



Strategic Roads User Survey

April to September 2021

Key findings

The Strategic Roads User Survey (SRUS) measures the consumer experience driving on England's motorways and major 'A' roads, the strategic road network managed by National Highways on behalf of the government. SRUS resumed in April 2021 after a Covid-enforced break. In this report we present a summary of findings in the six months to September 2021.

It is worth highlighting that satisfaction recorded since April using a new 'push to web' method is lower than pre-Covid when interviewing was 'face-to-face'. While the questions are the same, results since April 2021 are therefore not directly comparable with those from March 2020 and before. Our *facts about SRUS* section gives more information.

Road user satisfaction with journey time (66 per cent) continues to be at a similar level to overall satisfaction (68 per cent). Management of roadworks continues to be one of the weaker performing areas (46 per cent), albeit that the question is answered only by drivers that passed

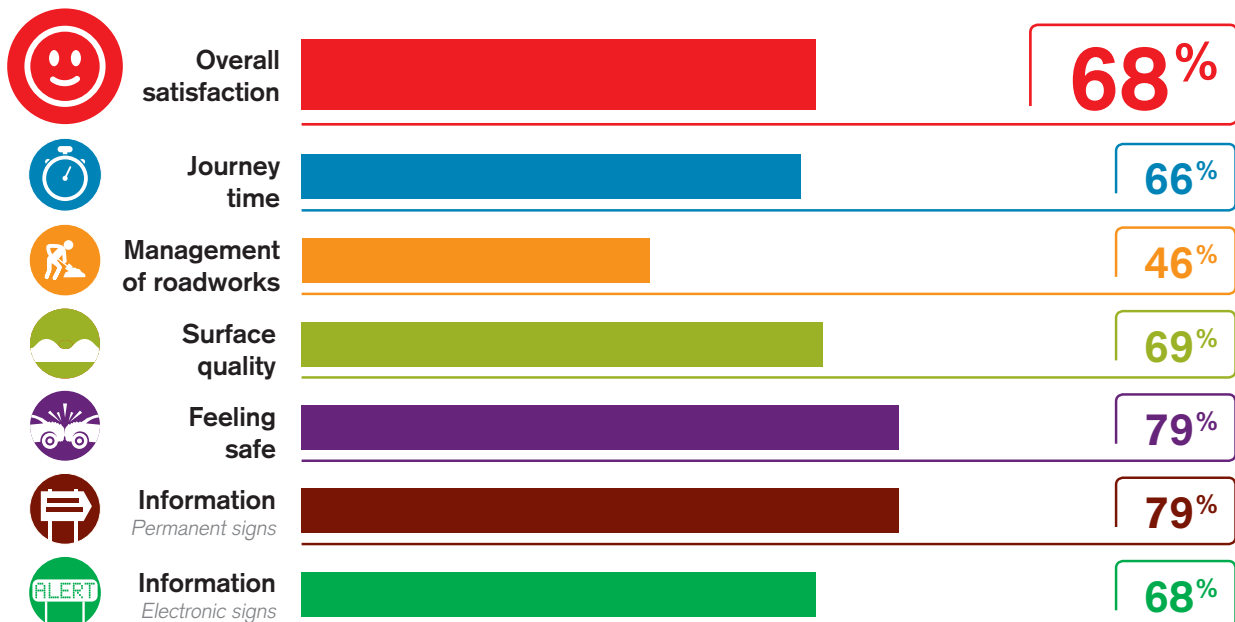
through roadworks on their journey. There is some variation between National Highways' regions – in this set of results the East and North West regions score highest with 71 per cent overall satisfaction. All this information, including drivers' comments, can be viewed in the Transport Focus data hub – new data is added each month.

"Road surfaces full of potholes, and/or badly reinstated repairs. Logjams at every set of traffic lights and roundabouts."

A27, very dissatisfied

How satisfied are road users with motorways and 'A' roads?

Satisfaction scores



The survey was not run between April 2020 and March 2021 due to Covid-19. It restarted in April 2021 with a new methodology, so results prior to March 2020 and from April 2021 are not directly comparable.

Time period: April - September 2021.

"I am so used to the road being busy.
It's just normal now. I usually check on
Google Maps to see if any problems."

A303, neither satisfied nor dissatisfied

"Routes well signposted and
road surface very good."

A1(M), very satisfied

Overall satisfaction by sub-group (%)

Motorway users – **70**

Major 'A' road users – **66**

Age 17-34 – **66**

Age 35-59 – **67**

Age 60+ – **70**

Disability – **64**

No disability – **69**

Passed through roadworks – **53**

Did not pass through roadworks – **75**

Car drivers – **69**

Vans – **62**

Commuter – **64**

Any work reason – **66**

Leisure – **69**

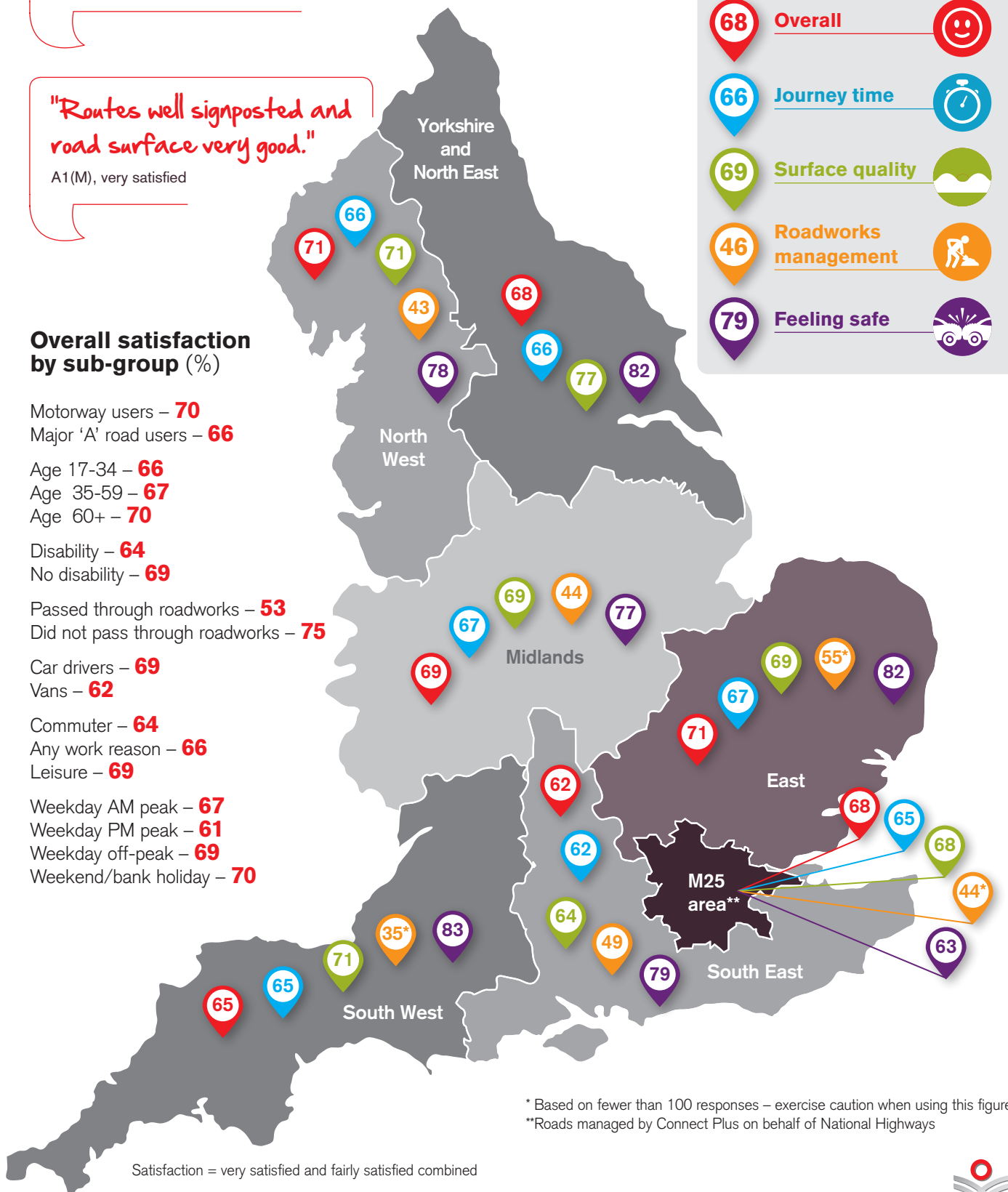
Weekday AM peak – **67**

Weekday PM peak – **61**

Weekday off-peak – **69**

Weekend/bank holiday – **70**

England (%)



* Based on fewer than 100 responses – exercise caution when using this figure

**Roads managed by Connect Plus on behalf of National Highways

"Roadworks on M5, these have been present for many months with little progress."

M5, very dissatisfied

What influences overall satisfaction?

Journey time is known to be a key influencer of satisfaction with the journey, along with other factors such as level of traffic and management of roadworks. For example:

- Among those satisfied with their journey time, 92 per cent were satisfied overall. When dissatisfied with their journey time, just 10 per cent were satisfied overall.
- Among those who experienced light traffic, 87 per cent were satisfied overall, whereas only 24 per cent of those caught up in congestion were satisfied overall
- Among those satisfied with management of roadworks, 77 per cent were satisfied overall, compared with just 14 per cent of those dissatisfied with management of roadworks.

"Traffic running freely with no hold ups."

M40, very satisfied

"Quality of road, volume of traffic and dangerous driving of other drivers."

M4, fairly dissatisfied

"Lots of changes to speed limits."

M25, fairly dissatisfied

Facts about SRUS

- SRUS interviewing was suspended in March 2020 due to Covid-19. It restarted in April 2021 with a new 'push to web' method that allows safe interviewing of respondents without the need for face-to-face contact.
- Households within a representative sample of the driving population in England are sent a letter inviting them to complete the survey, which they then do online.
- The survey asks about various aspects of journey experience.
- An interactive map is integrated into the questionnaire and 'understands' which part of a journey is on the strategic road network.
- Results are weighted to ensure they are representative of vehicle mileage across the strategic road network.
- Please note the change in research method means that results pre-Covid and since the restart are not directly comparable.
- This report contains data from the first six months since the restart (April to September 2021) and is based on 2384 interviews.
- Transport Focus's delivery of SRUS since April 2021 has been supported by the research agency BMG Research.

Contact Transport Focus

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