



National Road Users' Satisfaction Survey

2017-18

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Foreword

Around 2000 road users took part in the 2017-18 National Road Users' Satisfaction Survey (NRUSS).

This is the second year Transport Focus has been responsible for measuring satisfaction among users of England's motorways and major 'A' roads, based on their most recent journey. These roads make up the Strategic Road Network which is managed by Highways England on behalf of the Government.

Transport Focus took responsibility for NRUSS in April 2016 as part of the Government's Roads Reform programme, the survey having previously been conducted by Highways England (and before that the Highways Agency). To ensure comparability with results in previous years we have not altered the methodology. The level of overall satisfaction measured by NRUSS is used by the Office of Rail and Road to monitor Highways England's delivery against the performance specification set for it by the

Government. User satisfaction for 2017-18, at 88.7 per cent very or fairly satisfied, is below the target of 90 per cent; we recognise the task faced by Highways England is against a backdrop of rising usage of the Strategic Road Network.

Transport Focus has developed a new Strategic Roads User Survey which will replace NRUSS in 2019-20. The new survey will have improved methodology and seek the views of many more road users. It will not only provide the official measure of satisfaction among users of the network, but will also provide information to help Highways England target improvements in the areas that matter most to road users.

Anthony Smith
Chief Executive

The Strategic Road Network in England

- Motorway
- Major 'A' road

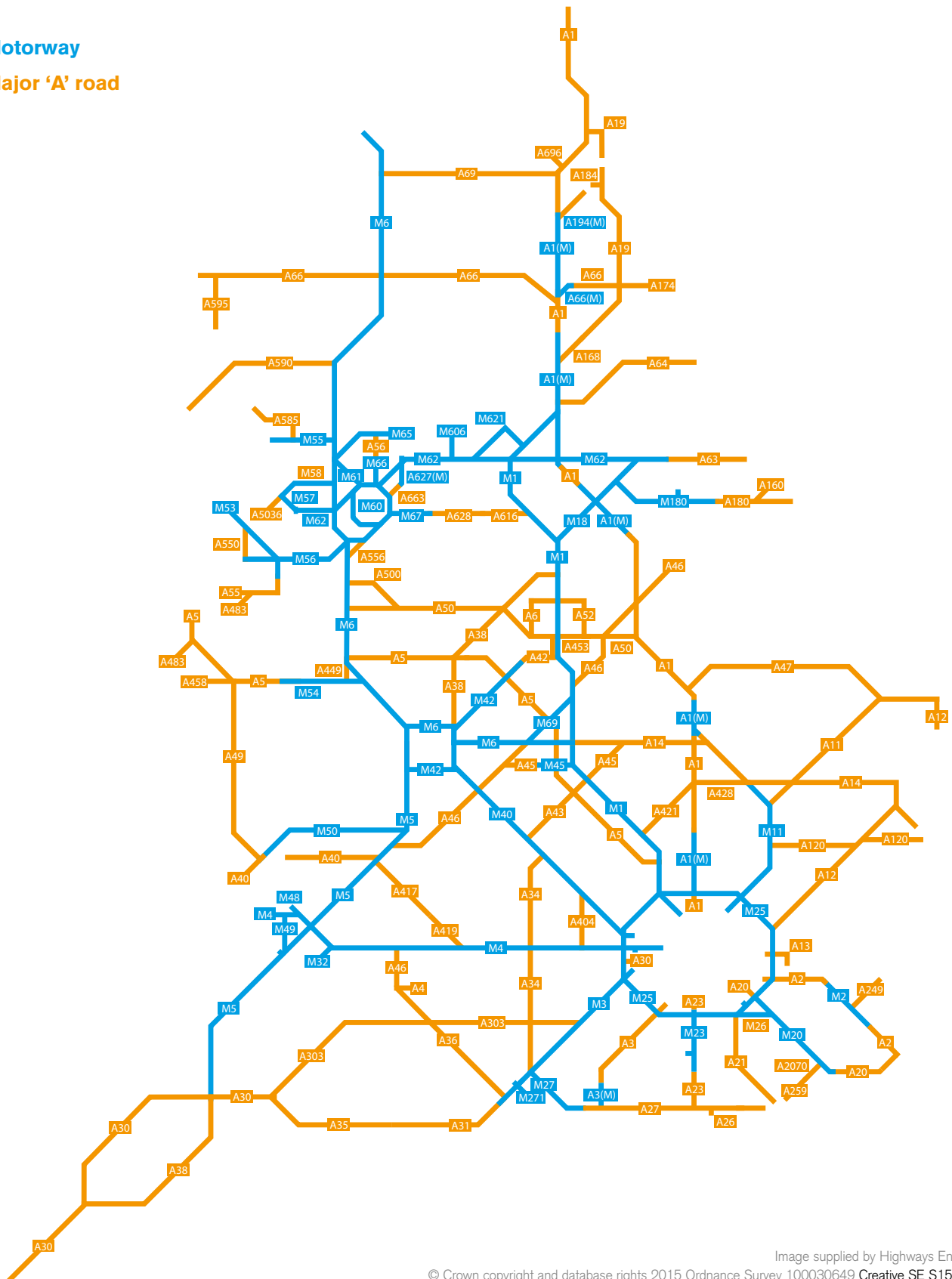


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Key findings

Introduction

The National Road Users' Satisfaction Survey (NRUSS) measures users' satisfaction with the motorways and major 'A' roads managed by Highways England. The NRUSS customer satisfaction result is a Key Performance Indicator for Highways England. The target is 90 per cent very or fairly satisfied. The NRUSS overall satisfaction score is derived from five core areas of user experience: journey time; safety; information/signage; roadworks management; and general upkeep of the road. Around 2000 users are interviewed in their homes in randomly-selected locations across England so that each of the seven Highways England regions is covered equally. More detail on methodology is provided in the appendix.



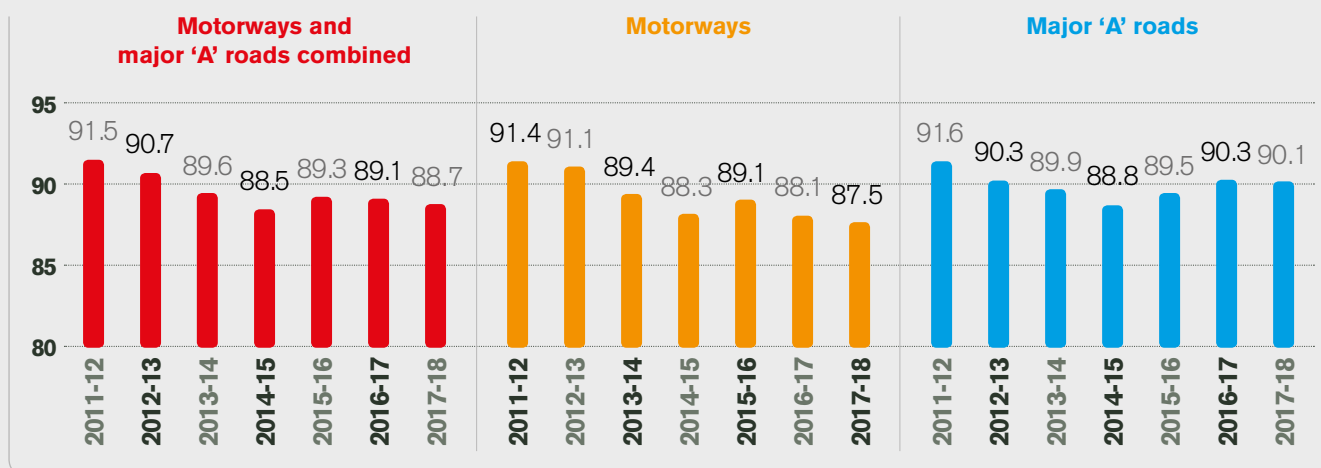
Overall satisfaction

In 2017-18 the overall satisfaction score was 88.7 per cent. The last time 90 per cent was achieved was 2013-14. This year's score was 0.4 of a percentage point lower than last year and is close to the lowest score in recent years of 88.5 per cent in 2014-15. For motorways the

decrease was greater at 0.6 of a percentage point, due largely to falls in user ratings of roadworks management and safety. For the major 'A' roads the reduction was less at 0.2 of a percentage point, with the drop caused by lower user ratings for upkeep.



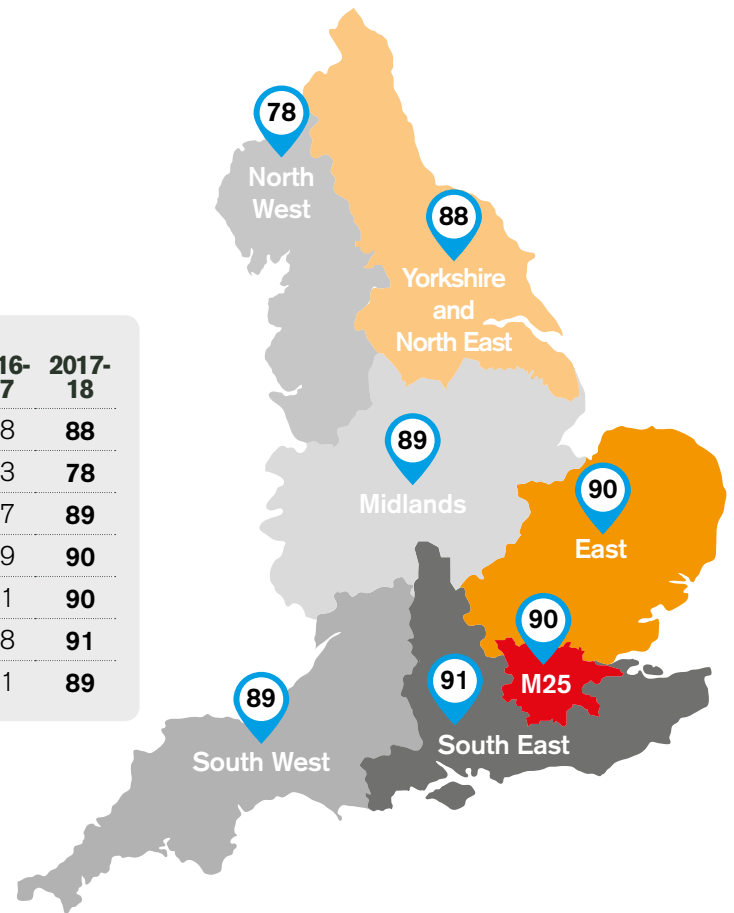
Overall satisfaction (% satisfied)



Overall satisfaction by region

The highest overall satisfaction was in the South East region with a three percentage point increase from 2016-17 to 91 per cent. Satisfaction in the North West continued to decline to a new low of 78 per cent, mainly due to a reduction in the scores for motorway roadworks management and safety.

Satisfaction by region (%)	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks and North East	93	91	89	89	86	88	88
North West	91	91	87	83	84	83	78
Midlands	93	93	91	87	89	87	89
M25	89	88	88	89	90	89	90
East	92	93	92	92	92	91	90
South East	89	88	89	88	89	88	91
South West	89	86	89	86	91	91	89

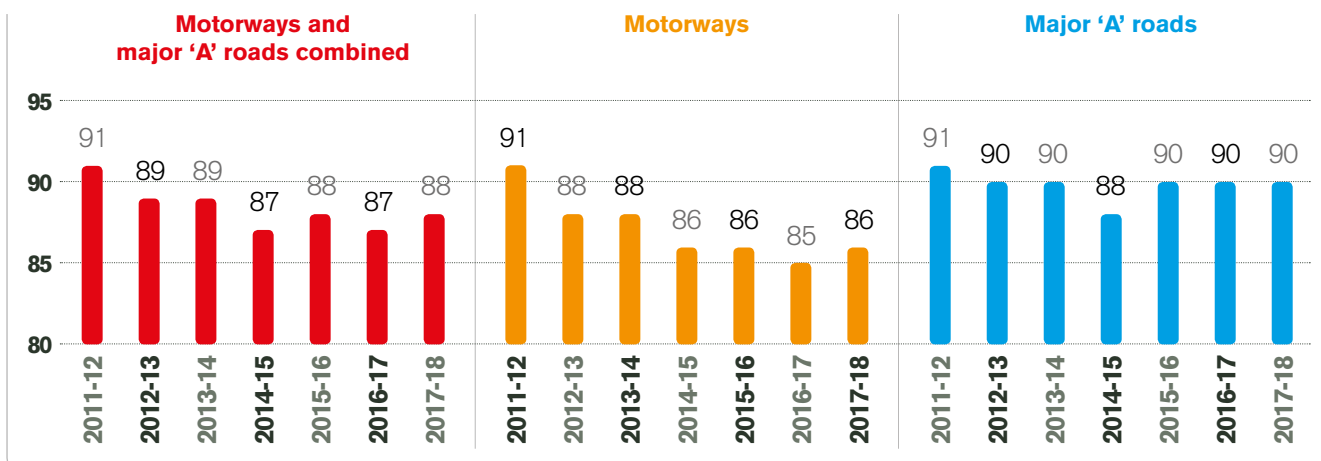


Journey time

Satisfaction of **88 per cent** was achieved for journey time in 2017-18, up from 87 per cent in 2016-17. Scores for motorways and major 'A' roads both stayed within one percentage point of last year's results. Regional motorway score changes varied. The South West fell 3 percentage points to 84 per cent, the North West fell 2 percentage

points to 78 per cent, but there were rises of 5 percentage points in the East to 91 per cent and 6 percentage points in the Midlands to 83 per cent. Key reasons for dissatisfaction with journey time are delays of more than a third of the journey time expected and the perception of roadworks without work actually taking place.

Journey time (% satisfied)



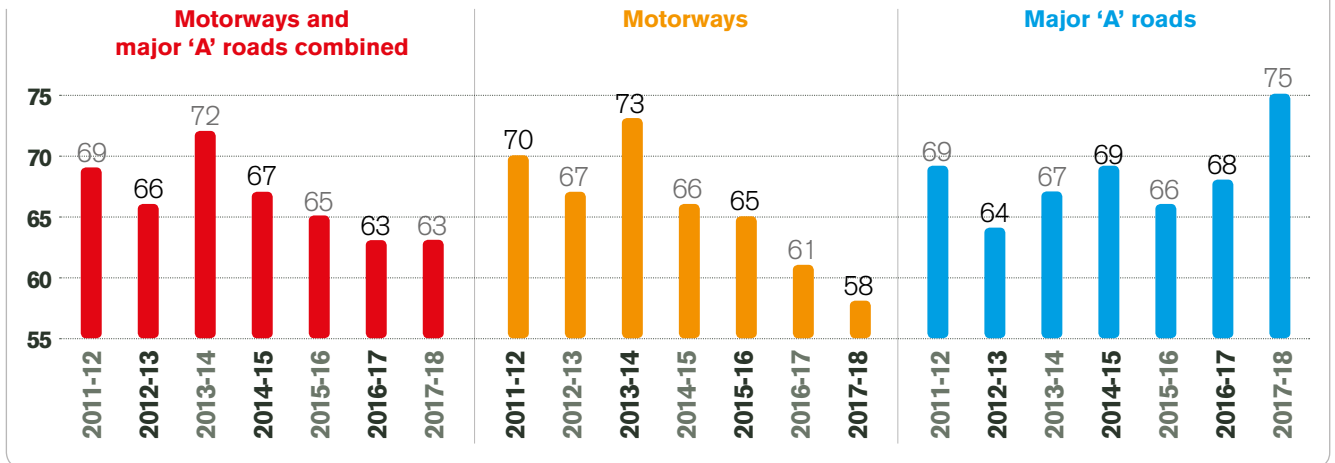
Roadworks

Roadworks achieved a satisfaction score of **63 per cent**, the same as 2016-17. The motorways score decreased to a new low of 58 per cent, but major 'A' roads increased to

a new high of 75 per cent. Reasons for dissatisfaction remain as last year: the perceived lack of urgency to complete them and poor information provision.



Roadworks (% satisfied)



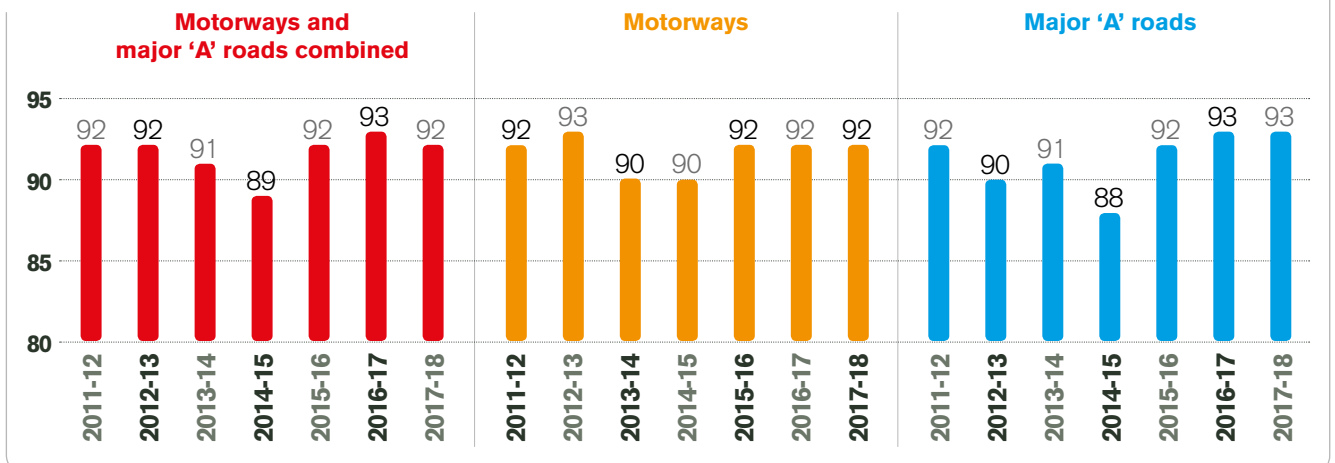
Signage

In 2017-18, the satisfaction score for signage was **92 per cent**, a decrease of 0.5 of a percentage point from 2016-17. Satisfaction with signage has mostly remained above

90 per cent in the past five years. Reasons for dissatisfaction are when signage is unclear, confusing, or broken.



Signage (% satisfied)

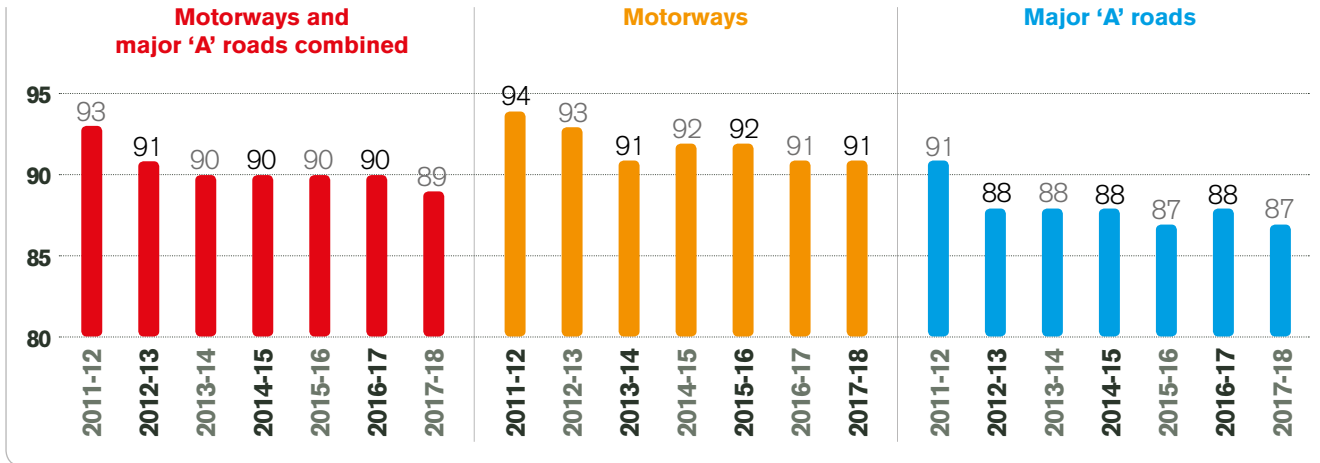


Upkeep

Satisfaction for upkeep was **89 per cent** down from 90 per cent last year. For both motorways and major 'A' roads the scores have remained reasonably consistent, with motorways around 91 to 92 percent and major 'A'

roads around 87 to 88 per cent. Key areas generating dissatisfaction are poor road surfaces and poor lighting on major 'A' roads.

Upkeep (% satisfied)

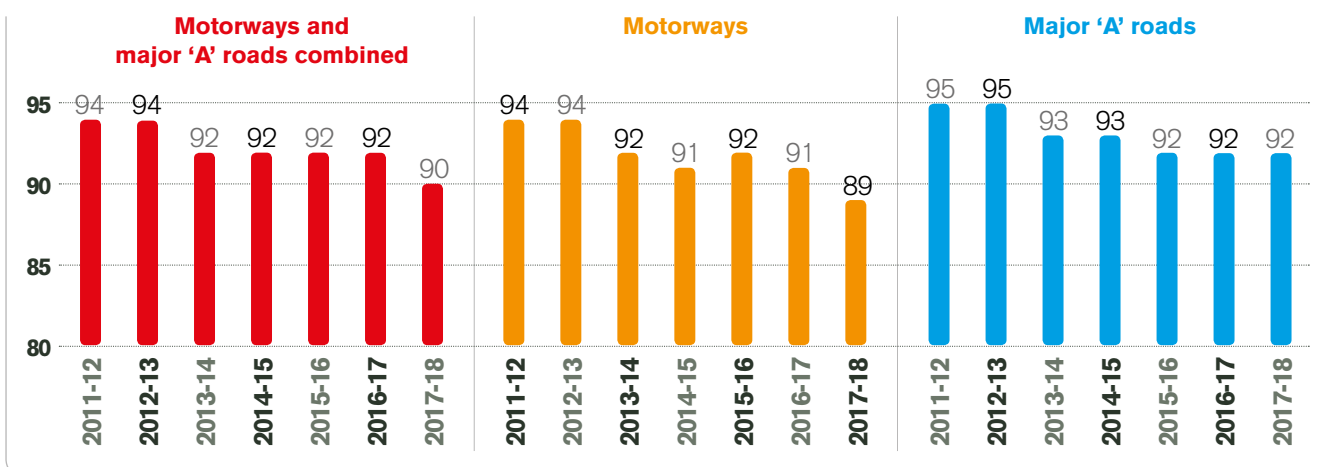


Safety

90 per cent of users reported feeling safe, two percentage points lower than in 2016-17. This was caused by the change in those feeling safe on motorways from 91 per cent to 89 per cent. The score for motorways

was lowest in the North West at 80 per cent. The biggest factor contributing positively to 'feeling safe' is being a confident driver. Notable negative contributors are negative experiences around lorries and seeing others driving poorly.

Journey time (% satisfied)






Journey times

Levels of satisfaction with journey time and trends

Overall satisfaction with **journey time** in 2017-18 was **88 per cent**. Looking at the last three years, satisfaction with journey time on both types of road has been largely consistent. However there has been a decline in journey time satisfaction on motorways since 2011-12.

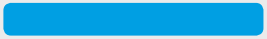
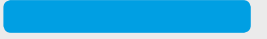





Satisfied (%)

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Overall  88	91	89	89	87	88	87	88
Motorway  86	91	88	88	86	86	85	86
Major 'A' road  90	91	90	90	88	90	90	90








Users of motorways in the East and South East regions were most satisfied with journey time and users of North West region motorways the least. Users of major 'A' roads

in the Midlands and South East were most satisfied with journey time.

Motorways (satisfied %)

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East  82	90	87	87	84	82	84	82
North West  78	93	90	88	78	84	80	78
Midlands  83	91	89	86	79	80	76	83
M25  84	87	77	82	87	84	81	84
East  91	86	91	90	90	90	86	91
South East  86	87	84	85	89	85	82	86
South West  84	87	80	87	87	89	88	84

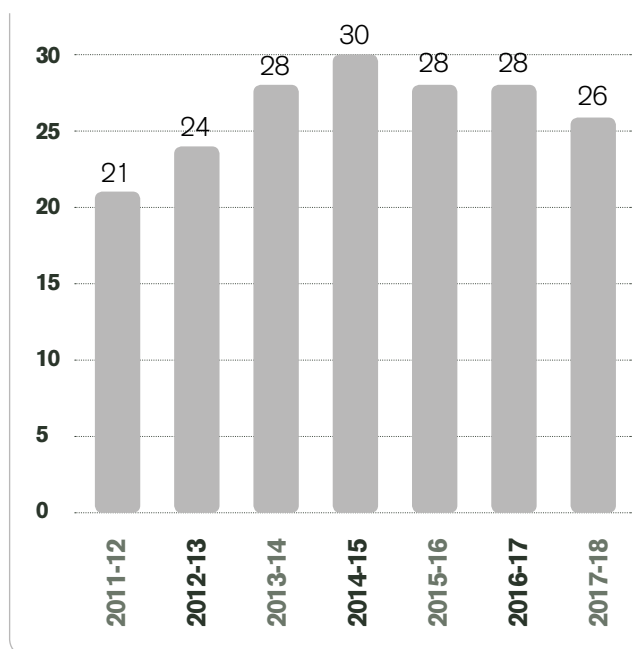
Major 'A' roads (satisfied %)

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East  88	92	90	90	87	86	87	88
North West  88	92	95	85	84	85	85	88
Midlands  92	93	95	93	90	91	91	92
M25  89	n/a	n/a	n/a	90	86	87	89
East  89	92	95	93	96	95	94	89
South East  92	90	83	87	87	88	86	92
South West  88	89	82	85	79	89	91	88

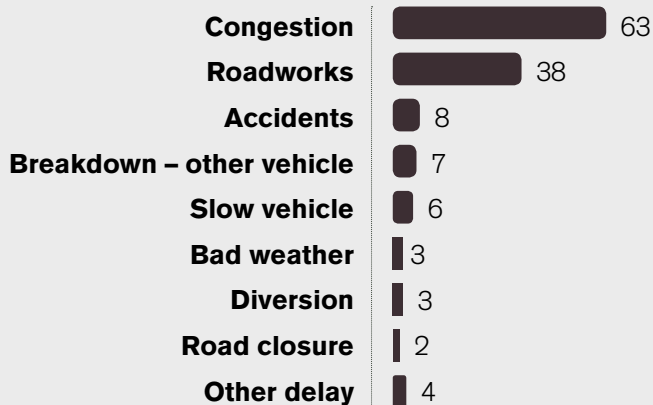
On 26 per cent of journeys users experienced delays. This has reduced from a peak of 30 per cent three years ago.

The main reasons given for delay are congestion (63 per cent) and roadworks (38 per cent), with average* delays of 15 minutes experienced in both cases.

Experienced a delay when driving on motorways or major 'A' roads (%)



Reasons for delay (%)



Note: more than one answer permitted

Minutes delayed - average*

Congestion	15
Roadworks	15
Accidents	30



One in eight respondents checked travel conditions beforehand. One in three checked during their journey, while one in six allowed extra time in case of delays.

	%
Checked travel conditions pre travel	12
Allowed extra time in case of delays	16
Checked travel conditions during journey	39
Alerted to possible delays	18

77 per cent did not plan their route before setting off. Users were more likely to plan routes in advance where the trip purpose was employer's business (35 per cent), going on holiday (48 per cent) or personal business (34 per cent).

*Values shown are the median minutes delayed

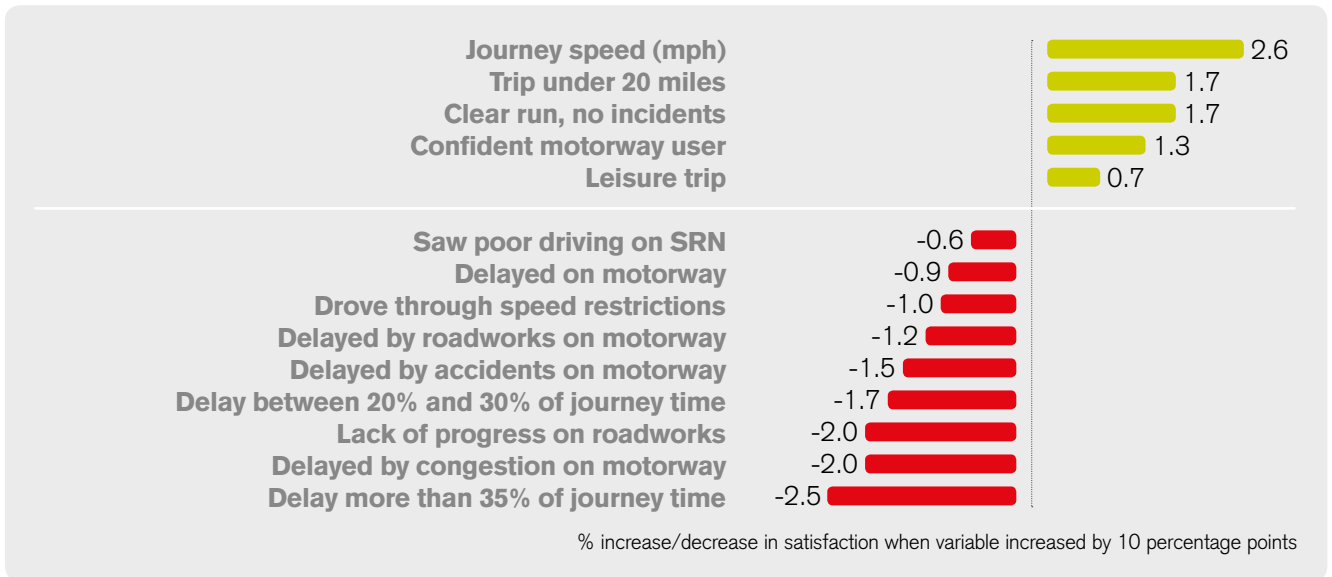
Analysis of satisfaction with journey time

Statistical analysis of how road users rate satisfaction with journey time in comparison with how they answer other questions shows the factors with greatest influence on their satisfaction.

Factors with greatest influence – motorways

Positive factors were achieving a good speed, a shorter trip and experiencing no incidents. Being delayed by more than third of their expected journey time, being delayed by

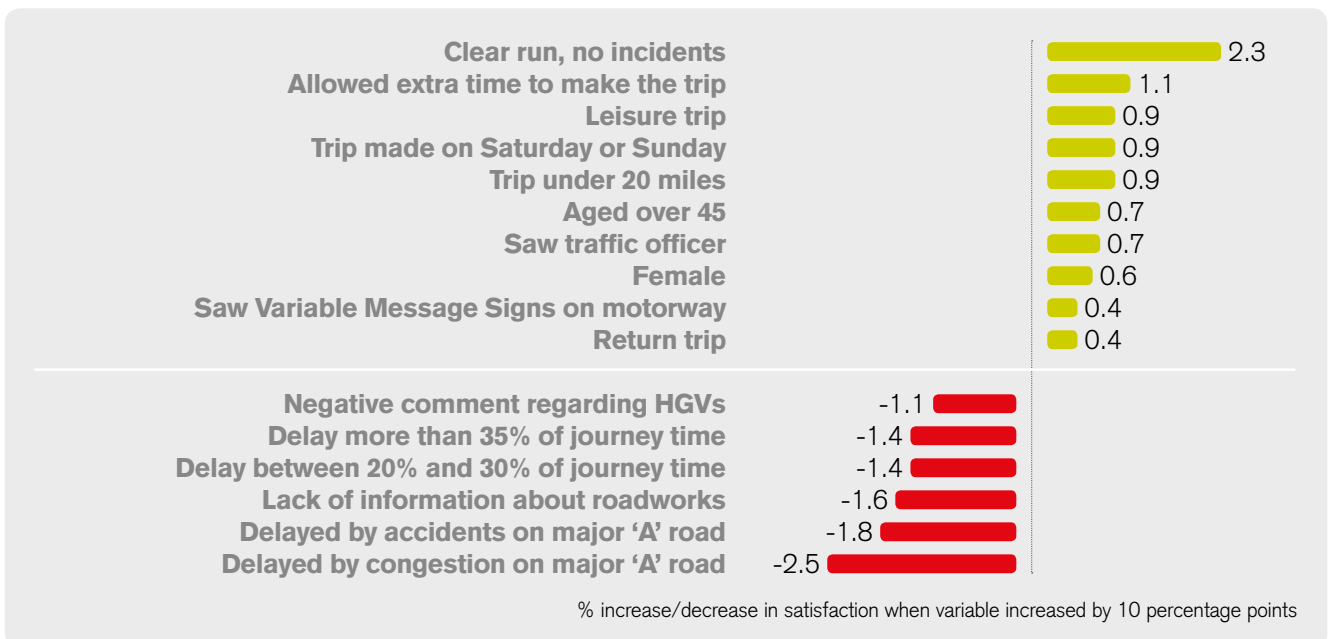
congestion and roadworks not progressing sufficiently fast were the factors with the greatest negative effect on satisfaction with journey time.



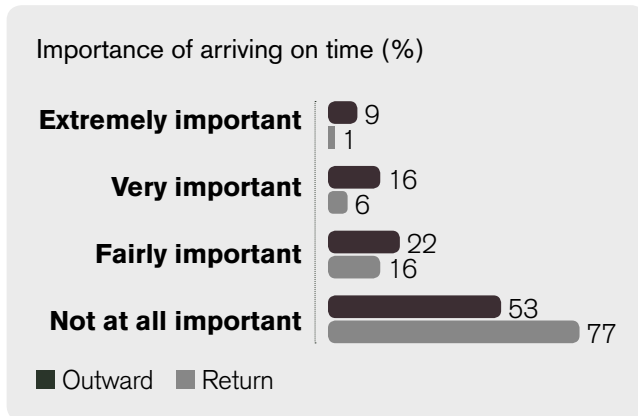
Factors with greatest influence – major 'A' roads

Delays caused by congestion was the highest negative factor, but delays from accidents and lack of information

on roadworks played a part. Positive factors were when it was a clear run with no incidents.




Users tell us arriving on time is important on around half of outward trips and around one in four of return trips.





What users tell us about delays

Roadworks

Delays were frequently perceived as being due to roadworks and the implementation of speed restrictions, which caused dissatisfaction. Many users thought this was due to their poor management.

- 


"The 50 mph area, roadworks and congestion are just horrendous, there is no consistency. Some days it's clear, others days it is at a standstill for no particular reason." (Business, motorway)
- 


"Never happy with it, it takes too long, too much traffic. There's always roadworks going on on these motorways, but you never see anyone working on them and they tend to take the majority of the year." (Leisure, motorway)
- 


"Due to the roadworks which have been going on for years and the speed restrictions." (Leisure, motorway)


Congestion

Volume of traffic led to high levels of dissatisfaction with journey time by notably lengthening trips.

- 

"I can't have been travelling more than 10 miles and it took almost an hour." (Leisure, motorway)
- 

"Commuting around Manchester is exhausting, you feel like you have done a day's work before you get there." (Business, motorway)
- 


"Far too much congestion no matter what time of day." (Leisure, 'A' road)
- 


"It is always the same, clogs up in the same places and you just have to grin and bear it." (Business, motorway)




Accidents and unexplained incidents

The majority of users accepted accidents as unforeseen events, however many were still dissatisfied when they were delayed for no clear or obvious reason.

- 

"It was terrible, we always allow extra time but this was the worst we have experienced, but no evidence as to why." (Leisure, motorway)
- 

"If I had known the M60 southbound was closed I would have taken a different route, the road signs came far too late for me to do anything about it." (Commuting, motorway)
- 





"The air ambulance did have to land, what can you do, once you're in the queue there is nowhere to go." (Business, motorway)

Are delays expected?




An important dimension is the extent to which a delay is expected.

When a delay is no worse than expected

Users can still be satisfied if they experience a delay but it is no worse than expected. Road users expect delays on the motorways and major 'A' roads if travelling at certain times or on certain routes, generally based on previous experience.




-  "Allowed for a delay somewhere, always do so it was fine." (Leisure, motorway)
-  "Didn't even get held up at Arundel [A27]." (Leisure, 'A' road)
-  "Didn't know how long it would take so added some time on, it wasn't too bad, had much worse delays in the past." (Business, motorway)
-  "I just expect that traffic at rush hour and I know [from] talk of widening the A12 isn't going to happen for years." (Leisure, 'A' road)

Commuters or those travelling on business had lower expectations of journey time from familiarity with routes and typical levels of congestion. Over a quarter (26 per cent) travelling to work or on business allowed typically an additional 30 minutes for their journey.

-  "It's about what I expect on a Friday rush hour out of London." (Commuting, motorway)
-  "I just get used to it being congested." (Commuting, 'A' road)
-  "Just a little delay which I allow for." (Business, motorway)




Avoided delay

Some users avoid delays by pre-planning and by being flexible in timing their journey. Some choose to travel when the risk of delay is least, for example early morning, late night, or at weekends.



-  "Left early to avoid traffic, I don't start work till 8am but avoid traffic at that time." (Commuting, motorway)
-  "I left early before it got busy." (Commuting, motorway)
-  "No traffic, the roads are pretty quiet at that time (before 6am)." (Commuting, motorway)

When the delay is unexpected or worse than expected

Almost universally, dissatisfaction was caused when delays experienced were not expected or were worse than anticipated.

-  "It took twice as long as it should have done." (Business, motorway)
-  "It took us more time than we expected." (Business, motorway)
-  "It was double what it should have been." (Business, 'A' road)

Many drivers who had encountered roadworks on their journey mentioned speed restrictions. Where this was the case, satisfaction ratings were lower. However, not all those who encountered speed restrictions considered this to be a delay.

-  "Fine given the conditions as there is a 50 mph limit." (Leisure, motorway)
-  "I wanted to get there faster but there were a few speed restrictions in place." (Leisure, 'A' road)

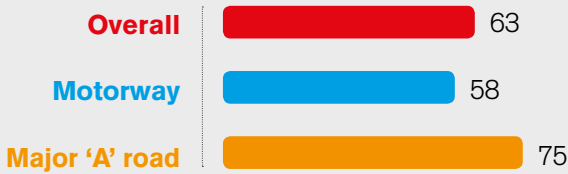


Roadworks

Levels of satisfaction with roadworks

Roadworks achieved an overall satisfaction score of **63 per cent** in 2017-18, the lowest of all the measures. The score for motorways continued to decline, while for major 'A' roads the 2017-18 score of 75 per cent was higher than previously recorded.

Satisfied (%)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Overall	69	66	72	67	65	63	63
Motorway	70	67	73	66	65	61	58
Major 'A' road	69	64	67	69	65	68	75

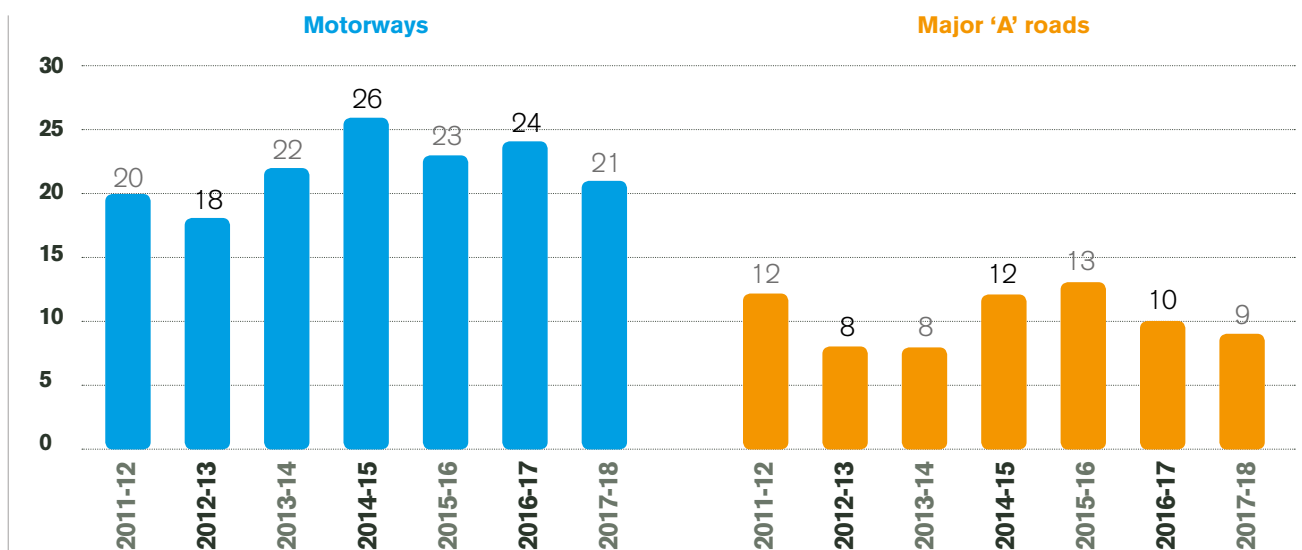
Users passed roadworks on around one in five (21 per cent) journeys on motorways. On major 'A' roads this was much less at one in eleven.

65 per cent of those who passed roadworks had known about them before their journey, with almost two thirds having driven through them on previous occasions.

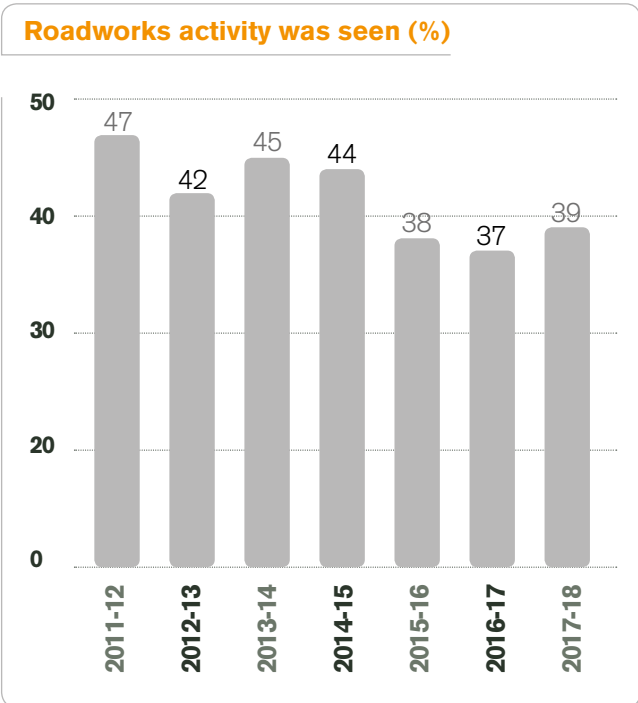
Only two per cent of all users planned their journey specifically to avoid roadworks.

Of those passing roadworks, the main features users noticed were: speed restrictions (78 per cent), narrowed lanes (43 per cent), closed lanes (33 per cent) and contraflows (11 per cent).

Experienced roadworks (%)



On 39 per cent of journeys which passed roadworks, users saw work being carried out. This is slightly higher than over the previous two years.



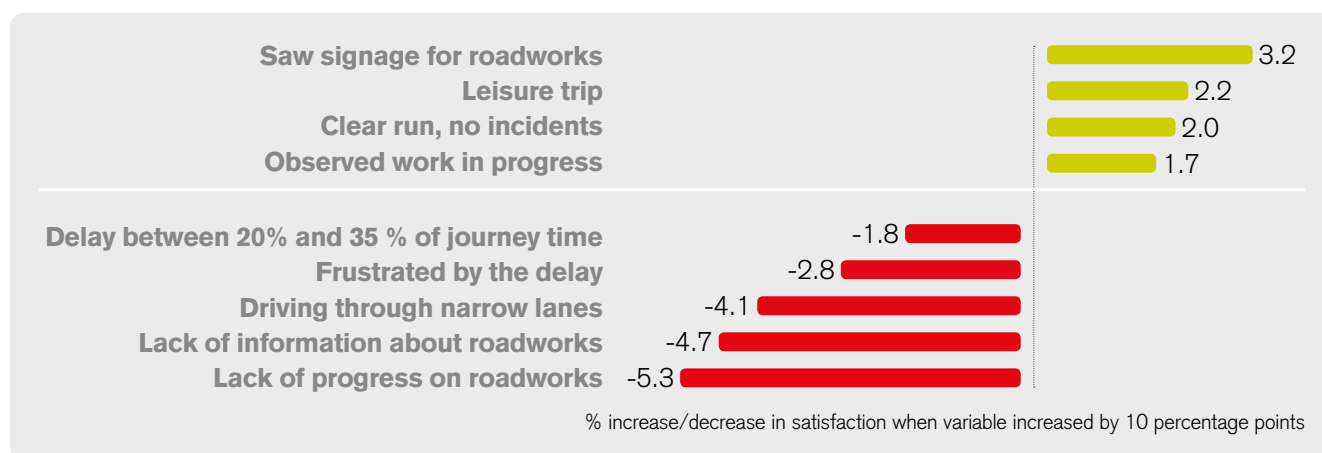
Analysis of satisfaction with roadworks management

Statistical analysis of how road users rate satisfaction with roadworks in comparison with how they answer other questions shows the factors with greatest influence on their satisfaction.

Factors with greatest influence

Factors that lead to increased satisfaction with roadworks are seeing signs about the works, it being a leisure trip, it being a clear run, and observing work in progress.

Conversely the causes of dissatisfaction are a perceived lack of progress being made, a lack of information, and experiencing narrow lanes in place because of roadworks.





What users tell us about roadworks management

Users who were dissatisfied had four main reasons.

Being delayed


Roadworks tend to add to journey time, due to speed restrictions, although some road users appreciate it if they keep moving, albeit at a slower pace. Road users who passed through roadworks on their journeys were more likely to experience delays due to other causes such as accidents, breakdowns and congestion.


 "It is a massive project to the A14 and it backs up way back every single day, taking it down to 40 mph and it is a complete nightmare. They seem to have put the restrictions and signs up all along the road, not just where they are working on the new infrastructure, so it makes it so frustrating." (Business, 'A' road)


 "Quite delayed by them and didn't see any work going on." (Leisure, motorway)


Information provision

Around three in 10 road users told us they had not seen signage explaining the roadworks. Other causes of dissatisfaction with signage at roadworks were the positioning of information, confusing diversions and not knowing which lanes to use when turning off.

 "They don't say why they've done it and it doesn't look any different after." (Leisure, motorway)


 "No warning about the roadworks, how long they would be there and why they were there." (Commuting, motorway)


 "Could have been managed better by having the signs earlier and as you come up to the roundabout saying right hand lane for turning right at the roundabout only and the other lane straight on [A30]." (Leisure, 'A' road)


 "It's unclear and confusing, easy to miss a turning and it's different every time you go." (Business, 'A' road)

Narrow lanes

The narrow lanes encountered at more than two-fifths of roadworks are disliked by some road users, as it makes them feel unsafe.


 "No signs, they had cones and it was a very narrow lane and barriers either side and it was very dark, I just wanted to get through them. If you are not confident driving it would be scary." (Leisure, 'A' road)


 "The lanes were far too narrow. When you get a lorry overtaking another the 3rd lane becomes unusable because there is just not enough space to get through." (Leisure, motorway)


 "The lanes are far too narrow for lorries, I don't know how they have been passed as safe." (Leisure, motorway)


Roadworks going on over a long period


There was a lot of opinion that roadworks take far longer to complete than they should. Many complain that road workers are rarely seen, little progress appears to be made, and some schemes take years to complete. Added to that was frustration with long stretches of roadworks and/or encountering several successive sets of roadworks on a journey.

 "It's been going on for years and never seems to progress. You never see anyone working on it no matter what time of day or night." (Leisure, motorway)

 "Whenever I drive through roadworks I think it must be break time because the workers are always leaning on a barrier on their phone." (Business, motorway)

 "They ought to be doing it and working 24/7 to get it done. I did not really know what they were doing as I could not see signs of anybody working." (Leisure, motorway)

 "Not managed well. Why are they doing it for 3 years? Constant hold ups, it's the roadworks near Cambridge services." (Business, 'A' road)

 "Seem to be doing a long stretch all at once." (Leisure, 'A' road)

Less negative views of roadworks management

There was some positive feedback about the management of roadworks. Some road users accept that they just have to be done and there is no gain without pain.

😊 "I just accepted it, knew it needed to be done." (Leisure, 'A' road)

😊 "It did add a lot of time to the journey but I assume it's necessary." (Leisure, motorway)

Road users like to know that progress is being made either by seeing progress or being informed of it.

😊 "People were working and it all seemed to be running well." (Leisure, 'A' road)

😊 "It's clean, they are very courteous and they are getting on with it." (Leisure, 'A' road)

😊 "Each time I travel through them I can see a difference and some improvements." (Leisure, motorway)

Even when delayed, good signage can mitigate against a poor roadworks experience; letting road users know what to expect, helping them feel safe and giving the reasons for the work.

😊 "The road signs were satisfactory and they informed you before you reach the delay so you expect there will be a delay." (Business, motorway)

😊 "The notices were good, they told you how long they were going on for and when the road moved back over." (Leisure, motorway)

For some road users speed restrictions were not necessarily a negative feature if the traffic flowed, and for some the lower speed made it less stressful.

😊 "Although there was a speed restriction of 50mph, the traffic kept moving and didn't delay us at all." (Leisure, motorway)

😊 "The fact the speed was reduced made it less stressful so OK." (Leisure, motorway)

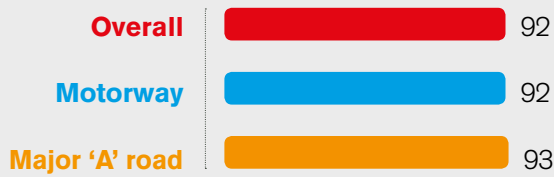


Signage

Levels of satisfaction with signage

There was a satisfaction score of **92 per cent** for **signage** in 2017-18. Satisfaction with signage was slightly better on major 'A' roads than motorways. This was the highest scoring of the five key areas of user experience.

Satisfied (%)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Overall	92	92	91	89	92	93	92
Motorway	92	93	90	90	92	92	92
Major 'A' road	92	90	91	89	92	93	93

The Midlands and East regions scored highest for signage on motorways, with the North West having the lowest regional score. The satisfaction on major 'A' roads was

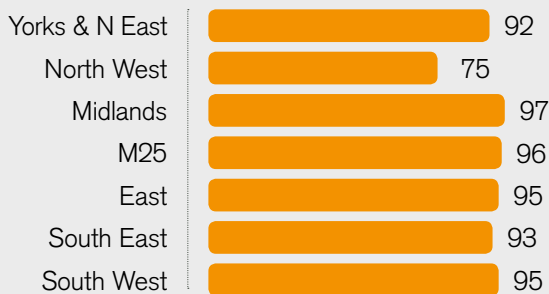
also lowest in the North West, with major 'A' roads in the Midlands and M25 regions rated best for signage.

Motorways (satisfied %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	95	96	95	96	93	91	92
North West	90	88	86	82	82	82	80
Midlands	96	95	89	93	90	95	96
M25	92	93	92	89	94	96	95
East	95	96	93	93	94	97	99
South East	89	94	90	90	92	96	94
South West	89	92	93	88	96	97	92

Major 'A' roads (satisfied %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	94	91	90	93	88	92	92
North West	83	92	81	83	67	86	75
Midlands	94	94	91	88	95	98	97
M25	n/a	n/a	n/a	87	94	98	96
East	95	96	95	94	96	94	95
South East	89	91	91	86	91	91	93
South West	90	79	87	80	92	93	95

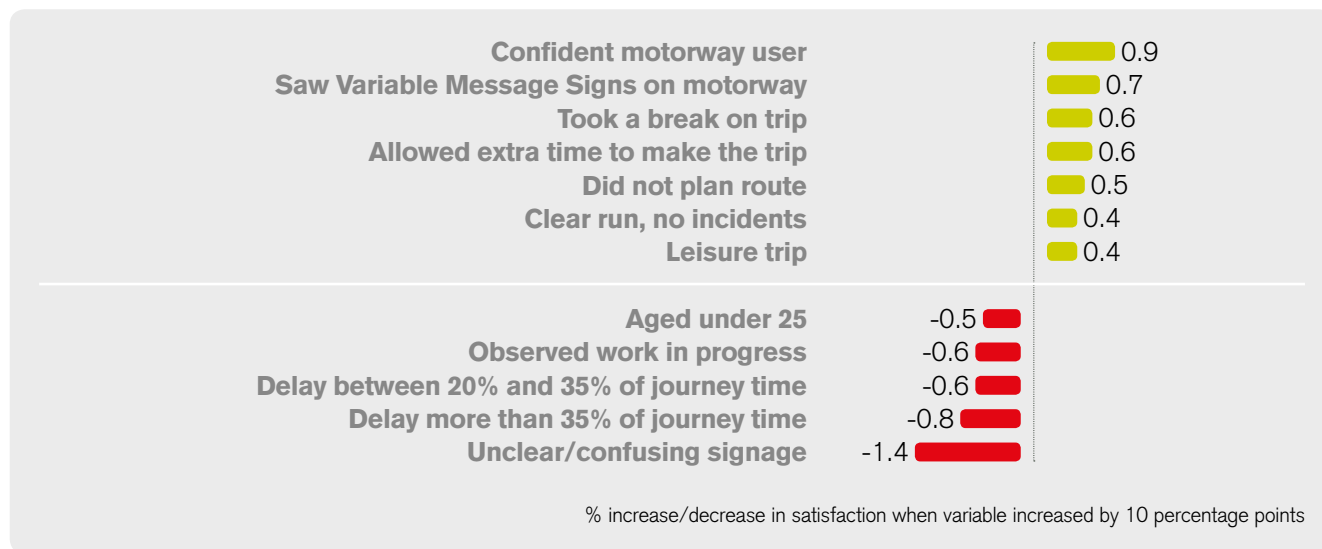
Analysis of satisfaction with signage

Statistical analysis of how road users rate satisfaction with signage in comparison with how they answer other questions, shows the factors with greatest influence on their satisfaction.

Factors with greatest influence – motorways

Factors with a positive link to satisfaction are being a confident motorway user, seeing an electronic variable message

sign, and taking a break on the trip. Factors leading to dissatisfaction were poor signage and delays to journeys.



Factors with greatest influence – major 'A' roads

Being a confident 'A' road user had a positive impact on satisfaction with signage, as did having allowed extra time

for the trip. Broken, obscured, unclear or confusing signs had negative impacts on satisfaction.





What users tell us about signage


While road users were generally satisfied with signage, they weren't when information was not timely or was unclear. The comments below illustrate some issues with signage on Highways England's roads.


Lack of sufficient information to make a journey safely

A number of road users mentioned situations on their journeys where there had been confusion about lane usage. As well as the potential for getting lost, this could present safety concerns.

-  "M621 signs confusing for the A1." (Leisure, motorway)


-  "London bound the slip road to Danbury is not well marked, junction with the A414 I think." (Leisure, 'A' road)


-  "They don't emphasise the bends and dangerous areas." (Leisure, 'A' road)


-  "When the motorway goes into 4 lanes around the Worsley turnoff they have removed the road signs and it is very confusing for people." (Commuting, motorway)


Signs not clearly visible


There are issues with maintenance of signs, resulting in some being difficult to see, either due to being unclear, obscured by vegetation, poorly lit, or vandalised.

-  "There are some signs that have deceptive direction signs, i.e. at the Gatwick turnoff, they have allocated lanes, and in dark wet conditions, it may not be discernible." (Business, motorway)

-  "Always covered with bushes, needs trimming back in places." (Business, 'A' road)


-  "Not well lit enough and the speed limit signs were not so regular." (Personal business, 'A' road)


-  "They were very dirty in places and I could not read them on the A14 near to Bury St Edmunds." (Leisure, 'A' road)


-  "Some signs had the bottom panels ripped off." (Leisure, motorway)

Positioning and timeliness

Where there are incidents or roadworks ahead, road users like to be advised well in advance to give them the opportunity to take evasive action if they can.


-  "The roadworks signs need more advanced warnings." (Other, motorway)


-  "The matrix signs flash "there are queues" and I'm sat in a queue, I know!" (Business, motorway)

-  "The road signs about the motorway closure should have been more plentiful and much earlier in the journey." (Commuting, motorway)


Accuracy of information


Road users like to know the reason for delays and roadworks where encountered. This can mitigate against the frustration caused by the delay.


-  "There was nothing to say how long the delay was going to be and what the cause was." (Leisure, 'A' road)

-  "I don't think the delay was as bad as it was advertised, I saw no tailback at all." (Business, 'A' road)


Road users want information they can trust. When asked their opinion of electronic variable message signs, some road users have poor impressions of the accuracy of the message or variable speed limits shown.


-  "They are not always accurate, speed limits are not accurate or needed and there are lots of speed cameras that don't work." (Leisure, motorway)


-  "It takes far longer than they suggested to get to a junction, how long is a long delay?" (Business, motorway)

-  "We didn't know why there were totally unnecessary speed restrictions." (Leisure, 'A' road)

A small minority of road users felt there were locations with too many signs.





-  "Too many and a distraction." (Leisure, motorway)

-  "You can't tell one from another, the workforce ones are mingled in with the users, you don't know which are in use and which are not." (Business, motorway)




-  "Silly, unnecessary slow down signs for no apparent reason." (Leisure, motorway)

Good signage






There were many positive comments about signage.

-  "Clear as a bell and I rely on them more than my sat nav as they are so clear." (Commuting, 'A' road)
-  "They said what I needed and none were knocked down or anything." (Commuting, 'A' road)
-  "Pretty good, they've taken down any foliage and the signs are clean." (Business, 'A' road)
-  "Just tells me exactly where I need to go. Although I know the route, anyone not familiar with the area would be able to find their way." (Commuting, 'A' road)

Comments show that road users like overhead signs, as these are less likely to be obscured by trucks or vegetation.

-  "The road signs were good, especially the electronic messages above the road." (Leisure, motorway)
-  "Overhead signs are easier to read." (Leisure, motorway)
-  "All clear to see, prefer overhead signs as they are much easier to see." (Leisure, motorway)

Getting the information at the right point in the journey is important and contributes to high levels of satisfaction.




-  "Clear, useful signs. They [VMS] are helpful, information is well in advance." (Leisure, motorway)
-  "Plenty of them and always far enough apart so you know which lane to get into before you get there." (Leisure, 'A' road)
-  "Brilliant and they stand out from 100 yards and see which lane [you need] and where you're going." (Leisure, 'A' road)
-  "There are lots repeated so if you miss one there will be another sign very soon, which is helpful because there is so much to look at." (Leisure, motorway)
-  "These signs are very helpful and inform you in advance of the roadworks and other speed restrictions." (Leisure, motorway)

Variable Message Signs

These are electronic signs which many users, specifically those who had travelled on a motorway, focused on when asked about signage.

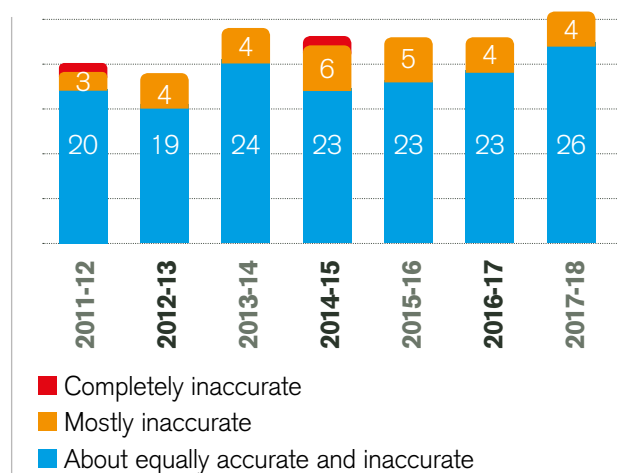
In 2017-18, 63 per cent of road users on motorway journeys said they saw a variable message sign. This is an increase of five percentage points from 2016-17. Of those who saw one, almost two thirds (65 per cent) recalled seeing a message on it, similar to last year at 63 per cent.

Similar to previous years, one of the key issues for users is having trust in the information on these signs. There is a strong link between perceived accuracy of variable message signs and rating of satisfaction with signage. Many users complained that they were not updated quickly enough, and that outdated messages/warnings remained in place hours after the incident had passed.

-  "Information not up to date, can set up a 50 mph limit at rush hour and it's still on at 23:00." (Leisure, motorway)
-  "They [VMS] display there is an accident and nothing has happened or it has cleared up long before the sign is updated or the information cleared. This is my main concern as it creates a problem as people go slower when it is not necessary and they get frustrated." (Leisure, motorway)
-  "They tend to be out of date, nowadays I don't trust them anymore." (Leisure, motorway)

When asked to rate the accuracy of messages displayed, around seven in 10 said they were either completely accurate or mostly accurate. However, just over a quarter of motorway users thought they were inaccurate as much as they were accurate.

Inaccuracy of VMS on motorways (%)

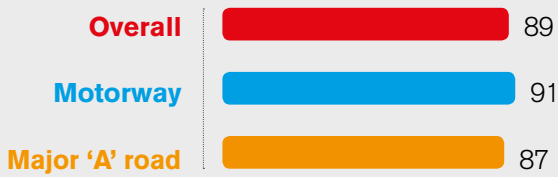


Upkeep

Levels of satisfaction with upkeep of motorways and major 'A' roads

Satisfaction with the **general upkeep** of motorways and major 'A' roads was **89 per cent** in 2017-18, one percentage point lower than in 2016-17. The trend on motorways and major 'A' roads has been largely flat in the last five years.

Satisfied (%)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Overall	93	91	90	90	90	90	89
Motorway	94	93	91	92	92	91	91
Major 'A' road	91	88	88	88	87	88	87

In 2017-18, users of motorways in the South East region were the most satisfied with upkeep, as were users of major 'A' roads in the South East and M25

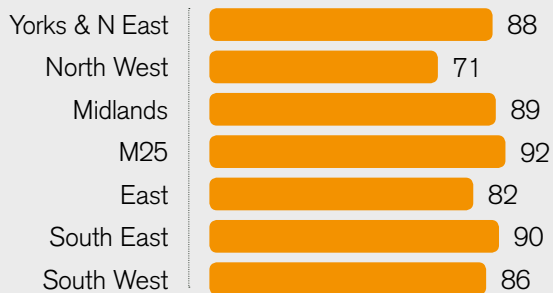
regions. The North West region scored lowest for both motorways and major 'A' roads.

Motorways (satisfied %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	96	94	89	94	93	92	93
North West	96	96	88	89	85	85	83
Midlands	94	94	94	91	93	88	90
M25	92	94	91	91	93	95	93
East	94	96	95	93	94	95	92
South East	90	92	91	91	92	90	94
South West	92	90	95	95	94	94	93

Major 'A' roads (satisfied %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	92	88	87	95	85	87	88
North West	87	89	87	81	71	84	71
Midlands	92	92	91	92	93	87	89
M25	n/a	n/a	n/a	93	87	92	92
East	90	88	87	90	85	86	82
South East	93	83	88	84	88	87	90
South West	92	84	89	81	87	94	86

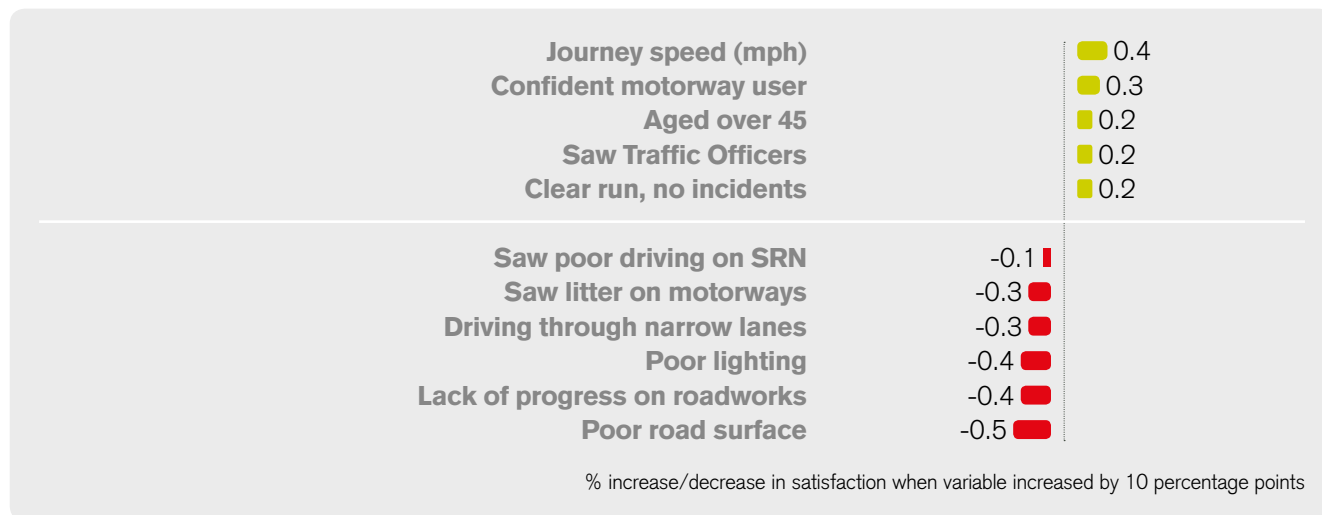
Analysis of satisfaction with upkeep

Statistical analysis of how road users rate satisfaction with upkeep in comparison with how they answer other questions shows the factors with greatest influence on their satisfaction.

Factors with greatest influence – motorways

Factors with a positive link to satisfaction with upkeep were journey speed and being a confident motorway user.

Negative factors included poor road surface, perceived lack of progress on roadworks and poor lighting.



Factors with greatest influence – major 'A' roads

The factor with the most positive link to satisfaction is being a confident 'A' road user. Negative factors are

poor road surface, poor lighting and perceived lack of progress being made on roadworks.



Users' comments on their satisfaction and dissatisfaction





Dissatisfied road users principally mention the following in relation to upkeep:

- poor road surface
- poor lighting
- debris/overgrowth
- worn lines/road markings.




Poor road surface

A poor road surface is usually characterised by potholes, but also includes rough, rutted and noisy surfaces.



Potholes

-  "Surface has potholes, different surfaces where it has been patched up over the years. Just past Witham the surface is horrendous, broken up and rutted. Not fit for purpose on that part of the road." (Business, 'A' road)
-  "Too many potholes in random places that trying to avoid is dangerous, swerving at the last minute to avoid them." (Commute, motorway)
-  "Parts of the M25 have some big potholes that need to be repaired and the surface is rough in parts." (Visiting friends or relations)
-  "Shocking at the moment, the potholes on the M62 are horrendous, I avoid it. Not just potholes but large holes and you tend to weave in and out to avoid them." (Leisure, motorway)




Noise

-  "Needs resurfacing, very noisy and poor condition." (Leisure, 'A' road)
-  "The junction on the M25 between the A3 and the Leatherhead junction there's no tarmac and it's a very noisy surface, they don't seem to be doing anything about it." (Leisure, motorway)
-  "It's concrete and noisy, they have tried to address this but only in patches." (Leisure, 'A' road)



Rough and rutted surfaces

-  "Surface is getting worse and worse and what they have repaired is not lasting." (Business, motorway)
-  "Potholes and tram lines in the road surface, these are far more dangerous to a motorcyclist, if you hit them you are lucky to come out of it if you lose control." (Business, motorway)

While road users expect some degree of wear and tear, some have the perception that roads are neglected.





-  "Poor road surface and roadworks are carried out to a poor standard due to budget restrictions, they don't last more than 5-10 years." (Business, 'A' road)
-  "It's rough and worn in places, the money is being spent elsewhere and the less important motorways get left, no lighting!!" (Commute, motorway)
-  "It needs a resurface and a tidy-up, looks very dated and has cracks appearing." (Leisure, motorway)

A good surface is thought to be a bonus and a source of high satisfaction.

-  "A lot smoother than it was. No potholes and some of it has been resurfaced." (Leisure, motorway)
-  "It was a safe surface." (Leisure, motorway)

Poor lighting




Some road users mention that poor lighting and unclear lane markings exacerbate impressions of poor surface conditions and also raise safety concerns.

-  "It's so dark, you rely on following the car in front's taillights (Leisure, motorway)
-  "... the lighting is poor, too dark in certain areas and the roads are bumpy but main concern is the lighting. Also old tyres and debris that hasn't been cleared away always on this motorway." (Leisure, motorway)
-  "The A14 has a poor surface, zero lighting, a horrible road to drive on at night time." (Commute, 'A' road)
-  "Lighting is quite poor on the A1(M) and makes it difficult to see in dark." (Commute, motorway)

Debris and overgrowth




Seeing debris either on the verges or carriageway gives rise to safety concerns, as well as being unsightly.

Debris

-  "Mainly because there is a lot of debris and rubbish in the central reservation and verges, it shouldn't be dumped there anyway but it should be cleared up. The verges, they're not well trimmed and well-kept as things like that are abroad." (Commute, motorway)
-  "It mainly is bits of car tyres and rubbish and sheets of polystyrene, lots of fly-tipping." (Leisure, 'A' road)
-  "Near Taunton there's a lot of debris on the hard shoulder, tyres and rubber." (Leisure, 'A' road)




Maintenance of verges and vegetation can impact on the effectiveness of signage.

Overgrowth

-  "There were some sections of grass on the verge of motorway and they need to be trimmed." (Business, motorway)
-  "Roads were great but verges were a bit overgrown but not distracting." (Leisure, motorway)
-  "The trees on motorway sides need trimming in some parts." (Leisure, motorway)






Worn lines and road markings

There are sections of the network where road users are dissatisfied with the quality of the road markings.




-  "There was very little lighting, and the lanes were really badly marked." (Other, motorway)
-  "Some lane markings indistinguishable and cats eyes' studs missing." (Leisure, motorway)
-  "Potholes and worn out white lines, they are bad in rain." (Leisure, 'A' road)

Those satisfied with upkeep

Most positive comments are about the surface quality, rather than other infrastructure or maintenance aspects, but some also mention good lighting, signage, and an absence of litter and debris.

-  "They keep this road well maintained and well lit." (Leisure, 'A' road)
-  "The M3 is all new and shiny, zero debris and safe." (Commute, motorway)
-  "Roads are fairly clean, not much rubbish, sides have been tidied up." (Leisure, 'A' road)
-  "Clean, free of litter, good surface, lots of signs." (Other, 'A' road)
-  "No potholes, it's recently been done." (Leisure, motorway)

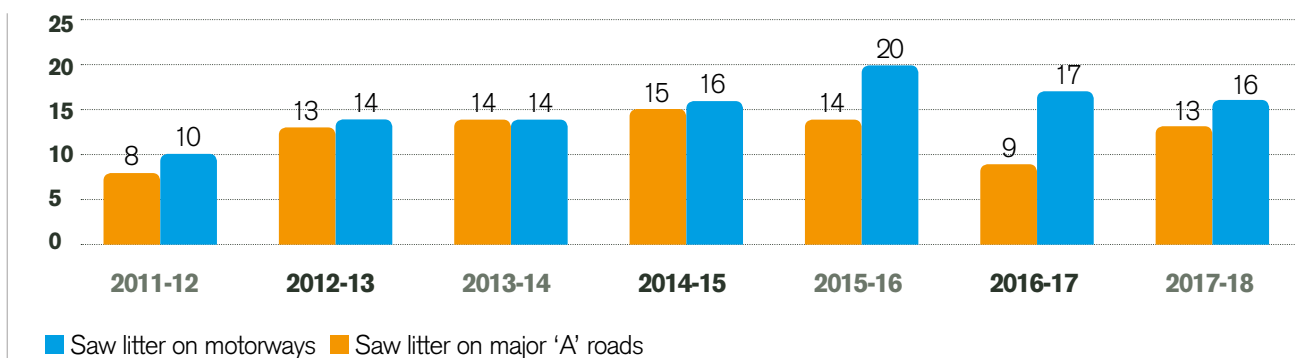
Satisfied road users mention places where there has been recent maintenance and investment.

-  "Always updating and maintaining." (Leisure, motorway)
-  "It's apparent there is a lot of investment, I like concrete dividers to stop people coming over from the other side." (Business, motorway)
-  "Well kept, recently resurfaced and upgraded to a smart motorway." (Leisure, motorway)

The proportion of road users seeing litter on their most recent motorway journey increased from nine per cent in 2016-17 to 13 per cent in 2017-18, while for major 'A' road users there was a slight decrease to 16 per cent seeing litter.

When we asked users how seeing litter made them feel, they said mainly it caused them to be angry or irritated. However, a minority (eight per cent) thought it impacted on safety.

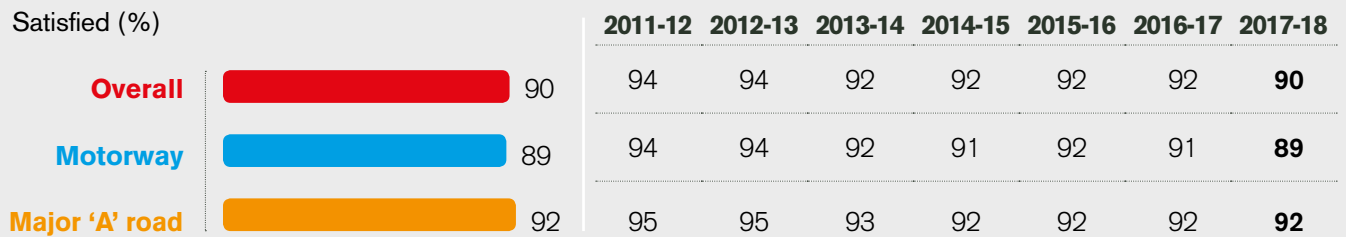
Seeing litter on motorways and major 'A' roads (%)



Safety

Feeling safe

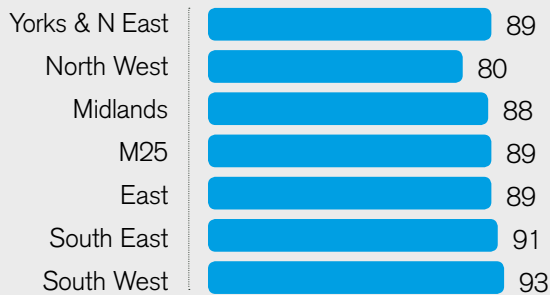
90 per cent of road users felt very or fairly **safe** when making journeys on motorways and major 'A' roads in 2017-18. The proportion of users feeling safe has dropped by around two percentage points over the last five years. Motorways are rated three percentage points lower than major 'A' roads.



Motorway users felt most safe in the South West and South East and users in the North West region felt least safe.

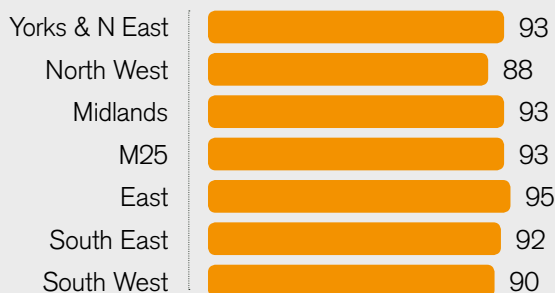
Users of major 'A' roads felt most safe in the East region, but users in the North West region felt least safe.

Motorways (feeling safe %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	95	95	92	94	92	92	89
North West	94	92	89	88	89	87	80
Midlands	94	96	94	92	92	87	88
M25	91	95	93	91	94	91	89
East	93	94	96	93	97	93	89
South East	90	95	93	91	95	92	91
South West	96	93	92	92	94	90	93

Major 'A' roads (feeling safe %)



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Yorks & N East	95	96	93	90	87	89	93
North West	91	98	90	89	88	94	88
Midlands	96	95	96	93	96	91	93
M25	n/a	n/a	n/a	92	95	92	93
East	95	93	93	94	93	94	95
South East	94	93	93	93	93	93	92
South West	93	92	92	91	93	95	90

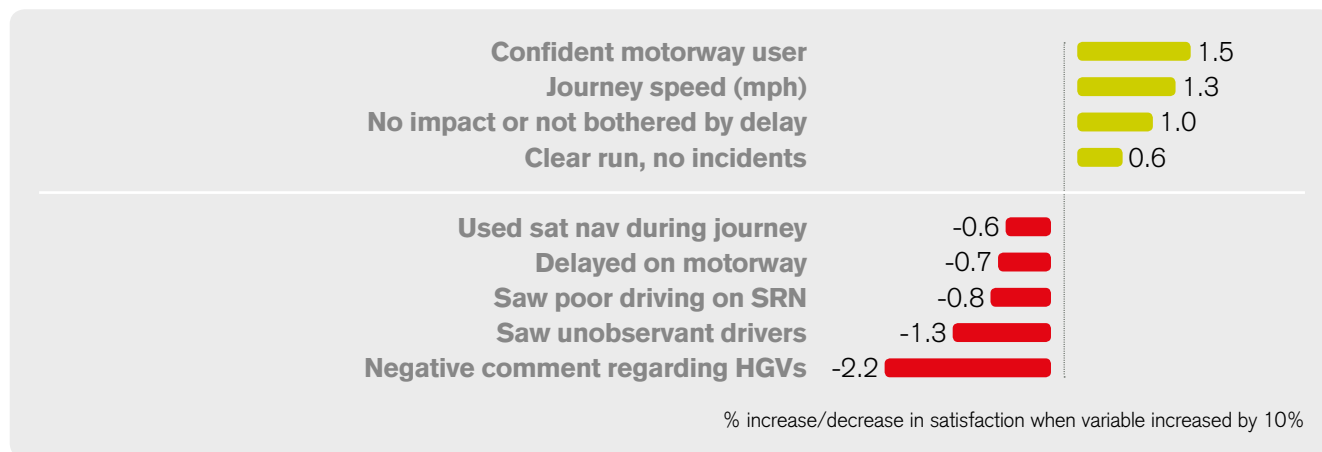
Analysis of users' feelings of safety

Statistical analysis of how road users rate safety in comparison with how they answer other questions shows the factors with greatest influence on how safe they feel.

Factors with greatest influence – motorways

Being a confident motorway user along with journey speed are the most significant factors positively influencing

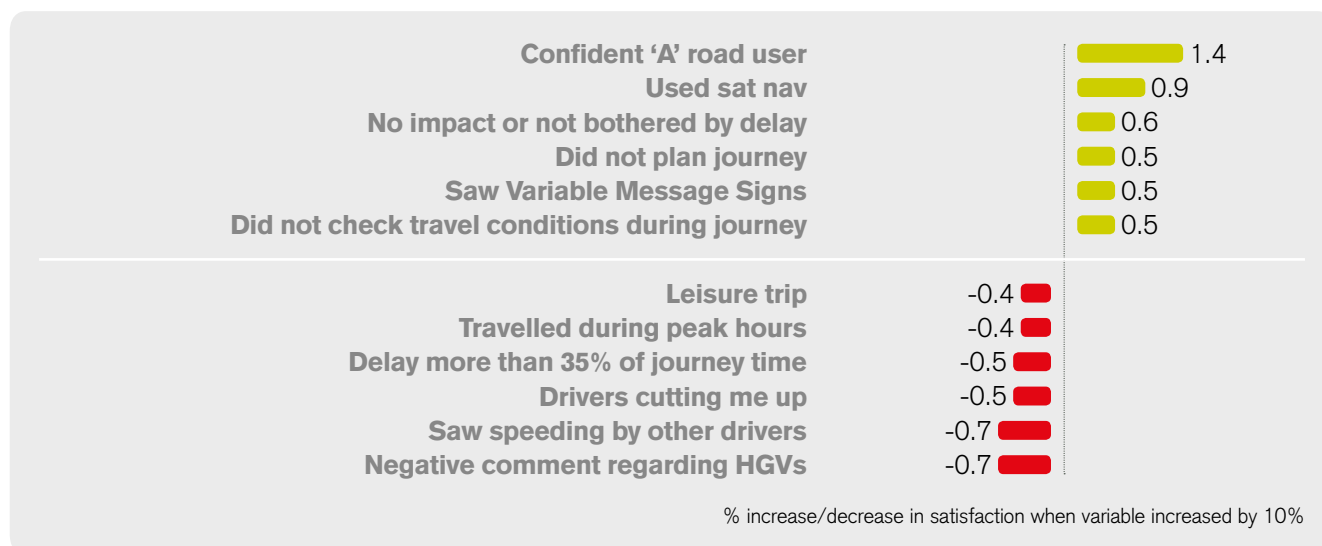
'feeling safe'. Negative experiences with lorries and seeing inattentive or bad driving are the greatest negative factors.



Factors with greatest influence – major 'A' roads

Being a confident 'A' road user and using a sat nav during the journey are the most significant positive factors influencing 'feeling safe'. Users with negative

experiences of lorries and seeing others speeding are the two greatest negative factors.

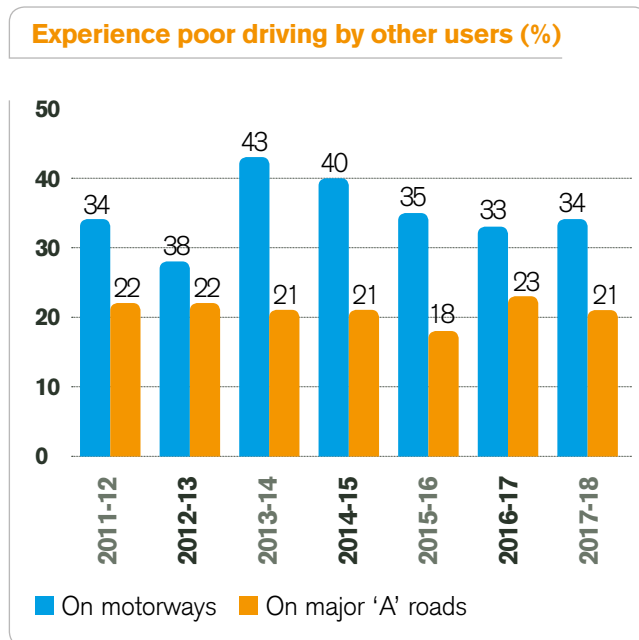


What users tell us about feeling safe

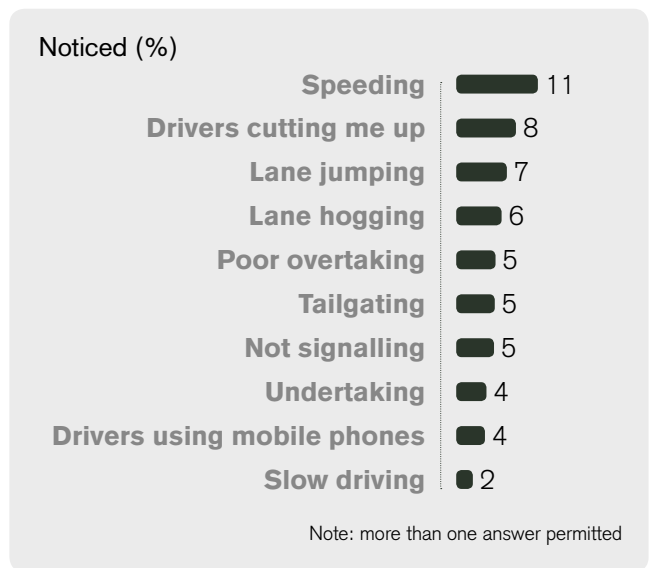
Road users' comments show they consider safety in a number of ways, often overlapping between cause and effect. Their comments can be grouped into four main themes: other drivers' behaviour, their own confidence when driving, the road infrastructure itself, and the road conditions they encounter on their journey.

Other drivers' behaviour

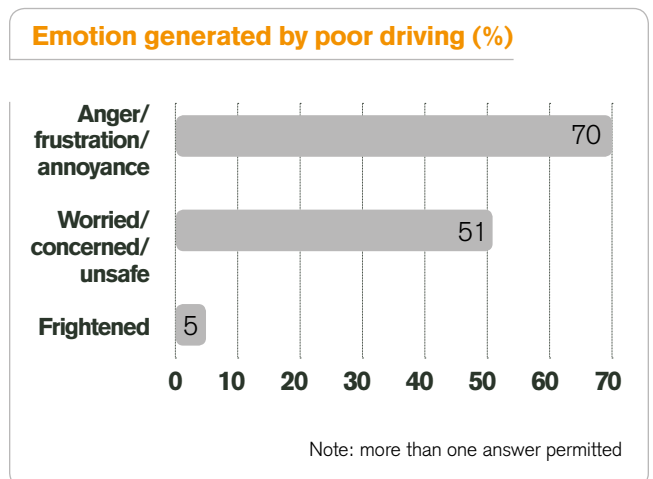
The chart below shows that in 2017-18, on 34 per cent of motorway journeys and 21 per cent of major 'A' road journeys, users experienced poor driving by others. These proportions have been constant on motorways over the last three years. The proportion on 'A' roads has been similar since 2011-12.



Road users said the most frequent poor driving behaviours experienced were speeding and other drivers cutting them up. This was identical to 2017-18.








The chart below shows that the most common emotion created by poor driving behaviour is anger/frustration/annoyance, but more relevant to feeling safe is the level of concerned/worried/unsafe at 51 per cent and frightened at five per cent.








Users' comments illustrate how other drivers' behaviour affects their feelings of safety.






First in general

	"There is too much traffic on the roads, drivers are darting between lanes to try and make up a bit of time." (Business, motorway)
	"Some drivers won't accept that no matter how many times they swerve from lane to lane they are just not going to progress along a busy motorway. They put everyone in danger and get nowhere." (Leisure, motorway)
	"It's not the roads, it's the drivers driving too aggressively." (Leisure, motorway)
	"Never feel safe, too many cars always speeding and changing lanes at the last minute to get off the A663." (Leisure, 'A' road)
	"Too many drivers speeding on the motorway." (Leisure, motorway)

Then about more specific situations

	"A lorry was trying to intimidate me into driving faster." (Leisure, motorway)
	"Lorries speeding through roadworks where the lanes were too narrow on the M5 near Frankley." (Business, motorway)
	"Other people's bad driving can make you feel unsafe, in this case drivers not indicating." (Leisure, motorway)
	"So rainy and people drove like maniacs." (Leisure, 'A' road)
	"Saw people on their phones." (Leisure, 'A' road)

The following comments show that measures to manage speed and monitor behaviour contribute to feelings of safety.





	"It's a good motorway with safety features, it's got the smart motorway which spreads drivers out and slows people down." (Leisure, motorway)
	"All well-lit and the calming speed signs were on to slow you down around the M4/5 junction." (Leisure, motorway)
	"No issues, the cameras are good, they cut accidents down." (Leisure, 'A' road)
	"Not much traffic and there is a 60mph limit which has slowed the traffic down." (Leisure, 'A' road)
	"There was a Highways car travelling along so nobody was doing over 70mph." (Leisure, motorway)

The driver's confidence and knowledge of the road

Being a confident driver (or passenger of such a driver) gave a higher feeling of safety. Other ways safety increased was through a good rating of the vehicle they were in or being on roads that were familiar.





	"I'm a competent driver and the weather was OK, road conditions were good." (Commuting, motorway)
	"I've been driving for 50 odd years and my job was driving a lot so I look out for the other drivers." (Leisure, motorway)
	"I am a good driver, it's just everyone else on the road." (Leisure, 'A' road)
	"I have a good car I look after, new tyres, well serviced." (Business, motorway)
	"My son is a good driver and he has a very robust car and the roads didn't have much traffic on them." (Leisure, motorway)
	"The road hasn't changed for years, familiarity is safe." (Leisure, motorway)
	"Familiarity with the journey." (Commuting, motorway)

Past experiences led to feeling unsafe, regardless of events on a particular journey. Changes to road layouts or travelling in new areas lead to uncertainty and lower feelings of safety.

	"Had a bad accident on the A303 near Henlade and it's put me off, so nervous mainly because of the idiot drivers." (Business, 'A' road)
	"There's a stretch on there I don't like as I had a bad experience of being trapped by two lorries, one in front and one behind. It was my first time on the motorway so it lives with me." (Leisure, motorway)
	"Never know what to expect because of different delays, different roadworks, it makes you on edge for the journey." (Leisure, motorway)
	"It was so confusing where they were building the new road between Altrincham and Knutsford. I am never totally relaxed on motorways." (Leisure, motorway)





Infrastructure

Good infrastructure and road conditions contributed positively to feeling safe. Roads being smooth, well-lit, free of debris, with vegetation being under control and having clear, accurate signage were mentioned by users.



-  "Fine, feel safer on the motorways, wider lanes with straight roads, good vision as it was a nice day." (Leisure, motorway)
-  "The surface is good, good visibility all around, good signage." (Leisure, motorway)
-  "It wasn't particularly busy on this occasion, the weather was good and the lanes were good, clear of rubbish." (Leisure, 'A' road)
-  "No obstructions and did not see any poor driving. The road surface was clear of potholes and debris." (Leisure, 'A' road)

There are occasions where the road conditions or infrastructure impact adversely on feelings of safety, even if overall users still felt safe.




Road layouts

-  "Most people stick to the speed limit on the M3 but there is a dangerous section where the M3 meets the A34 and you get traffic crossing each other so some going right to left and some left to right." (Leisure, motorway)
-  "Never feel safe at the M4/M25 junction. The other drivers are stopping cutting in, speeding to get to the slip for the M25 and cutting in, it's all very dangerous, I hate it." (Leisure, motorway)
-  "Through the roadworks where the concrete bollard is it looked like part of the road rather than a concrete wall (crash barrier), it was an unlit section." (Leisure, motorway)
-  "Some of the junctions are not very good, a short entry and exit, it's a very busy road." (Leisure, 'A' road)




Road markings and lighting

-  "No lighting in parts and some of the white lines are not clear." (Leisure, motorway)
-  "Very dark, not at all easy to see the lane separation, we really had to slow down, luckily it was dry." (Leisure, 'A' road)

Quality of the road surface




-  "You have to have your wits about you, the nearside lane is worn in places." (Leisure, 'A' road)
-  "The A14 was very badly lit and the road surface is so old it is bad and you can feel the car moving on the uneven surface." (Commuting, 'A' road)
-  "There was a pothole under a bridge on the return which is 70mph and if I had hit it could have caused a blow out, it had been patched and had broken up again; other than that OK." (Leisure, 'A' road)

Narrow lanes





-  "There is no way you can get to 50 mph, and you are squeezed in so tight in the narrow lanes." (Business, motorway)
-  "Roadworks and the nature of the set up, it was so narrow if you were not careful you could scrape your car either side." (Leisure, motorway)
-  "The lanes are too narrow, there was too much traffic, you felt squashed into a lane." (Leisure, motorway)

Driving conditions

Congestion contributes to feeling unsafe as vehicles travel closer together than they might otherwise, and delays cause frustration, leading to poor driving.

-  "It's the amount of traffic, it is horrendous even as a passenger, it frightens the life out of me." (Leisure, motorway)
-  "When the traffic is crawling along you always get some idiot that jumps in front and you have to brake hard, I leave enough space so I can stop, not for another car to fit into." (Commuting, motorway)
-  "There is so much traffic packed closely into such a small space." (Leisure, motorway)

Poor weather conditions also contribute to feeling unsafe.

-  "It was so windy the van was actually being blown off course." (Business, motorway)
-  "Snow not being cleared on both sides and yet there's open fields on both sides for snow to go." (Leisure, 'A' road)
-  "It was well on its way to getting dark, the lighting was poor, and the rain was heavy." (Leisure, motorway)
-  "A little bit hairy because of the heavy rain, couldn't see very well." (Business, motorway)

Presence of lorries

Lorries were often cited as a cause of feeling unsafe, either due to driver behaviour or vehicle size. This was made worse when lanes were narrowed due to roadworks.

- ☹️ "The lanes are too narrow, the lorries push you along from behind, they force you to go faster than the speed limit." (Leisure, motorway)
- 😞 "The lorries come up so close behind, it was raining." (Commuting, motorway)
- 😐 "I don't really like the motorways, it's lorries, they travel too close and too fast." (Leisure, motorway)
- 😞 "The lorries are very intimidating and bully you on the road, they pull out on you, travel alongside you, etc." (Leisure, motorway)
- ☹️ "Due to heavy traffic and regular accidents mainly involving lorries, there is a restriction for lorries on the A34, but they ignore it and it's not policed." (Business, 'A' road)

Smart motorways

There were many positive comments made by road users about the reduced speeds through sections of smart motorways. However, a few raised concerns about the absence of a hard shoulder; more as a general point than causing them not to feel safe on a specific journey.

- 😊 "Not entirely sure about the fact that there's no hard shoulder to go on if in trouble and you need to stop." (Leisure, motorway)
- 😊 "On parts of the M1 they have done away with the hard shoulder which is a concern." (Leisure, motorway)
- 😊 "Good road now but worried about the loss of the hard shoulder and refuge areas are not very frequent." (Leisure, motorway)



Appendix: survey method

Introduction

The National Road Users' Satisfaction Survey (NRUSS) provides the official measure of customer satisfaction among users of the Highways England road network. The survey in its current form has been running since April 2011. In April 2015 responsibility for running the motorways and major 'A' roads changed. One change was that customer satisfaction is now measured independently by Transport Focus, starting in April 2016. Transport Focus decided, given the importance of trend data and that it was a formal Highways England target, to continue with NRUSS unchanged in the short-term. Transport Focus therefore appointed AECOM to conduct the survey on its behalf. It has carried it out for the Highways Agency/Highways England since April 2011.

The main aspects of the methodology are detailed here and further information can be obtained by contacting Transport Focus.

Conducting the survey

Each year around 2000 users of the roads managed by Highways England are interviewed face-to-face in their homes. To take part, respondents must be aged 17 or over and have used a Highways England-managed road within the previous 12 months. The survey aims to achieve interviews evenly across each of Highways England's seven regions: Yorkshire and North East, North West, Midlands, M25, East, South East, and South West.

Each month, six sample areas are chosen within each region making 42 sample areas per month. Sample areas are selected at random from all possible postcodes within that region. The selected postcodes provide the start location from which interviewers will approach homes to request an interview. Within each sample area an interviewer has to secure interviews that meet the following criteria:

- gender: two men and two women
- driver/passenger: minimum three drivers
- age: minimum one person from each of the 17 to 34, 35 to 64, and 65+ age groups
- employment: minimum two employed

These criteria were set based on usage of Highways England's roads.

The questionnaire asks about their most recent journey on Highways England's roads. Where that journey was a return journey, only the outward or return leg is asked about (chosen at random). The questions cover general trip experience and satisfaction with five key performance areas: journey time, safety, roadworks management,

information/signage, and general upkeep. The results are not weighted.

Measure	Sample size 2017-18	
	Motorways	Major 'A' roads
Overall satisfaction*	1351	1262
Satisfaction with journey times, upkeep, and safety at regional level**	circa 270	circa 208
Satisfaction with roadworks management (all regions' results are combined – as only a proportion of users experience roadworks)	257	115

* These numbers added together exceed 2000 because some journeys involved use of a motorway and a major 'A' road.

** The approximate number of responses across each of the seven regions and across the four key performance areas. Two regions with notably fewer responses are the North West and M25 for major 'A' roads with around 60 and 140 respectively (both areas being more predominantly motorways). Exact sample size numbers for each region/question can be supplied on request.

Sample sizes

With 42 sample areas each month and four completed interviews per sample area, there are around 2000 interviews achieved each year. Some users will have used only motorways, some only major 'A' roads, some both. The exact sample size for any result quoted is available from Transport Focus. However the table below gives approximate sample sizes for the results shown in this report. The number of interviews carried out in 2017-18 was not significantly different from previous years.

Overall satisfaction calculation

The overall satisfaction score is derived from the scores achieved for the five key performance areas. It is not generated from a direct question. The basis of the calculation is below:

$$\text{Overall satisfaction score} = \frac{\sum (Rm \times Nm) + \sum (Rt \times Nt)}{\sum (Nm) + \sum (Nt)}$$

- Where Rm is the satisfaction score for that key performance area for motorways
- Where Rt is the satisfaction score for that key performance area for major 'A' roads
- Where Nm is the total number of responses for that key performance area for motorways
- Where Nt is the total number of responses for that key performance area for major 'A' roads
- Each Σ sign means adding the five results (one for each key performance area) that come from calculating the mathematical expression within the bracket that follows that Σ sign.

In 2017-18 survey year the numbers used in the calculation were as follows:

	% Satisfaction		No. of responses
R (journey time motorways)	85.56	N (journey time motorways)	1350
R (roadworks motorways)	57.59	N (roadworks motorways)	257
R (signage motorways)	91.55	N (signage motorways)	1195
R (upkeep motorways)	90.55	N (upkeep motorways)	1301
R (safety motorways)	88.67	N (safety motorways)	1342
R (journey time major 'A' roads)	90.25	N (journey time major 'A' roads)	1262
R (roadworks major 'A' roads)	74.78	N (roadworks major 'A' roads)	115
R (signage major 'A' roads)	92.75	N (signage major 'A' roads)	1020
R (upkeep major 'A' roads)	86.76	N (upkeep major 'A' roads)	1224
R (safety major 'A' roads)	92.44	N (safety major 'A' roads)	1256

The calculation for 2017-18 using these figures was:

$$\text{Overall satisfaction (\%)} = \frac{[(85.56 \times 1350) + (57.59 \times 257) + (91.55 \times 1195) + (90.55 \times 1301) + (88.67 \times 1342)] + [(90.25 \times 1262) + (74.78 \times 115) + (92.75 \times 1020) + (86.76 \times 1224) + (92.44 \times 1256)]}{(1350 + 257 + 1195 + 1301 + 1342 + 1262 + 115 + 1020 + 1224 + 1256)}$$

Overall satisfaction was therefore 88.7 per cent.

Factors of influence charts

NRUSS asks direct satisfaction questions for each of the five key performance areas for both motorways and major 'A' roads – 10 measures in all. For each of these, statistical analysis has been conducted to look at how all the other questions in the survey have been answered, to identify those with greatest influence on satisfaction in the key performance area concerned. The analysis includes answers from the questions asked directly and from 'coding' what users said were the reasons for their views.

The statistical process used was 'logistic regression modelling' which treats the dependent variable (the key performance area rating) as either zero = not satisfied

or one = satisfied and similarly the independent variables (users' answers to the other questions). The modelling iteratively determines the smallest set of variables that can explain largest movement in satisfaction.

The output shows, of the explainable variance in satisfaction, how much movement in satisfaction might occur from a 10 percentage point change in users' answer to a particular question. The factors with most impact are shown. Please note the impact of some factors overlaps, so the total amount of influence on satisfaction is not the sum of the individual influences. You can contact Transport Focus for any further information required.

Contact Transport Focus

Any enquiries about this research should be addressed to:

Murray Leader

Senior Insight Advisor

Transport Focus

0300 123 0843

murray.leader@transportfocus.org.uk

www.transportfocus.org.uk

Fleetbank House

2-6 Salisbury Square

London

EC4Y 8JX

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- rail passengers in Great Britain
- bus, coach and tram users across England outside London.

We work to make a difference for all transport users