



# Strategic Roads User Survey

2021/22 Summary

# Key findings

The Strategic Roads User Survey (SRUS) measures people's experiences of driving on England's motorways and major 'A' roads, those 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 for 1 April 2021 to 31 March 2022.

Overall, 69 per cent of road users were satisfied with their last motorway or major 'A' road journey. Satisfaction with journey time (67 per cent) continues to be at a similar level to overall satisfaction. Management of roadworks continues to be one of the weaker performing areas (48 per cent), albeit this question is answered only by drivers passing through roadworks on their journey.

Looking at results for individual roads<sup>1</sup>, the M40 achieves the highest level of overall satisfaction (79 per cent). It also tops the table for quality of the road surface (80 per cent satisfied).

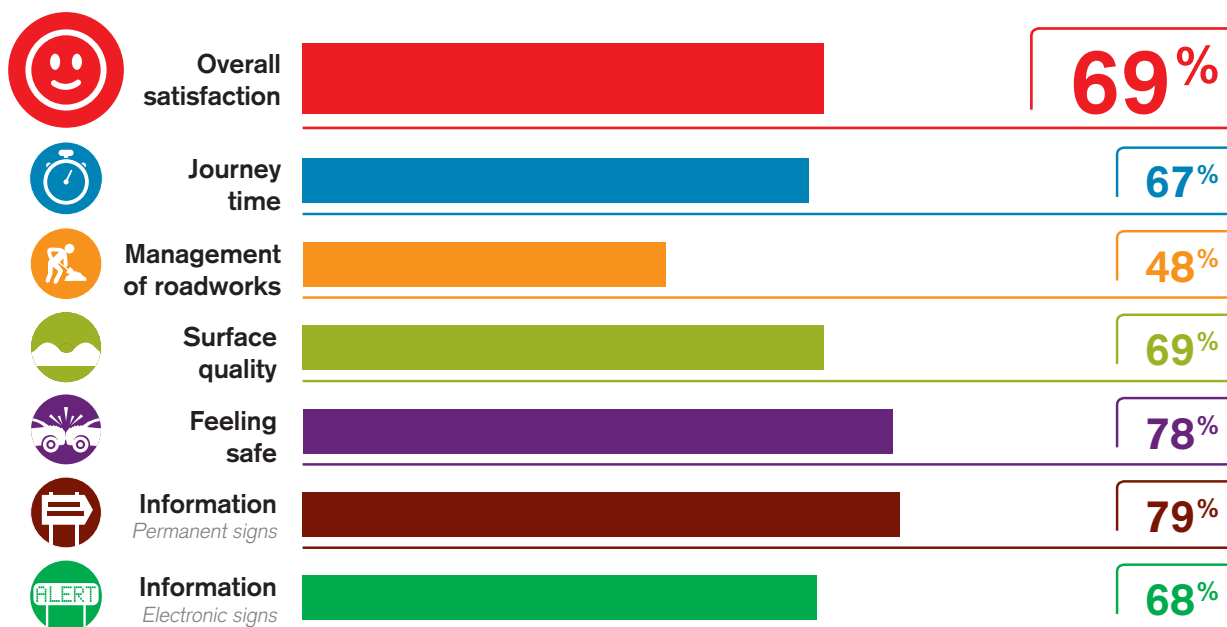
The non motorway section of the A1 receive the lowest level of overall satisfaction (57 per cent), closely followed by the A12 (58 per cent) which also scores lowest for surface quality (41 per cent) and feeling safe (68 per cent). Out of the motorways, the M6 has the lowest level of satisfaction (59 per cent).

There is some variation between National Highways' regions – the South West region scores highest with 72 per cent overall satisfaction, followed closely by the East with 71 per cent. The Midlands region scores the lowest with 67 per cent.

It is worth highlighting that satisfaction recorded since April 2021 using a new web-based 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. All this information, including drivers' own comments, can be viewed in the Transport Focus data hub. New data is added each month.

## 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.

<sup>1</sup> Among those with 100 survey responses or more

## England (%)



"High volume of traffic, no hard shoulder, many HGVs some very close together, felt fast and potentially dangerous."

M1, fairly dissatisfied

"The road was relatively clear, no debris, good drive home."

A404, fairly satisfied

## Overall satisfaction by sub-group (%)

Motorway users – **70**

Major 'A' road users – **69**

Age 17-34 – **67**

Age 35-59 – **69**

Age 60+ – **71**

Disability – **70**

No disability – **70**

Passed through roadworks – **55**

Did not pass through roadworks – **76**

Car drivers – **70**

Vans – **64**

LGV/HGV (3.5 tonnes or more) – **58\***

Commuter – **64**

Any work reason – **67**

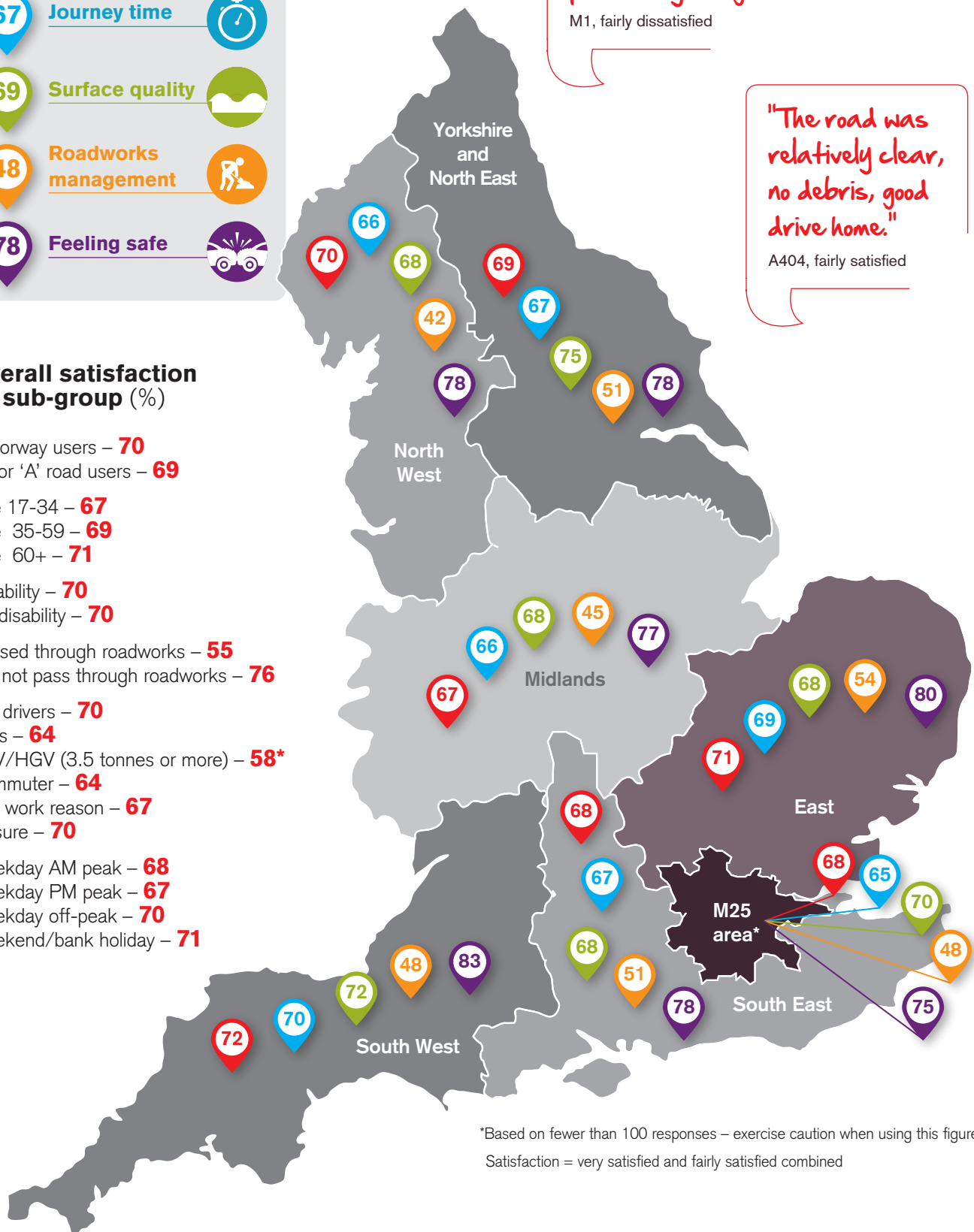
Leisure – **70**

Weekday AM peak – **68**

Weekday PM peak – **67**

Weekday off-peak – **70**

Weekend/bank holiday – **71**



# Which factors influence road user satisfaction?

Analysis of SRUS data shows the following aspects have the greatest effect on road users' overall satisfaction with their journey. In order, they are:

## Satisfaction with journey time

### Journey time compared to expectation

### Whether there were delays caused by things other than roadworks

### Level of traffic

### How safe it felt on the road

"The hideous never ending 50mph restrictions and narrow lanes. Also, some sort of incident ahead increased my return journey time from the usual 40 minutes to an hour and a half meaning I hit rush hour traffic at the Wigan end."

M6, very dissatisfied

"Road was closed for part of the journey and diverted off the motorway."

M27, fairly dissatisfied

"The road was full of pot holes and difficult with the spray from the rain."

A46, fairly dissatisfied



These influences can be clearly seen in the overall satisfaction scores. For example:

- Among those satisfied with their journey time 91 per cent were also satisfied overall. When dissatisfied with their journey time, just 10 per cent were satisfied overall.
- When the journey took less time than expected, 93 per cent were satisfied overall, compared with just 29 per cent among those whose journey took longer than expected.
- Among those not experiencing delays caused by things other than roadworks, 78 per cent were satisfied overall, but among those who were held up only 37 per cent were satisfied.
- 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.
- 77 per cent of those who felt safe while travelling were satisfied overall, whereas among those who did not feel safe just 26 per cent were satisfied.

"Always slow traffic, partly due to the variable speed limits, this causes cars to speed up and slow down."





M25, neither satisfied nor dissatisfied

Among those drivers who passed through roadworks during their journey, satisfaction with the management of those roadworks is also a key driver of overall satisfaction. 75 per cent were satisfied overall, compared with just 19 per cent of those dissatisfied with management of roadworks.



# Strategic Roads User Survey 2021/22 – individual road results

The Strategic Roads User Survey (SRUS) measures satisfaction with journeys on the motorways and 'A' roads managed by National Highways. This map shows how scores for overall satisfaction, journey time, surface quality and feeling safe vary for individual roads. For more detail, visit the Transport Focus data hub [www.transportfocus.org.uk/data-hub](http://www.transportfocus.org.uk/data-hub).

				
	%	%	%	%
M40	79	72	80	81
A14	78	71	68	81
A3	78	74	78	81
M3	76	76	79	82
A30	76	72	76	89
A38	75	74	75	78
M5	74	73	76	84
A1(M)	73	69	78	84
M62	70	69	77	78
M1	68	76	72	72
M25	68	63	67	74
A34	67	62	63	75
A46	67	70	65	78
A5	67	66	71	87
M4	65	68	71	79
M60	64	66	70	72
M42	64	59	77	74
M27	62	55	55	72
A27	61	64	67	81
M6	59	57	60	74
A12	58	59	41	68
A1	57	63	66	84



## 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.
- 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.
- 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 twelve months since the restart (April 2021 to March 2022) and is based on 5246 interviews.
- The factors influencing satisfaction are determined using a Gamma test, a test that quantifies the strength of relationship between the results for each individual SRUS question and overall satisfaction.
- Transport Focus's delivery of SRUS since April 2021 has been supported by the research agency BMG Research.

*"New road, good condition, not congested."*

A14, very satisfied

*"Well lit, lane markings clear and bright. Low traffic volume."*

A1(M), very satisfied

*"Good lighting and signage."*

A30, very satisfied

*"Not too much traffic and drive time was as expected."*

M42, very satisfied

### Contact Transport Focus

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Transport Focus is the operating name of the Passengers' Council