

# Strategic Roads User Survey

A new survey offering the most significant picture of road user satisfaction since Transport Focus became involved in the sector in 2015.



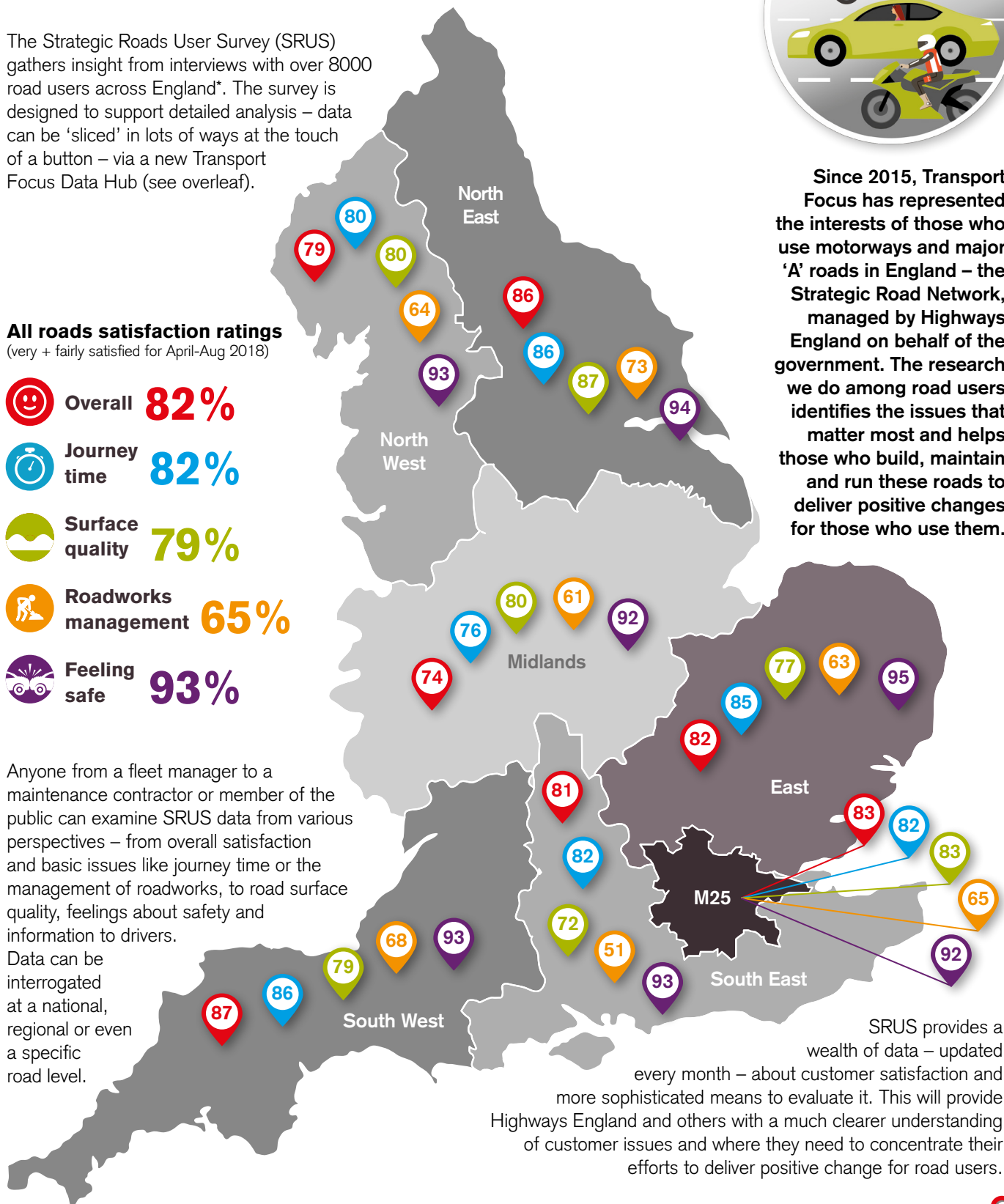
The Strategic Roads User Survey (SRUS) gathers insight from interviews with over 8000 road users across England\*. The survey is designed to support detailed analysis – data can be ‘sliced’ in lots of ways at the touch of a button – via a new Transport Focus Data Hub (see overleaf).

## All roads satisfaction ratings (very + fairly satisfied for April-Aug 2018)

-  Overall **82%**
-  Journey time **82%**
-  Surface quality **79%**
-  Roadworks management **65%**
-  Feeling safe **93%**

Anyone from a fleet manager to a maintenance contractor or member of the public can examine SRUS data from various perspectives – from overall satisfaction and basic issues like journey time or the management of roadworks, to road surface quality, feelings about safety and information to drivers.

Data can be interrogated at a national, regional, or even a specific road level.



Since 2015, Transport Focus has represented the interests of those who use motorways and major ‘A’ roads in England – the Strategic Road Network, managed by Highways England on behalf of the government. The research we do among road users identifies the issues that matter most and helps those who build, maintain and run these roads to deliver positive changes for those who use them.

SRUS provides a wealth of data – updated every month – about customer satisfaction and more sophisticated means to evaluate it. This will provide Highways England and others with a much clearer understanding of customer issues and where they need to concentrate their efforts to deliver positive change for road users.

\* SRUS replaces but is intended to run alongside the previous National Road Users’ Satisfaction Survey (NRUSS) until March 2020.

# Transport Focus Data Hub



**Strategic Roads User Survey**



**Bus Passenger Survey**



**National Rail Passenger Survey**



**Tram Passenger Survey**



**Motorway Services User Survey**



Transport Focus data hub   Bus Passenger Survey   Strategic Roads User Survey

Headline results   Overall satisfaction   Journey time   Roadworks   Other delays   Safety   Upkeep   Information   Driver comments   Compare results

Advanced analysis

Last 12 months\*\*\*   Month   Highways England Region   Highways England Area   Individual road   Road type

August 2018 (Last 12 Months)   No selection   No selection   No selection   No selection   No selection   No selection

Age   Disability   Vehicle type   Journey purpose   Time of travel   Passed through roadworks

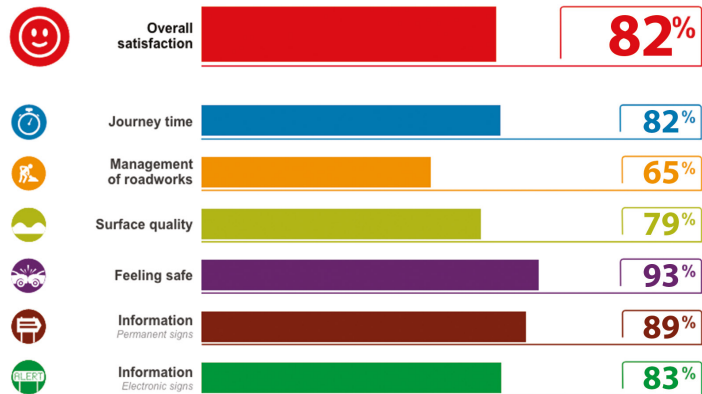
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Reset



## Strategic Roads User Survey

Satisfaction scores



Last 12 months\*\*\* August 2018 (Last 12 Months)

\*caution – based on 75-99 responses  
\*\* result hidden as less than 75 responses  
\*\*\* Currently year-to-date, not 12 months

| Satisfaction*   |  | M1 | M25 | M4 | M5 | M6 | M62 | A1 |
|-----------------|--|----|-----|----|----|----|-----|----|
| Overall         |  | 75 | 77  | 82 | 83 | 68 | 84  | 85 |
| Journey time    |  | 76 | 79  | 81 | 85 | 70 | 84  | 87 |
| Surface quality |  | 83 | 82  | 83 | 82 | 75 | 83  | 87 |
| Feeling safe    |  | 94 | 88  | 94 | 96 | 89 | 91  | 93 |

\* Key measures for selected roads

[www.transportfocus.org.uk/data-hub](http://www.transportfocus.org.uk/data-hub) sets out to give anybody – particularly road users and passengers, transport operators and infrastructure providers, and those who specify and fund transport – easy access to satisfaction data that captures what service users think.

In line with the principles of 'open data' anyone who is interested – from insight professionals to transport users – can analyse data on the hub to investigate issues of interest. For example, service managers and other stakeholders will be able to examine satisfaction by mode and across modes to identify how to better meet the needs of their users.

Initially the hub provides access to early data from the new Strategic Roads User Survey (see overleaf) and to data collected since 2014 via the Transport Focus annual Bus Passenger Survey. Over coming months data sets from other surveys will be added. In time the hub will support and enable the comparison of satisfaction data for one, some, or all modes of transport.