



**Older drivers: more or less satisfied?**

**Guy Dangerfield**  
**Road User Director**  
**Transport Focus**

# Transport Focus

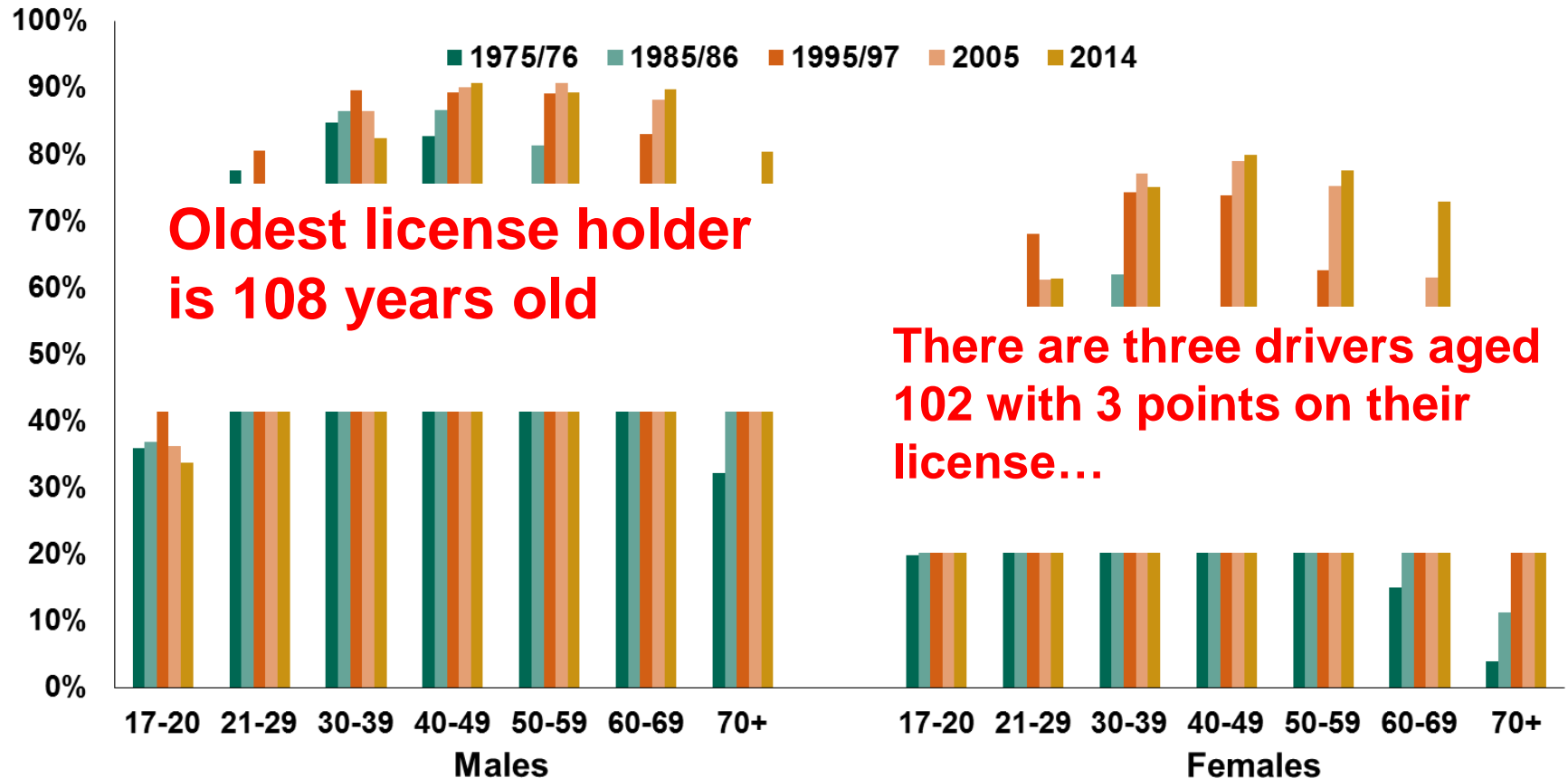
- Independent transport user watchdog
- Rail passengers in Great Britain
- Bus, coach & tram passengers in England, outside London
- All users of the Strategic Road Network in England
  - All means motorcyclists, cyclists, pedestrians, haulage and coach companies – plus drivers of all types of vehicle
- We are a *consumer* organisation, driven by what the transport user needs and wants
- We are *evidence-based* – what we advocate is based on research among users
- Our aim is to be *useful* to those who use, provide and fund transport services

## Purpose of the road user watchdog?

- To help Highways England, the Office of Rail and Road (ORR), central government and others focus on road users' needs more than they might otherwise ....
- so road users are provided with a better service ....
- leading to higher road user satisfaction

# More older license holders

Full car driving licence holders by age and gender: England, 1975/76 to 2014



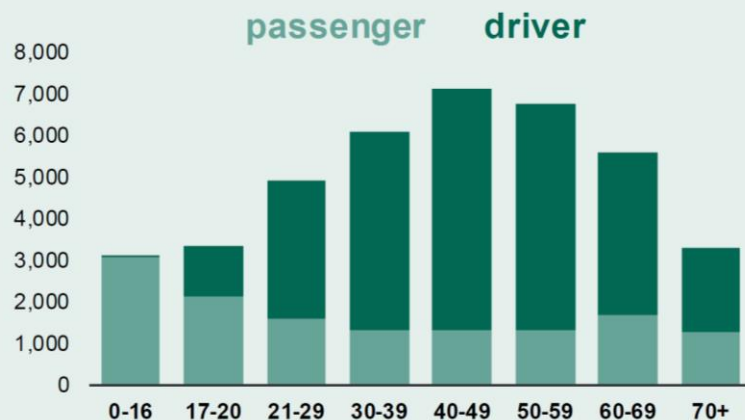
Sources: Department for Transport National Travel Survey 2014 and DVLA Driver License Data

# How much do older people drive?

## How people travel - car [2]



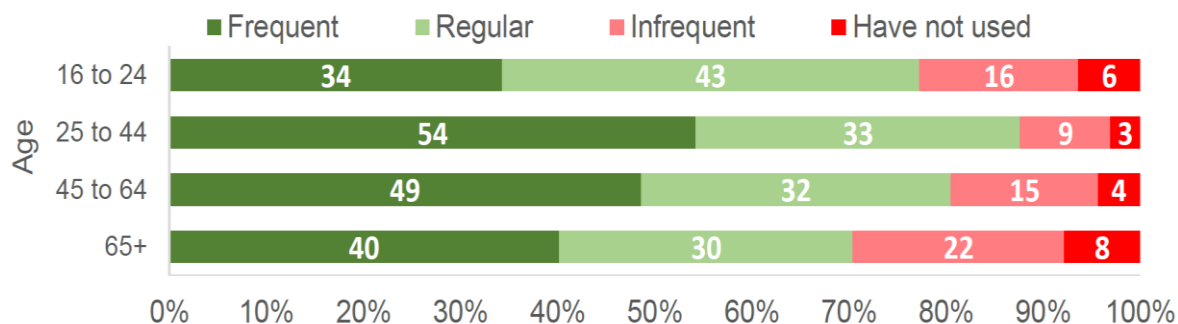
### Car mileage by age and gender



Car mileage increases with age until 40-49 years old, and then decreases. Car passenger accounts for a larger share of total car mileage for both young and older age groups (0-16, 17-20 and 70+) than for other ages.

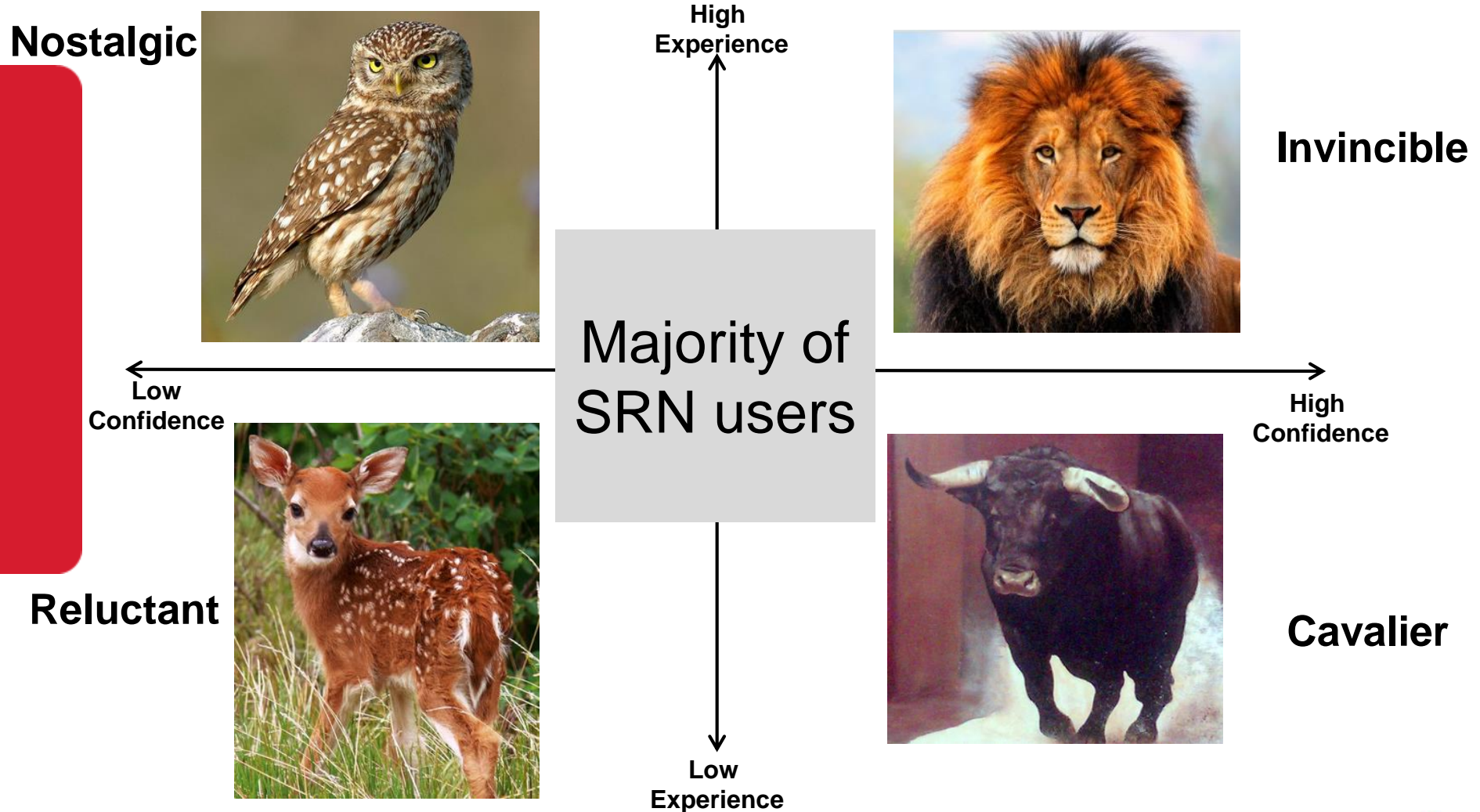
Distance travelled by car as a driver is lower for women, but women do more mileage as car passengers than men at all ages.

### Frequency of use (\*) of the SRN by age; England respondents only (2)



In England, those aged 25 to 64 use the SRN more frequently than the younger (16-24), and older (65+) age groups. This is likely to be associated with work related journeys.

# Typologies of users - mapping



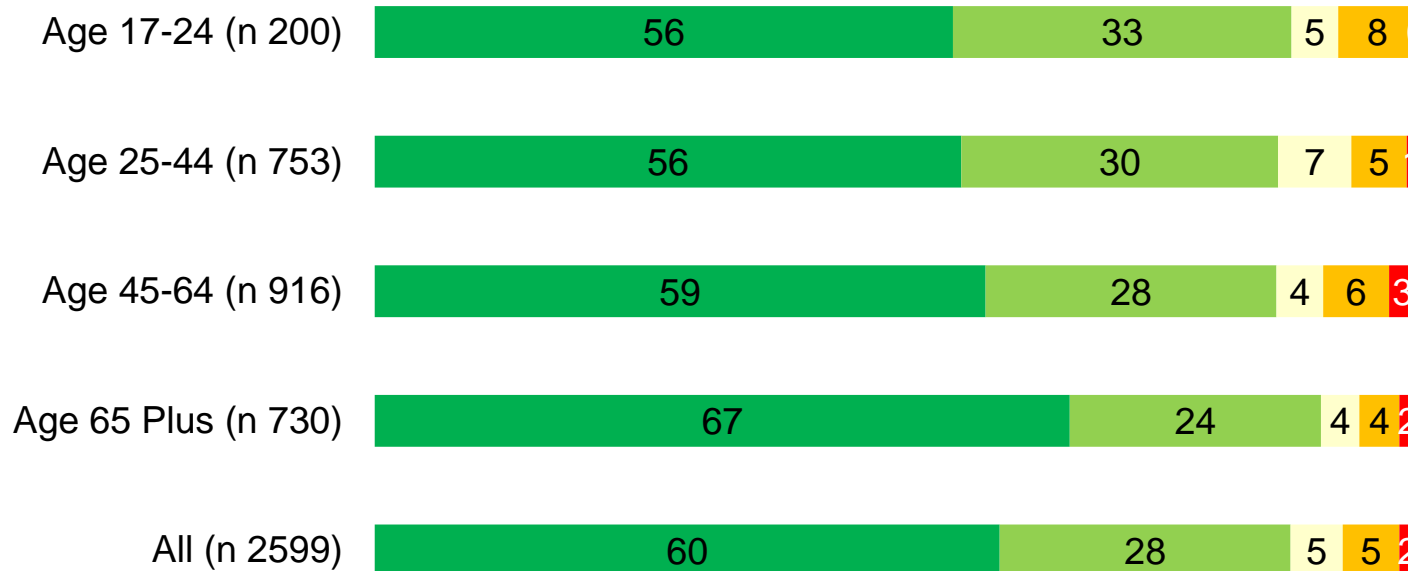
# National Road User Satisfaction Survey (NRUSS)

- On 1 April 2016 responsibility for conducting and publishing the NRUSS passed from Highways England to Transport Focus
- What can NRUSS tell us about older drivers' satisfaction?



# NRUSS five key measures – 1) Journey time

Fairly consistent by age



Very Satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

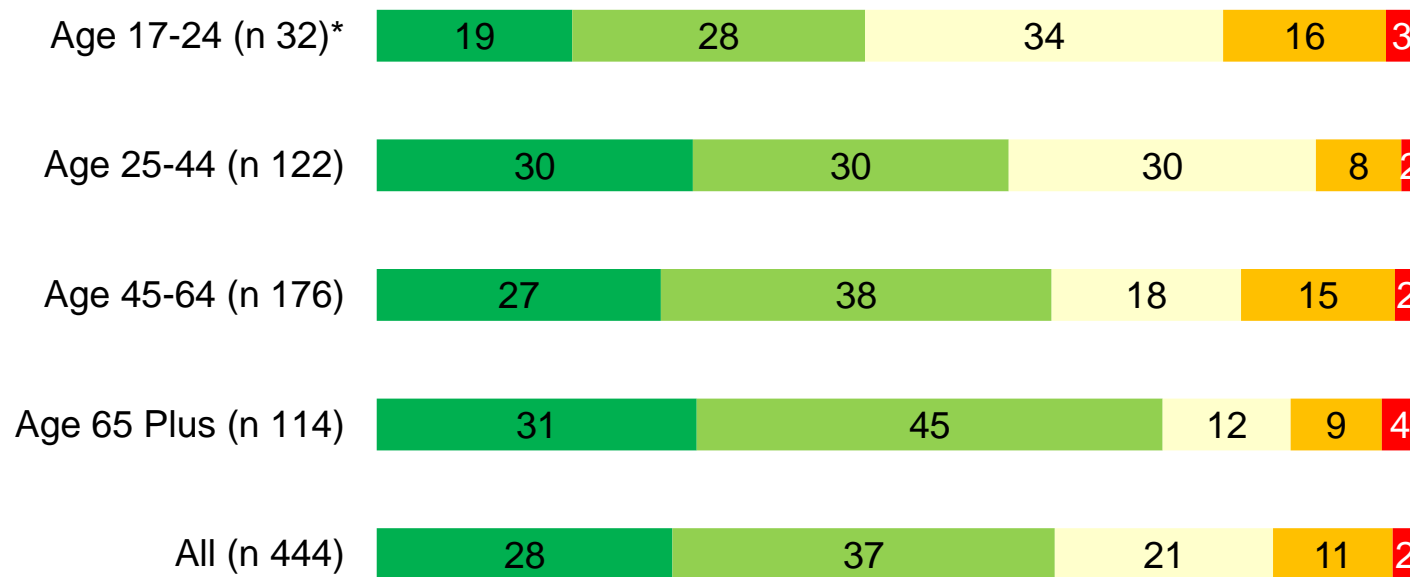
Very dissatisfied

Q. D15. How satisfied or dissatisfied would you say you were with the journey time between <<start>> and <<end>> for the section of the journey that was on [motorways and trunk roads]



# NRUSS five key measures – 2) Roadworks

Highest age group more satisfied



■ Very Satisfied

■ Fairly satisfied

■ Neither satisfied nor dissatisfied

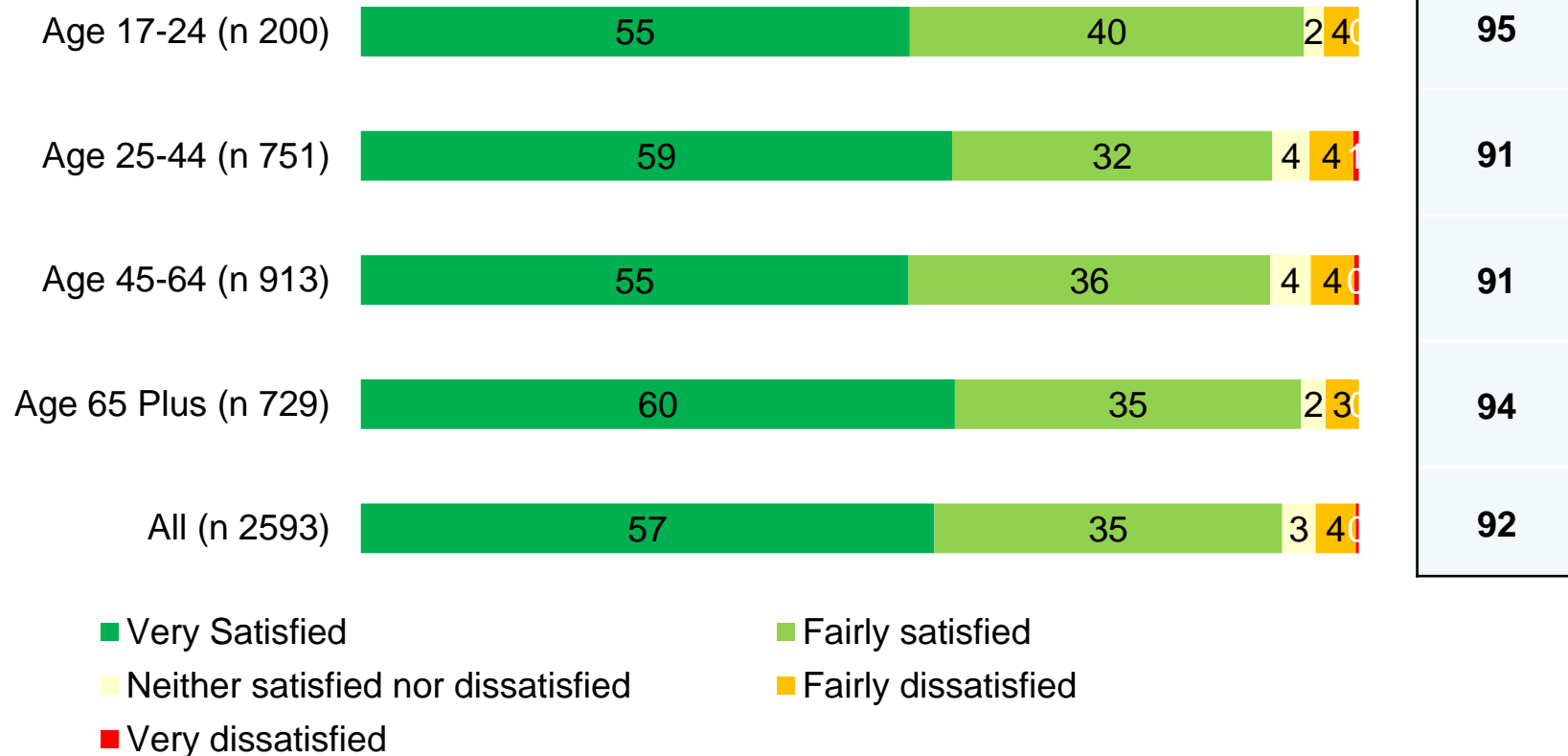
■ Fairly dissatisfied

■ Very dissatisfied

Q. E12/E13. Thinking about the journey between <<start>> and <<end>>, how satisfied or dissatisfied were you with Highways England's 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.

# NRUSS five key measures – 3) Safety

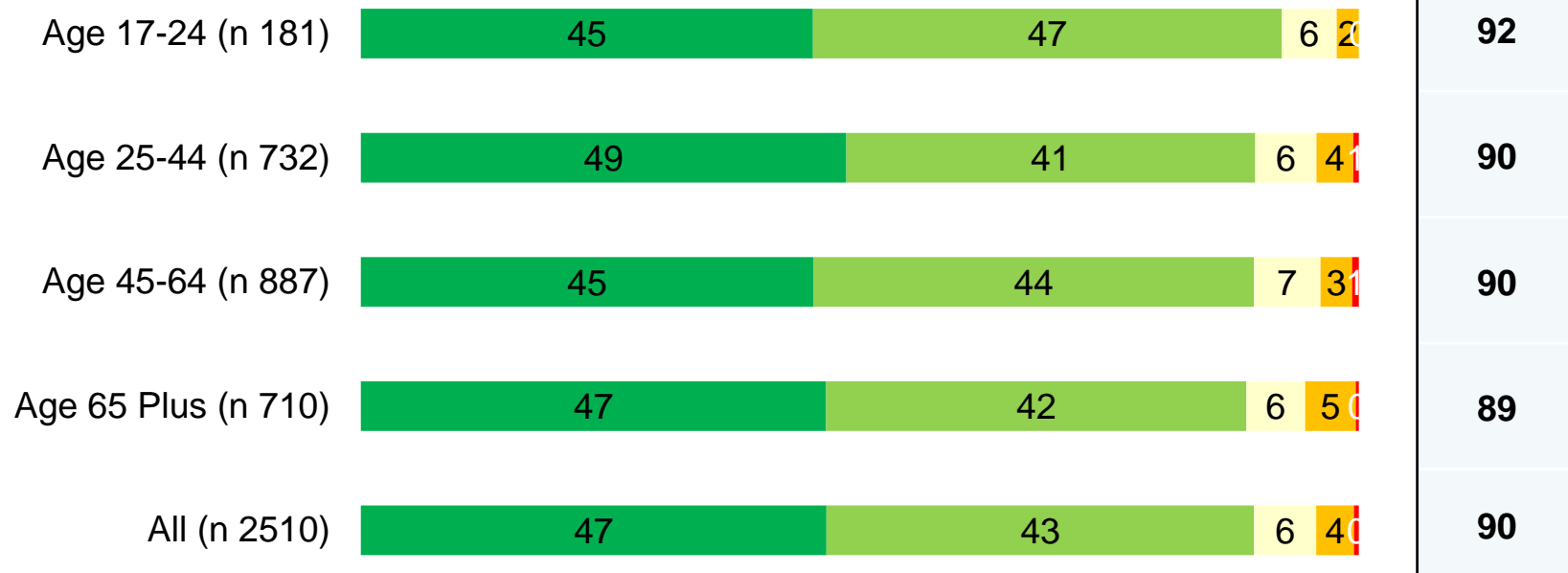
## Good scores across all ages



Q. E14/E15. How safe or unsafe did you feel between <<start>> and <<end>> when travelling on motorways/trunk roads?

# NRUSS five key measures – 4) Upkeep of the roads

## Consistent across all ages



■ Very Satisfied

■ Fairly satisfied

■ Neither satisfied nor dissatisfied

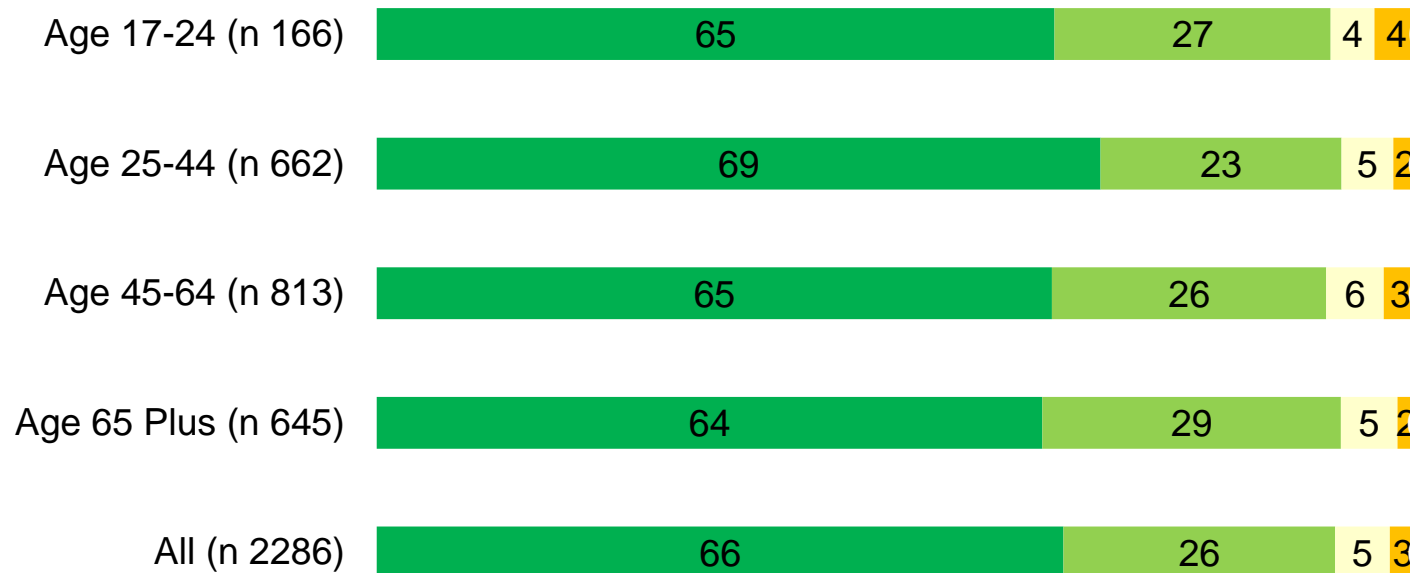
■ Fairly dissatisfied

■ Very dissatisfied

Q. G1/G2. Thinking about this journey between <<start>> and <<end>>, how satisfied or dissatisfied were you with general upkeep of the motorways/trunk roads? This includes things like keeping it clear of debris and litter, and the general quality of the infrastructure, e.g. the road surface, lighting, verges etc.

# NRUSS five key measures – 5) Road signs

## Consistent across all ages



■ Very Satisfied

■ Fairly satisfied

■ Neither satisfied nor dissatisfied

■ Fairly dissatisfied

■ Very dissatisfied

■ Total sat

Q H1/H2. Thinking about this journey between <<start>> and <<end>>, how satisfied or dissatisfied were you with the road signs you saw on the motorways/trunk roads? This includes electronic Variable Message Signs (VMS) and static signs such as the blue signs on the showcard.

## Other NRUSS insights - 2

More likely to drive at lower speeds

		Age Group		
		17-44	45-64	65+
Usual speed	C) Under 50 mph	0	0	0
	<b>G) 50 - 60 mph</b>	3	6	<b>10</b>
	E) 61 - 65 mph	5	10	17
	<b>A) 66 - 70 mph</b>	36	<b>47</b>	<b>49</b>
	<b>H) 71 - 75 mph</b>	<b>32</b>	23	14
	<b>F) 76 - 80 mph</b>	<b>20</b>	12	8
	D) 81 - 90 mph	3	2	1
	B) 90+ mph	0	0	0

Q. L1 DRIVERS Only: Remembering this survey is confidential: What would your typical speed be when using a motorway, assuming free flow traffic conditions?

# Other NRUSS insights - 1

## Time criticality – “not at all important” – more among older age drivers



Q. D6 How important was it to you that you arrived at <<end>> at the time you expected?

## Less likely to experience delays



Q. D10 Thinking about this journey from <<start>> to <<end>>, did you experience any delays resulting from the following....

# Other NRUSS insights - 3

## More think traffic officers “very important”



Q. I2 In general, how important is it to you that there are Highways England Traffic Officers?

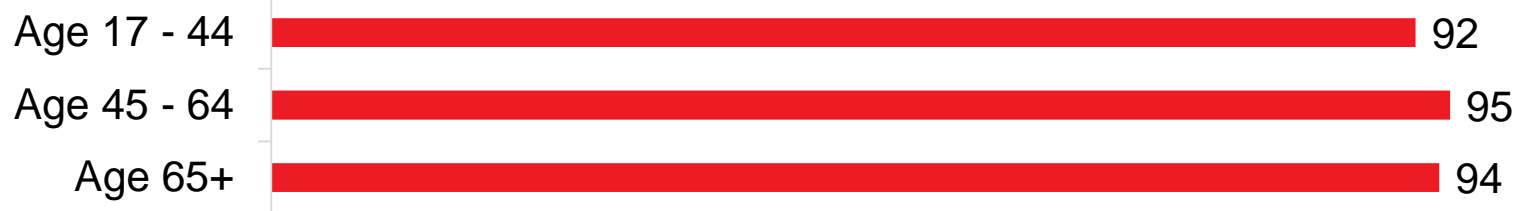
## Marginally less confidence driving on motorways



Q. L2 How confident / nervous are you as a.....[driver on motorways]?

Very confident; Fairly confident; Neither confident nor nervous; Fairly nervous; Very nervous; Don't know

## Similar confidence driving on trunk roads



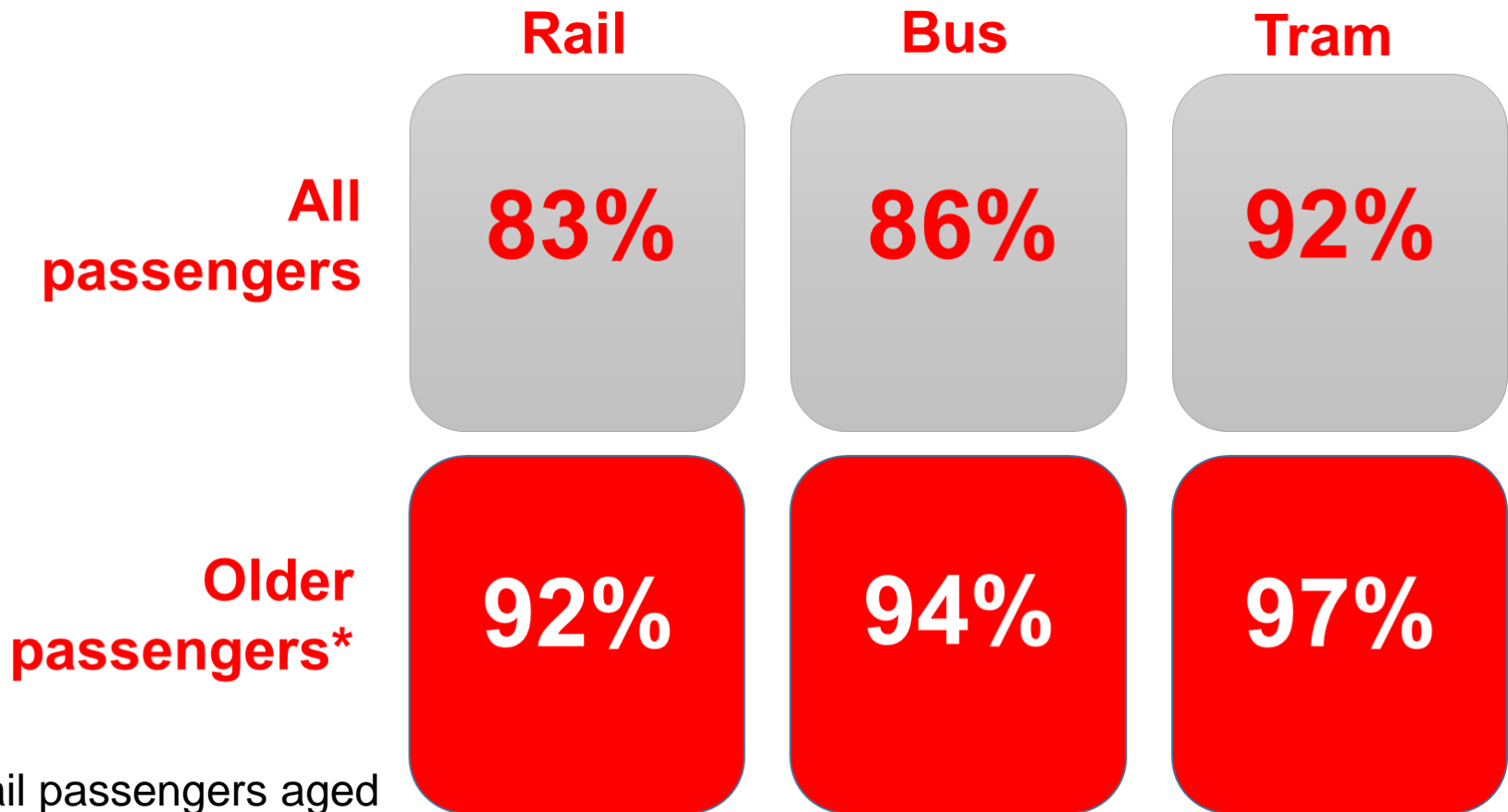
Q. L2 How confident / nervous are you as a.....[driver on trunk roads]?

Very confident; Fairly confident; Neither confident nor nervous; Fairly nervous; Very nervous; Don't know



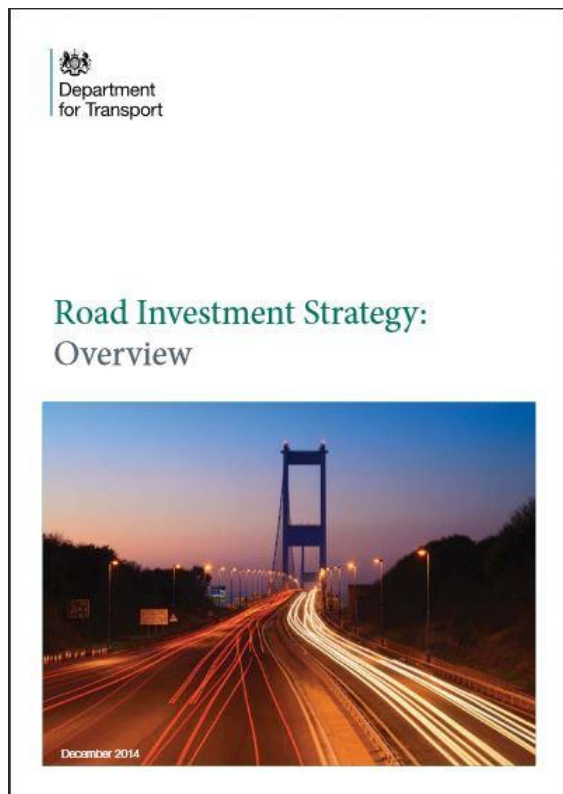
# Overall, are older passengers more satisfied with their journeys?

Findings from Transport Focus's latest rail, bus and tram passenger surveys



\*Rail passengers aged 65+, bus and tram passengers aged 60+

# Why are we developing a new survey?



“The Watchdog will investigate how best to develop new surveys that provide a more accurate picture of road user needs and wants, and the Company should support the Watchdog in this work.

The new surveys should be ready to replace the NRUSS by the start of RP2. They may be adopted earlier if the Watchdog, the Monitor, the Department and the Company feel it is sensible to do so.”

# Strategic Roads User Survey (SRUS)

- The Strategic Roads User Survey will launch in early 2017
- We plan to achieve a minimum of 20,000 completed surveys each year
- Why? Robust results for each of the 13 maintenance areas
- SRUS will run in parallel with NRUSS until March 2018

# Overall satisfaction will be a single measure

## NRUSS

Journey time

Roadwork  
Management

General upkeep

Information provision

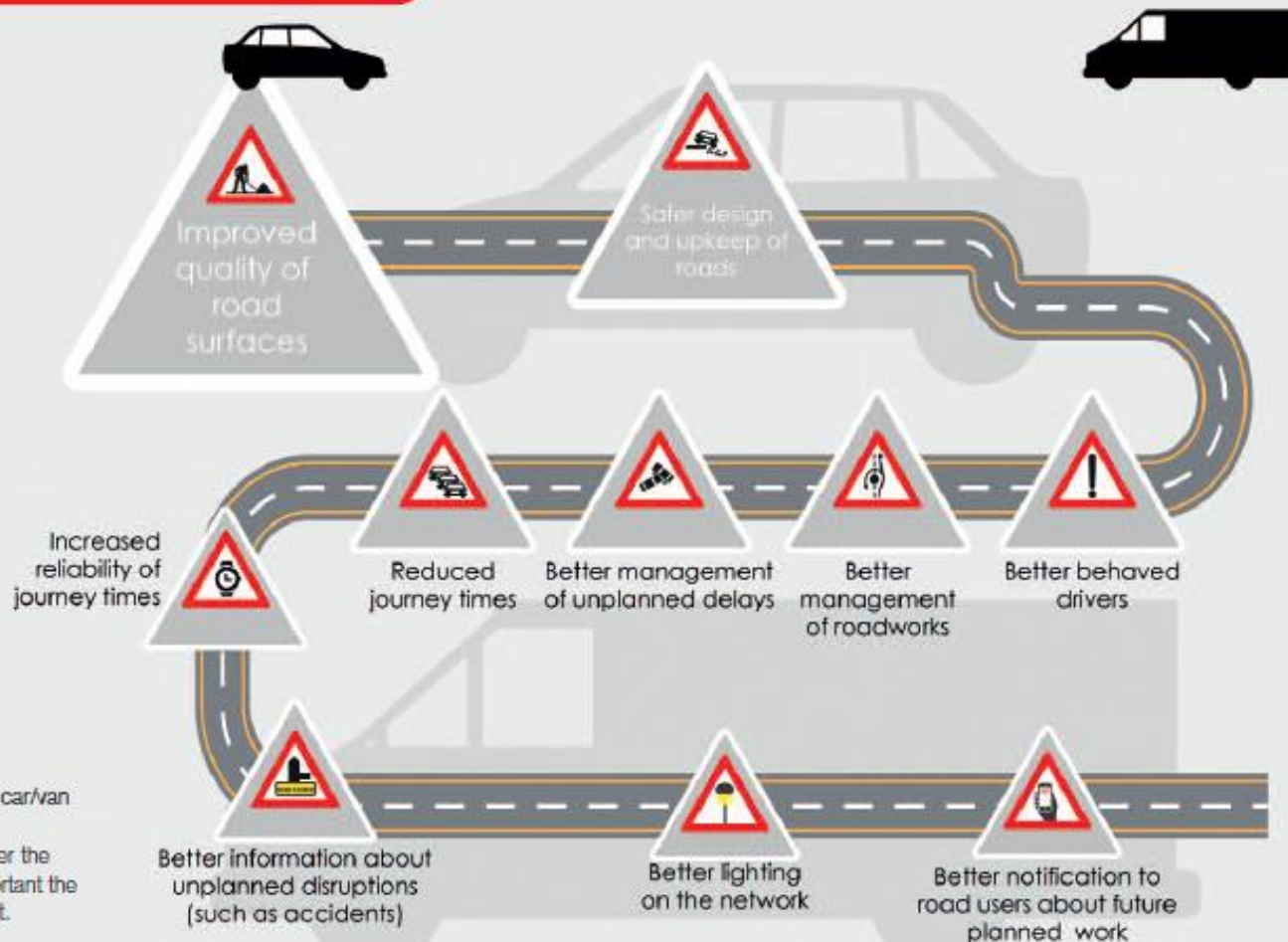
Safety

Composite  
measure of  
satisfaction

## SRUS

Overall satisfaction with  
the journey

## Car/van drivers' priorities for improvement to the Strategic Road Network in England (2015)



# Surface quality – top priority for improvement

- **Surely, people are confused with local roads?**

No – they were talking about the SRN

- **What do people mean by improved quality?**

Appears to be a mixture of:

- Comfort of ride – smoothness
- Condition of surface – potholes
- Deterioration between lanes (motorcyclists in particular)
- Noise given off
- Desire to ensure safety even when wet





A47 Wansford to Peterborough



# Conclusion - are older drivers satisfied?

- What makes a good journey for you?
- What are your priorities for improvement?

**Questions?**



**Anthony Smith**

**Chief Executive, Transport Focus**

**[anthony.smith@transportfocus.org.uk](mailto:anthony.smith@transportfocus.org.uk)**