	51	49
	Female	49	49	51
	Base	2013	2040	2058
Ethnic Group	White British	87	88	89
	Other	14	12	11
	Base	2011	2037	2058
Mobility Impairment	Yes	9	8	10
	No	91	92	90
	Base	2011	2040	2055

8.3.2 Appendix C shows the survey responses for each of the groups shown in Table 8.1, and highlights any significant differences between the groupings.

8.4 Travel characteristics by age

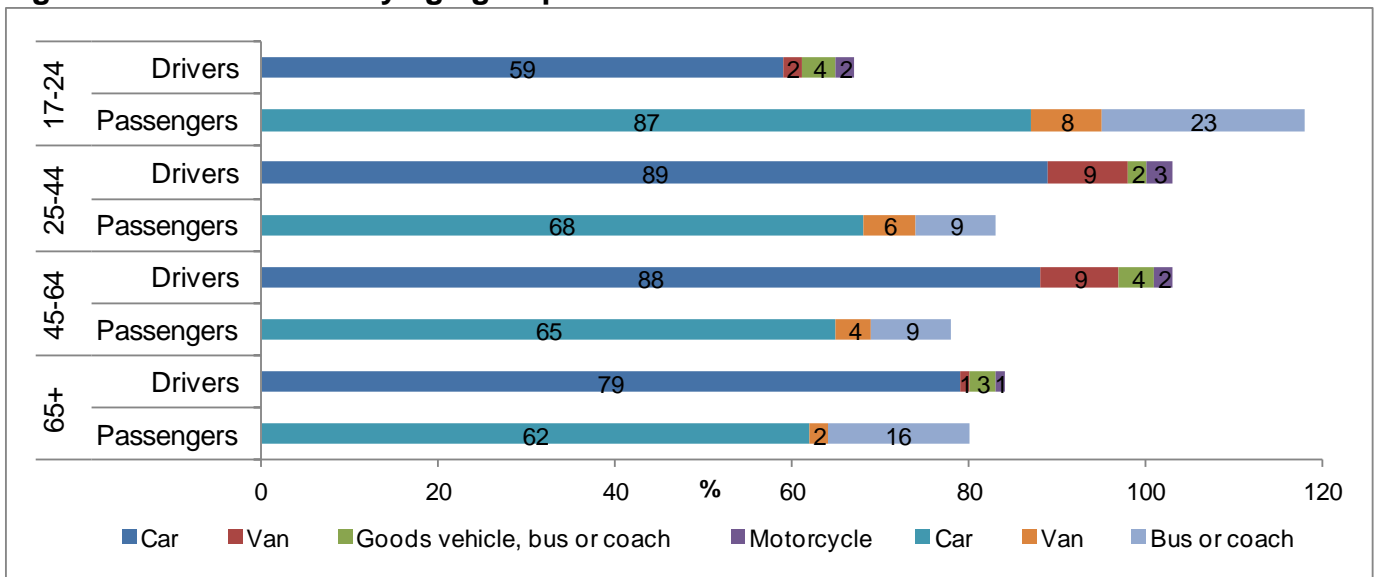
8.4.1 The sample was analysed across four age categories. Around a third each were between 45 – 64 years old (35%) or between 25 – 44 (30%). This broadly matches the profile for England (based on 2011 Census figures); although the survey sample had slightly fewer respondents in the youngest, and slightly more respondents in the oldest age groups (7% aged 17-24 compared with 13%, and 28% compared with 20%).

¹⁷ Note: significant at the 95% confidence level. See Glossary for definition

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- 8.4.2 Analysis shows that the travel characteristics of those aged 25-64 tend to differ from those in the younger and older groups, with the key differences in terms of travel behaviour between them being in access to cars, employment status and hence frequency of travel.
- 8.4.3 Just 58% of 17-24 year olds had a full driving licence compared to 89% of those over 24 years old, although significantly more, 22%, had a provisional licence. Just 7% of those aged 25-64 had no licence, significantly fewer than the 20% of 17-24 years olds and 16% of those aged 65+. Consequently, almost a third (30%) of young people had not driven in the last year, whereas just 9% of those aged 25-64 had not done so.
- 8.4.4 The type of road user varied across age groups. As Figure 8.1 shows, respondents aged 17-24 were significantly more likely to travel as passengers than as drivers, especially in a car (87%) - more than any other age group. Just under three fifths, 59%, of this age group were car drivers, fewer than other age groups.

Figure 8.1 Travel mode by age group



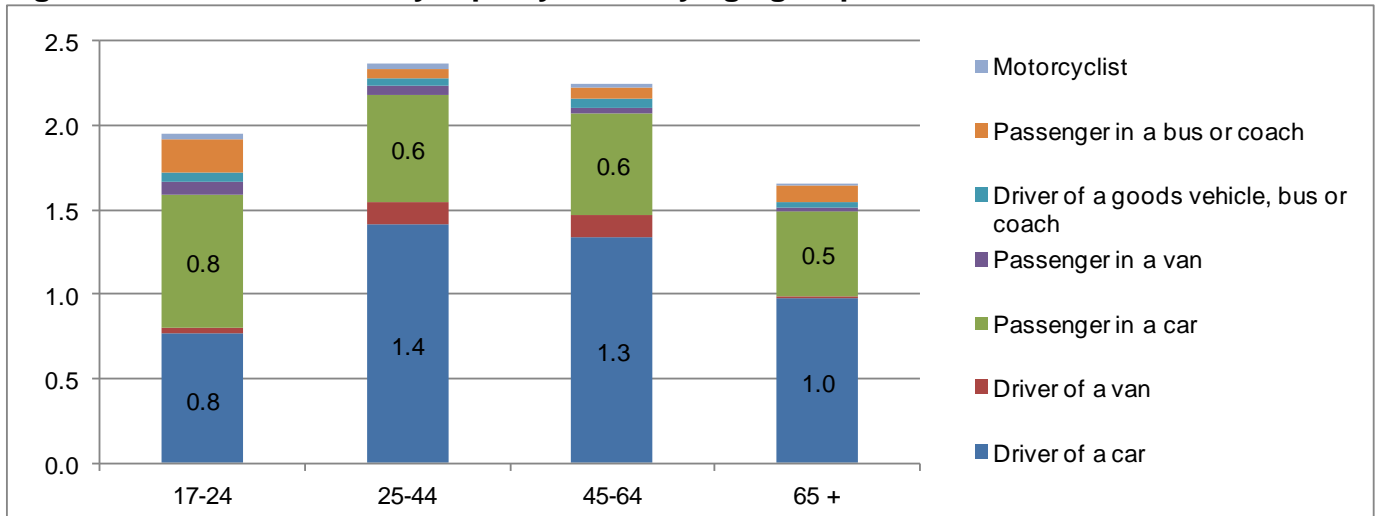
Have you travelled on the motorway or trunk road network in the last 12 months as...? Respondents could give more than one answer.

Base: 17-24 142, 25-44 601, 45-64 700, 65+ 567

- 8.4.5 Respondents were asked how often they travelled on the network using each mode. From this, the number of trips per week has been estimated to illustrate the relative usage of the network by mode and by age group, as shown in Figure 8.2. Respondents aged 65 and over travelled less often than other age groups overall, with 1.6 trips per week. Young people made 2.0 trips per week, fewer than the 2.4 for those aged 25-64.

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Figure 8.2 Estimated weekly trips by mode by age group

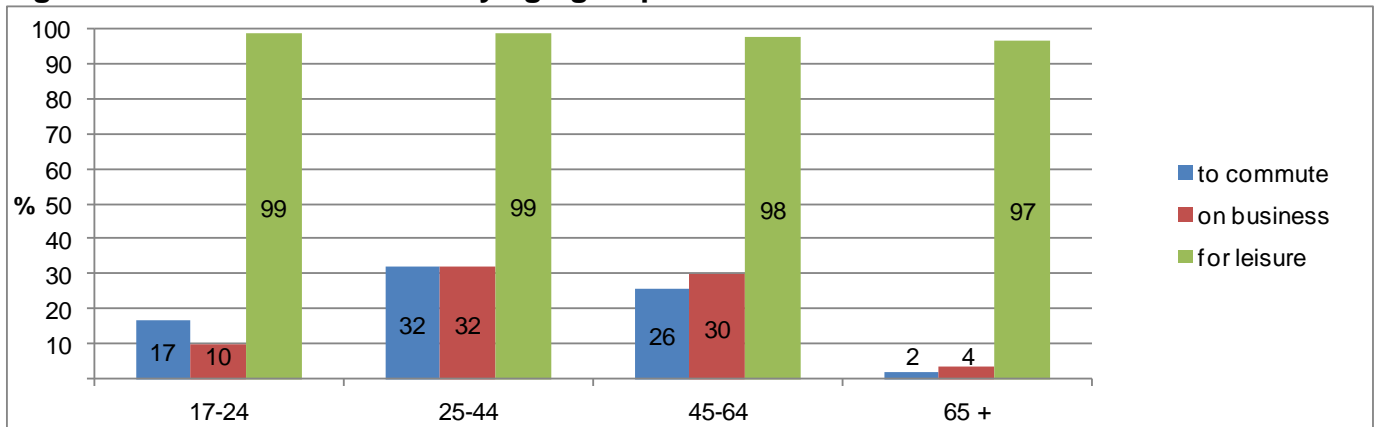


How frequently do you travel on the motorway and trunk road network as...? Respondents could give more than one answer
Estimated trip based on responses (Once a week or more = 2 trips, less than once a week = 0.5).

Base: 17-24 142, 25-44 601, 45-64 700, 65+ 567

8.4.6 Just 4% of people in the oldest age group were in employment, so their predominant use of the network is for leisure purposes. Whereas almost all respondents use the network for leisure, almost a third of those aged 25-64 also use it when travelling on business, and around a third of this group also use it for commuting. As shown in Figure 8.3, younger people use the network for commuting and business around half as much as those aged 25-64.

Figure 8.3 Use of the network by age group



How frequently do you use MOTORWAYS or TRUNK ROADS / the network for...

Base: 17-24 142, 25-44 601, 45-64 700, 65+ 576

8.4.7 For the last trip made on the network, over a third (36%) of those trips made by the oldest age group were visiting friends or relatives, higher than for the other groups, and in general this group made far fewer time critical trips such as commuting and business.

8.5 Travel characteristics by gender

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8.5.1 The proportions of male and females interviewed were broadly equal, with 51% of respondents being male and 49% being female (2011 Census statistics of population aged 17+ in England – 51% females and 49% males).

8.5.2 Table 8.2 shows a summary of the key travel characteristics by gender. Women generally drove less than men; just 81% had a full licence and they were more likely to be passengers than drivers. A fifth, 20%, had not driven in the previous twelve months, compared with just 6% of men.

Table 8.2 Travel Characteristics by Gender

		Total %	Gender	
			Male %	Female %
<i>Full or provisional licence</i>	Full licence	87	93	81
	Provisional licence	3	2	3
	None	10	5	16
	Base	2013	1017	996
<i>How usually travel on network</i> <i>Note: Multiple response hence sum to more than 100%</i>	As a driver of a car	84	91	77
	As a driver of a van	6	11	1
	As a passenger in a car	67	54	80
	As a passenger in a van	4	7	2
	As a driver of a goods vehicle, bus or coach	4	5	2
	As a passenger in a bus or coach	12	9	15
	Motorcycle	2	4	1
	Other	1	1	1
Base	2040	1017	996	
<i>Use network for...</i>	Commuting	20	22	18
	Business	22	30	13
	Leisure	98	98	98
	Base	2013	1017	996
<i>Annual Mileage</i>	1 to 4999	22	20	25
	5000 to 9999	31	31	32
	10000 to 14999	20	24	17
	15000 to 19999	6	8	4
	20000 to 29999	4	6	2
	30000 +	3	6	0
	None	13	6	20
	Base	1957	993	964

Note: where columns do not sum to 100 it is due to rounding
Shaded cells denote that the proportions differ at the 95% CL

8.5.3 Similar proportions of males and females were working (54% males and 48% females); however there were differences between proportions working full time (50% males and 31% females) or part time (4% males and 17% females) by gender.

8.5.4 Males were more than twice as likely to use the network for business travel as were females (30% compared with 13%). On the last trip recorded on the network significantly more females were travelling for shopping (19%) and visiting friends and relatives (33%) than males (12% and 24% respectively).

8.5.5 Females were also significantly more likely to have been travelling with other people, especially with children on the last trip (16% compared with 7% for males).

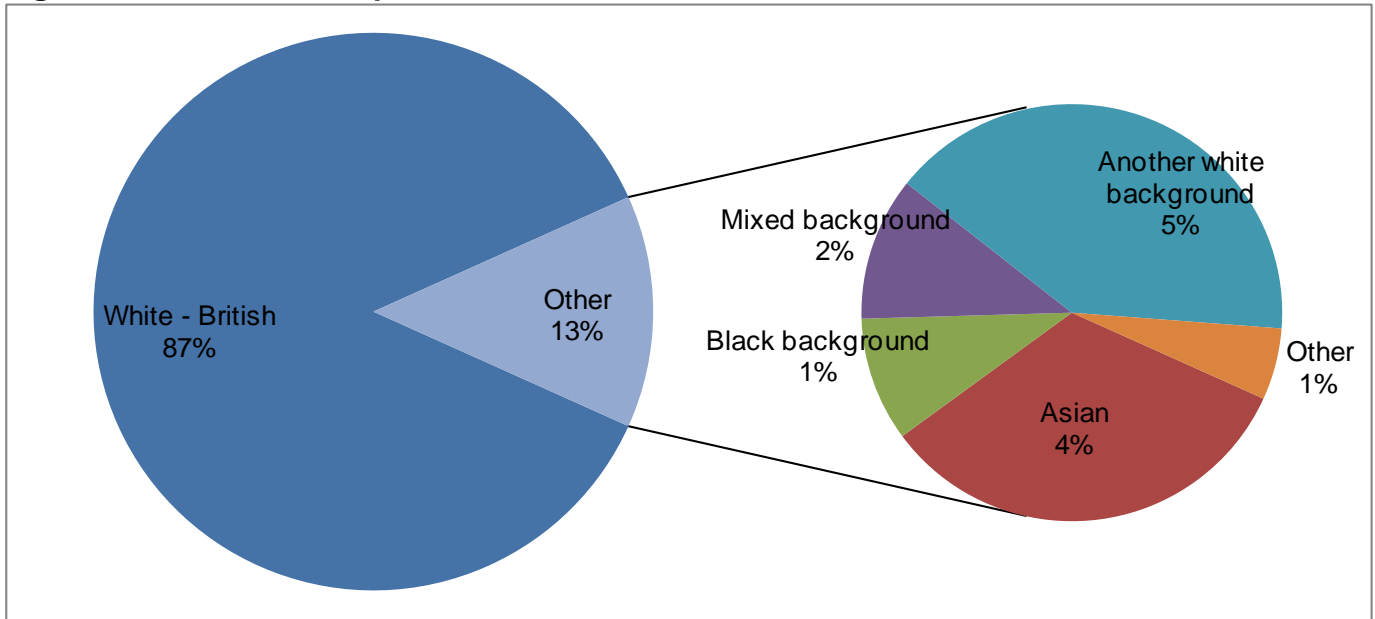
Capabilities on project:
Transportation

8.5.6 Females tend to be less confident drivers and passengers than males; 8% described themselves as fairly nervous driving on a motorway compared with just 2% of males.

8.6 Travel characteristics by ethnic group

8.6.1 Eighty seven percent of respondents classed themselves as White British (WB), as shown in Figure 8.4, with the remainder comprising a wide range of ethnic groups (Non White British - NWB). 2011 Census figures for England show that 86% of the population classed themselves as WB.

Figure 8.4 – Ethnic Groups



To which group do you consider you belong?
Base: White British 1740, Not White British 271

8.6.2 There were differences in the ethnic groupings by Agency region, with the M25 region incorporating 17% other white, 16% Asian, and just 54% White British.

8.6.3 There were few significant differences between the travel characteristics of ethnic groups. A higher proportion, 66% of non White British respondents were in employment, and slightly more use the network for commuting, and significantly more use the network for business travel.

8.7 Travel characteristics by mobility impairment

8.7.1 Overall, 9% of respondents said that their health made it difficult to travel, but this proportion increases with age group of respondent, with no respondents aged 17-24 having impaired mobility compared with 22% of those aged 65 or over, as shown in Table 8.3.

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Table 8.3 Mobility issues by age groups

Is there anything about your health that makes it difficult for you to travel?	Age Group				
	17-24	25-44	45-64	65+	Total
	%	%	%	%	%
Yes	0	2	10	22	10
No	100	98	90	78	90
Base	142	601	700	567	2010

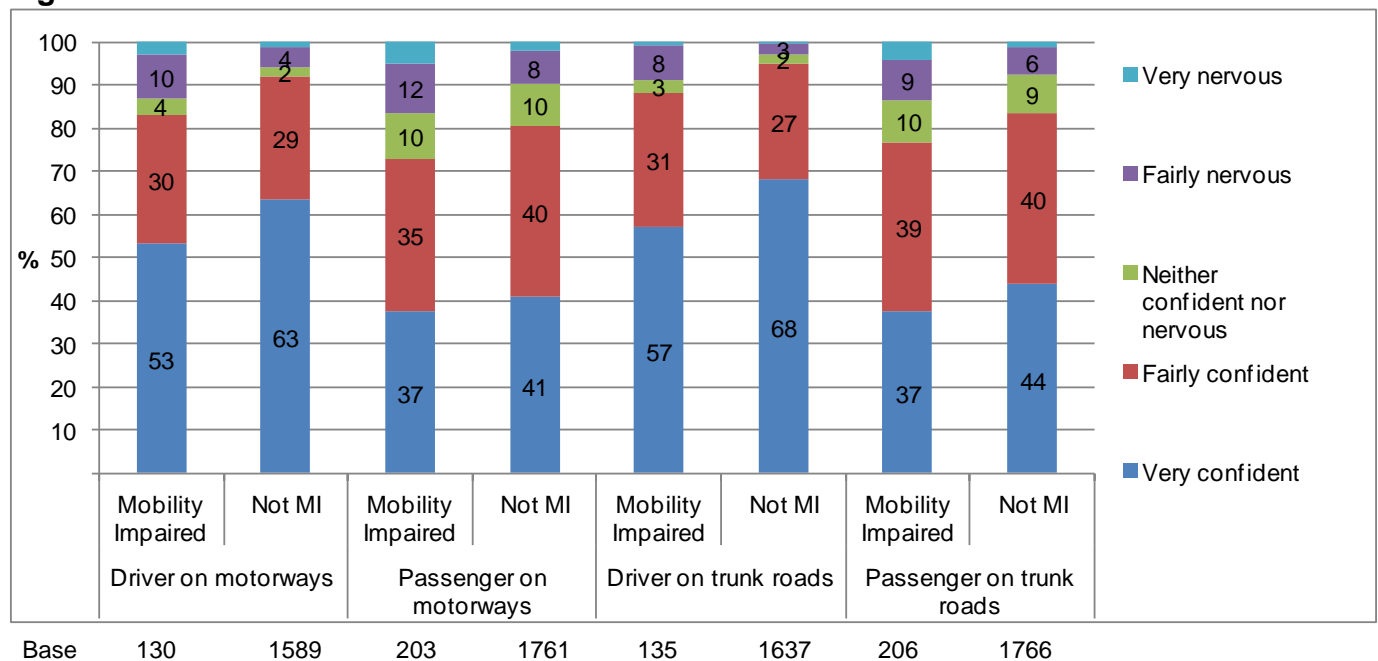
8.7.2 Almost a third (32%) of those with a mobility impairment (MI) had no driving licence, significantly more than other people (8%), and many fewer worked (19%) compared with 49% of other respondents. Unsurprisingly therefore, this group travelled less frequently, and less far:

- Average 3,640 miles per year, compared with 8,398 of others
- 41% travelled on the network once a week or more, compared with 64% of others

8.7.3 On the last trip made, significantly fewer, 7%, of MI respondents travelled alone than did others, and significantly more, 54%, were the passenger compared with just 25% of other respondents.

8.7.4 Those with a MI felt less confident when travelling in general, and this was particularly the case on motorways. Just over half said they were very confident drivers on motorways, and just 30% felt very confident as passengers, as shown in Figure 8.5.

Figure 8.5 – Attitudes to travel



8.8 Customer satisfaction

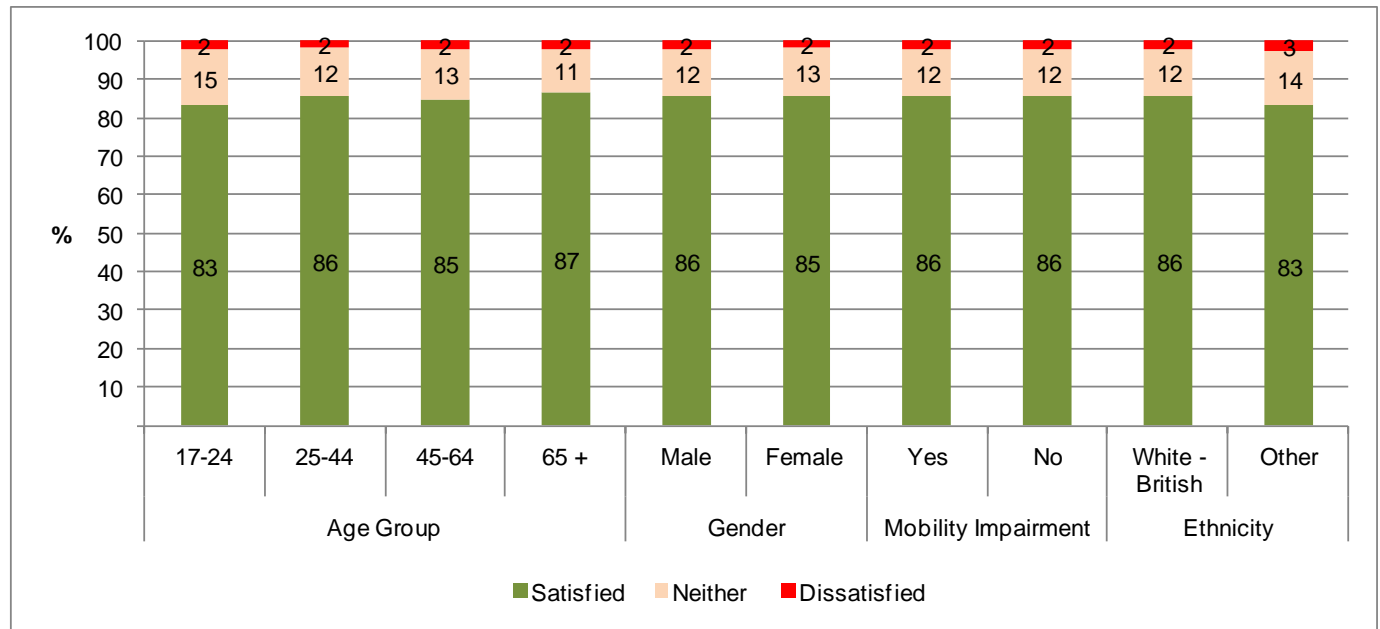
8.8.1 Satisfaction is measured for both the last journey made on the network (performance measure) and for satisfaction with the Agency overall. For all respondents, the performance measure was 89.63, and 86% of respondents were satisfied.

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8.8.2 The performance measure for the last journey was similar across the equality groups except that the older age group, 65+ rated their last journey significantly more highly, at 91.43, than those aged 25-44, 87.94. Further analysis shows that this difference is related to the nature of journeys made by the two age groups: for journeys with no delays, both groups rated their journeys equally. Older people made fewer time constrained journeys and hence delays had less of an impact on their journeys. The performance measures for the last journey are shown in Figure 8.7.

8.8.3 Analysis of the 2013/14 sample showed that there are very few differences between groups in overall satisfaction with the Agency, as shown in Figure 8.6. However, respondents who were not White British were less satisfied than those who were (83% compared with 86%).

Figure 8.6 Overall satisfaction with Agency

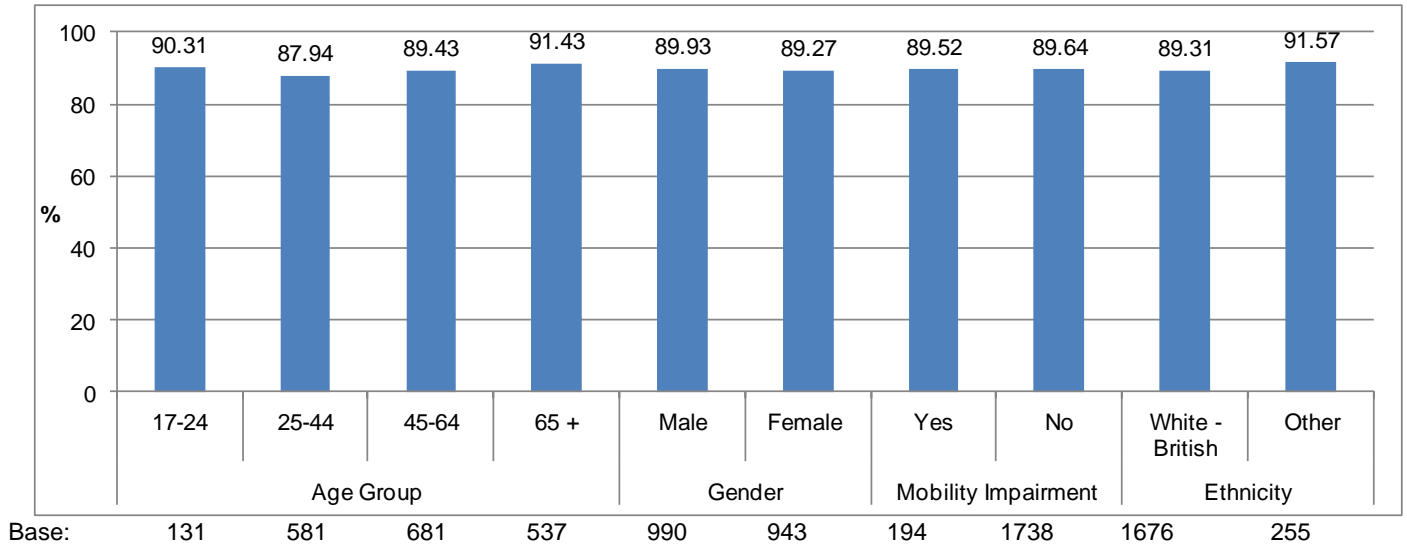


How satisfied or dissatisfied are you with the Highway Agency's overall performance in the past 12 months?

Base: 131 581 681 537 990 943 194 1738 1676 255

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Figure 8.7 Performance Measure for Last Journey



9 Perceptions of the Agency and Agency Services

9.1 Introduction

9.1.1 In Chapters 3 to 7, the last journey experience and the relationship to the performance measure were explored. In this section, the perceptions and experiences of other aspects of the Agency are presented, including:

- Awareness of the Agency
- Traffic Officers
- Smart motorways
- Severe weather
- Emergency phones
- Overall satisfaction with the Agency

9.2 Summary

Awareness of the Agency has increased since 2011/12, with 85% saying they are aware; this is particularly high amongst those who use the network most. Highways Agency vehicles, road signs and television were the main sources of awareness.

Significantly more respondents were aware of traffic officers in comparison with 2012/13, with 73% aware, and 87% feeling it important that they were on the network (slight increase on last year). They were slightly more visible in 2013/14 than in 2012/13, with the proportion seeing them on their most recent journey rising to 21% from 19%.

Awareness of smart motorway measures has increased over time, with 64% now being aware of use of the hard shoulder at busy times, and 83% being aware of variable speed limits. Higher proportions also perceived benefits such as improved traffic flow 64%, safer journeys 59% and less delays 45%.

Satisfaction with the provision of severe weather warnings has risen to the same proportions as 2011/12, and perceived accuracy is also very good; although the proportion of those saying warnings were always accurate has dropped slightly from 12% to 8%. Just 3% were dissatisfied with warnings, and 4% felt they were inaccurate, the same proportion as 2012/13.

There was no overall change in satisfaction with the Agency since 2011/12, with 85% being satisfied and just 2% dissatisfied. However, the proportion who were very satisfied with the Agency's overall performance decreased significantly from 39% in 2012/13 to 35% in 2013/14, while there was an increase in the proportion who were fairly satisfied.

Feedback provided showed that the majority of respondents were highly satisfied with the Agency and the services provided.

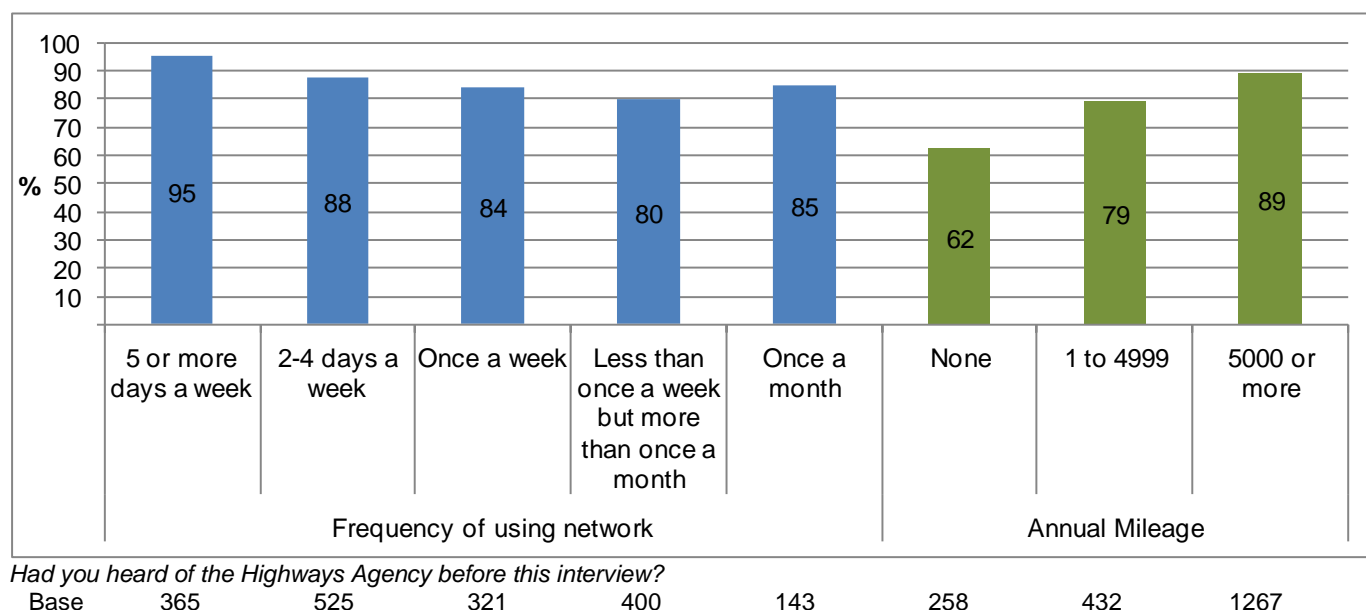
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9.3 Awareness of the Agency

9.3.1 Awareness of the Agency is high; before the NRUSS interview, 85% of respondents said they had heard of the Highways Agency, significantly more than in 2011/12 (80%).

9.3.2 Awareness is affected by a number of variables but particularly use of the network, as shown in Figure 9.1. Frequency of using the network and average mileage undertaken both impact significantly on awareness, with 95% of those who travel on five or more days a week, and drive 5,000 miles per year or more, being aware, more than those who drive less far or use the network less often.

Figure 9.1 Heard of the Agency by amount of travel



9.3.3 Those who live near the network tend to use the network more often, and 87% of these had heard of the Agency, significantly more than those not living in close proximity to the network (78%).

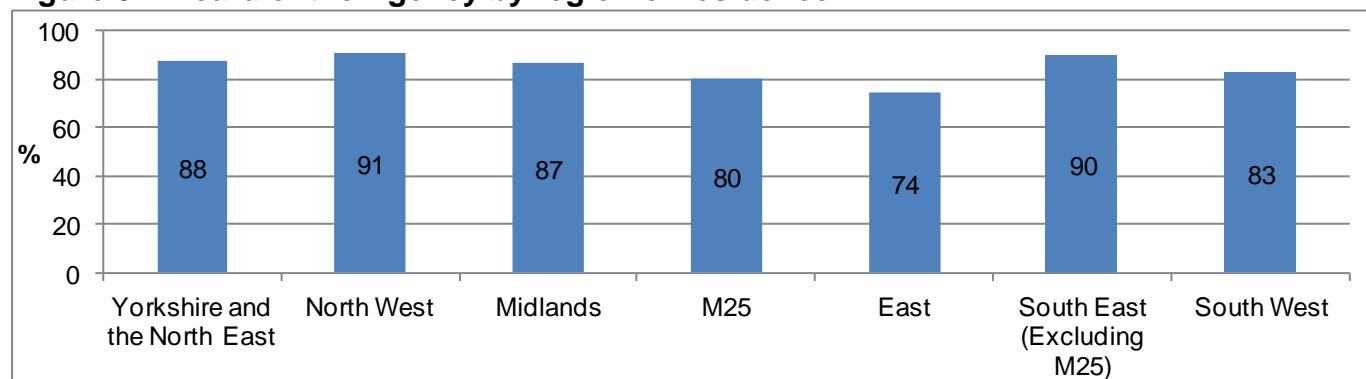
9.3.4 Another factor that significantly affected awareness of the Agency was social status¹⁸ (89% of SEG AB aware compared to 77% of SEG DE), although SEG was also related to usage of the network, with the lowest social groups typically using the network less frequently (47% of SEG DE use the network frequently compared with 71% of SEG AB).

9.3.5 There were also significant differences by region of residence, as shown in Figure 9.2. The East had the lowest proportion of respondents who had heard of the Agency (74%); significantly lower than the South East (90%). These differences were partly driven by the same factors as discussed above; respondents in the South East travelled on the network with greater frequency, (72% were frequent users compared to 57% each in the North West, Midlands and M25 region), and 66% drove 5,000 or miles a year compared with 61% in the East.

¹⁸ See Glossary for definition of SEG (Socio-Economic Group)

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Figure 9.2 Heard of the Agency by region of residence



Had you heard of the Highways Agency before this interview?

Base	279	289	285	265	303	271	280
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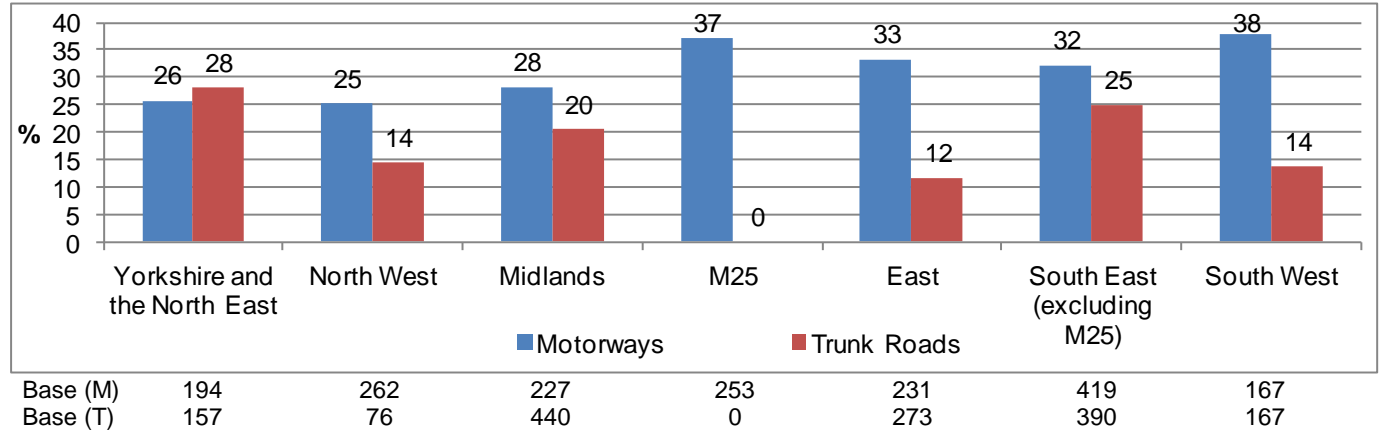
- 9.3.6 The most common way respondents were aware of the Agency was through Highways Agency vehicles (59%, a slight drop from 62% in 2012/13).
- 9.3.7 Road signs were the next most frequently mentioned source of awareness; for 37%, an increase from 28% in 2012/13.
- 9.3.8 The Agency was recognised as having a wide ranging role; maintaining roads was mentioned by 41% of respondents, with 26% mentioning trunk road maintenance specifically, and 39% saying maintaining motorways. One in ten each (10%) said the Agency was responsible for improving road safety or that road signs were one of their responsibilities.

9.4 Traffic officers

- 9.4.1 Significantly more respondents (73%) were aware of traffic officers in 2013/14 than in the previous year (69%). Slightly more, 21% had seen traffic officers on their most recent journey on the network than in 2012/13 (19%).
- 9.4.2 A wide range of roles were suggested by respondents for traffic officers, the main ones being attending accidents (37%), monitoring traffic (33%), attending breakdowns (32%) and supporting the police (25%).
- 9.4.3 There were significant differences in awareness of traffic officers across regions. By residence, the East showed the lowest proportion of awareness (53%) whilst the South East and the Midlands regions the highest (85% and 83% respectively). By region travelled in, respondents who travelled in the South West on their most recent journey were those most likely to have seen a traffic officer (38%), while those using trunk roads in the East region were the least likely (12%), as shown in Figure 9.3.

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Figure 9.3 Saw traffic officers on most recent journey by region travelled in



9.4.4 Overall, 87% of respondents thought it important that there were traffic officers on the network, including 47% who thought it very important. They were of more importance to women and the oldest age group, 50% each respectively said they were very important, while 45% of those aged 45-64 thought this.

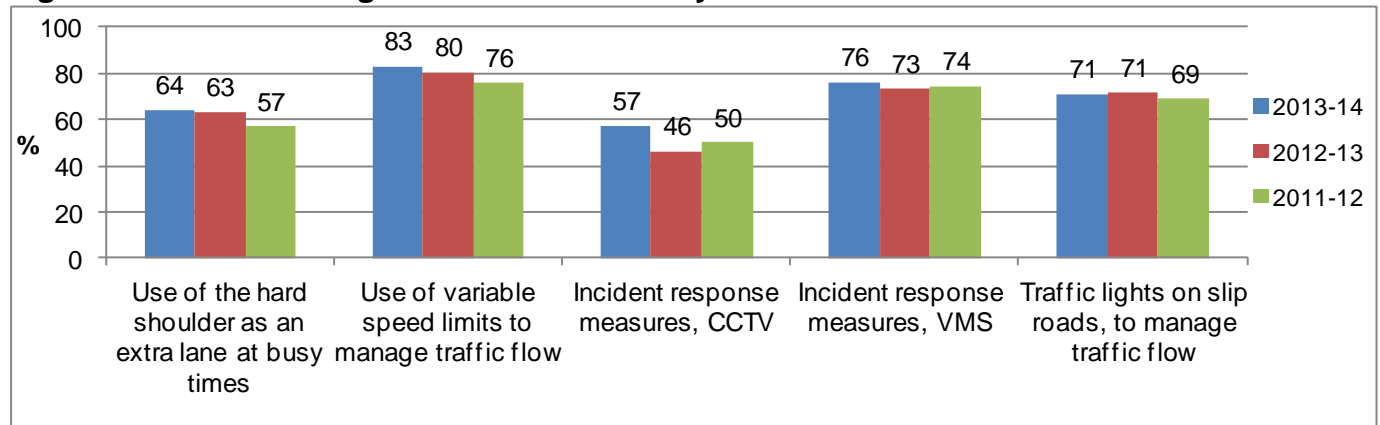
9.4.5 They were felt to be very important because they attend accidents (60%), keep traffic flowing (50%) and attend breakdowns (49%). Of the 3% of respondents who did not feel traffic officers were important, the reasons given were that the police should be fulfilling that role, or a lack of awareness of what their role is.

9.5 Smart motorways

9.5.1 The smart motorway programme involves a series of measures designed to improve traffic flow, reduce delays and ease congestion during peak times. Questions were introduced to NRUSS during 2009/10 to measure perceptions of the impacts of both individual measures and the overall impact of the smart motorway programme.

9.5.2 Overall, 89% of respondents were aware of at least one smart motorway measure with the use of variable speed limits the most commonly mentioned (83%), closely followed by incident response measures (VMS) (76%) as shown in Figure 9.4. Awareness has increased slightly since 2011/12 but remained the same as 2012/13.

Figure 9.4 Which management measures are you aware of?



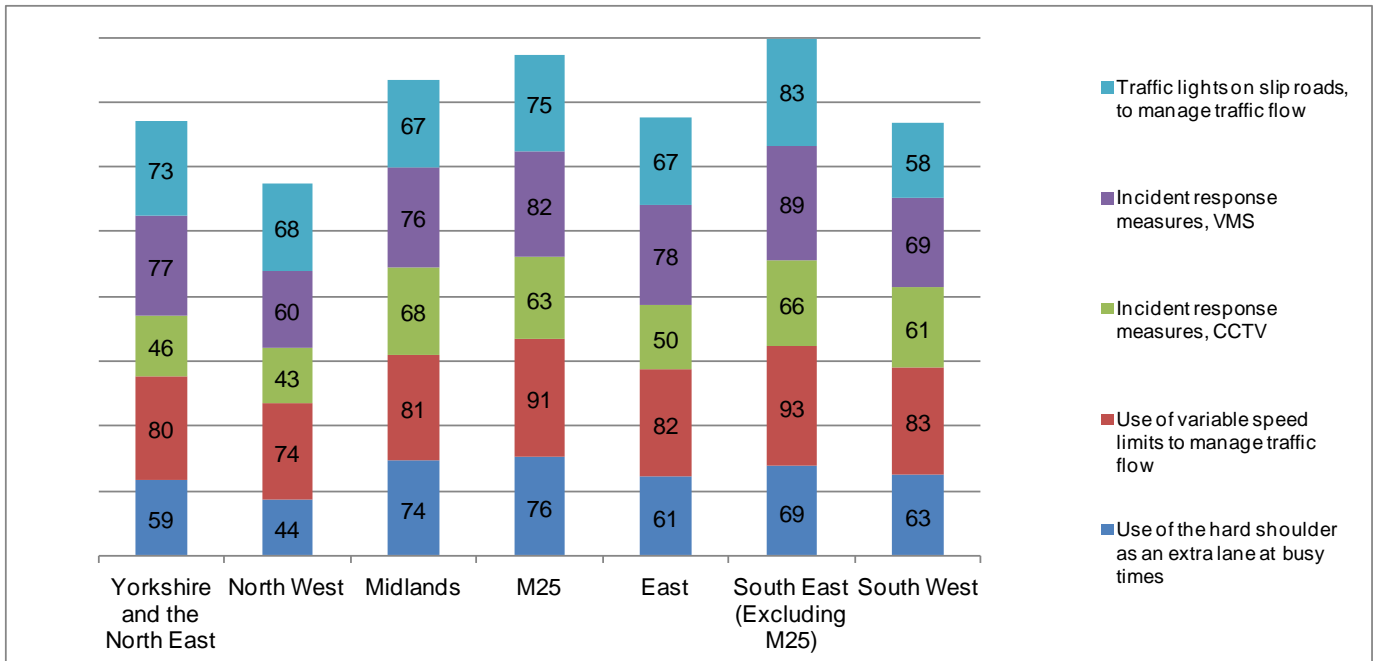
Which of the following measures are you aware of when using motorways?

Base: 2013/14	1962	1957	1892	1920	1944
2012/13	1990	1932	1949	1989	1875
2011/12	2005	1994	1988	1993	1939

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9.5.3 Awareness of these measures varied by region of residence, as shown in Figure 9.5. Those living in the Midlands and M25 regions, (where smart motorway schemes have been operating for some time) were most aware. Particularly for use of the variable speed limits to manage traffic flow in the South East and M25 region (93% and 92% respectively), and VMS for incident response in the South East (89%). Awareness overall was lowest amongst North West respondents as in 2012/13.

Figure 9.5 Awareness of measures by region of residence



Which of the following measures are you aware of when using motorways? Respondents could give more than one answer

Base	283	288	285	280	296	254	276
------	-----	-----	-----	-----	-----	-----	-----

9.5.4 The main changes in perceptions of the effects of smart motorways from 2012/13 to 2013/14 were that:

- More respondents felt that hard shoulder running would lead to journeys being less safe, 26% in 2013/14 from 21% in 2012/13 and 10% in 2011/12;
- More respondents felt that use of variable speed limits would lead to less delays, 17% in 2013/14 from 12% in 2012/13;
- More respondents felt that CCTV to monitor incidents would lead to fewer delays, 11% in 2012/13 to 16% in 2013/14;
- Fewer respondents felt that the use of VMS as an incident response measure would improve traffic flow, 14% in 2013/14 from 15% in 2012/13 and 25% in 2011/12; and
- More respondents felt that traffic lights on slip roads would lead to safer journeys, 30% in 2013/14 from 26% in 2012/13 and 20% in 2011/12.

9.5.5 As Table 9.1 shows, respondents felt that using the hard shoulder during peak times was the most effective way of improving traffic flow (55%) and reducing delays (40%). However, over a quarter (27%) thought it would also lead to journeys being less safe. CCTV and VMS response were both felt to contribute to safe journeys, 62% and 52% respectively.

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Table 9.1 Impact of smart motorway measures

Impact of...	Hard shoulder (%)	Variable speed limit (%)	Incident response - CCTV (%)	Incident response - VMS (%)	Traffic lights on slip roads (%)
Improved journey time reliability	10	6	2	9	4
Improved traffic flow	55	52	12	14	48
Fewer delays	40	17	16	15	14
More delays	1	10	5	6	8
Safer journeys	2	30	62	52	30
Less safe journeys	27	3	*	*	5
Cost savings to user	*	*	0	*	0
Base	1249	1630	1075	1464	1372

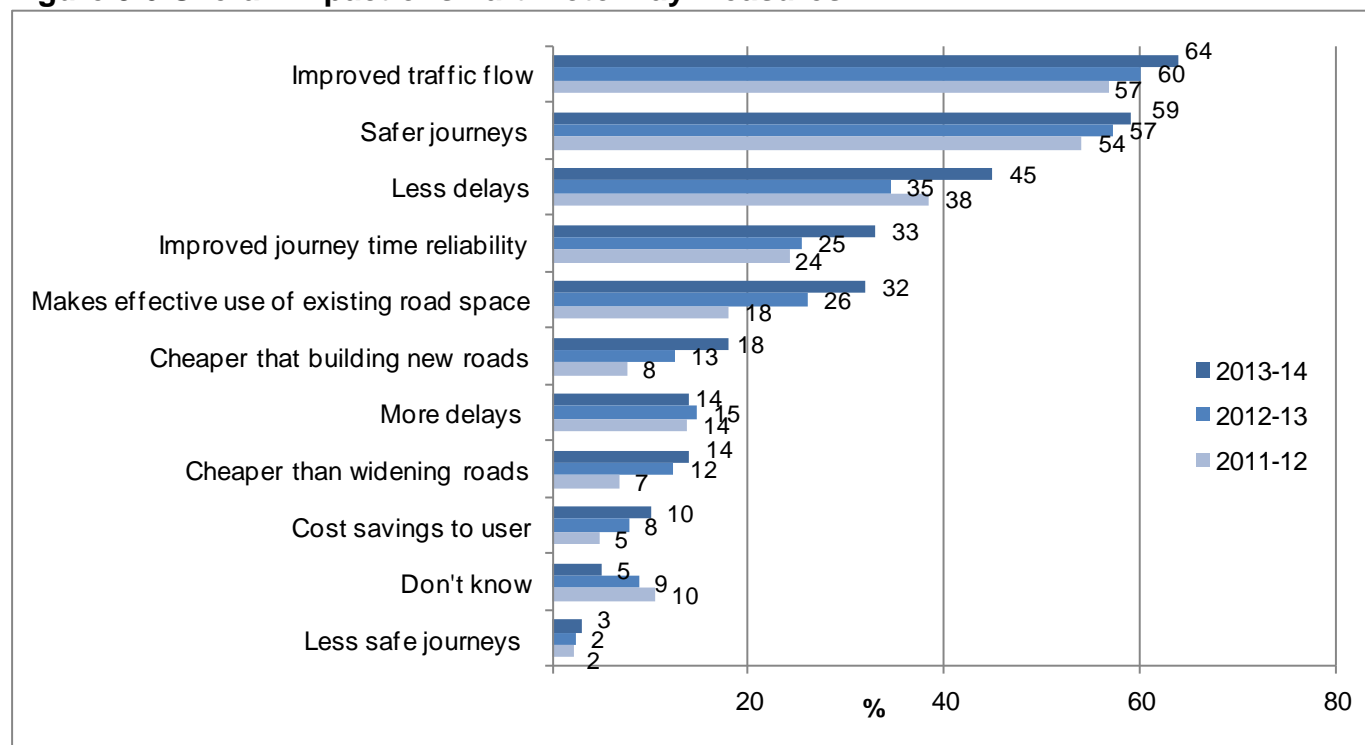
* less than 1%

What would be the impacts on your journey of ...? Multiple responses allowed

9.5.6 For the package of measures as a whole, the majority perceive improved traffic flow and safer journeys as the main benefits, with around three fifths stating this, as shown in Figure 9.6, and both these results have increased over the previous year.

9.5.7 Far more respondents thought the outcome would be safer as opposed to less safe journeys (59% compared with 3%); 45% thought there would be fewer delays (a 10% increase on 2012/13) while just 14% thought it would mean more delays.

Figure 9.6 Overall impact of smart motorway measures



What would be the overall impacts of motorway management measures?

Base: 2013/14 2013 2012/ 13 2040 2011/12 2058

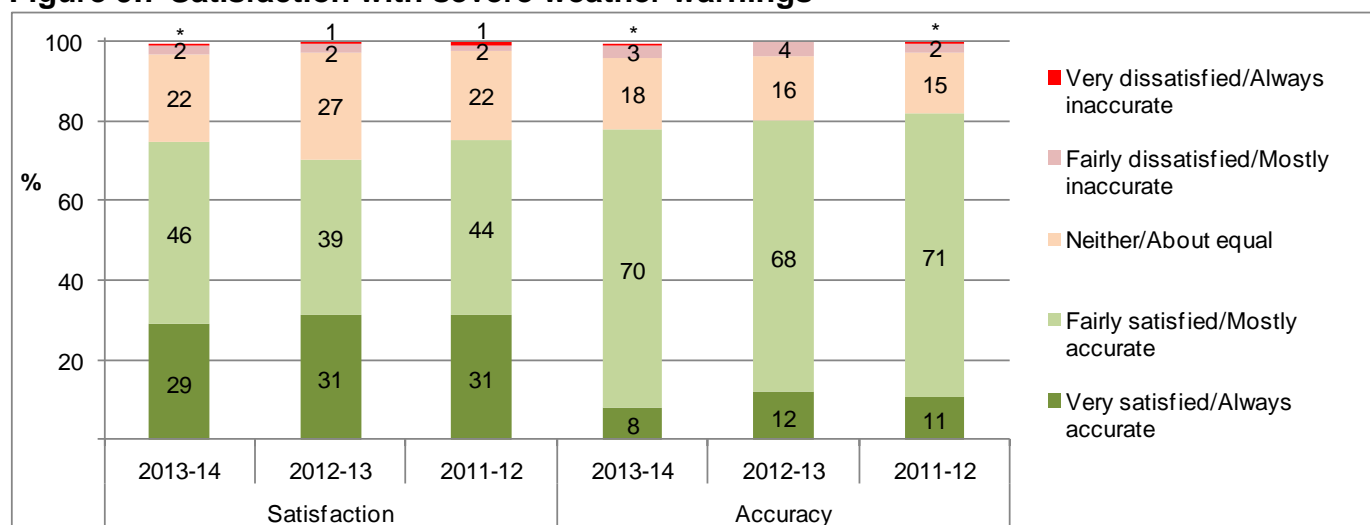
9.5.8 Overall perceptions were that the outcomes and impacts of smart motorway measures would be positive.

9.6 Severe weather

9.6.1 One of the Agency’s roles is promoting safe travel; including providing information to assist people make informed decisions about travelling in severe weather.

9.6.2 The majority of respondents were satisfied with the severe weather warnings received, and felt them to be mostly accurate, the results for 2013/14 were more positive than for 2012/13, with the proportion fairly satisfied rising significantly from 39% to 46%. The levels of satisfaction with severe weather returning to the same levels as in 2011/12 (75%). Less respondents were very dissatisfied in 2013/14 (less than 1%), and less than 4% felt advice in relation to severe weather warnings to be inaccurate, as shown in Figure 9.7.

Figure 9.7 Satisfaction with severe weather warnings



* less than 1%

How satisfied are you with severe weather warnings? Base: 2013/14: (1306), 2012/13: (1329), 2011/12 (1464)

How accurate do you find severe weather warnings? Base: 2013/14: (1077), 2012/13 (1013), 2011/12 (1136)

9.6.3 There were no gender differences in dissatisfaction with severe weather warnings and by age, those aged 25-44 were more likely to be dissatisfied (4%) than those in the youngest age category (1%).

9.6.4 As a result of severe weather warnings, 55% of respondents had made checks to their vehicles before setting off (the same proportion as 2012/13), and 73% had chosen to take items with them to help them cope with the conditions warned about.

9.6.5 Over the three years, the main vehicle checks undertaken by around two fifths of respondents were lights, water, anti-freeze and oil. However only one percent of respondents in 2013/14 said that their vehicle was regularly checked as a matter of course regardless of severe weather warnings, down from 10% in 2011/12.

9.6.6 Over two fifths of respondents (42%) said they would take de-icer (a drop of 5% since 2012/13), and almost half (47%) said they would take warm clothes (up from 42% in 2012/13). There have also been increasing numbers of respondents taking blankets, water, hot drinks and food, increasing from around a quarter for each last year to a around a third in 2013/14.

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9.7 Emergency phones

9.7.1 Less than one percent of respondents in 2013/14 had cause to use an emergency telephone, similar to 2012/13 and 2011/12.

9.7.2 Of the nine respondents who used an emergency telephone in 2013/14, the comments provided were mostly positive and some examples are listed below:

“It was working, I'd broken down next to a phone and they rang me to make sure I was ok. They asked if I needed any help, which was quite impressive

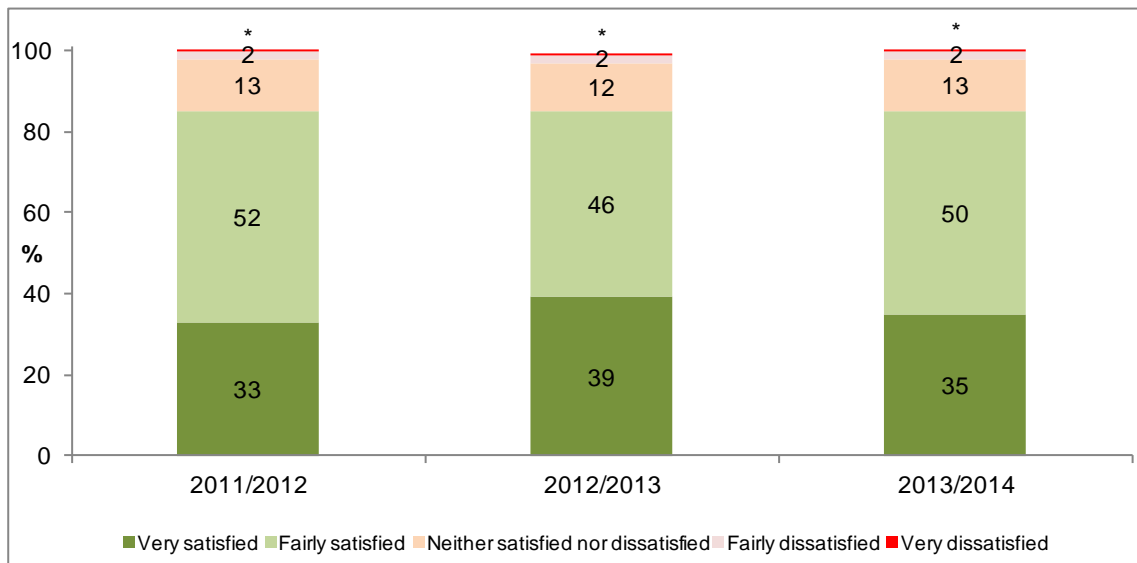
“Working ok, answered promptly, good service in an emergency”

“Service was first class. This was on the M5 in January”

“I broke down and had left my mobile at home, the RAC recovered me, excellent service”

9.8 Overall Satisfaction with the Agency

9.8.1 Eighty five percent were either very or fairly satisfied with the Agency’s overall performance (35% very and 50% fairly) which has remained consistent since 2011/12. The proportion who were ‘very’ satisfied dropped significantly from 39% in 2012/13 to 35% in 2013/14, while there was a significant increase in the proportion who were fairly satisfied (46% in 2012/13 to 50% in 2013/14). Although dissatisfaction has remained consistent at 2%, it is not the case that more respondents are dissatisfied, more that their satisfaction has fallen from the ‘very’ to the ‘fairly’.



How satisfied or dissatisfied are you with the Highways Agency’s overall performance in the last 12 months?
Base: 2011/2012 1,834, 2012/2013 1,850, 2013/2014 1,933

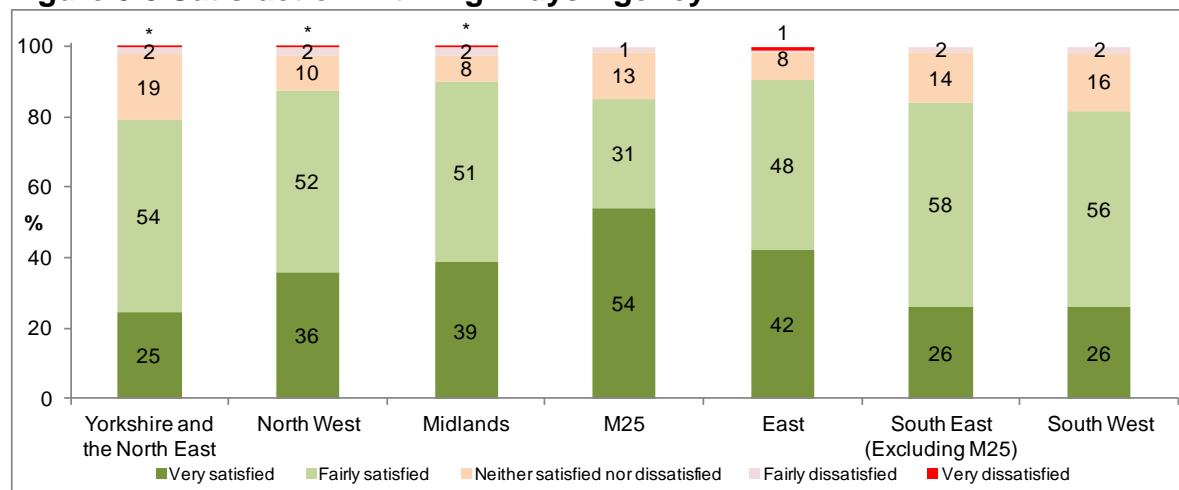
9.8.2 There were variations by region, as shown in Figure 9.8 with satisfaction highest in the Midlands (39% very and 51% fairly satisfied) and the East (42% very and 48% fairly satisfied) having the highest proportion of respondents being satisfied (90% each).

9.8.3 Just six respondents were very dissatisfied with three of these being from the East and one each in Yorkshire and the North East, the North West and the Midlands.

9.8.4 There were no significant differences with satisfaction between age groups although those respondents in the youngest age group were more likely to feel very satisfied (40%) than any other age group especially those aged 25-44 (33%).

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Figure 9.8 Satisfaction with Highways Agency



How satisfied or dissatisfied are you with the Highway Agency's overall performance in the past 12 months?

Base	268	281	280	327	279	258	270
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9.8.5 Many respondents were unable to make suggestions on how the Agency could improve its performance during the next 12 months. Suggested improvements covered a range of topics, including infrastructure, signage and information, and traffic management. The comments have been themed and quantified, as shown in Table 9.2, showing the results for comparison by previous years. Road maintenance, investment and road building and roadworks attracted an increased number of comments in 2013/14.

Table 9.2 How could the Agency improve

Topic Area		2013/14	2012/13	2011/12
Infrastructure	Road maintenance	14%	11%	8%
	Investment and road building	7%	4%	3%
	Junctions	*%	*%	*%
	Traffic officers	6%	6%	8%
	Roadworks	10%	9%	6%
Signs and information	Signage	9%	5%	4%
	Information	2%	3%	1%
Safety Aspects	Driver behaviour	3%	1%	1%
	Safety	1%	1%	1%
	HGVs	1%	1%	1%
	Severe weather	1%	*%	1%
	Accidents	1%	1%	*%
	Speed	3%	2%	1%
	Congestion	7%	4%	4%
	Traffic management	2%	2%	1%
	Rest areas	0%	0%	*%
	Other	5%	4%	2%
Positive Response	General positive feedback	16%	10%	11%
	No improvements needed	6%	7%	11%
	Don't know (what improvements could be made)	11%	28%	27%
General	Awareness of Agency	4%	3%	4%
	Local roads	2%	2%	1%
	Comments on survey	*%	*%	*%
	Unable to comment	4%	4%	5%
	Base	2013	2010	2008

* Less than 1%

9.8.6 From the comments made, the majority of respondents were satisfied with the Agency's performance, with suggestions for improvements being fewer than the positive commendations received, see Table 9.2. When asked how the Agency could improve its performance over the next 12 months, 6% indicated that nothing needed to be done to improve performance, representing a 5% decrease on 2011/12. Only one in ten respondents (11%) did not know what could be done. Around 4% felt unable to comment because they did not know enough about the Agency and what it does. These were predominantly people who did not drive and used the network as passengers.

9.8.7 Sixteen percent of the comments provided general positive feedback about the Agency, for example, an increase on 10% in 2012/13.

"I think to maintain a network that is used so heavily to such a high standard they do very well"

"I think that the Highways Agency as a whole do a very important job, just keep what they are doing. They seem to get better with the plans that they do on the roads and really the road network is improving every year"

"Not come across any problems in the last 12 months, so they must be doing a good job"

"I think they work efficiently, I've noticed works being done at the night which reduces disruption considerably"

"They try to do what they can, we would find driving more difficult I suppose, we can't do without them really"

9.8.8 Fourteen percent of comments related to road maintenance, and most related to the conditions of the roads.

"Improving the road surfaces and getting rid of potholes, some are more like third world countries, motorists sitting in the middle lanes on the motorway or dual carriageway with no reason to be out there"

"Resurface the part of the M20 between Ashford and Maidstone, there's a long stretch which is really noisy and bumpy."

"Do repairs that need doing more quickly and do the repairs properly. Do not keep putting temporary road surfaces and leave it there for the winter, they need to think about the traffic and the cars on the road. Prioritise the roads that need urgent repair"

"They could use better materials to repair the motorways, they use cheap stuff and it needs repair too quickly. In America the stuff they use is put down and stays down not like ours"

9.8.9 Other topics mentioned included roadworks (10%), signage (9%) and traffic officers (6%).

"Not to have so many roadworks on the go at the same time, concentrate on one section then move on. Often they mark out a section and put a speed restriction in force and nobody has even started work on that section yet"

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“When a section of roadworks is completed, why don't they open that section of the road e.g. the M25, rather than having it closed off for miles. Carry a broom or blower to clear the roads after accidents”

“They manage the roadworks, they need to find ways to do them quicker. I don't understand why it's taking 18 months and why they have to cordon off all 10 miles all at once just to replace the central reservation. They did it in shorter parts on other stretches of the M25”

“My main bugbear is the variable speed limit because I don't always find them effective in aiding the flow of traffic because we call it the caterpillar effect. Everybody slows down and then speeds up and because of the volume of traffic it then becomes stop start. Maybe make it less of a drop in speed but over a greater length of road”

“Some signs can be a bit misleading near Manchester i.e. the M62 becomes M60 then the M62 and it's not clear, slight confusion working out the right lane”

“Have more patrols on the roads to catch unsafe drivers, speeding drivers and bad overtaking drivers”

“I don't think they are seen enough up and down the motorways, they can easily be mistaken for police, it would be nice to know what their role was”

9.8.10 Although delays are clearly a significant cause of dissatisfaction, relatively few of the comments (7%) related to congestion. This is because respondents largely accept it as a fact of life and perceive that it is out of the Agency's control.

“With the amount of traffic on the roads I think they do a good job already”

“It's the amount of traffic on the road that is the problem. I think the network is very good”

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Glossary of Key Terms and Abbreviations

This glossary provides definitions of the terms and abbreviations used in the report.

Age	Four age groups are used for analysis purposes: 17-24 (youngest) 25-44 45-64 65+ (eldest)
Agency	The Highways Agency
CAPI	Computer Assisted Personal Interviewing – Responses in a personal interview are keyed directly into a computer and the administration of the interview is managed by a specifically designed programme. The programme checks for invalid responses and will not accept responses outside prescribed limits, hence subsequent editing and keying in of data is avoided.
Frequent users	Use the network once a week or more
KPI	Key performance indicator
Leisure trips	Journeys made in connection with leisure e.g. shopping, leisure or entertainment, visiting friends or family, holiday.
MI	Mobility impaired
Mean	The mean, or average, of a set of numbers is found by dividing the sum of the numbers by the amount of numbers added.
Median	The middle number when numbers are arranged in order.
NMI	Non-mobility impaired
Non-frequent users	Use the network less than once a week
Non-leisure trips	E.g. commuting, travelling on employers business, education, personal business.
NRUSS	National Road Users' Satisfaction Survey – a survey to monitor awareness and satisfaction amongst Highways Agency network users.
NWB	Non-white British (Ethnic group).
Performance Measure	The performance measure for customer satisfaction is measured through five key features of a recent journey; journey time,

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	<p>roadworks management, upkeep of the network, information provision and safety. The performance measure is on a 0-100 scale.</p> <p>When the performance measure is calculated across all aspects, or combined across motorways and trunk roads, it is not a true proportion; hence the convention in presentation of the measure is in the format xx.yy (to two decimal places), whereas if referring specifically to the proportion who are satisfied (or otherwise) we use x% (no decimal places).</p>
Probability Sample	<p>A sample where all units in the population of interest have a known and non-zero chance of being selected. Examples of probability samples are: simple random, systematic, stratified and cluster.</p> <p>A simple random sample is a type of probability sample where all units in a population of interest have an equal, known and non-zero chance of being selected.</p> <p>In a random sample, the responding unit – e.g. the person within the household - is chosen at random. Therefore, each member of the study population has a known chance of being selected. It is generally assumed that a representative sample will be achieved if this method of sampling is used. The selection of respondents is determined in advance and independent of respondent characteristics, therefore the sample will be representative and provide reliable estimates on all variables.</p>
Quota Sample	<p>A type of non-probability sample where the required numbers of units with particular characteristics (e.g. gender, age) are specified.</p> <p>In quota sampling, representativeness is defined as achieving a sample that matches the population on a relatively small number of known population characteristics such as age, sex and working status. It is then assumed that a sample that is representative on these characteristics is also representative on other unknown characteristics. In this method, interviewers are each given a quota of subjects of specified type to attempt to recruit for example, an interviewer might be told to go out and select (from a specified sample point) 2 men and 2 women, 3 employed respondents and 1 not in employment, so that they could interview them about their use of the Agency network.</p>
Showcards	<p>A type of stimulus prompt material in the form of cards with images that are shown to participants in research studies.</p>
EA	<p>To enable the Agency to meet its general and specific equality duties (Section 149 Equality Act 2010) we carry out 'equality analysis'. This involves gathering and analysing information on the outcomes of our work for different user groups as defined by</p>

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	'protected characteristics' (namely age, disability, race and gender).
Socio-Economic Groups (SEG)	<p>Social and Market Research agencies often divide the population into different groupings, based on the occupation of the head of the household, for the purpose of drawing comparisons across a wide range of people - it is used to see how people in differing socio-economic situations react to the same stimuli. The groups are most often defined as follows:</p> <p>A High managerial, administrative or professional</p> <p>B Intermediate managerial, administrative or professional</p> <p>C1 Supervisory, clerical and junior managerial, administrative or professional</p> <p>C2 Skilled manual workers</p> <p>D Semi and unskilled manual workers</p> <p>E State pensioners, casual or lowest grade workers, unemployed with state benefits only</p>
Statistical Significance	<p>The significance level is the probability that the relationship under consideration occurs by chance.</p> <p>The significance level is established before the statistical analysis is undertaken. If the statistical tests indicate that the chances of finding the observed results are higher than the set significance level, the results are "not significant." Significance levels are usually set at .05, which means that significant results may actually be due to chance 5 out of 100 times, or conversely we can be 95% sure that the relationship (e.g. survey finding) is true (i.e. not by chance).</p> <p>Where a significant difference exists between sub groups in this report, shading is to highlight which sub group the result is significantly different to. In a pair of variables (e.g. male/female), this is automatically the 'other' sub group. For sub-groups with more than two categories (e.g. age) shading denotes significant difference between the shaded sub-groups to the un-shaded categories.</p>
VMS	Variable message signs
WB	White British (Ethnic group)