



National Road Users' Satisfaction Survey

2019-20

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Foreword

This is the final year that the National Road Users' Satisfaction Survey (NRUSS) is being conducted. Inherited from Highways England in 2016, NRUSS has been discontinued in favour of Transport Focus's new Strategic Roads User Survey (SRUS).

NRUSS measures satisfaction among around 2000 users of the motorways and major 'A' roads managed by Highways England, based on their most recent journey. To maintain comparability with previous years, Transport Focus has kept NRUSS methodology unchanged.

The level of overall satisfaction calculated in NRUSS is used by the Office of Rail and Road to monitor Highways England's delivery as part of the performance specification set for Highways

England by Government.

NRUSS user satisfaction for 2019-20 was 89.2 per cent; an improvement from 88.4 per cent last year, but still below the target of 90 per cent set by Government.

The SRUS replaced NRUSS as the formal measure of satisfaction among users of Highways England's roads in April 2020, the start of Road Period 2. SRUS has improved methodology and seeks the views of over four times more road users. It provides greater insight for Highways England to understand where satisfaction is weaker and target its efforts to increase it.

Anthony Smith
Chief Executive

The Strategic Road Network in England

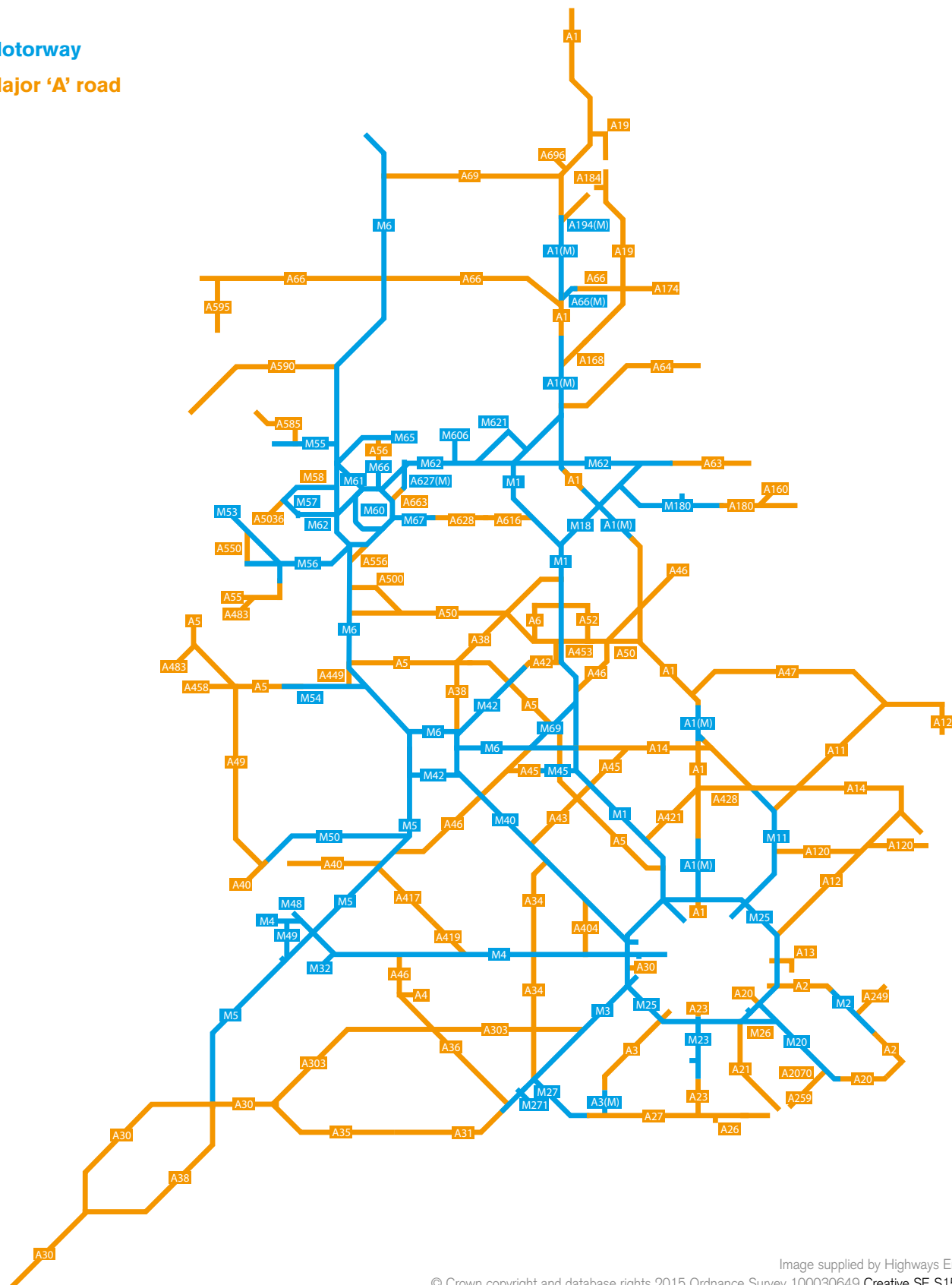


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Key findings

Introduction

The National Road Users' Satisfaction Survey (NRUSS) measures users' satisfaction with journeys on the motorways and major 'A' roads managed by Highways England. The NRUSS customer satisfaction result was a Key Performance Indicator for Highways England until March 2020. The target for the 2019/20 year was 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 the methodology is provided in the appendix.



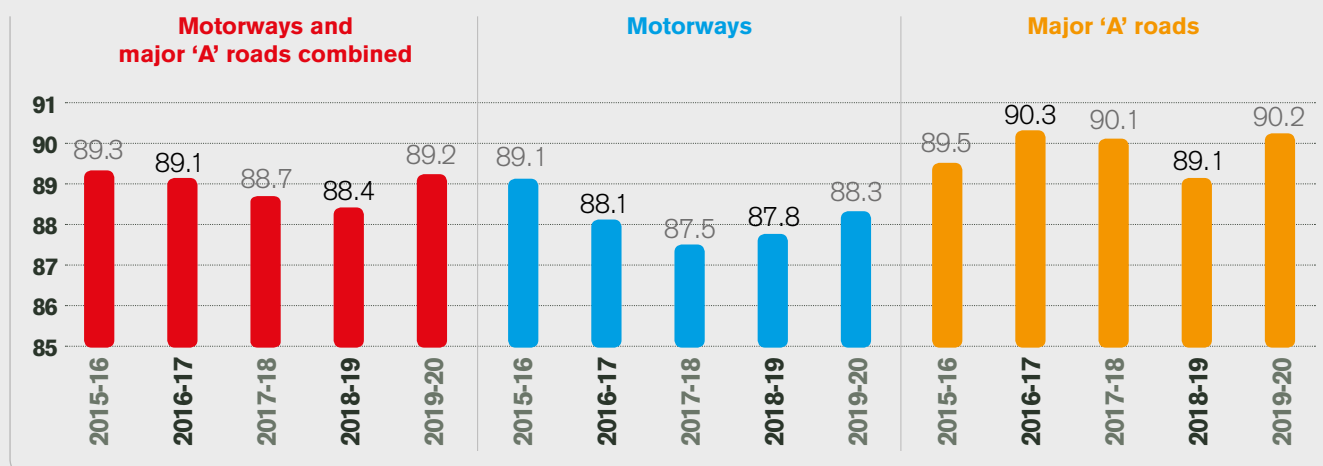
Overall satisfaction

In 2019-20, the overall satisfaction score was 89.2 per cent, the second-highest score in the last five years and up from 88.4 per cent last year. Motorway scores increased from the previous year by 0.5 of a percentage point to 88.3 per cent, largely due to an

increase in satisfaction with roadworks. Major 'A' roads scores increased from 89.1 per cent the previous year to 90.2 per cent in 2019-20, with the increase caused by higher satisfaction with roadworks, maintenance and general upkeep.



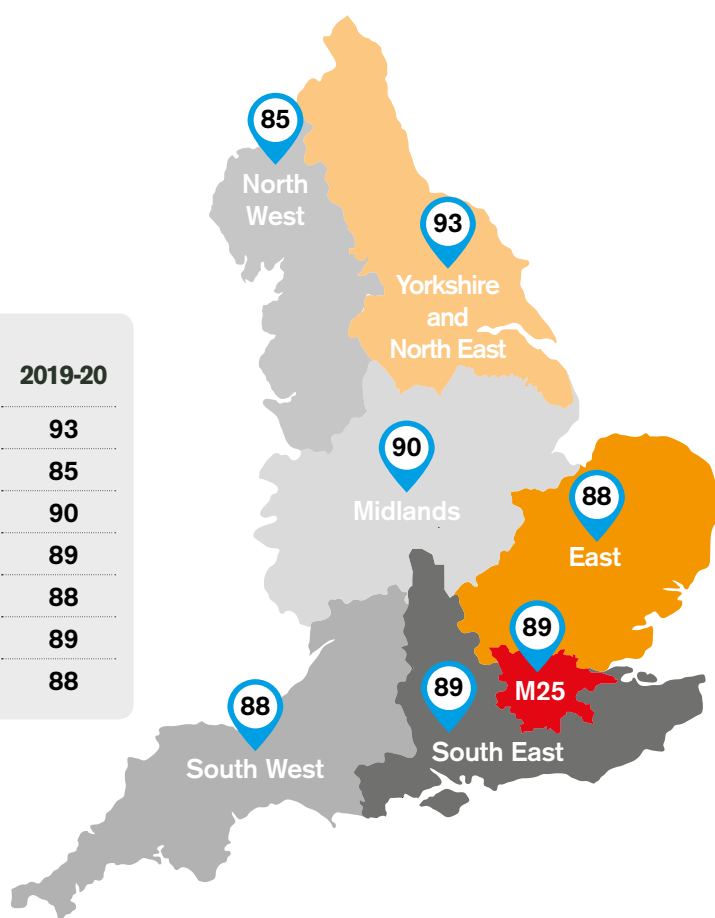
Overall satisfaction (% satisfied)



Overall satisfaction by region

The highest overall satisfaction was in Yorkshire and the North East region at 93 per cent, an increase from 91 per cent in 2018-19. Satisfaction in the North West region remains the lowest at 85 per cent, but its score has increased from 84 per cent in the previous year.

Satisfaction by region (%)	2015-16	2016-17	2017-18	2018-19	2019-20
Yorks and North East	86	88	88	91	93
North West	84	83	78	84	85
Midlands	89	87	89	88	90
M25	90	89	90	87	89
East	92	91	90	90	88
South East	89	88	91	86	89
South West	91	91	89	89	88



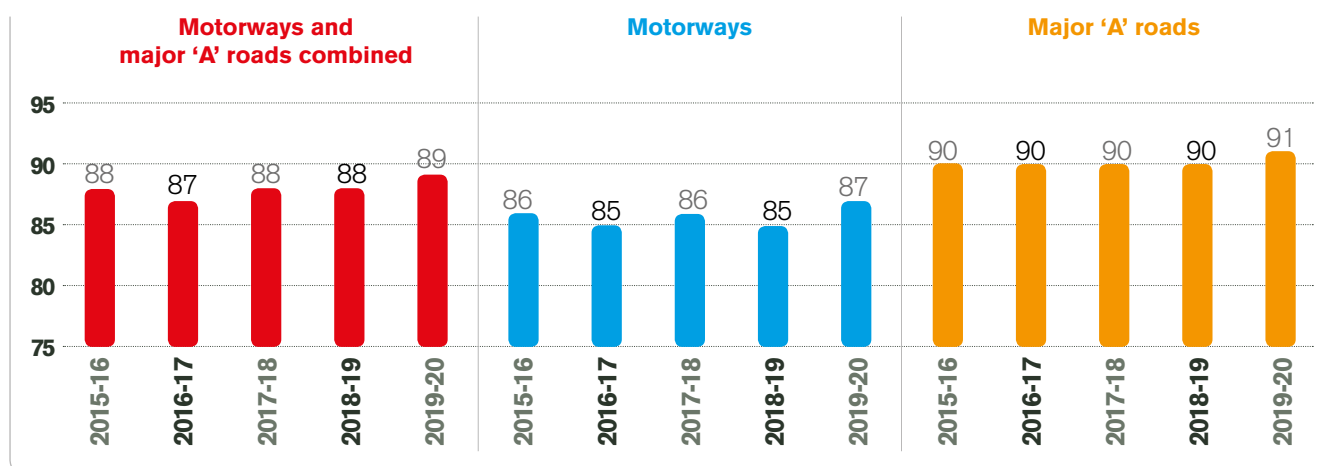
Journey time

Satisfaction of 89 per cent was achieved for journey time; this is the highest score in the past five years. Major 'A' road scores increased to 91 per cent from 90 per cent, the highest it has been in the past five years.

Motorway scores increased to 87 per cent from 85 per cent. Key reasons for dissatisfaction with journey times were delays caused by congestion, roadworks and accidents.



Journey time (% satisfied)



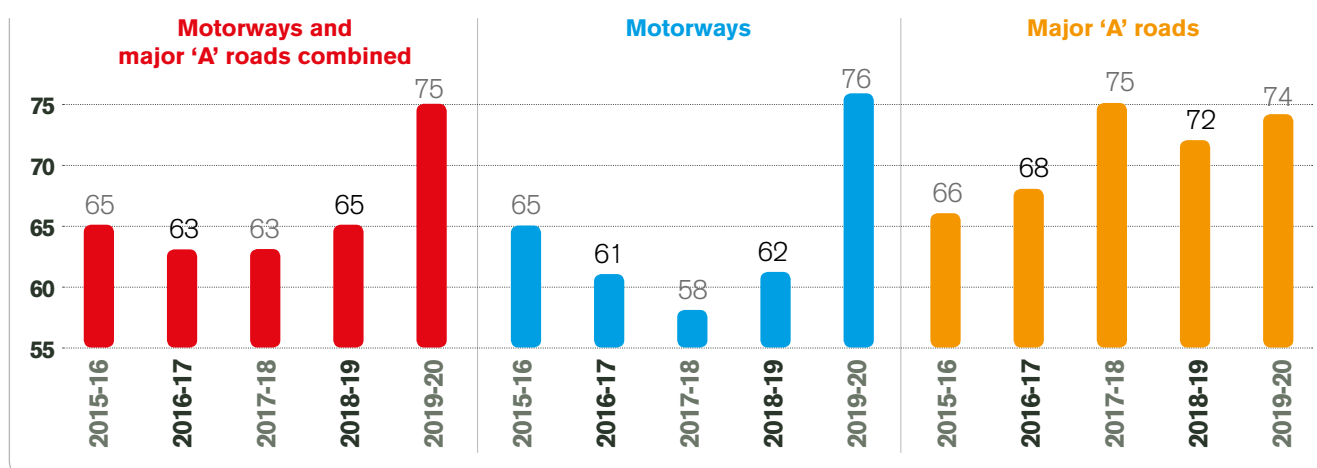
Roadworks

Roadworks achieved a satisfaction score of 75 per cent, the highest score achieved to date for this measure and up from 65 per cent in 2018-19. Motorway scores increased to 76 per cent, the highest score in the past five years. The score for major 'A' roads increased to 74 per cent from 72 per cent last year.

The main reasons for dissatisfaction among users were perceived lack of progress being made with roadworks, not seeing workers onsite, feeling they are taking too long to complete and the perceived lack of signage and information about the roadworks.



Roadworks (% satisfied)



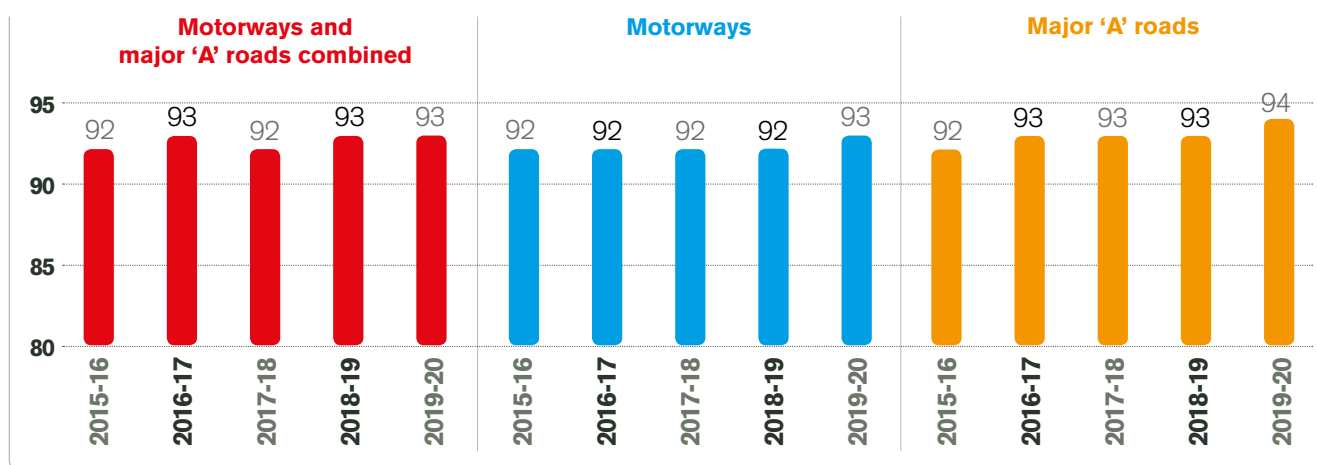
Signage

Signage achieved a satisfaction score of 93 per cent, the same as 2018-19. Satisfaction on motorways increased to the highest in the past five years from 93 per cent, while major 'A' roads increased from 93 per cent to 94 per cent.

Those who were dissatisfied with signage said some signs were unclear, confusing, inaccurate and inconsistent between areas. Some signs were also reported to be broken, dirty, or obscured by foliage.



Signage (% satisfied)

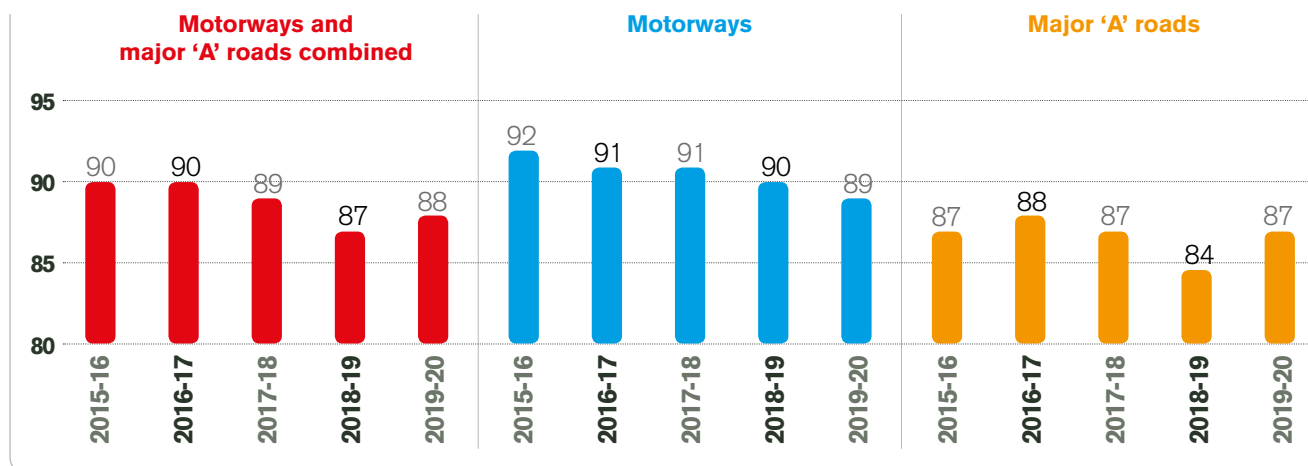


Upkeep

In 2019-20, satisfaction with upkeep was 88 per cent, an increase from 87 per cent in 2018-19 but still its second lowest ever overall score. Scores for motorways fell to their lowest ever level at 89 per cent, while major

'A' roads increased from 84 per cent to 87 per cent. Poor road surfaces and poor lighting on 'A' roads are the principal reasons for dissatisfaction.

Upkeep (% satisfied)

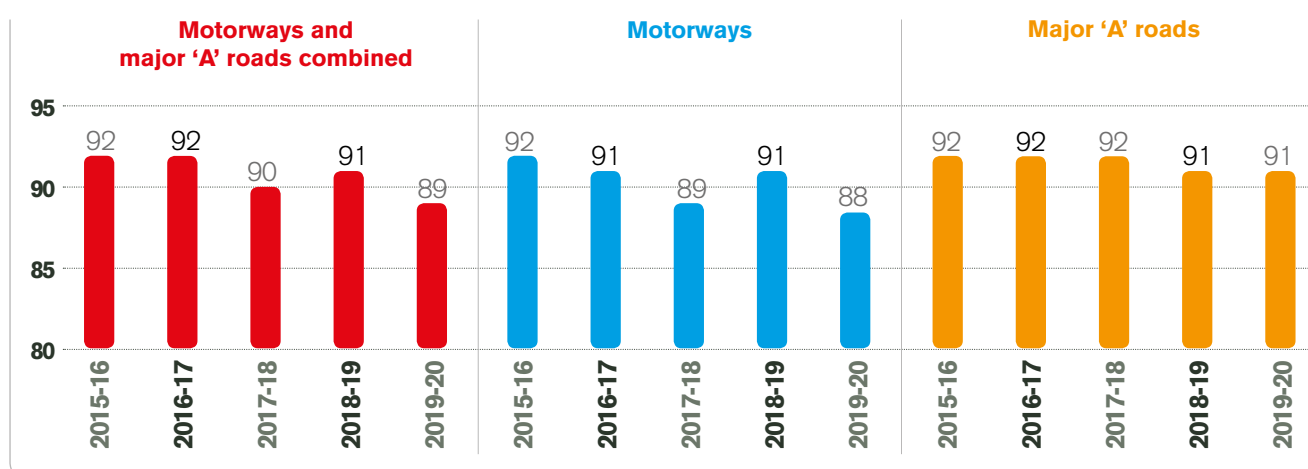


Safety

The proportion of users who reported feeling safe in 2019-20 was 89 per cent. This was down from 91 per cent in 2018-19 and is the lowest score in the past five years. There was a decrease among motorway users to 88 per cent, but the score for major 'A' road users remained at 91

per cent. The biggest reason contributing positively to 'feeling safe' is users being confident in their driving skills. The main reasons for users 'feeling unsafe' are poor driving from other road users, poor road surfaces and travelling in poor weather.

Safety (% feeling safe)

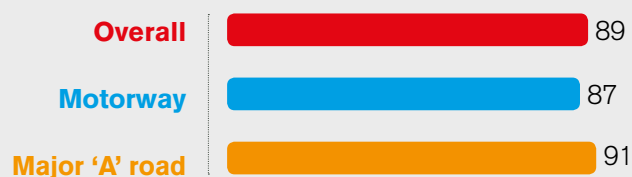


Journey times

Levels of satisfaction with journey time and trends

Overall satisfaction with journey time in 2019-20 was 89 per cent. Looking at the last five years, satisfaction with journey time on both types of road has been largely consistent.

Satisfied (%)

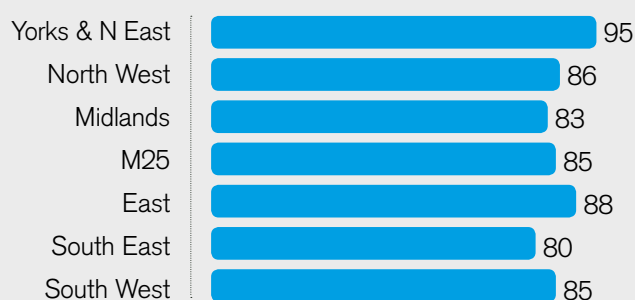


	2015-16	2016-17	2017-18	2018-19	2019-20
Overall	88	87	88	88	89
Motorway	86	85	86	85	87
Major 'A' road	90	90	90	90	91

Users of motorways in the Yorkshire and the North East and the East regions were most satisfied with journey time, while users in the South East region were the least satisfied.

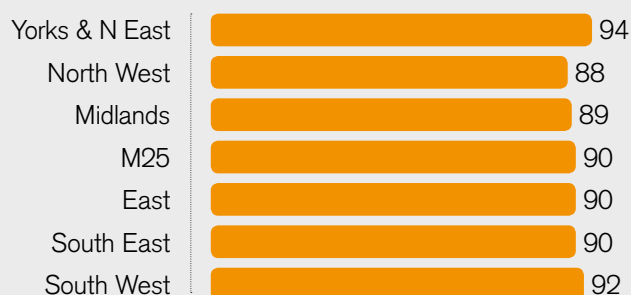
For journey times on major 'A' roads, users in the Yorkshire and the North East and the South West regions were the most satisfied, with those in North West region being the least satisfied.

Motorways (satisfied %)



	2015-16	2016-17	2017-18	2018-19	2019-20
Yorks & N East	82	84	82	90	95
North West	84	80	78	82	86
Midlands	80	76	83	78	83
M25	84	81	84	85	85
East	90	86	91	88	88
South East	85	82	86	82	80
South West	89	88	84	84	85

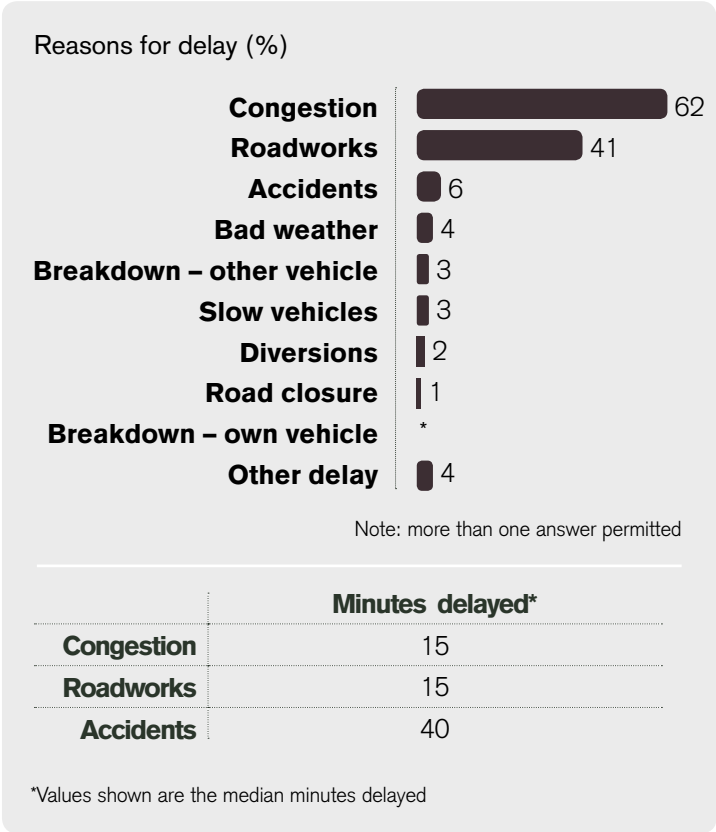
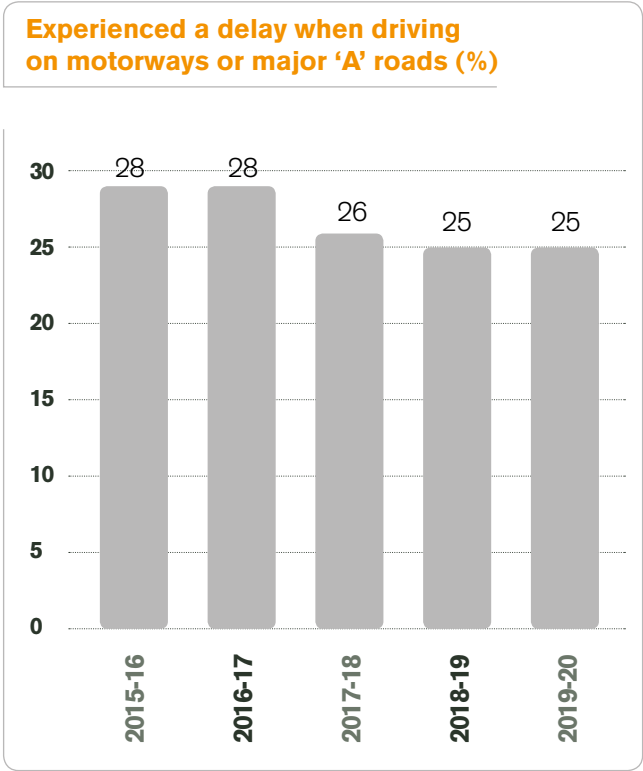
Major 'A' roads (satisfied %)



	2015-16	2016-17	2017-18	2018-19	2019-20
Yorks & N East	86	87	88	86	94
North West	85	85	88	93	88
Midlands	91	91	92	93	89
M25	86	87	89	89	90
East	95	94	89	93	90
South East	88	86	92	87	90
South West	89	91	88	89	92

Only 25 per cent of users experienced delays in 2019-20, the same as in 2018-19.

The main reasons given for delay were congestion (62 per cent) and roadworks (41 per cent), with reported length being around 15 minutes each.



Thirteen per cent of users checked travel conditions before setting off. Two in five checked during their journey, while one in seven allowed extra time in case of delays.

	%
Checked travel conditions pre travel	13
Allowed extra time in case of delays	14
Checked travel conditions during journey	41
Alerted to possible delays	18

76 per cent did not plan their route before setting off. Users were more likely to plan routes in advance where the trip purpose was going on holiday (41 per cent), travelling on business (43 per cent) or travelling to or from education (36 per cent).

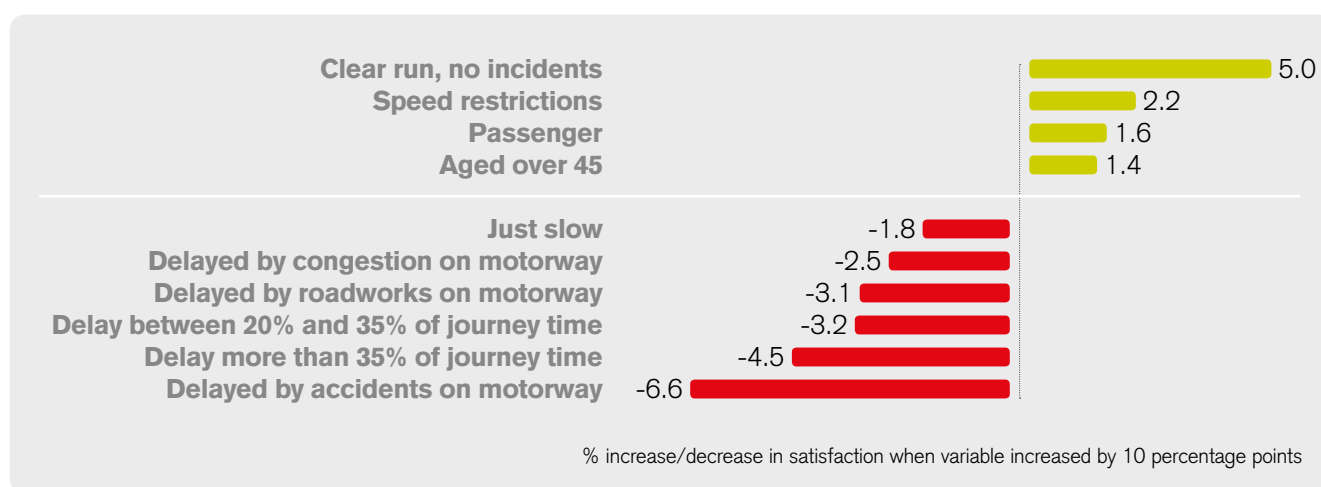
Analysis of satisfaction with journey time

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 experiencing a clear run with no incidents, speed restrictions and being a passenger whilst travelling. Being delayed by accidents on the motorway; being delayed by more than a third of the

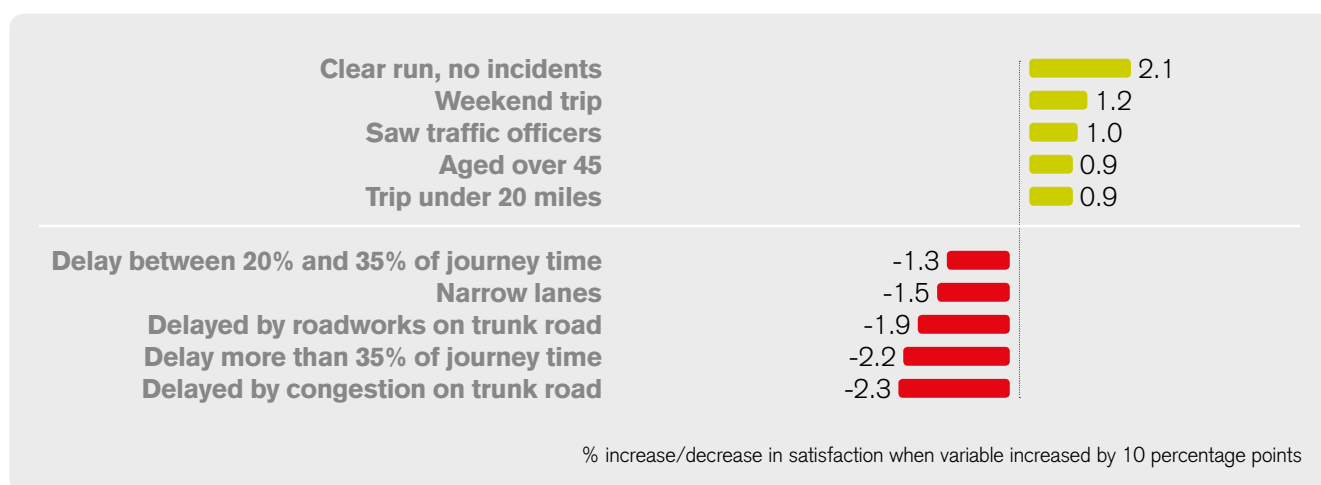
expected journey time; and delays between 20 per cent and 35 per cent of journey time were all factors with the greatest negative effect on satisfaction with journey time.



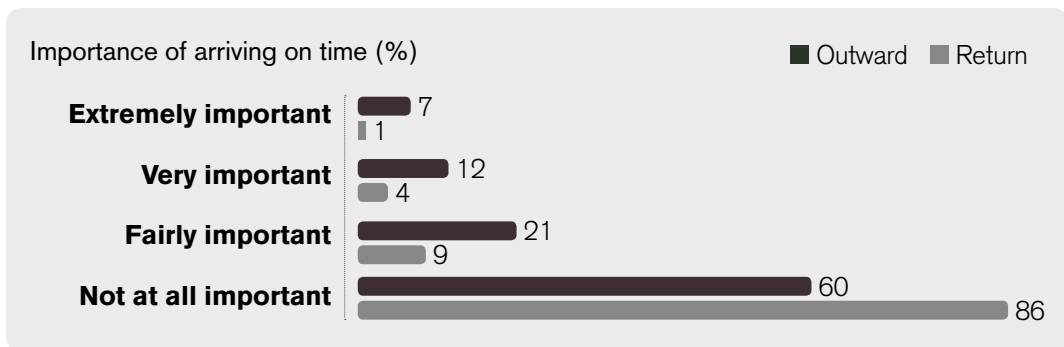
Factors with greatest influence – major 'A' roads

Delays by congestion on major 'A' roads was the highest negative factor, followed closely by being delayed by more

than a third of the expected journey time. The highest positive factor was having a clear run with no incidents.








Users tell us arriving on time is important on over two-fifths of outward trips and around one in five return trips.



What users tell us about delays





Congestion

General congestion and the volume of traffic was the cause of high levels of dissatisfaction with journey time, with 62 per cent of users stating that congestion was the reason for the delay that added to their journey time.

-  "It's not too far to travel, but the roads are horrendous with congestion at peak times." (Other, motorway)
-  "Because of heavy traffic on the M25, it took almost 30 minutes extra to reach home, and in some places, it was standstill traffic." (Leisure, motorway)
-  "You can't ever guess the journey time. Each journey is different now with so much traffic congestion." (Other, motorway)
-  "Terrible congestion at the Dartford Crossing Tunnels due to their narrowness. It's always bad." (Leisure, 'A' road)
-  "Very busy. Thought there was an accident, but it was just the volume of traffic." (Leisure, 'A' road)





Roadworks

Roadworks were frequently noted as the cause of delays experienced by a number of users, and this caused dissatisfaction. The perceived lack of information about roadworks, not seeing anyone working on them, and diversions experienced all contributed to dissatisfaction.

-  "Roadworks and average speed cameras. No one at the roadworks either." (Leisure, motorway)
-  "20 minutes longer than expected and no explanation. Nobody working on the roadworks." (Business, motorway)
-  "All the roadworks around Exeter had really bad diversions and bad drivers who drive too close." (Leisure, motorway)
-  "A14 diversions and roadworks. Took two hours longer than expected." (Leisure, 'A' road)

Accidents and unexplained incidents

The majority of users accepted accidents as unforeseen events, but many were dissatisfied when they were delayed for no obvious reason, and some who encountered accidents felt that there was a lack of information about them.

-  "It took us so long, and the only way we knew it was because of an accident is that it was on Heart Radio. Would have liked a sign to go up telling us of it." (Leisure, motorway)
-  "It took twice as long as it should have, and I still don't know why." (Business, motorway)
-  "Accident held everyone up, and everyone was getting stressed." (Leisure, motorway)
-  "It took four hours for a two-and-a-half-hour journey. Road signs are inaccurate as the accident was on other side of the road, but people stopping to nosey were causing delays." (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

Some users were still satisfied with their journey even if they experienced a delay as it was 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.




-  "No more delays than expected. Good journey." (Leisure, motorway)
-  "They were doing roadworks, so I expected a bit more traffic." (Leisure, 'A' road)
-  "Junction between A12 and A14. There was a bit of a delay which is expected at major junctions." (Leisure, 'A' road)

Commuters and those travelling for business had lower expectations of journey time from familiarity with routes and typical levels of congestion. A quarter (25 per cent) of users travelling to/from work or for business allowed extra time in case of delays during their journeys. Of those who allowed extra time, 47 per cent allowed an additional 1-15 minutes, 42 per cent allowed 16-30 minutes, and 11 per cent allowed more than 30 minutes.

-  "It took the expected time even though it was a busy time of day." (Commuting, motorway)
-  "Not held up by roadworks as much as expected." (Commuting, motorway)
-  "Expected at that time of day. Home time is always busy, especially Fridays." (Business, motorway)
-  "I am so used to the journey, it's normal for a few hold-ups." (Commuting, 'A' road)





Avoided delay

Many users chose to travel at a time that they perceived to be quieter, therefore reducing the risk of being delayed. This contributed to higher levels of satisfaction among these users.

-  "I go early to avoid traffic." (Business, motorway)
-  "It was quieter than usual, but I avoid travelling at peak times when the roads are horrendous and gridlocked." (Leisure, motorway)
-  "You can't travel at peak times, so you have to plan your day around traffic. It wasn't too bad on the day." (Leisure, 'A' road)




When the delay is unexpected or worse than expected

If a delay was unexpected, then dissatisfaction levels were extremely high among users due to the large impact it had on their journey time.

-  "It was three-and-a-half hours longer than expected." (Leisure, motorway)
-  "Held up for longer than usual. Always some delays, but this was worse than expected." (Business, motorway)
-  "Took much longer than expected, even knowing about the roadworks." (Personal business, motorway)
-  "We couldn't get to our destination in time to pick up our grandchild." (Leisure, 'A' road)

Speed restrictions

Speed restrictions due to roadworks, accidents, or just to manage congestion were mentioned by a number of users. However, some did not perceive these restrictions to cause a delay and felt that the restrictions were appropriate.

-  "There were reduced speed signs to manage congestion, otherwise OK." (Leisure, motorway)
-  "There was a restriction to the speed limit, although I know the reasons for it are good." (Leisure, motorway)
-  "Moving traffic with controlled speed restriction. It was OK." (Leisure, 'A' road)

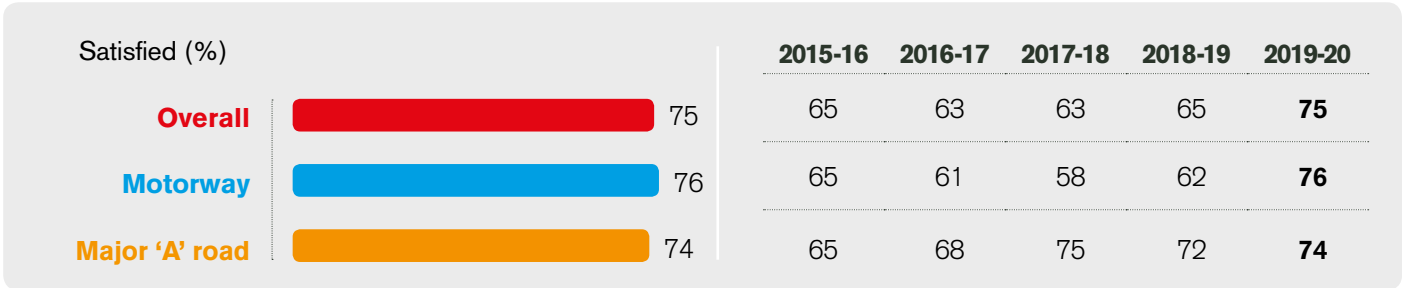


Roadworks

Levels of satisfaction with roadworks

In 2019-20, roadworks achieved an overall satisfaction score of 75 per cent. This is an increase from 65 per cent in the previous year, and it is the highest score ever achieved for this measure. However, roadworks remains the lowest scoring of all the measures. The score for motorways increased from 62 per cent the previous year

to 76 per cent in 2019-20, and this is the highest score ever achieved for roadworks on motorways. For major 'A' roads the score increased from 72 per cent to 74 per cent; the second highest score ever achieved (75 per cent being the highest in 2017-18).



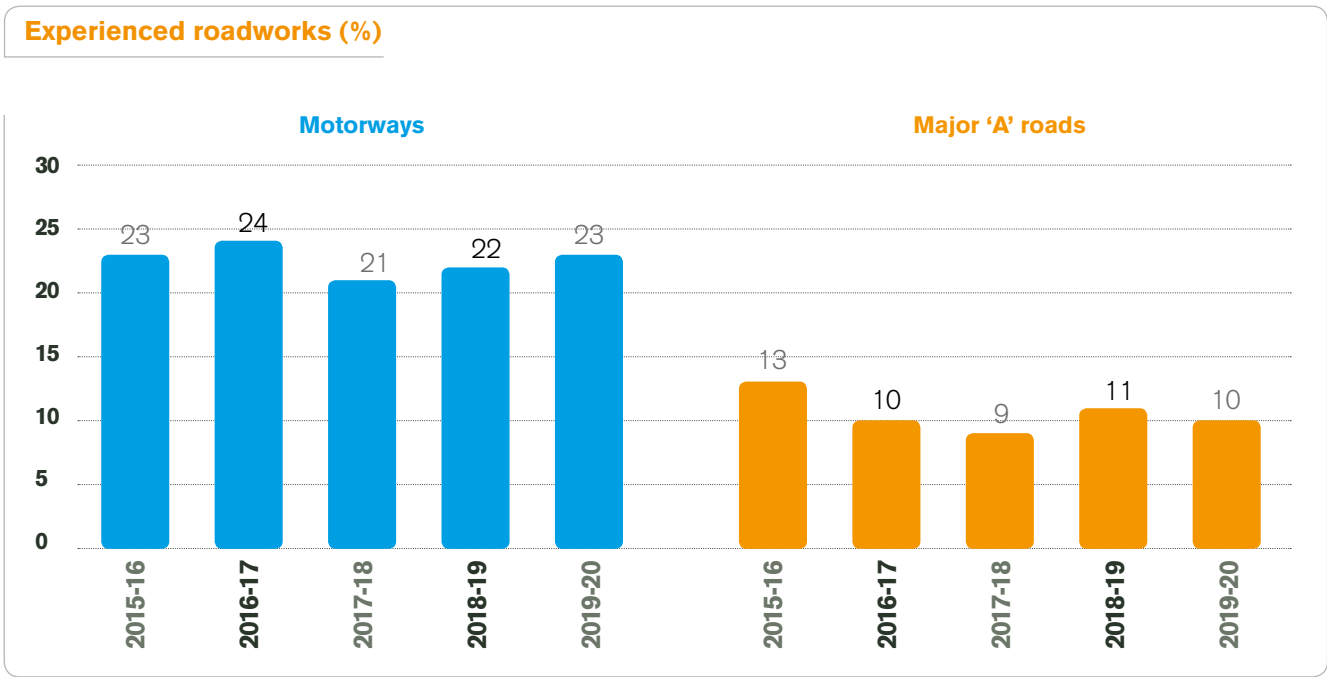
Users passed roadworks on 23 per cent of journeys on motorways. On major 'A' roads, one in ten (10 per cent) passed roadworks on their journey.

Of those who passed roadworks 75 per cent had known about them in advance of their journey. This is up from 71 per cent in 2018-19.

Just over three-quarters (76 per cent) of users had driven through the roadworks on previous occasions, while

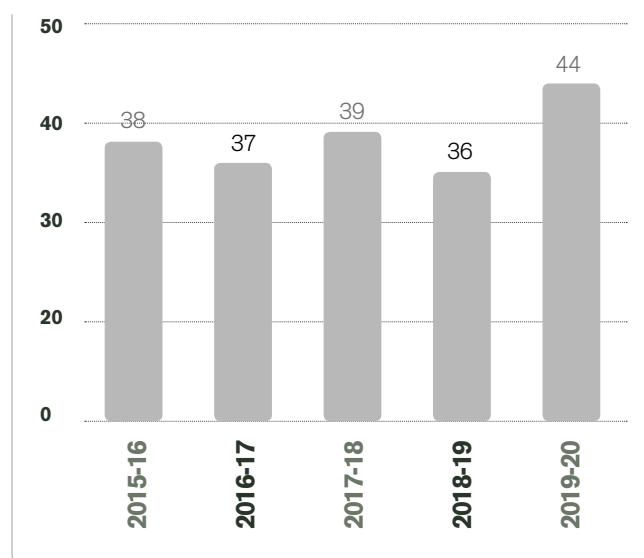
a further 10 per cent had found out about the roadworks through road signs.

Only four per cent of all users planned their journey specifically to avoid roadworks. Of those passing roadworks, the main features users noticed were speed restrictions (85 per cent), narrowed lanes (54 per cent) and closed lanes (34 per cent).



Of those who encountered roadworks during their journey, 44 per cent saw work being carried out. This is an increase from 36 per cent in 2018-19 and the highest in the last five years.

Roadworks activity was seen (%)



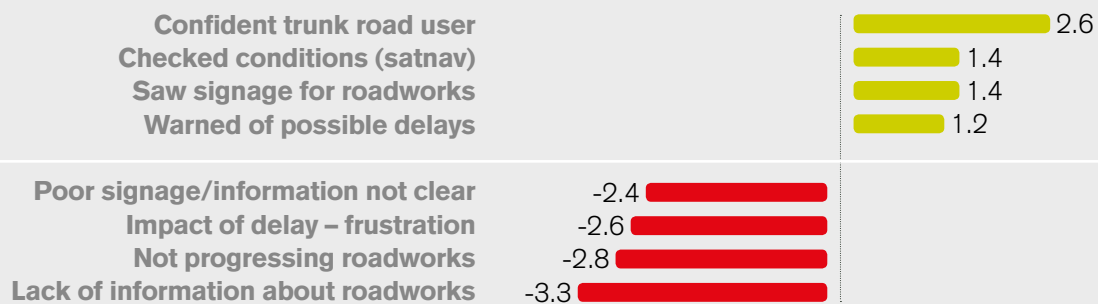
Analysis of satisfaction with roadworks management

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 being a confident trunk road user, checking the travelling conditions while travelling using their Sat Nav and seeing signs about the roadworks.

However, the causes of dissatisfaction with roadworks are perceiving there to be a lack of information about the roadworks, as well as feeling that there is a lack of progress being made with them.







% increase/decrease in satisfaction when variable increased by 10 percentage points

What users tell us about roadworks management






Delays and lack of worker presence

Roadworks were the cause of delay for 41 per cent of users who experienced a delay during their journey, mainly due to speed restrictions and reduced road capacity. Of those who travelled through roadworks, 44 per cent saw work being carried out. Experiencing delays and perceiving there to be lack of urgency to complete roadworks were the main causes of dissatisfaction amongst users.

	"If I am delayed because of roadworks during the daytime, I expect to see them being worked on." (Business, motorway)
	"No workmen. Journey took a long time, traffic every day of the week. You would think that city centre roads would at least be better-managed." (Commuter, motorway)
	"I think all the roadworks could be done at night and not during the day to avoid congestion on the motorway. I used to live in Germany, and all the motorway maintenance was done at night." (Leisure, motorway)
	"If we are going to be held up by half an hour, I expect to see people working on roadworks." (Leisure, motorway)





Information provision

Of those who passed roadworks during their journey, 44 per cent saw signs explaining why there were roadworks taking place. The perceived lack of information provision, positioning and inaccuracy of information, confusion experienced in relation to diversions and road layout all contributed to high levels of dissatisfaction.




	"We never know what they are working on and never any explanation." (Leisure, motorway)
	"I think there should have been signs up explaining why we were so delayed." (Leisure, motorway)
	"They never give you information as to why there are roadworks, speed restrictions, how many miles or the duration of the roadworks." (Leisure, motorway)
	"Bad signage for temporary traffic lights and down to one lane." (Leisure, 'A' road)
	"I did not see any signs explaining what it was about. No one was working, and it was not very clear if you needed to come off. Quite confusing." (Leisure, 'A' road)

Roadworks going on over a long period and stretches of road

Many users complained about the length of time that it takes to complete roadworks, with some taking multiple years to finish and perceived to take longer than originally planned.

	"They have gone on too long. It's very confusing, signs dotted all over. Too many cones and stray cones on embankment, and it's really confusing to the eye when trying to concentrate on the speed, as well as being nearer to cars and wagons with narrowed lanes." (Business, motorway)
	"They are making smart motorways and take so long to do the works. They should keep roads open." (Personal business, motorway)
	"Nothing explaining what they are doing or for how long. It seems to be going on for years." (Leisure, motorway)
	"I am sick of it all really. It has been going on for so long, but it was not too bad today." (Leisure, 'A' road)

Some users were frustrated about encountering multiple sets of roadworks during their journeys, feeling that they occur too frequently and sometimes over too long a section of road.

	"Too long a section, disruption and taking too long to complete." (Business, motorway)
	"Too many roadworks going on everywhere, and they seem to take forever to complete." (Commuting, motorway)
	"I think it could be done in a better manner, with shorter sections rather than motorways. As a whole, the issue is the junctions as they are quite far apart, and it causes a major snarl-up." (Leisure, motorway)

Positive views of roadworks management

There was some positive feedback about the management of roadworks. Some users just accepted that roadworks are necessary for maintaining the roads and user safety.

- 😊 "I think they are managing the roads perfectly, improving and making them safer. I'm very happy with the smart motorways and how safe I feel using them. Perfect lighting, even signs and information given." (Commuting, motorway)
- 😊 "The work is all OK, but it's a very busy road. It has to be done at some point." (Leisure, motorway)
- 😊 "You can still get through OK, and at the end of the day, they are just doing their job." (Business, motorway)
- 😊 "I think they are doing a big job and managing it fairly well." (Business, 'A' road)

Users who were aware of progress being made with roadworks, either by seeing workers during their journey or being informed of the progress, had higher levels of satisfaction with their management.

Progress being made with roadworks

- 😊 "Because of the amount of road signs that are up, and actually seeing people working so I can see work is progressing." (Leisure, motorway)
- 😊 "There were people visible in hi-vis, and the signs were clear explaining the ongoing development of the motorway." (Business, motorway)
- 😊 "They are working hard to get it completed." (Leisure, 'A' road)
- 😊 "They have made a lot of progress in a short time, and it looks good." (Leisure, 'A' road)

Those who encountered roadworks but felt well-informed, in advance or at the site, had high levels of satisfaction. Even though some experienced delays as a result of the roadworks, they appreciated clear information to help them get through the roadworks or follow diversions safely.

Well-informed about roadworks

- 😊 "There's been good communication about them, and the motorways are still open." (Business, motorway)
- 😊 "There was signage and messages on the VMS with speed restrictions. It was clearly coned off and well laid-out." (Leisure, motorway)
- 😊 "The diversion was clear to follow with the A120 being closed." (Leisure, 'A' road)
- 😊 "Plenty of signs to give warnings as approaching the roadworks." (Commuting, 'A' road)

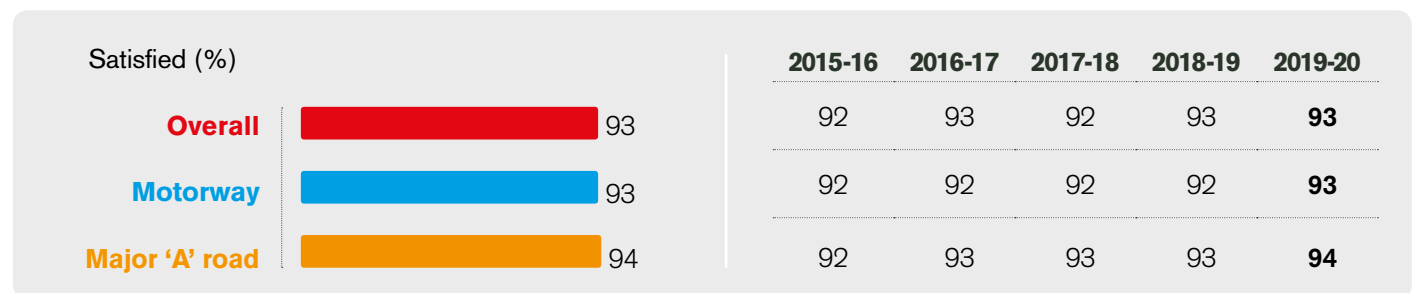


Signage

Levels of satisfaction with signage

Satisfaction with signage overall was 93 per cent in 2019-20, the joint highest score ever recorded, matching that of last year and 2016-17. Satisfaction with signage on major 'A' roads was 94 per cent, which is the highest score ever

achieved for this measure. Satisfaction with signage on motorways remains marginally lower than on major 'A' roads, and signage is still the highest scoring of the five key areas of user experience.



As with last year, the Yorkshire and the North East region scored the highest for signage on motorways (96 per cent) in 2019-20, with the North West region scoring the lowest (85 per cent).

The North West region also scored the lowest for major 'A' roads (80 per cent), decreasing from 84 per cent last year. Users rated the M25 and Yorkshire and the North East regions highest for signage (both with 97 per cent).



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 include being a confident motorway user and seeing an electronic variable

message sign. Factors leading to dissatisfaction were poor signage and delays by accidents on motorway.



Factors with greatest influence – major 'A' roads

Factors with a positive link to satisfaction were having a clear run with no incidents and being a confident trunk road

user. Factors leading to dissatisfaction included poor signage and encountering narrow lanes.







What users tell us about signage

While road users were generally satisfied with signage, they became dissatisfied when information was given too late or was unclear. The comments below illustrate issues perceived by users with signage on Highways England's roads.





Signs not clearly visible

Some users were dissatisfied with the maintenance and visibility of signs due to some being dirty, damaged, obscured by vegetation, or poorly lit. Some also felt that the signs should have been larger and positioned further back from the road so that they are not obscured by lorries.





-  "The electronic messages are visible, but the other static messages are sometimes covered with trees." (Leisure, motorway)
-  "I think the signs should be further back so there's no mistake, because lorries can block your view." (Personal business, motorway)
-  "Some of them are overgrown, and there are diversion signs blocking other signs." (Personal business, 'A' road)
-  "Some are broken and dirty." (Leisure, 'A' road)

Lack of signage and information provision

A number of users perceived there to be a lack of signage and information in some areas, with some dissatisfied by lack of signage to explain why there were delays and speed restrictions, and others feeling that some signs were unclear and did not give enough advance notice.




-  "Some of the road signs are confusing. On the M4 near the Wootton Bassett turn off, they don't make it clear that you can get off for Swindon." (Commuting, motorway)
-  "Not as good as motorways and no advance warnings. Not always clear." (Leisure, 'A' road)
-  "There are not enough signs, and they are very unclear." (Leisure, 'A' road)
-  "There aren't that many. They seem dirty and hidden by trees and shrubbery." (Commuting, 'A' road)

Some users mentioned situations on their journeys where existing signage or the lack of signage caused confusion and safety concerns. Dissatisfied users complained about the positioning of signs causing distraction, unclear signage causing confusion, and not having enough advance notice of slip roads and road changes.

-  "It's sometimes not clear what lane you need to be in." (Leisure, motorway)
-  "Some of the road signs on the motorway around Avonmouth are very confusing. You have to really concentrate to get on the right road." (Leisure, motorway)
-  "I think you should get more notice for slip roads going off the motorway." (Leisure, motorway)
-  "Some are in stupid places or too high to look up at when driving and can be distracting." (Leisure, 'A' road)





Excessive signage

A small minority of users felt that there were locations with too many signs, and they were dissatisfied because they felt this caused confusion and distraction.

-  "Too many pointless signs. Waste of money and distracting unless signs are for safety purposes. No one pays attention to them." (Leisure, motorway)
-  "Happy with VMS signs, clear and informative. Other signs are too confusing for us or roadworkers. Not put in great places, too grouped together, and you can't read them all." (Business, motorway)
-  "Too many signs if anything, and not always well-placed. Need more time to read them." (Leisure, 'A' road)

Accuracy of information





Trust is a big issue for some users when it comes to the accuracy and timeliness of information they are given. Most of those who were dissatisfied with signage complained about signs being left up after incidents had been resolved, feeling that being warned of hazards that were no longer there only caused unnecessary delays, congestion, and confusion amongst drivers. Some users also felt that the information provided on signs was inconsistent between areas.

-  "They weren't accurate. Just wanting to slow traffic down for no reason." (Business, motorway)
-  "They don't respond to or take off the signs quickly enough after an accident." (Leisure, motorway)
-  "They sometimes don't take the sign down when the problem has cleared, and you can end up turning off for no reason, or there is sign about debris in the road, but you don't see any." (Personal business, motorway)
-  "You see the town name on one sign and then not the next one, so no consistency of the towns marked on the signs." (Leisure, 'A' road)

Good signage




There were many positive comments about signage. Most users were satisfied as they perceived signage to be clear and visible, well-positioned, easy to understand, and well-maintained.

Clear and easy to read and understand

	"They are high enough to see at a distance, even with lorries in front of you. Well-positioned, clear, and bright enough to read." (Leisure, motorway)
	"Very happy with these. Up-to-date, clear and bright. Essential to the HGV driver as they can be seen from a distance." (Commuting, motorway)
	"Large, clear, bright signs and easy to see from afar." (Leisure, 'A' road)
	"Clear, clean and not damaged in any way. No trees growing over them." (Leisure, 'A' road)




Many satisfied users felt that signage was informative, up-to-date, and provided them with advance notice of potential issues and turn-offs to inform their journeys.

Informative and give advance notice

	"You get a lot of early warning of problems ahead. Turn-offs to places are well-signed." (Leisure, motorway)
	"Clear, easy to read and tell you well in advance of exits and where you are going." (Personal business, 'A' road)
	"They are clear, and you can understand them. Plenty of warning before turn-offs, and you never really shoot past them." (Leisure, 'A' road)





Variable message signs

Variable message signs (VMS) are electronic signs which many users, specifically those who had travelled on a motorway, focused on when asked about signage. Those who were satisfied felt that VMS were clear, well-positioned, and provided useful real-time information and updates to inform users' journey planning.

	"The electronic signs give real-time information about traffic." (Leisure, motorway)
	"They are on point, especially the electronic boards, and they are good for less-experienced motorway drivers like me." (Personal business, motorway)
	"Well-visible signage, both electronic and others. Can be seen from a distance." (Leisure, motorway)

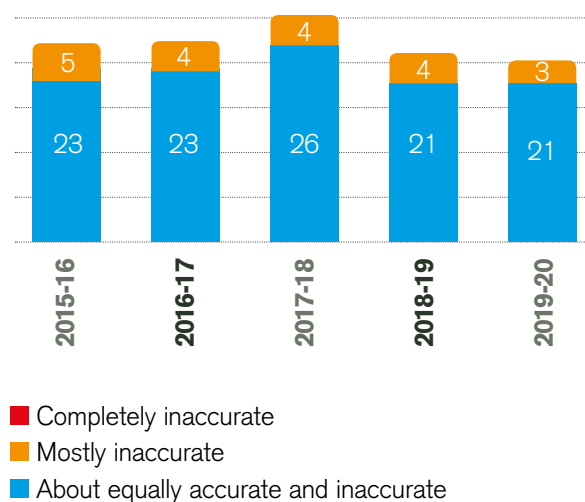
The proportion of users on motorway journeys who said they saw a variable message sign remains the same as in 2018-19 at 62 per cent. Of those who saw a sign during their journey, 61 per cent recalled seeing a message on it, up from 60 per cent last year.

As at previous years, having trust in the information provided on VMS was a key issue, with there being a strong link between perceived accuracy of VMS and users' ratings of satisfaction with signage. Many users complained that VMS were often not updated quickly enough, with some displaying messages and warnings about incidents that had already been resolved.

	"Some VMS are not up to date. Signs on the side of the road can be obscured by lorries." (Commuting, motorway)
	"VMS are usually wrong." (Commuting, motorway)
	"The VMS boards often give wrong or outdated information. They don't tell you early enough about accidents to get off and plan another route." (Leisure, motorway)
	"The message boards and smart motorway boards are terrible. Give you false information." (Leisure, motorway)

Just over three-quarters of users (76 per cent) felt that the messages displayed on VMS were either completely accurate or mostly accurate. However, just over a fifth (21 per cent) perceived VMS they encountered to be inaccurate as often as they were accurate, and this proportion remains the same as in 2018-19.

Inaccuracy of VMS on motorways (%)

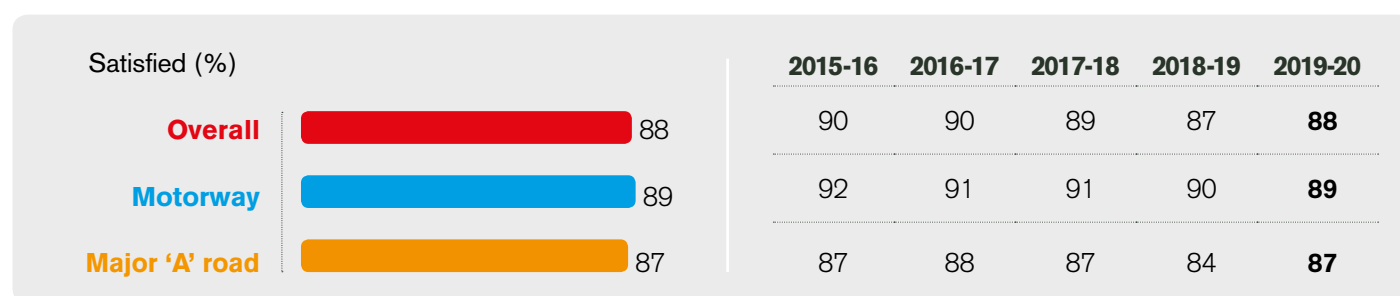


Upkeep

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

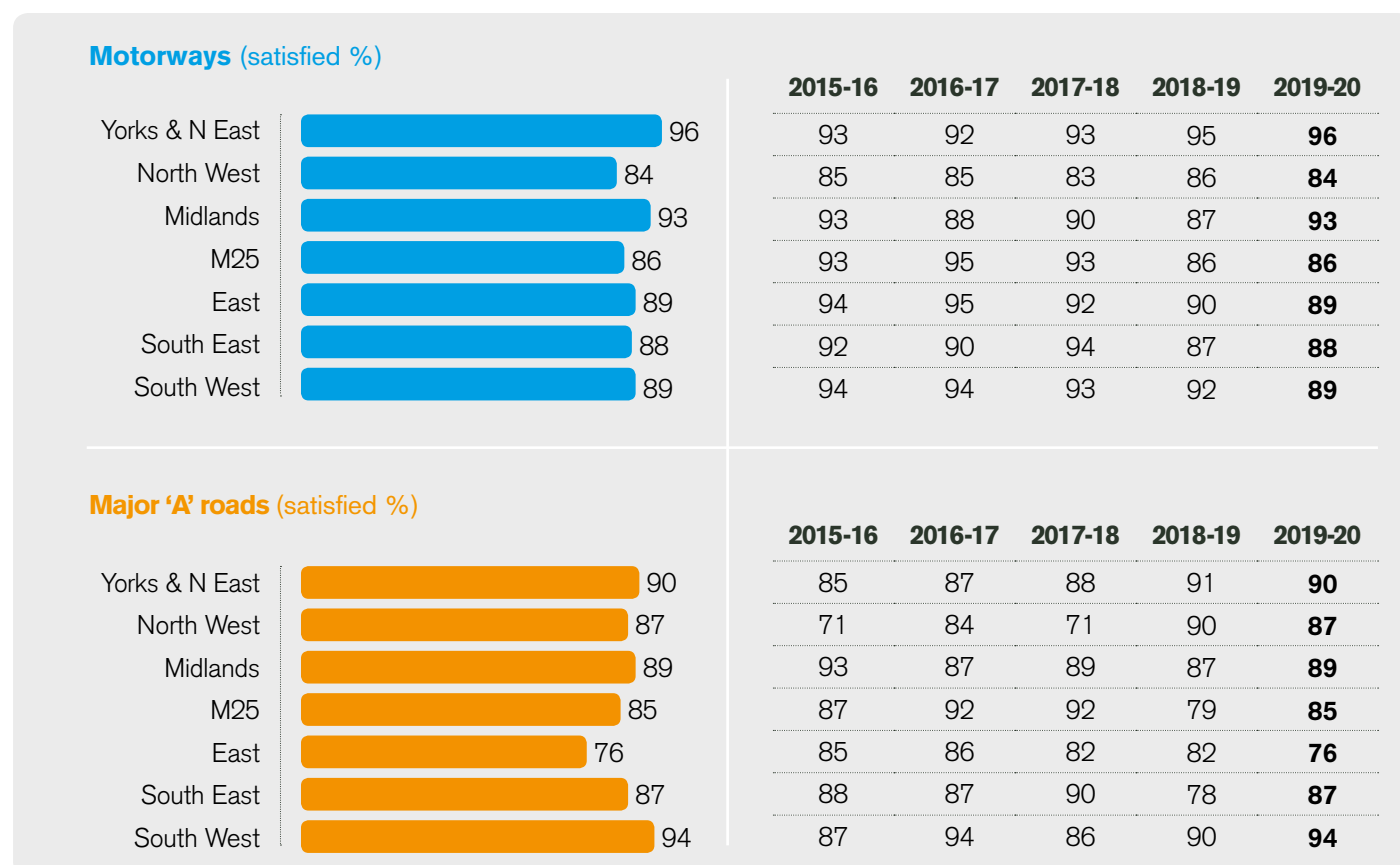
Satisfaction with the general upkeep of motorways and major 'A' roads was 88 per cent in 2019-20, up slightly from the lowest ever score of 87 per cent for this measure in 2018-19. The score for motorways decreased to 89 per cent from

90 per cent the previous year, and this is the lowest score ever for the upkeep of motorways. However, the score for major 'A' roads increased by three percentage points to 87 per cent, returning to the score achieved in 2017-18.



As with in 2018-19, the Yorkshire and the North East region scored the highest for upkeep on motorways (96 per cent), with the North West region scoring the lowest (84 per cent).

In 2019-20, the South West region scored highest for major 'A' roads (94 per cent), increasing from 90 per cent in the previous year. Users rated the East region lowest (76 per cent) for the upkeep of major 'A' roads.



Analysis of satisfaction with upkeep

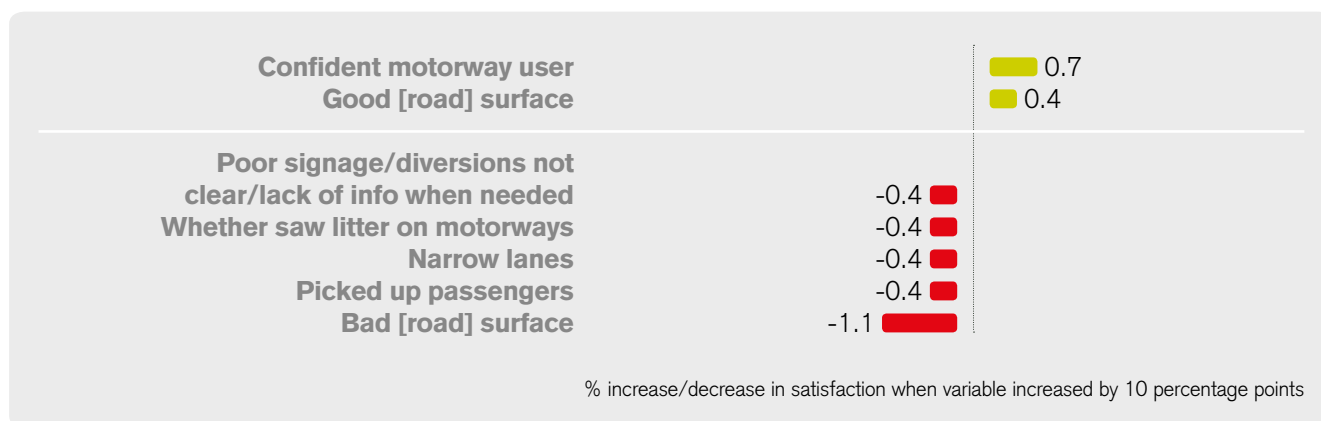
Statistical analysis of how road users rate satisfaction with upkeep in comparison with how they answer other

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 being a confident motorway user and travelling on a good surface. Negative factors included travelling on

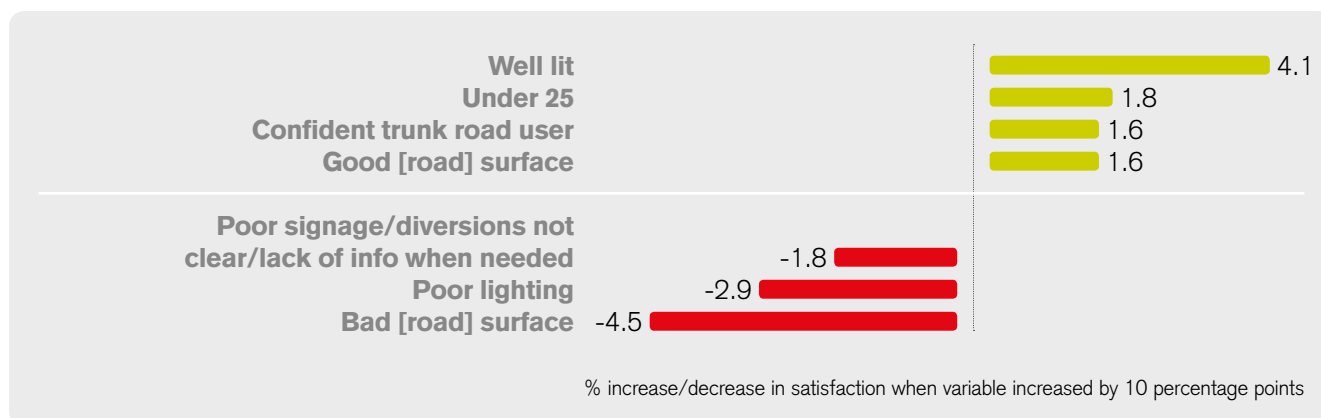
a bad road surface and those respondents who had picked up passengers.



Factors with greatest influence – major 'A' roads

The factor with the most positive link to satisfaction was that the roads were well-lit and that respondents were under the age of 25. Negative factors included

travelling on a poor road surface or perceiving the lighting and signage to be poor.



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






Most users who were dissatisfied with upkeep held that view because of poor road surfaces, mainly in relation to potholes but also rough, rutted, and noisy surfaces. Some users encountered multiple potholes during their journey and felt that they should be repaired more quickly due to the safety risk they pose.

Potholes

	"We pay enough money, but there are cracks and potholes, and the roads are in poor condition." (Leisure, motorway)
	"There are quite a few potholes on the M4, and there's nowhere safe to stop if you blow a tyre." (Leisure, motorway)
	"Too many potholes on the inside lanes, forcing you to drive in the middle lane." (Commuting, motorway)
	"The condition of the A12 is very poor with the potholes. It's diabolical, and they do not seem to do anything with it. Having those conditions on a main road is disgraceful. Potholes can damage tyres and wheels, and people can get killed, especially if they get filled with water." (Leisure, 'A' road)




A number of users complained about travelling on road surfaces that they felt were rough, rutted, uneven, and bumpy, causing less comfortable journeys and lower satisfaction scores for upkeep.

Rough and rutted surfaces

	"Wear and tear, not kept on top of ruts on M5 on the inside lane in places." (Leisure, motorway)
	"Gravel on the motorways, and some parts are not well-maintained." (Personal business, motorway)
	"The surface is worn-out and grooved and bumpy in far too many places. When you hit the smooth bit of tarmac, you realise how bad the concrete surface is." (Other, 'A' road)
	"The road surface is poor generally with potholes, and it's uneven." (Personal business, 'A' road)
	"There are several potholes in the road. There are a lot of sections that have a really rough surface." (Leisure, 'A' road)





Some users reported noise issues that were caused by travelling on particular road surfaces (such as concrete sections), with some mistaking the noise to be an indication that they had a flat tyre or other mechanical issue with their vehicle.

Noise

	"There were a few areas where it was a concrete road, and it gives a rumbling sound which I don't like, and a few potholes on the M25." (Leisure, motorway)
	"There is a huge section where the road surface is bad, and it sounds like you have a flat tyre. It's been like that for years." (Leisure, 'A' road)
	"The road surface and potholes on that section. You think there is something wrong with the car due to the noise." (Business, 'A' road)





Poor lighting

Poor lighting was another factor that led to lower satisfaction scores among users, with safety concerns expressed because of inconsistent lighting and not being able to see potholes in the road.

	"It's too dark, no lights, and a few potholes in the road." (Leisure, motorway)
	"Need better lighting because there isn't any on the M56 after Junction 6, and I feel it's needed there." (Leisure, motorway)
	"Half of the lights are not working." (Leisure, 'A' road)
	"Lighting is a bit hit and miss, power turned down." (Leisure, 'A' road)




Debris and overgrowth

Seeing debris, litter, and overgrowth during their journey contributed to lower levels of satisfaction with upkeep as well as raising safety concerns. Some users felt that debris had not been cleared in some areas for years.

	"There seems to be litter and debris everywhere. On the motorways, slip roads, central reservations, and roadsides." (Leisure, motorway)
	"There is a lot of debris not cleared up. There is glass, bits of cars, and plenty of litter on the roadside and slip roads. Very annoying." (Commuting, motorway)
	"There is always litter on slip roads all over the North West. Never seem to see workers picking it up these days, and there is debris on the roads." (Leisure, motorway)
	"There's a poor section from Queens Medical Centre to the Clifton bridge on the A52. Appalling section and debris everywhere." (Leisure, 'A' road)






Worn lines and road markings

There were sections of the network where users felt road markings had faded and were no longer clear, which caused confusion and dangerous driving.

-  "Some of the line markings are fading off, especially near Romford." (Leisure, 'A' road)
-  "Not as smooth as the motorway, and there are holes in a lot of areas. The markings in the centre of the road are worn out, so drivers don't pay any attention to them." (Other, 'A' road)
-  "It's worn out in places. Very faint road markings, so drivers don't give way at roundabouts, and cars speed along too quick and slam on their brakes. Not a large stretch of road to keep on top of and repair." (Commuting, 'A' road)

Those satisfied with upkeep

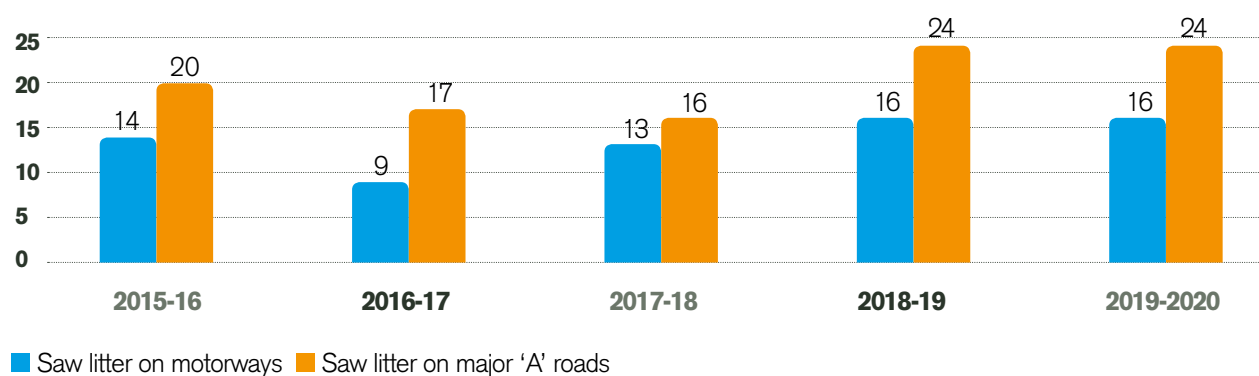
Most positive comments from users were in relation to surface quality, travelling on roads that they felt were smooth and roads that were well-maintained with no apparent potholes. Some users also gave high satisfaction scores because they perceived lighting and signage to be good and well-placed, and that litter and debris was cleared frequently to maintain high levels of safety.

-  "Good smooth new surface in most areas, good road markings and strategically placed lights and signs." (Leisure, motorway)
-  "It's always being maintained. It's a well-used motorway. Lights are good, surface is good, and there are signs where needed." (Leisure, motorway)
-  "It's a never-ending job, but they seem to keep on top of it." (Leisure, motorway)
-  "Well-maintained, road conditions really good, not long been resurfaced." (Leisure, 'A' road)
-  "The trunk roads were well-lit, clear of debris and grass on the verges of the trunk road." (Leisure, 'A' road)

The proportion of road users seeing litter on their most recent journey remained the same as 2018-19 for both motorways and major 'A' roads, with 16 per cent and 24 per cent respectively.

Users were asked how seeing litter made them feel. Most said it caused them to be angry or irritated, but only a small minority thought that it impacted on their safety.

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

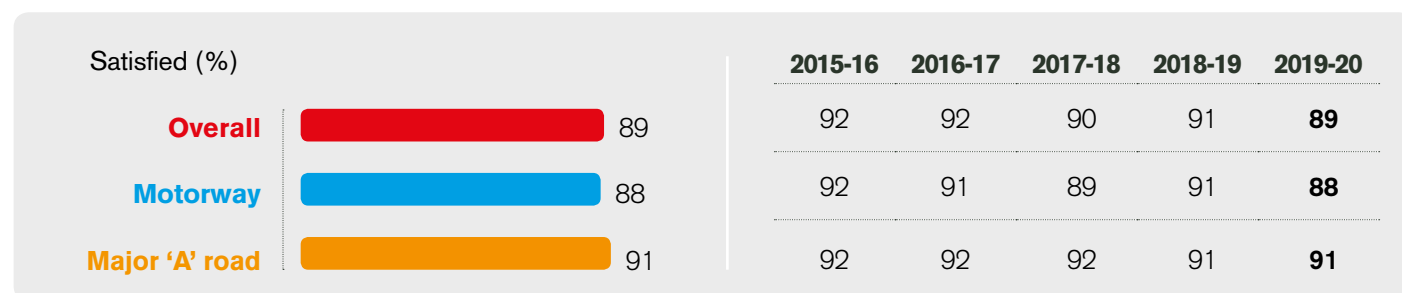


Safety

Feeling safe

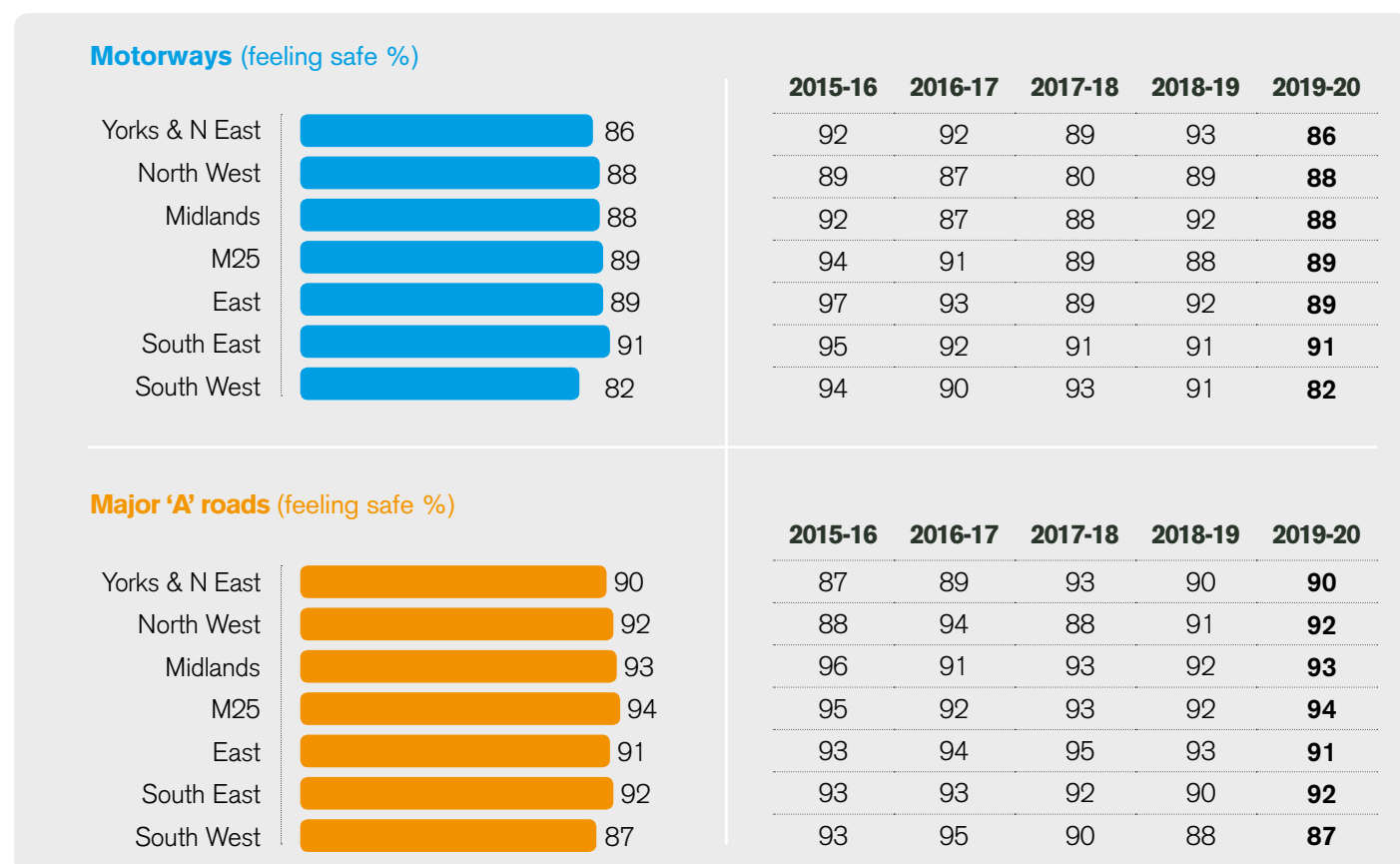
In 2019-20, 89 per cent of users felt very or fairly safe when making journeys on motorways and major 'A' roads. This is the lowest ever score for this measure and is down from 91 per cent in 2018-19. Although the proportion of

major 'A' road users who felt very or fairly safe remained the same as last year (91 per cent), motorway users decreased from 91 per cent to 88 per cent.



For motorways, users in the South East region felt safest (91 per cent), with users in the South West region feeling least safe (82 per cent). The largest change from 2018-19 was in the South West (down from 91 per cent).

For major 'A' roads, in 2019-20 users felt safest in the M25 region (94 per cent), with users in the South West region feeling least safe (87 per cent).



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 and having a clear run with no incidents are the most significant factors positively influencing 'feeling safe'. Negative experiences

with narrow lanes and comments about lorries are the greatest negative factors.



Factors with greatest influence – major 'A' roads

Being a confident 'A' road user and being under the age of 25 are the most significant positive factors influencing 'feeling safe'. Experiencing an accident

or diversion and other drivers speeding are the two greatest negative factors.



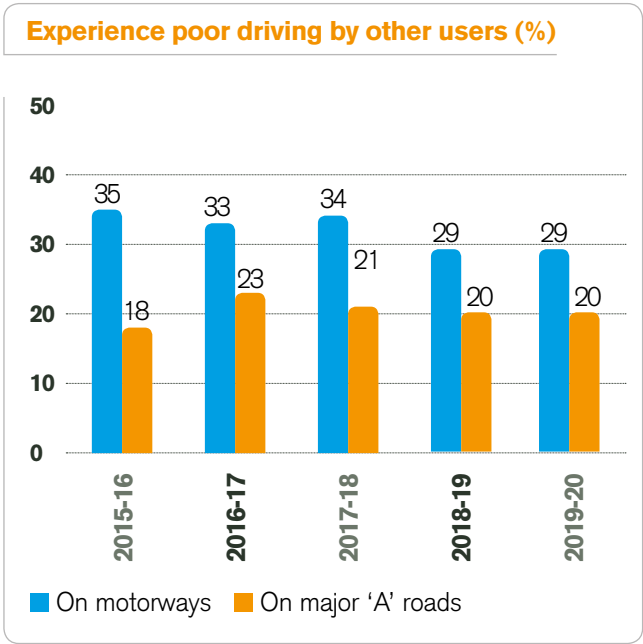
What users tell us about feeling safe

The comments show that users consider safety in a number of ways, often overlapping between cause and effect. Their comments can be grouped into four main themes, which are:

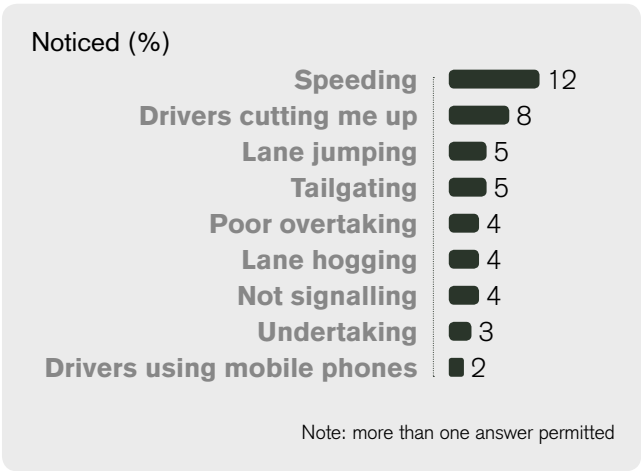
- other drivers' behaviour
- driver confidence and knowledge of the roads
- road infrastructure
- the road conditions they encounter during their journeys.

Other drivers' behaviour

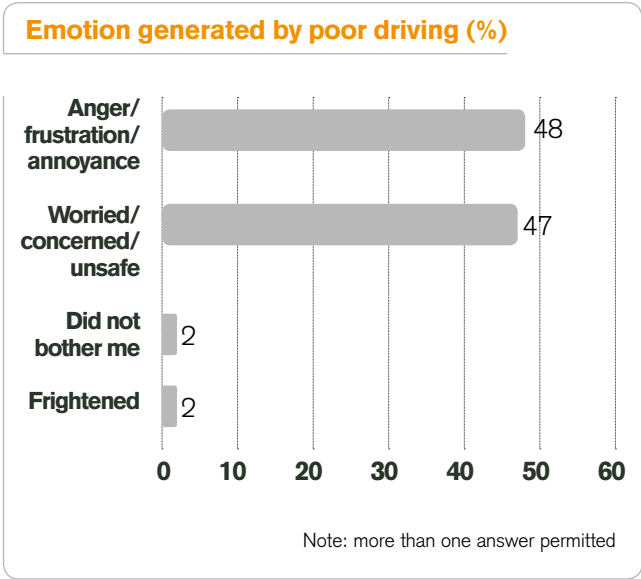
The chart below shows that in 2019-20, users experienced poor driving from other road users on 29 per cent of motorway journeys and 20 per cent of major 'A' road journeys. These proportions remain the same as last year and are the lowest ever recorded.



As with previous years, users said that speeding and other drivers cutting them up were the most frequent poor driving behaviours experienced. The proportion of users experiencing speeding increased to 12 per cent from 11 per cent in 2018-19, and drivers cutting users up rose from six to eight per cent.









The most common emotion created by poor driving behaviour is anger/frustration/annoyance at 48 per cent, followed by concern/worried/unsafe at 47 per cent. Only two per cent of users felt frightened, while two per cent stated that the poor driving they experienced did not bother them.







Users who felt less safe during their journey explained that this was because of the driving behaviour of other road users. 33 per cent of users recalled that they experienced poor driving from others during their journey.

General






	"The drivers take no notice of everyone or wait until last minute when instructed to change lane." (Leisure, motorway)
	"Depends on other drivers, especially white van drivers who drive to intimidate me." (Commuting, motorway)
	"Feeling safe, but never know if someone will overtake from wrong side or tailgating too closely." (Leisure, motorway)
	"Too many daft drivers, traffic having to pull out for cyclists. Drivers speeding too." (Other, 'A' road)
	"There are a lot of individuals trying to go 70 to 80mph and cutting in." (Other, 'A' road)
	"I don't feel safe on roads travelling anywhere anymore. Too many drivers in a hurry with no consideration for others." (Other, 'A' road)

Users provided examples of specific situations they experienced that made them feel unsafe due to the behaviour of other drivers.

Specific situations

	"There is not enough enforcement of lane discipline. People come out of their lanes in a dangerous way, especially on the M4." (Leisure, motorway)
	"There was a crazy driver who kept weaving in and out of the traffic and cutting people up." (Commuting, motorway)
	"There's a bridge near the sports park as the A31 joins the A3, and drivers don't always let you change lanes to allow others to join."
	"There are small roads off the A5 where people take risks pulling out in front of you." (Personal business, 'A' road)





Users who did not experience poor driving by others were more likely to feel safe. Some specifically commented on how they felt safer due to the monitoring of driver behaviour. Speed restrictions, cameras, and the presence of police and Traffic Officers contributed to the feeling of safety for some users.

	"There are cameras on the motorways which make you feel a bit protected, and the roads were quite clear." (Leisure, motorway)
	"Plenty of cameras, and it's a big wide road. Highways officers there to help you if you need them and the police too." (Leisure, motorway)
	"The speed restrictions and the speed cameras make me feel safer." (Leisure, 'A' road)
	"It can be dangerous, but with speed enforcement, it's better at the moment. Although, it would be even better with average speed cameras rather than just a mobile van occasionally" (Commuting, 'A' road)
	"There is more enforcement than on the motorways with more police and cameras." (Business, 'A' road)

Driver confidence and knowledge of the roads





Being a confident and experienced driver (or passengers being confident in their drivers) often resulted in higher levels of perceived safety. Users also felt safer when travelling on roads they were familiar with.

Driver confidence and familiarity with roads

	"I'm an ex-bus driver with 38 years of driving experience, so not much makes me feel unsafe." (Leisure, motorway)
	"Confident driver, aware of what's happening and follow the rules." (Business, motorway)
	"I know this road well and feel confident driving on it." (Leisure, 'A' road)
	"I've been driving for nearly 50 years and don't feel unsafe on them." (Leisure, 'A' road)

Those who had experienced accidents or near misses previously commented about how they felt less safe when travelling as a result, as well as those who had seen accidents occur due to dangerous driving.






Accidents and dangerous driving

	"Been involved in a bad accident so feel nervous." (Leisure, motorway)
	"Had two accidents on there in the last two years. A lorry hit me and didn't stop. Need CCTV, not just for speed but for collisions where people don't stop." (Commuting, motorway)
	"There are a lot of accidents on the A35, so it makes me more aware people drive too fast on it." (Commuting, 'A' road)
	"On the A36 where it crosses the A303, there needs to be lights or something to slow traffic from the Stonehenge direction. There are a lot of accidents at that roundabout." (Leisure, 'A' road)

Infrastructure





Good infrastructure and road conditions contributed positively to users feeling safe. Roads being smooth, well-lit, free of debris, and generally well-maintained with good traffic management measures were all mentioned by users.

Good infrastructure

	"Design of roads. The lane lines are very clear to separate lanes" (Leisure, motorway)
	"Not having to stop-start for traffic lights. Can be a clear run when timed right. Better lighting and road surfaces than smaller roads." (Commuting, motorway)
	"They are well-maintained and well-signed. Crashes are attended to quickly and safely. They are gritted well in the winter." (Leisure, motorway)
	"No hold ups, no one doing anything stupid, road surface was very good, it flowed well, and lights were all in sync." (Leisure, 'A' road)
	"New traffic lights. Feels safer." (Personal business, 'A' road)




Users felt less safe when they perceived infrastructure or road conditions to be poor. Road layouts were one of the factors that made some users feel unsafe.

Road layout

	"It's confusing at the fork where it splits to A30 and A38. You get people switching lanes at the last minute if they are uncertain." (Leisure, motorway)
	"I think it's the junction where the A30 joins, it's dangerous with M5 cars joining and exiting." (Commuting, motorway)
	"Some of the junctions like the M18 to M1 make me feel nervous, with cars joining from the left and foreign lorry drivers." (Leisure, motorway)
	"There are concerns around the Whitewell area. You go over a blind hill, and it's a fast section, and there's a junction ahead where cars try to get out which has caused accidents, and there are some dangerous bends and single carriageway sections." (Leisure, 'A' road)






Some users felt less safe during their journeys due to road markings being unclear and causing confusion, as well as lack of lighting or its inconsistency in some areas.

Road markings and lighting

	"The road lanes change so quickly. Road surfaces are uneven and no clear lane markings." (Leisure, motorway)
	"The roundabout at Exeter is big and daunting, and the road markings are not clear." (Leisure, motorway)
	"Lack of lighting, especially between Margreting and Chelmsford. There is one section with lots of lights and then nothing." (Leisure, 'A' road)





Poor road surfaces were the reason that many road users felt unsafe while travelling, with some travelling on roads that they felt were uneven, noisy, had potholes, as well as seeing some debris on them.

Quality of the road surface

	"Potholes are a concern." (Leisure, motorway)
	"Potholes. I have to focus on the road just in front of me, rather than looking further ahead." (Leisure, 'A' road)
	"It's not a comfortable journey. It's bumpy, noisy and not smooth in places." (Commuting, 'A' road)
	"Road conditions are still poor, despite some road repairs." (Personal business, 'A' road)
	"Road surface could be better, but I'm more concerned about some of the other drivers." (Business, 'A' road)




Encountering narrow lanes was another aspect that made users feel less safe due to travelling close to other vehicles or crash barriers.

Narrow lanes

	"Lanes are too narrow and not clearly marked, cones everywhere, not very clear signage, and the signs look mostly for the workforce." (Business, motorway)
	"Too much traffic too close together with narrowed lanes." (Personal business, motorway)
	"Road is narrow and not in good condition." (Business, 'A' road)
	"Only two lanes. Narrow at junctions and no traffic lights, so people have to risk getting out." (Commuting, 'A' road)





A number of users felt unsafe due to the length of slip roads which they felt were too short to join and exit roads safely.

Slip roads on major 'A' roads





- | | |
|---|--|
|  | "It's just the concern joining the A1 on the short slip road in a HGV. All the slip roads need looking at as they were built at a time when there was little traffic. All needs making into a motorway and having filter lanes or long slip roads to join and exit safely." (Business, 'A' road) |
|  | "Needs another lane on the A1 due to the number of slip roads, and longer slip roads are needed." (Leisure, 'A' road) |
|  | "The fact that the slip roads off are too short and not safe. Slow-moving vehicles too." (Leisure, 'A' road) |

Driving conditions

The driving conditions that users encountered during their journeys was another factor that affected the perception of safety, such as travelling close to others due to congestion, as well as experiencing delays which cause frustration and poor driver behaviour.

- | | |
|---|--|
|  | "It's too busy and mad drivers." (Leisure, motorway) |
|  | "Drivers cutting me up, especially where there are roadworks." (Leisure, motorway) |
|  | "It was just busy and had potholes, and the drivers go too fast around the roundabouts, and it's getting more and more dangerous to pull out." (Leisure, 'A' road) |
|  | "Busy and people lane-swapping and not remembering stopping distances." (Personal business, 'A' road) |

Poor weather conditions contributed to users feeling less safe during their journeys, especially when it affected their visibility or traction on the road.

- | | |
|---|--|
|  | "The outside lane had pools of water sitting on it. Visibility was bad, so you couldn't see the standing water, and if felt a bit unsafe." (Business, motorway) |
|  | "The rain was so heavy, quite a bit of surface water and, of course, some people were driving too fast for the weather conditions." (Leisure, motorway) |
|  | "Large number of lorries can be unnerving. Heavy rain causing a collection of water where drainage is poor." (Commuting, motorway) |
|  | "There are a lot of sections where the water collects that needs better drainage. At Menheniot Hill where water collects at the dip, there's a lot of accidents down to that. I've seen a car hit a lot of water there due to going too fast and spinning out of control." (Leisure, 'A' road) |





Presence of lorries

Lorries were frequently cited by users as the cause of feeling unsafe, either due to driver behaviour or vehicle size. Those who had previously been involved in accidents with lorries or had near misses felt least safe about travelling near them.

- | | |
|---|--|
|  | "Other drivers scare me, especially lorry drivers." (Commuting, motorway) |
|  | "Too many signs, cars travelling too fast, lanes too narrow, and too near to the big lorries which pull out in front of you." (Business, motorway) |
|  | "Very poor weather conditions and no hard shoulder with lots of HGVs thundering along." (Business, motorway) |
|  | "Lorry drivers not paying attention to the speed limits and driving far too close. I feel vulnerable on a motorbike." (Leisure, motorway) |
|  | "Narrow lane, and a lorry was a bit all over the place and not safe enough to get past it." (Leisure, 'A' road) |
|  | "Busy and lots of lorries. People in general do stupid things, and lorries try to squeeze into a space too small." (Leisure, 'A' road) |

Smart motorways

A number of users commented positively about smart motorways and felt that they managed traffic well, as long as the rules are followed by others. However, some who felt safe expressed concerns about improper use of the middle lanes on smart motorways, as well as uncertainty about the use of the hard shoulder and what to do if they break down.

- | | |
|---|--|
|  | "I drive for a living, and you have to accept there is more traffic and more congestion. If you stick to the speed limit, the smart motorways work, especially in Birmingham." (Commuting, motorway) |
|  | "The smart motorway keeps things under control." (Personal business, motorway) |
|  | "Smart motorways are good, but people need to be encouraged to keep to the left. The overhead sign 'don't hog middle lane' needs to be changed to 'keep to the left'." (Commuting, motorway) |
|  | "My only concern is use of the hard shoulder on a smart motorway." (Leisure, motorway) |

Safety concerns relating to lane and hard shoulder usage and what to do if you break down were the main reasons for users feeling less safe about using smart motorways.

☹️ *"It's very dark on the road. It's a smart motorway, and I don't like them."* (Leisure, motorway)

😞 *"I don't like the thought of breaking down in a smart motorway section on a live lane."* (Leisure, motorway)

😐 *"Nobody moves on the smart motorway. They stay in the middle lane."* (Leisure, motorway)

😐 *"The first bit is smart motorway, and I would feel unsafe if I break down."* (Leisure, motorway)



Appendix: survey method

Introduction

The National Road Users' Satisfaction Survey (NRUSS) was until March 2020 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. A related change was that measurement of customer satisfaction was carried out 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 until the end of Road Period 1 (March 2020). Transport Focus appointed AECOM to conduct the survey on its behalf. It has carried out the survey 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: three drivers and one passenger
- 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 estimated 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, roadworks management, information/signage, general upkeep and safety. The results are not weighted.

Measure	Sample size 2019-20	
	Motorways	Major 'A' roads
Overall satisfaction*	1339	1242
Satisfaction with journey times, upkeep, and safety at regional level**	266	204
Satisfaction with roadworks management (all regions' results are combined – as only a proportion of users experience roadworks)	530	135

* 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 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 2019-20 was not significantly different from previous years. NRUSS surveying was completed prior to the Covid-19 lockdown in mid-March 2020.

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 **R_m** is the satisfaction score for that key performance area for motorways
- where **R_t** is the satisfaction score for that key performance area for major 'A' roads
- where **N_m** is the total number of responses for that key performance area for motorways
- where **N_t** 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 2019-20 survey year the numbers used in the calculation were as follows:

	% Satisfaction		No. of responses
R (journey time motorways)	86.76	N (journey time motorways)	1329
R (roadworks motorways)	75.99	N (roadworks motorways)	304
R (signage motorways)	92.59	N (signage motorways)	1215
R (upkeep motorways)	89.43	N (upkeep motorways)	1306
R (safety motorways)	87.78	N (safety motorways)	1334
R (journey time A roads)	91.00	N (journey time A roads)	1233
R (roadworks A roads)	74.14	N (roadworks A roads)	116
R (signage A roads)	94.13	N (signage A roads)	1039
R (upkeep A roads)	86.53	N (upkeep A roads)	1210
R (safety A roads)	91.27	N (safety A roads)	1237

The calculation for 2019-20 using these figures was:

$$\text{Overall satisfaction (\%)} = \frac{[(86.76 \times 1329) + (75.99 \times 304) + (92.59 \times 1215) + (89.43 \times 1306) + (87.78 \times 1334)] + [(91.00 \times 1233) + (74.14 \times 116) + (94.13 \times 1039) + (86.53 \times 1210) + (91.27 \times 1237)]}{(1329 + 304 + 1215 + 1306 + 1334 + 1233 + 116 + 1039 + 1210 + 1237)}$$

Overall satisfaction was therefore 89.2 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