



Traffic Regulation Orders survey  
Transport User Panel

August 2019

# About this Survey

- The Department for Transport (DfT) is currently reviewing the process for making Traffic Regulation Orders in England and Wales. DfT wanted to understand if road users feel well informed when new Orders are being considered, which can mandate restrictions on use of the road network – temporarily (for example for roadworks) or permanently (for example for pedestrianisation).
- DfT asked if Transport Focus could help provide a road user view on this subject, which it was pleased to do using its Transport User Panel to explore how people currently find out about changes to the road network that affect them, and through which channels they wish to be informed in future.
- Transport Focus received over 3,000 responses from members of the Panel across Great Britain, 93 per cent of them using roads in England and Wales. The survey methodology is summarised in slide nine.

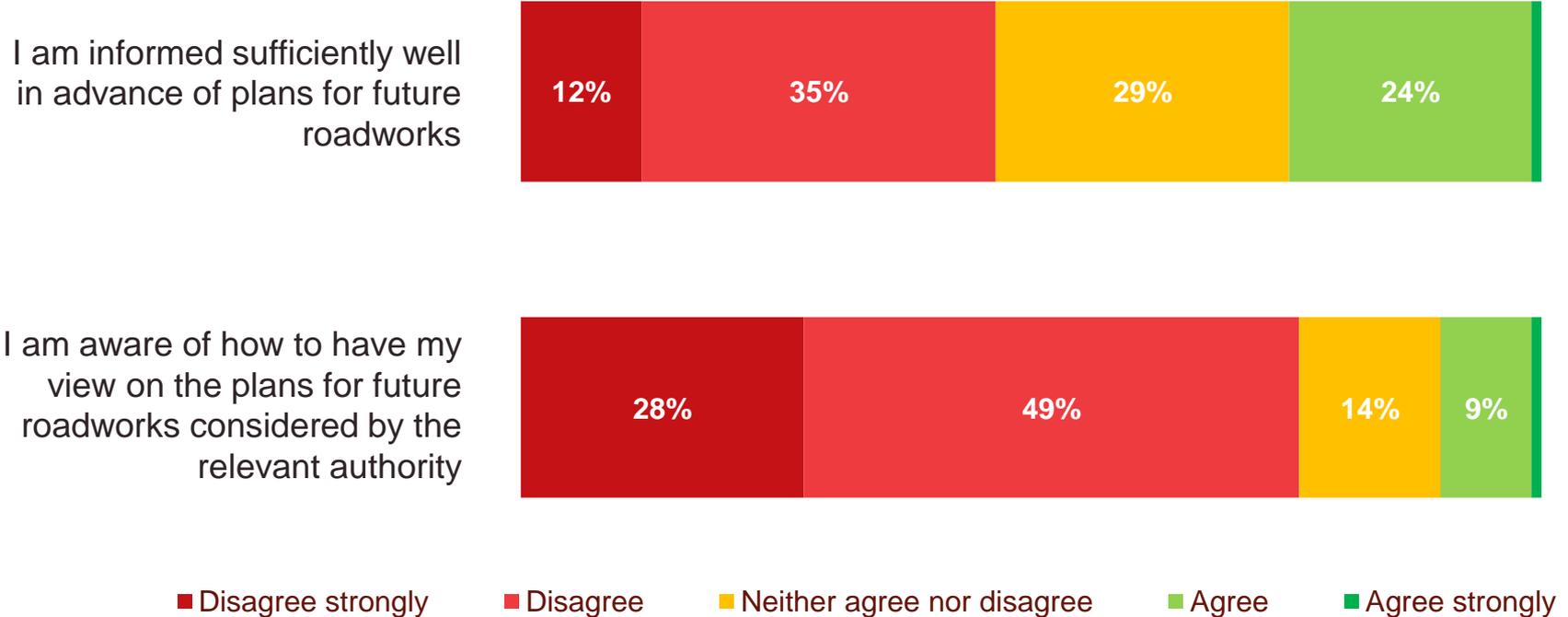
# Headline findings

- Road users do not feel that they are informed sufficiently well in advance of plans for future roadworks. The majority also state that they are not aware of how to get their views on plans considered by the relevant authority.
- The majority of road users are informed of plans for future roadworks and road network changes through roadside signage in the main - noting that three in ten find out about these things only at the time they come across them.
- Reflecting other findings, the majority of road users do not think that they have enough information regarding roadworks and network changes currently in progress that affect them.
- In terms of the ways in which road users would like to find out about proposals for road closures and changes to the road network in the future, roadside signage remains the most favoured option. Some also mention emails, apps and websites but more traditional methods, such as letters and local papers are much less preferred.

## Road users say that they are not informed sufficiently well in advance of roadworks and don't know how to have their views considered

Only a quarter feel that they are informed sufficiently in advance of road works and only one in ten feel that they know how to have their views considered by the relevant authority.

*To what extent do you agree or disagree that..?*

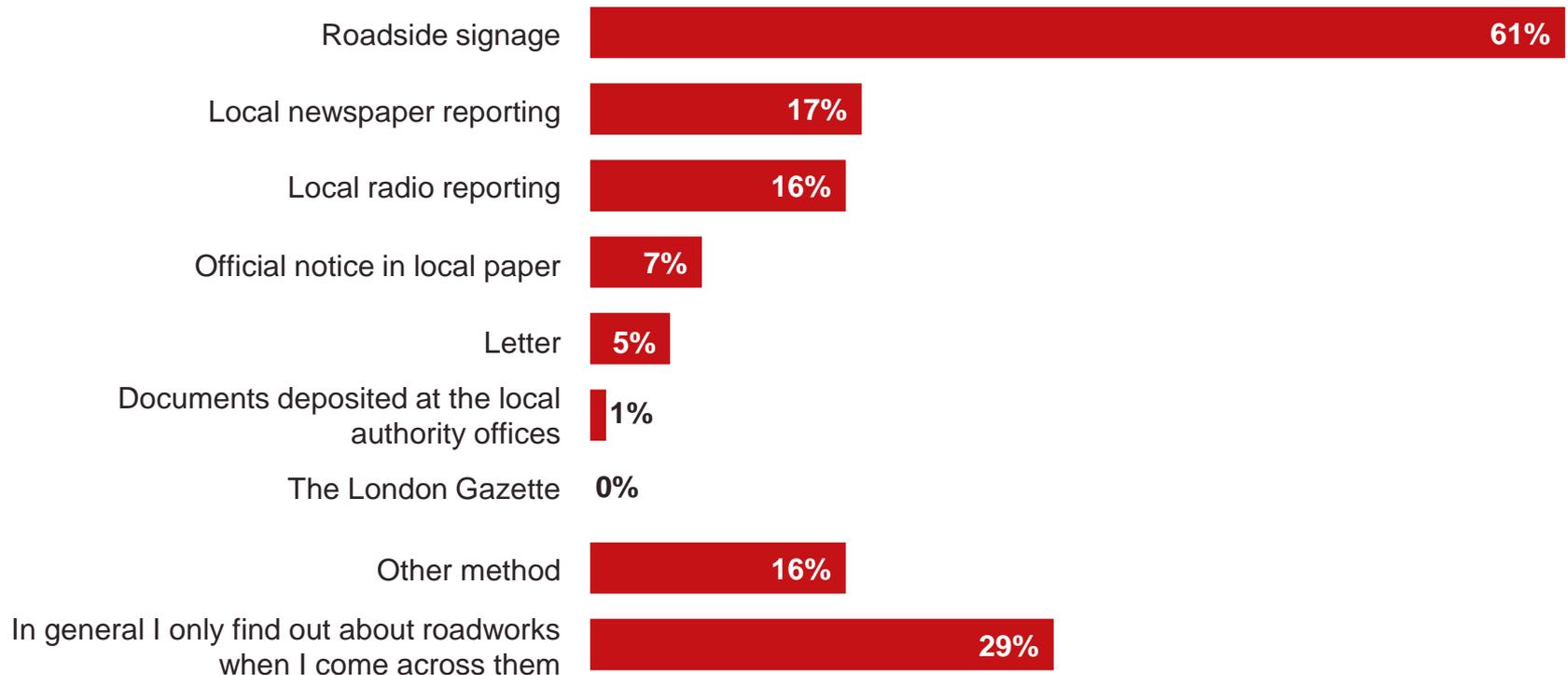


Base: All those using roads at least once a month (3,108)

## The way in which road users find out about plans for future roadworks reflects that this is not very much in advance of them being undertaken

The greatest proportion of road users, six in ten, say that they find out about plans for future road works and road network changes by seeing advance roadside signage, while three in ten do not see any advance notification.

*How do you currently find out about plans for future road works and road network changes?*

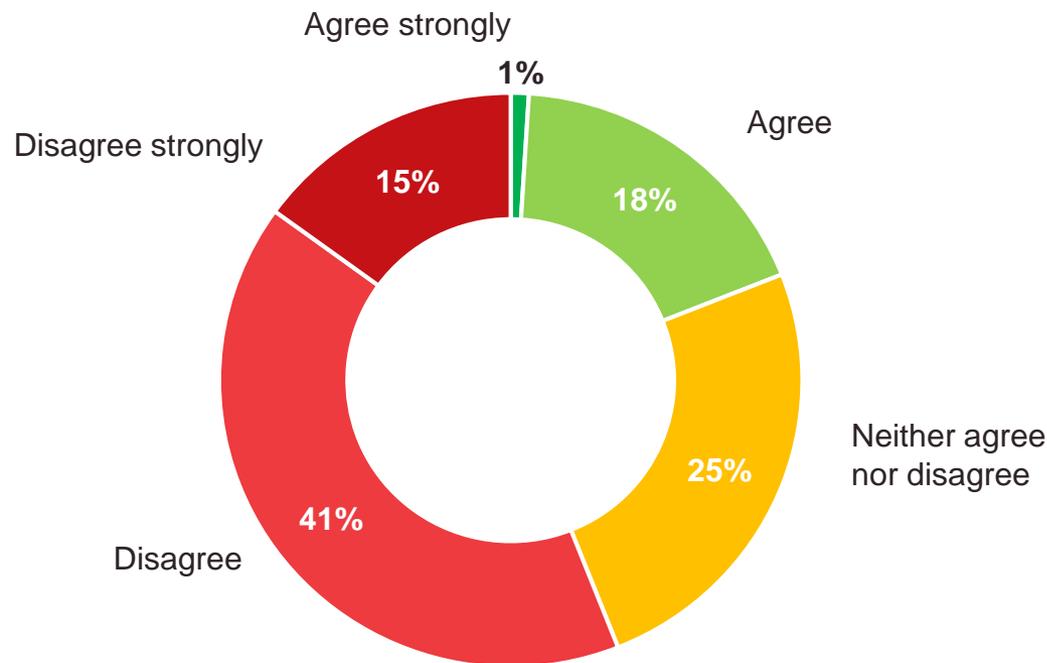


Base: All those using roads at least once a month (3,108)

## Road users do not think that they have enough information about roadworks and network changes which are currently in place

More than half disagree that they have enough information regarding roadworks and network changes currently in progress that affect them, while only 19 per cent agree.

*To what extent do you agree or disagree that you have enough information about road works and network changes currently in progress, that affect you?*

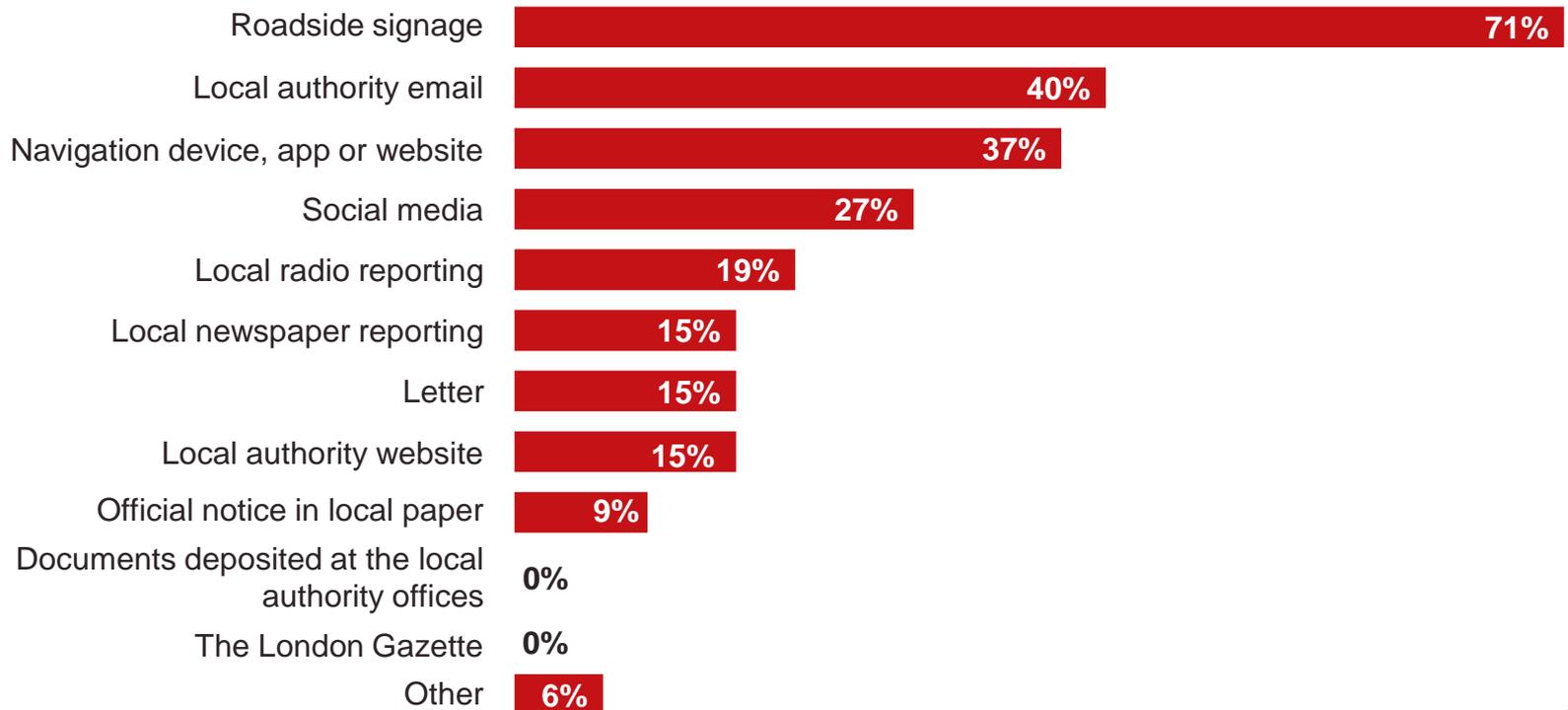


Base: All those using roads at least once a month (3,108)

## Roadside signage remains the way in which road users would most want to find out about plans for future road works and changes to the road network

Seven in ten would prefer to find out about plans for future road works and road network changes via roadside signage. Emails, apps and websites are mentioned by some, while more traditional methods are less favoured.

*In future, in which of the following ways would you prefer to be informed about proposals for road closures and changes to the road network?*



Base: All those using roads at least once a month (3,108)

## Panelists' views on information about road closures and road network changes

Panelists were asked to share any views that they had about information regarding road closures and other changes to the road network. Some of these are indicated below.

*"Info may be available on a website, but, if so, I don't know where to look!"*

*"The London Gazette?? What century is this?!"*

*"Highways England twitter feed "priceless."*

*"Putting things in notices in local newspapers is relatively useless because one often travels from a different area."*

*"I simply don't trust what is out there at the moment."*

*"It can be very difficult to find out about bus schedule and route changes due to road closures."*

*"Out of date signage is irritating, and can stay in place for months after work has been completed (both free standing, and attached to lampposts)."*

*"Road sign advance notices are usually too small/contain too much detail for a driver to be able to absorb the information while travelling."*

*"There should be proper public consultation before a decision is made as to whether to close a road or change a road, or not."*

*"Motorway slip road closures don't get signed early enough to take the previous exit."*

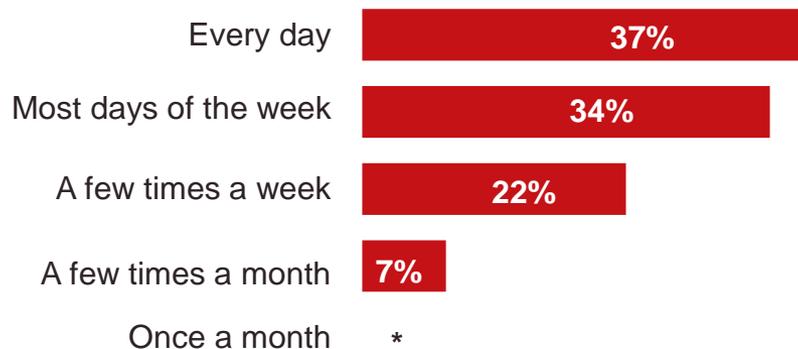
*"It would be good if you could sign up to a service and select which areas/roads/routes you are interested in and get emails advising of roadworks or closures. Also temporary closures due to accidents or obstructions."*

# Survey method

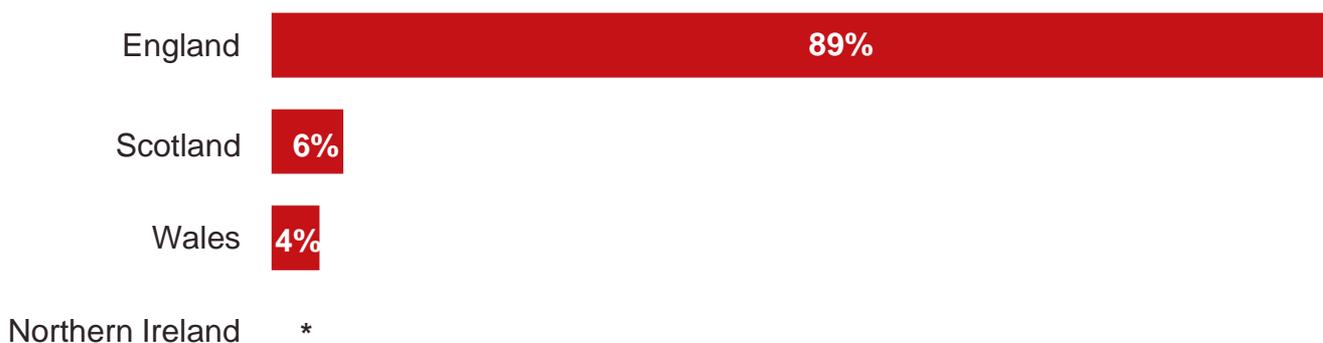
- An invitation to complete an online questionnaire regarding how people find out about changes to the road network, such as temporary road closures for roadworks, was emailed to 7,175 road users on Monday 29 April 2019.
- These road users were identified via the Transport Focus Transport User Panel. The Transport User Panel is a database of transport users who have previously completed surveys for Transport Focus and who have indicated that they would be willing to continue to do so.
- Those panellists who were sent the invitation to complete the questionnaire were identified as those who had previously told Transport Focus that they used roads at least once a month. An initial question in the questionnaire confirmed this; those who did not use roads in the UK at least once a month were screened out of the survey, while 93 per cent of respondents told us that they use these roads at least a few days a week.
- The survey closed on 13 May 2019 with 3,108 road users having completed the questionnaire. Within the fieldwork period a reminder email invitation was sent to those who had not started, or who had not fully completed the questionnaire.
- Data is unweighted and should be interpreted as indicative rather than statistically representative of the view of the population as a whole.

# Profile of respondents

*How often, on average, do you use roads in the UK?*



*In which country in the UK do you most commonly use the roads?*



Base: All those using roads at least once a month (3,108). \*Less than 1%