



Strategic Roads User Survey

Findings for the North West: October 2021 – September 2022

Report published July 2023

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Introduction



Strategic Roads User Survey (SRUS)

Transport Focus represents the interests of users of England's motorways and major A-roads, known as the Strategic Road Network (SRN). These are the roads managed by National Highways on behalf of the Government.

Through the Strategic Roads User Survey (SRUS), Transport Focus gathers journey experience feedback from a representative sample of SRN users.

SRUS is also used by the Office of Rail and Road to monitor National Highways' performance.



Results in this report cover 12 months:

October 2021 – September 2022



Push-to-web approach

Invitation letters are posted to a representative sample of households in England

Instructions in the letter direct participants to an online survey, for which participants are incentivised



Participants answer about:

Their most recent journey on the SRN within the last four weeks at the time of completing the survey

One specific motorway or major A road within this journey (defined using an interactive map). This ensures feedback is received for all regions and across a full range of roads within them



7,342 responses received in total over this period

1,092 for roads in the North West

Key findings: SRN experience in the North West

70% Almost three quarters of SRN North West journeys felt to be satisfactory

A little below the national average of 72%. The region as a whole is also a little below the national average across the majority of other measures



Satisfactory journeys (as nationally) are when **traffic flows freely** without disruption



Key factors for dissatisfaction in this region are:

- **Congestion** – Driving dissatisfaction nationally, but to a greater extent in the North West (along with Midlands and M25 area)
- **Roadworks** – Also important everywhere, but particularly common here, with over a third of North West motorway journeys affected (the highest of all regions), and this above average incidence persisted throughout the year



These issues are especially evident on the M6 and M60

- Congestion common on both
- Roadworks particularly impactful on the M6
- Smart motorway measures compound frustration further, especially on the M60, with a frequent perception that this type of road worsens the experience

(By contrast, the M65 is among the best rated motorways nationwide)



Lighting (and cats' eyes) rated relatively poorly

Exacerbated by slightly poorer weather overall than elsewhere (as indicated by survey respondents' reports of the weather during their journey), and by higher incidence of roadworks, given that poor lighting is more noticeable and impactful in this scenario

Other trends, which are also common across the whole SRN network:



Safety perceptions high overall, but some feel less at ease: less familiar drivers, lighter commercial/goods drivers, motorcyclists



Poor driving perceived as common – and while drivers are accountable, the way roads are managed can be felt to provoke poor driving behaviour.



HGV drivers less satisfied overall, experiencing the same issues when they occur, to a sharper degree

Issues for National Highways North West to consider

After analysis of quantitative and qualitative data in SRUS about journeys in the North West, it appears that National Highways should focus on the following as part of efforts to improve road user satisfaction:

✓ Roadworks

- Ensure roadworks cause the least disruption possible, for the shortest duration and affecting the shortest stretch of road possible
- Strive to reduce instances where SRN users encounter multiple sets of roadworks on the same journey
- Communication. It appears that more work is needed to inform road users in advance where roadworks will have significant impact, in particular when it comes to less frequent users and the best channels to reach them
- Communication. Explaining the benefits that will result and the rationale for temporary speed restrictions may alleviate some frustration

✓ Smart motorways

- Strive to reduce the occasions when drivers see a variable speed limit that feels inappropriate, including when restrictions are felt to stay in place when no longer needed
- Better 'in the moment' communication about why speed limits or lane closures are in place
- Ongoing communication to the public at large about how smart motorways work, including providing evidence of reduced congestion and about safety
- Communication and behavioural nudges to encourage better driving etiquette, and so minimise poor driving practices perceived to be caused by the way smart motorways function.
- While not exclusive to these routes, **particular focus on the M6 and M60** is advisable.

✓ Improving overall experience on the roads, especially around lighting, road-markings and surface water

Some overall findings

“Key metrics”



70% of journeys in the North West are felt to be satisfactory: a little below the national average across most key measures

Key metrics
Oct 2021 – Sep 2022



Overall satisfaction

70%

Very satisfied 31%
Fairly satisfied 39%

Journey time

69%

Very satisfied 33%
Fairly satisfied 36%

Management of roadworks

47%

Very satisfied 18%
Fairly satisfied 28%

Feeling safe

81%

Very safe 31%
Fairly safe 50%

England-wide

72%

Very satisfied 34%
Fairly satisfied 38%

71%

Very satisfied 34%
Fairly satisfied 37%

49%

Very satisfied 16%
Fairly satisfied 33%

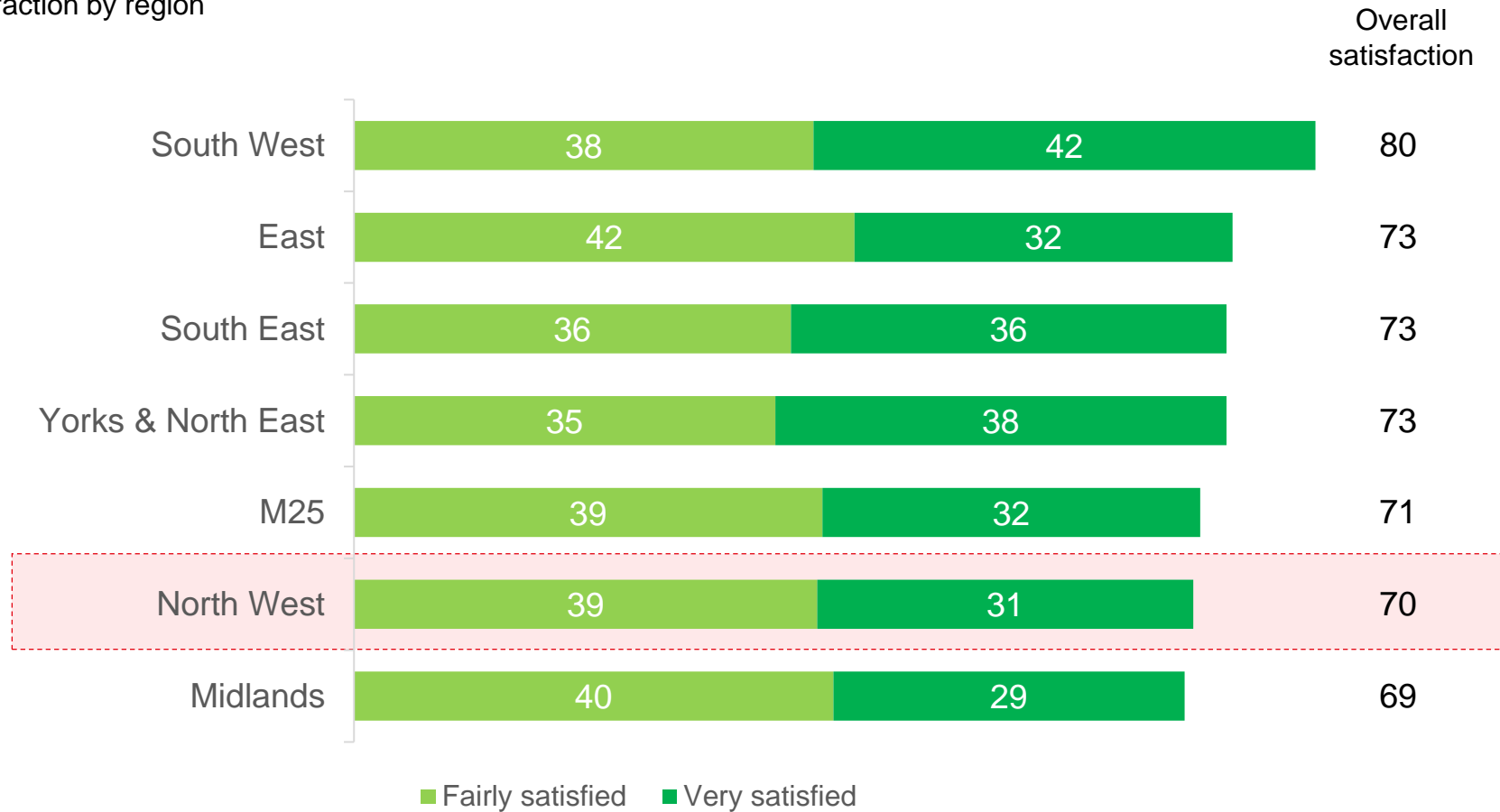
80%

Very safe 31%
Fairly safe 50%

Base: all SRN users surveyed, Oct '21 – Sep '22
All: overall satisfaction (7,322), journey time (7,295), roadworks management (1,690), feeling safe (7,313)
North West: overall satisfaction (1,088), journey time (1,082), roadworks management (324), feeling safe (1,084)

The North West was among the poorest regions for delivering very satisfactory journeys in this period

Overall satisfaction by region
(% very/fairly)

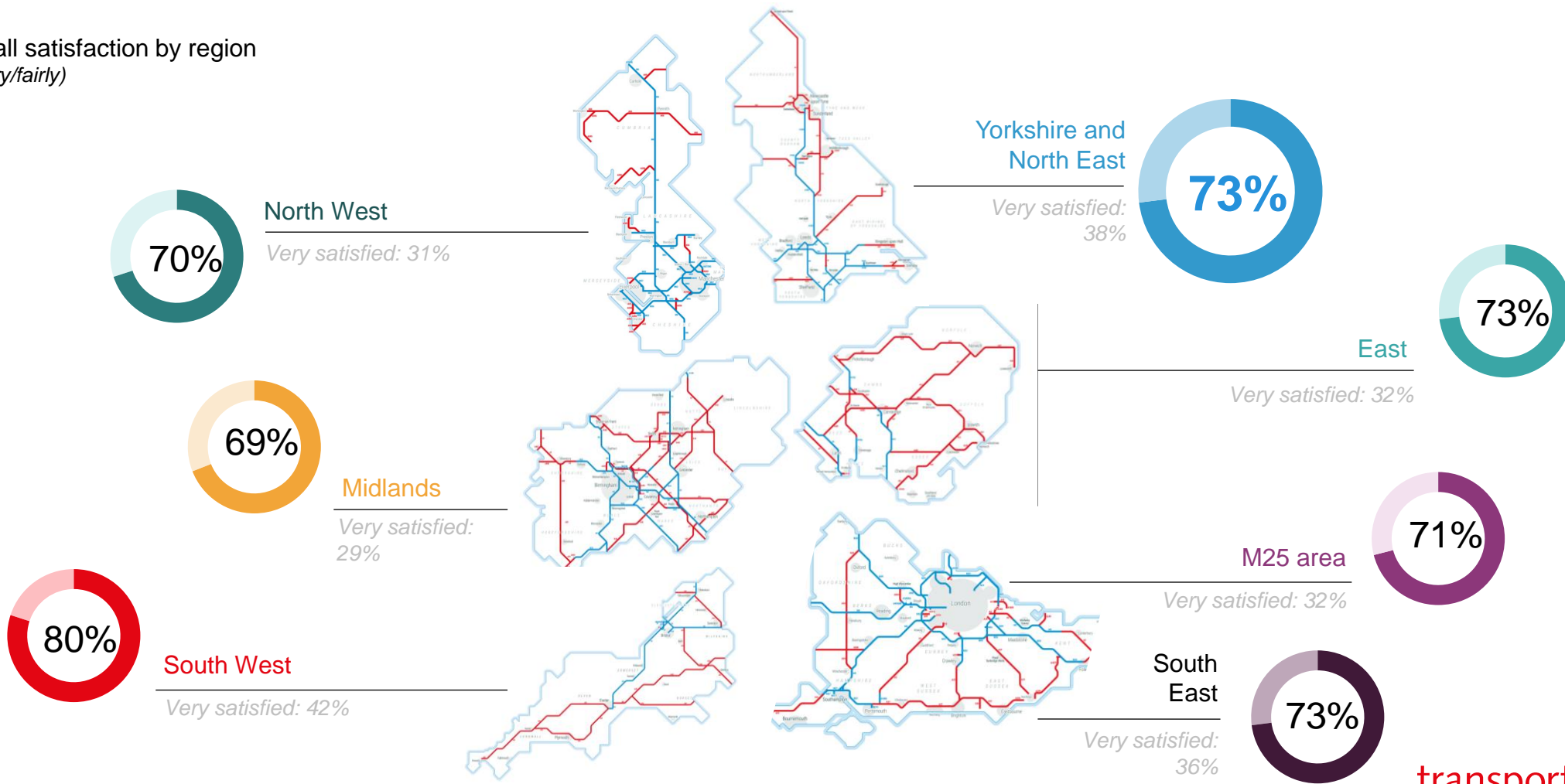


Base: all SRN users surveyed, Oct '21 – Sep '22 (7,322)

South West (917), East (1,047), South East (1,504), Yorkshire and NE: (1,014), M25 (1,057), North West (1,088), Midlands (1,641)

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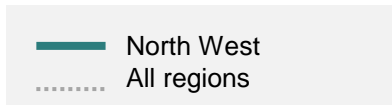
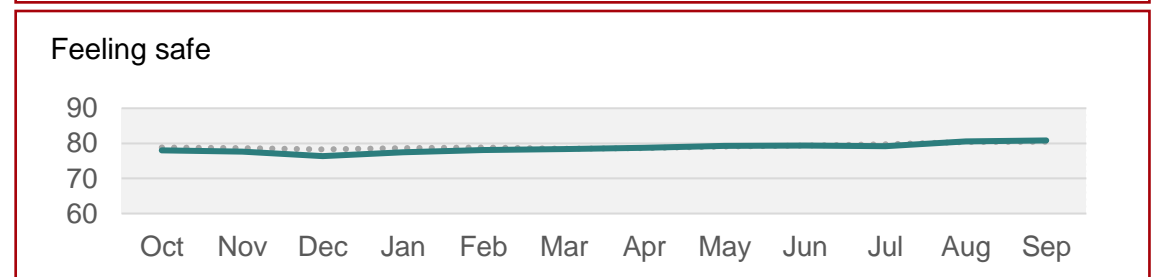
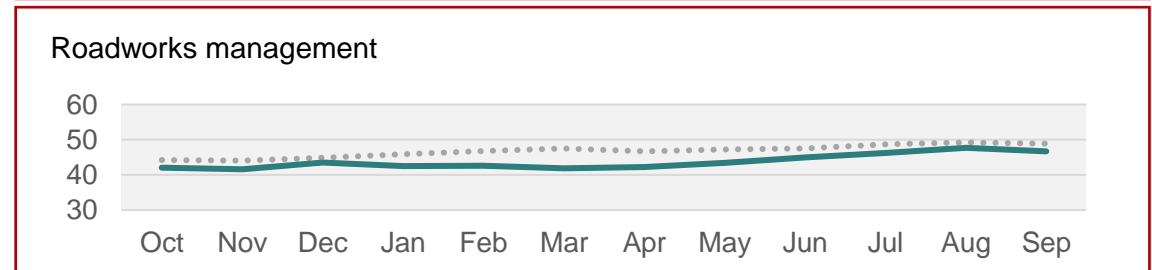
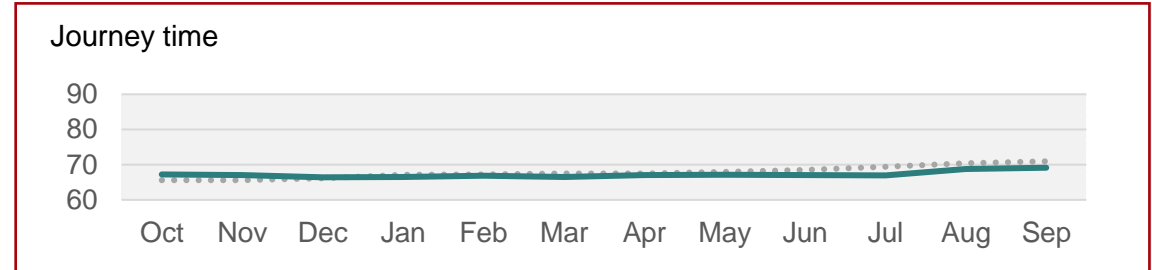
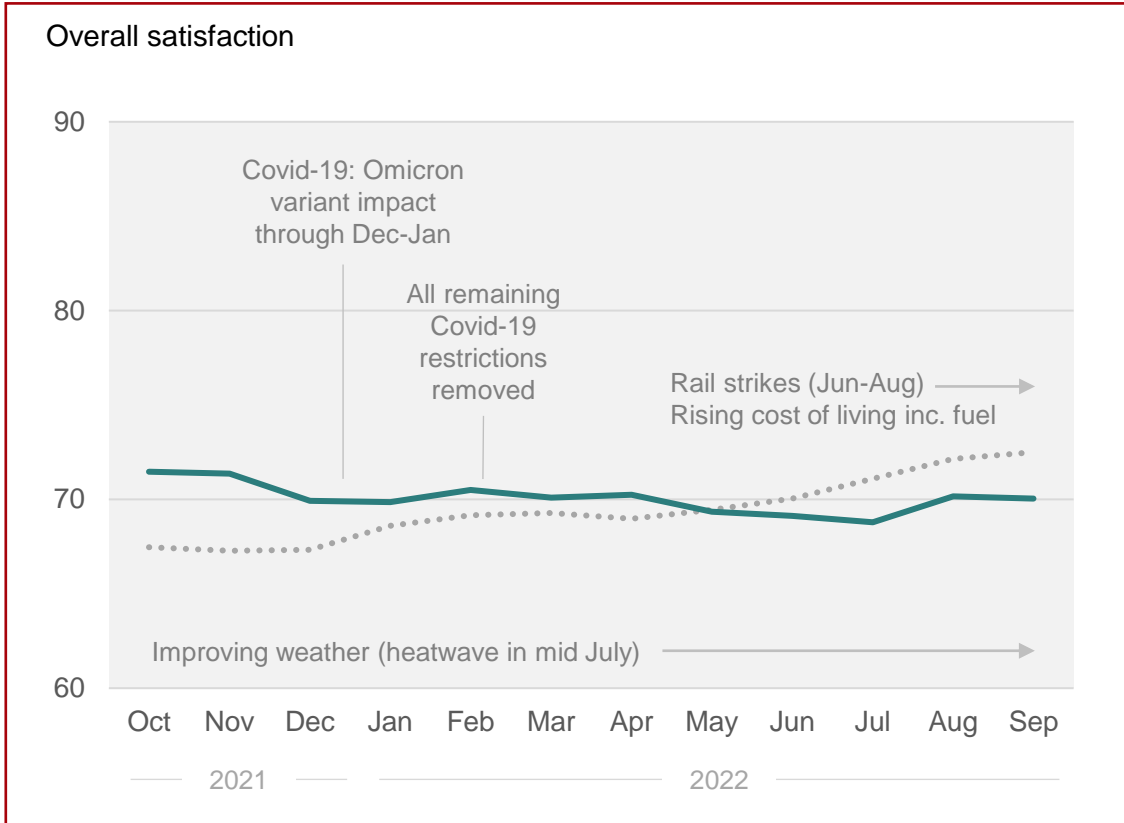
Overall satisfaction by region
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Base: all SRN users surveyed, Oct '21 – Sep '22 (7,322)
South West (917), East (1,047), South East (1,504), Yorkshire and NE: (1,014), M25 (1,057), North West (1,088), Midlands (1,641)

A turbulent year for travel: feedback indicates overall journey experience improved nationally, but the North West did not keep up

Key metrics over time (% very/fairly, rolling 12 monthly*)



Base: all SRN users surveyed, Oct '21 – Sep '22 (2,844-7,322)

North West: (427-1,088)

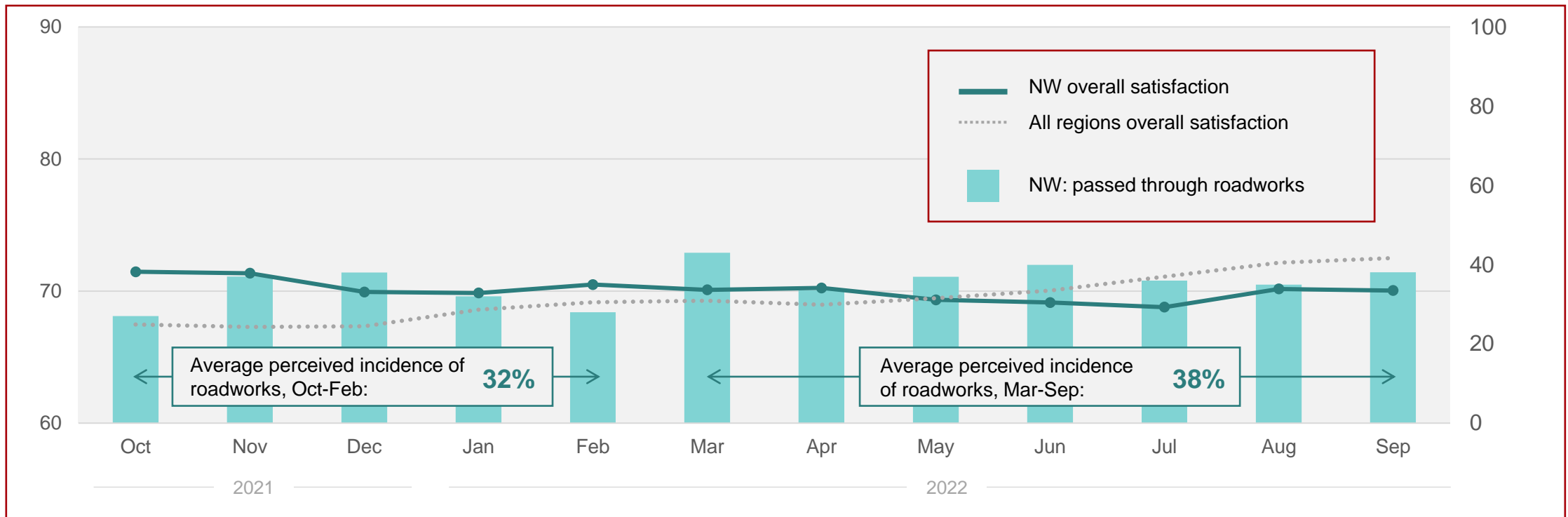
*Until March 2022, data is YTD from April 2021 onwards, due to a methodology change in April 2021

Data is shown as fully 12 month rolling figures from March 2022.

A perceived increase in roadworks in March 2022, sustained thereafter at higher incidence than previously: a likely reason that overall satisfaction was held back here

Overall satisfaction (% very/fairly, rolling 12 monthly*)

+ Perceived presence of roadworks (shown for each month individually)



Base for overall satisfaction (shown as rolling 12 monthly*): all SRN users surveyed, Oct '21 – Sep '22 (2,844-7,322); North West: (616-1,641)

Based for presence of roadworks (shown as discrete months): North West: (95-191)

*Until March 2022, data is YTD from April 2021 onwards, due to a methodology change in April 2021. Data is shown as fully 12 month rolling figures from March 2022.

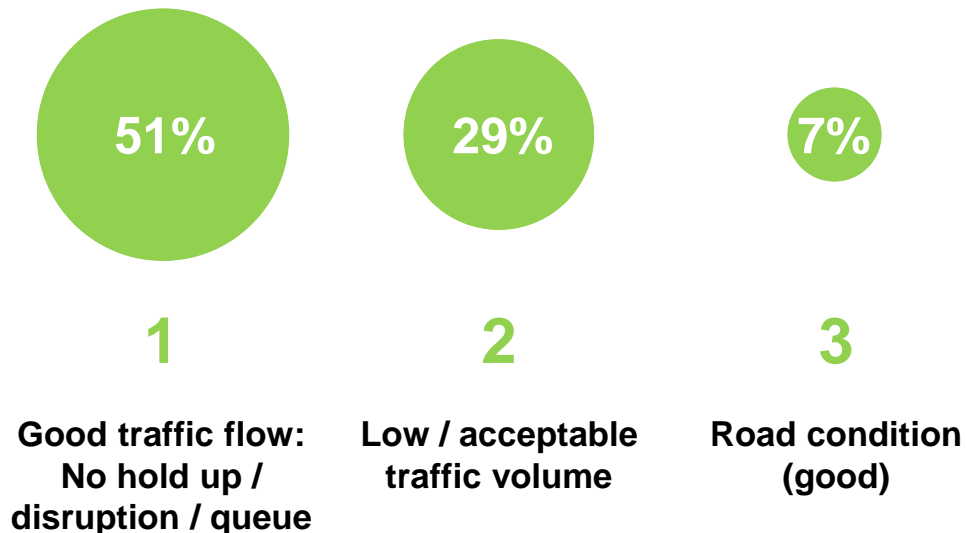


Understanding “overall satisfaction” in more detail

There are three main themes in the reasons users give for satisfactory journeys in the North West

Strategic road users in this region were asked **why** they were satisfied or dissatisfied with their journey, in their own words. We have quantified the key themes which arose using a random sample of responses.

Satisfaction: top 3 reasons
(very / fairly satisfied)
% mentioning topic



A minority also mention some other factors, including:

Good flow “despite” roadworks

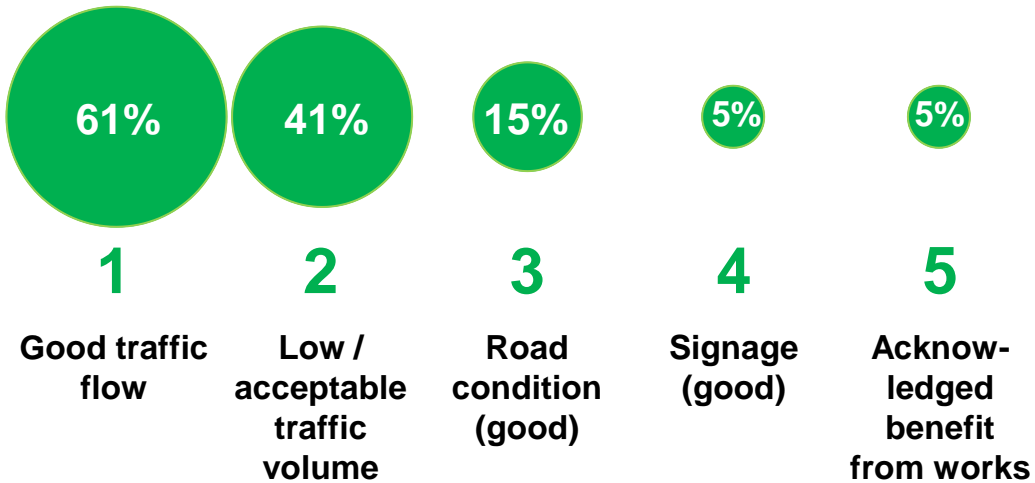
...and some also mention negative factors, which usually explain why they rated their journey as “fairly” rather than “very” satisfactory: see more on this on the next page.

Data shown here is for North West; patterns are very similar at national level

Base: sample of those giving a rationale for overall satisfaction rating Oct 21-Sep 22 – satisfied, North West (118), all regions (200)

Ultimately the absence of disruptions, i.e. allowing continuous momentum, makes for **fully satisfactory** rather than simply “ok” journeys

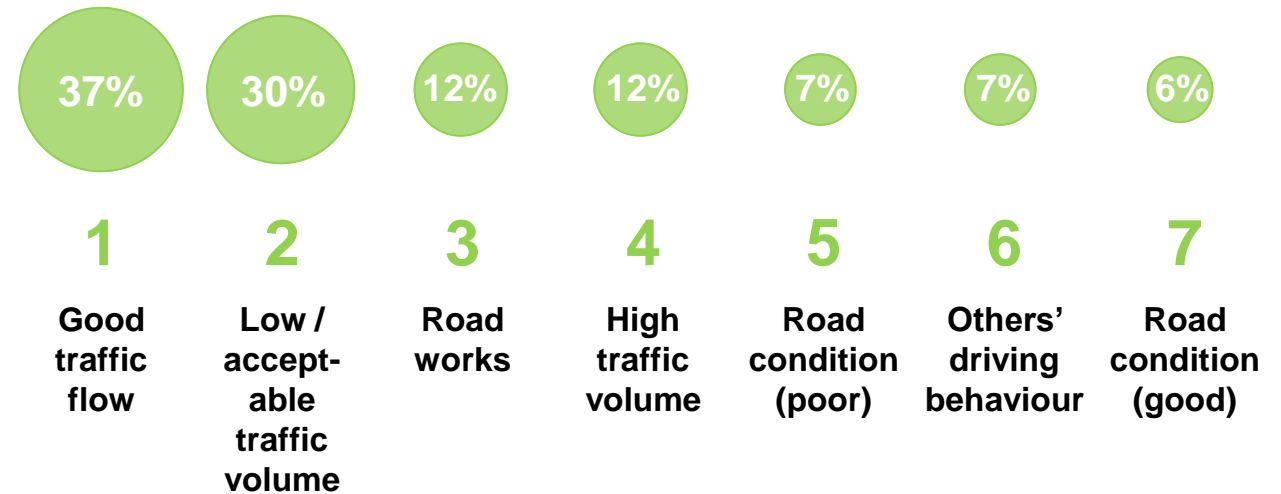
Very satisfied: top reasons
% mentioning topic



Plus:

- ✓ a **range of other factors relating to good management and features** of roads
- ✓ and a **near-total absence of issues** like roadworks, congestion, poor maintenance / markings / signage, etc.

Fairly satisfied: top reasons
% mentioning topic



Plus a **range of other factors relating to poor management and features** of roads

It's worth acknowledging that those who are “fairly satisfied” with SRN journeys often still experience some issues. So while most users are satisfied overall in the North West, we should be looking to increase the proportion who are genuinely – “very” – satisfied (currently around a third here, among the lowest of all regions)

Findings on this page are at national level



Absence of disruption and free-flowing traffic makes for genuinely good journeys: fairly satisfied users often feel some aspect of a journey could have been better – or they see a good journey as atypical

Very satisfied: Example comments (North West)

- “ Was a clear drive home, no queue. A pleasant drive. ”
- “ Good flow and dual carriageway opportunity to safely overtake heavy loads ”
- “ Traffic was busy, but moving ”
- “ The opening of this road [A556] a few years ago has speeded up my journey from/to Junction 19 of the M6 considerably and it is well maintained ”
- “ Wide, clear road, good surface, good helpful signs ”
- “ Traffic unusually light, no roadwork issues and no accidents ”
- “ It was fairly quiet and the road has recently been redone with new asphalt, so felt like a smooth journey ”
- “ Traffic kept moving at maximum road speed for most of the journey ”
- “ It is a relatively recently finished and re-routed road so is easy and user friendly to navigate and in good condition for comfortable driving ”

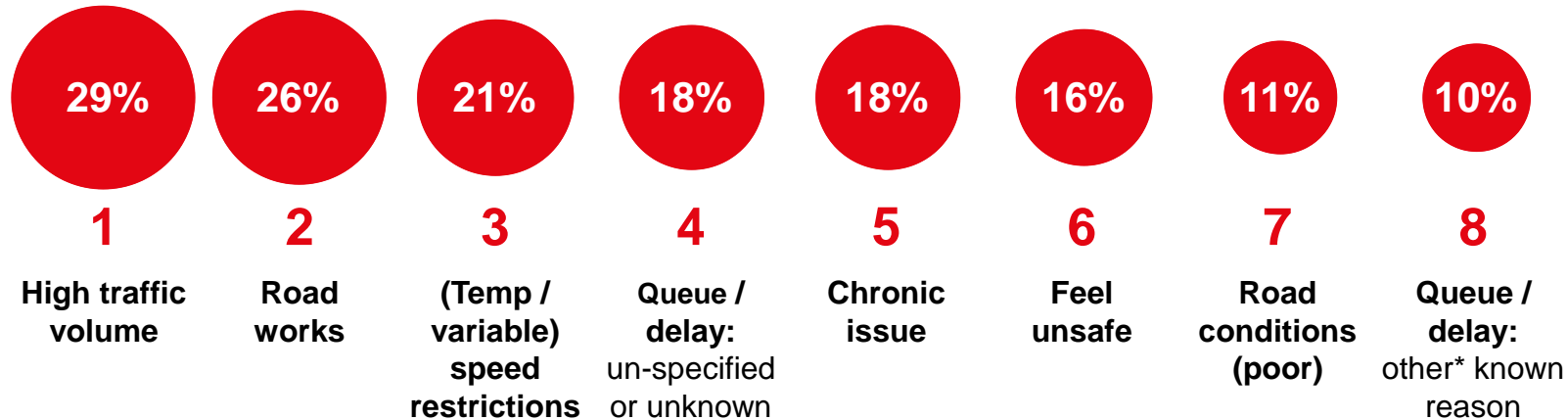
Fairly satisfied: Example comments (North West)

- “ No major problems with the road itself but traffic was quite congested and other drivers were not following proper merging practices ”
- “ A small traffic jam - 15 mins delay ”
- “ Matrix [signs] giving warnings that weren't applicable ”
- “ Journey was normal, including slower section through roadworks J12 to J11 ”
- “ Confusing what entry and exits to use ”
- “ Traffic flowed freely even though there are road works on this section of the M6 ”
- “ Surprisingly quiet ”
- “ Not as busy as it normally is at that time ”
- “ Potholes stops me from being totally satisfied ”

Congestion and roadworks the most common reasons for dissatisfaction, along with variable speed restrictions and other (undiagnosed) delays and their impact – and many users frustrated with ongoing nature of these issues

Strategic road users were asked **why** they were satisfied or dissatisfied with their journey, in their own words. We have quantified the key themes which arose, from a random sample of their responses.

Dissatisfaction: top reasons
(very / fairly dissatisfied, North West) % mentioning topic



Dissatisfaction: other reasons
(very / fairly dissatisfied)
% mentioning topic

Poor signage / info	8%
Lighting / road markings / cats eyes (poor)	6%
Weather (poor)	6%
Other	24%

Data shown here is for North West; patterns are similar at national level, though North West stands out a little more for variable speed restrictions, un-diagnosed delays, less satisfactory lighting and poorer weather – and the perceived ongoing nature of all of these factors

Note that **while roadworks are among the most common reasons for dissatisfaction, other delays can be more impactful when they happen.** For journeys affected by roadworks, 21% are dissatisfactory; this compares to 35% when affected by other types of delays, and 52% where traffic is congested for any reason.

Together with qualitative feedback as here, this suggests that disruptions which can be managed and informed about (like roadworks) can be somewhat tolerated, but congestion and delays, especially for unknown or (perceived) avoidable reasons, can feel unacceptable. Information doesn't solve, but can help to mitigate, these scenarios.

Base: sample of those giving a rationale for overall satisfaction rating Oct 21-Sep 22 – dissatisfied, North West (62), all regions (200)

* i.e. not (only) roadworks, speed restrictions / traffic volume; includes accidents, stranded vehicles, debris, and traffic management infrastructure like roundabouts, traffic lights, etc., for example

These issues can cause real frustration – and some aspects of SRN management can be emotive

Dissatisfied (very/fairly): Example comments (North West)

“ 50 mph limit for majority of journey, no evidence of work being carried out. Slow, always delays. ”

“ Constantly gridlocked literally everyday no matter what the time not helped by the new gas works ”

“ No motorway lights in heavy rain makes it very dangerous to drive especially when there is traffic all the time ”

“ I have been queuing on this road for years now ”

“ The dangerous variable speed limits and lack of hard shoulder ”

“ Always surface water on the M6 and at the junction with the M61 it is always heavy traffic no matter what time of day ”

“ The road after the Brettargh Holt slip road heading towards Kendal is VERY badly marked, with the cats eyes and road markings being non-existent ... It is dangerous, especially in the dark or half light. ”

“ Road works again ”

“ The M53 has lots of deep potholes and is dangerous for this reason, especially for motorbikes. ”

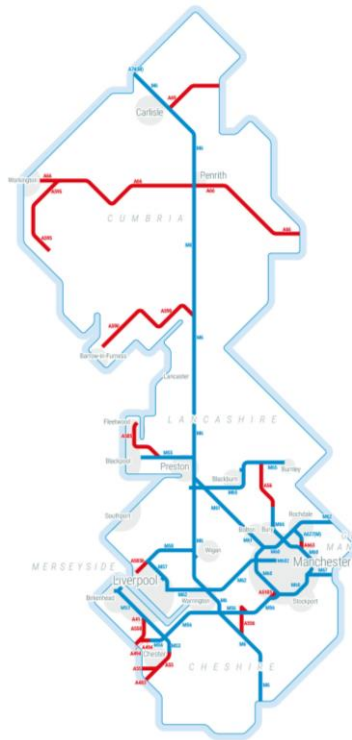
“ Joining [the] M53 at junction 4 ... not the worst on this occasion but can be backed up [by a long way]... The J4 roundabout is dangerous and needs better marking. On M53 section heading east where lanes go from 3 into 2 is almost always a problem and getting worse over the years ”



Further patterns for some of the North West's busier motorways

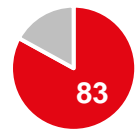
There is of course a range of experience within the region; M60 and North West sections of M6 performing below the average for motorways, while the M65 is among the best motorways nationwide (second only to M40)

Overall satisfaction by road / road type within North West



North West	
All roads	70%
<i>(All regions)</i>	<i>72%</i>
Motorways	70%
<i>(All regions)</i>	<i>72%</i>
Major A roads	73%
<i>(All regions)</i>	<i>73%</i>

Overall satisfaction by road*	
M65	84
M61	78
M56	76
M62	74
M6	64
M60	64



Context: motorways dominate the survey results for the North West, with 83% of all responses relating to motorway rather than major A road journeys. This compares to 53% on average across all regions.

*Results shown for individual roads where sample size is ≥75 (none of the North West's major A roads meet this threshold).

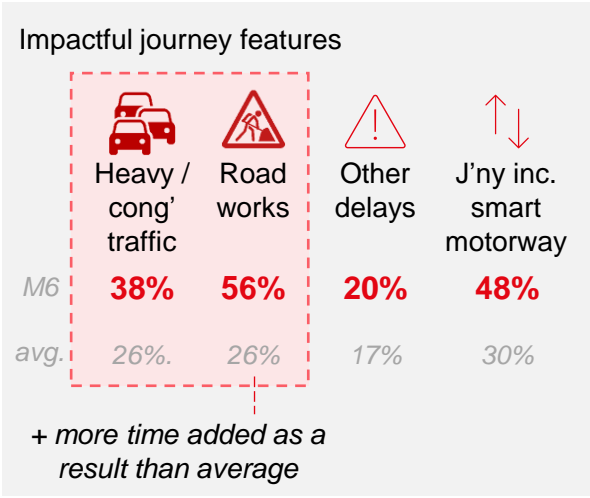
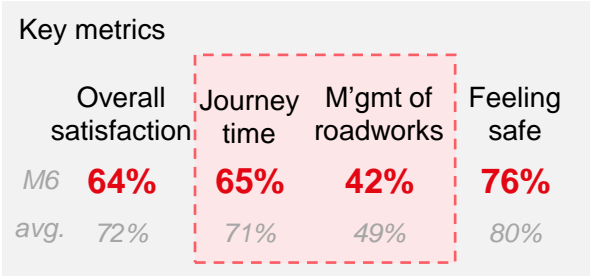
All data at road level based on Apr '21 – Sep '22.

All Motorways: All regions (3,902), North West (897). All major A Roads: All regions (3,420), North West (191)

As well as heavy traffic on M6 and M60, roadworks seen as especially prevalent on M6, and (controversial) smart motorway affects M60 journeys in particular

M6

Over half of journeys passed through roadworks, contributing to congestion. In addition, (completed) smart motorways also felt to compound these issues.



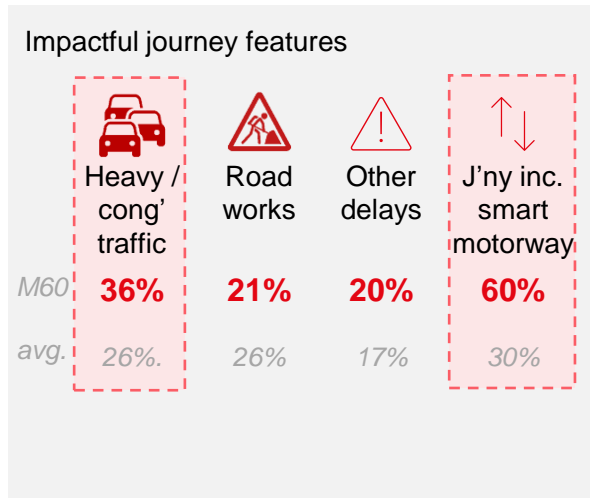
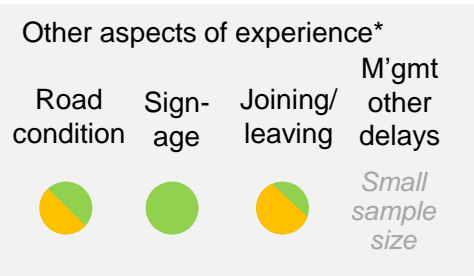
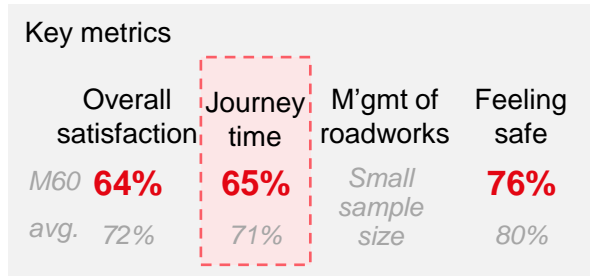
Drivers' comments reflect issues highlighted here, with particular frustration at variable speed limits, often felt to be too low or not needed.

Some also complain of others driving too close and poor lane discipline, especially around works. **Poor driving is witnessed on 80% M6 journeys** (vs. 70% avg).

“ Roadworks and standard of driving make journeys harder... under speeding and lane hogging, no one knows how to drive in roadworks ”

M60

Users feeling effects of smart measures, often exaggerating perceptions of congestion on an otherwise well-functioning road



Dissatisfied drivers' own-words feedback focuses on congestion as well as temporary speed restrictions, with some mentions of temporary narrow lanes.

“ Section of M60 limited to 50mph and with temporary narrow lanes. It's a bottleneck and there's no work actually taking place ”

“ Traffic is always heavy, the “smart” motorway element is dangerous and concerns me. ”

SRN users in the North West on M6 (309), M60 (197), Apr '21 – Sep '22

* “Traffic lights” used here indicate how these users rate the range of measures within each of these topics (e.g. “Road condition” covers surface, lighting, markings, cats eyes, litter), compared to ratings for all motorways. Some sample sizes are smaller on some of these measures individually (e.g. lighting is only rated by those driving after dark), so we are presenting an overview of experience (which also takes into account free-text comments.). See pg 52 for detail

Broader experience and opinion of the operation of smart motorways: snapshot

Findings on this page are at national level



Many take the opportunity in this survey to express **disagreement with the concept, mainly around safety concerns from no hard shoulder**, as well as some frustration with variable speed limits – which can leave drivers feeling less in control

“...no correlation between speed restriction and... conditions at the time... [They] can have you doing 70, then 50, down to 40, back up to 70, then back to 50 within a couple of miles.... It's even had me doing 40 mph on my scooter at 05:00 when [it's] really quiet... To be stuck doing 40 mph, in the 3rd lane of a 4 lane motorway at the M60/M62 junction, at night and with HGV's behind, is really scary and ...has forced me to leave the motorway..”

“...the dangerous and stupid smart road which makes journeys take longer and is more dangerous”

“...do not like the smart motorways. They are terrifying if you were to break down”

M62

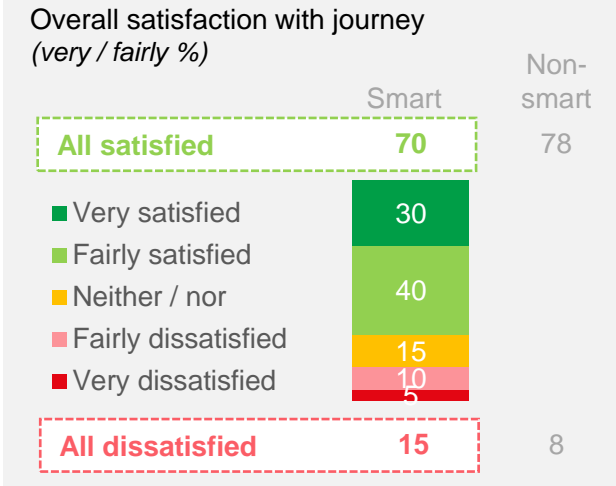
74%

Overall satisfaction

M62: a notable exception, with 62% trips using smart motorway for part of the journey (double the average), but with most journey aspects rated in line with average.

Less reporting of congestion, roadworks and speed limit variation (likely as a result) indicates that **smart measures may have less noticeable impact**

Satisfaction is lower overall among those using smart motorways



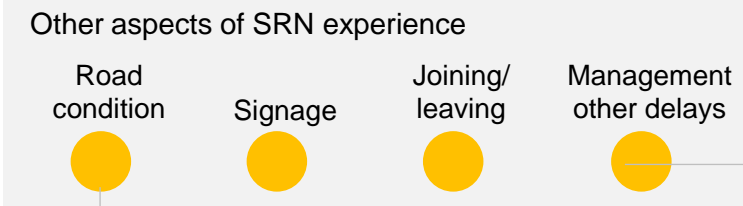
...especially for journey times and safety

Other key metrics	Journey time	R'works management	Feeling safe
Smart motorway	67%	48%	77%
Non-smart motorway	77%*	52%	85%

Journey times more likely to exceed expectations (27% vs 15% for non-smart motorways), be affected by heavy traffic / congestion (31% vs. 20%), roadworks (32% vs 23%) and other delays (23% vs 12%)

Others' poor driving – mainly lane discipline – also observed more often on smart motorways

Despite some vocal complaints, in practice signage is rated similarly to other motorways



Lighting after dark rated better than other motorways, for these more recently upgraded roads

While relatively few drivers (on any road) rate delay management well, smart motorway users are less dissatisfied with information provision. They are typically a little better informed about delays, both in advance and during their journey, with online maps and electronic signage important in this.

A very different context on the M65

M65

Mostly light traffic, and relatively little noticeable impact from roadworks, make for uninterrupted journeys

Key metrics

	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe
M65	84%	87%	Small sample size	88%
Avg (all m'ways).	72%	71%	49%	80%

Other aspects of experience*

Road condition	Signage	Joining/leaving	M'gmt other delays
			Small sample size

Impactful journey features

	M65	Avg. (all m'ways)
Heavy / cong' traffic	5%	26%
Road works	13%	26%
Other delays	5%	17%
J'ny inc. smart motorway	0%	30%

Drivers free-text feedback reflects this light traffic context

- “ The road was particularly clear with no heavy traffic and a clear view ”
- “ Roads had light traffic and therefore I was able to travel at a consistent speed ”
- “ Direct option getting towards destination ”
- “ Hardly any traffic or disruption ”

Nevertheless, there are areas for potential improvement.

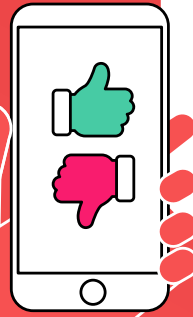
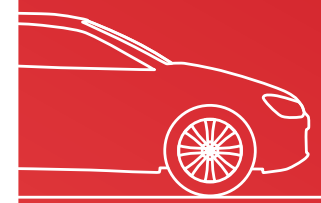
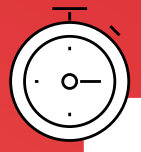
When M65 users are less satisfied, their comments reflect typical issues for all motorways, but with particular mentions of the **upkeep of road conditions in context of the weather**

- “ Clear of traffic but low lighting so hard to see in the rain ”
- “ Road conditions are not great on [the] M65 when it is raining, there are puddles on the motorway itself, surface condition is not great. ”
- “ Too much water on the road ”
- “ Rainwater on roads ”

SRN users in the North West on M65 (86), Apr '21 – Sep '22

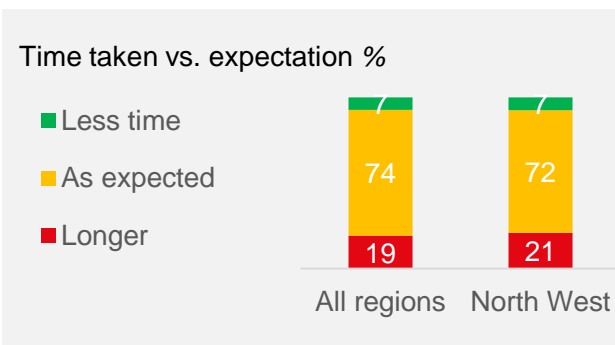
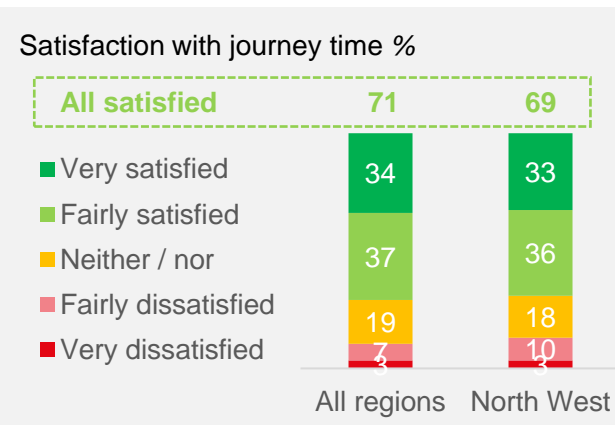
* “Traffic lights” used here indicate how these users rate the range of measures within each of these topics (e.g. “Road condition” covers surface, lighting, markings, cats eyes, litter), compared to ratings for all motorways. Some sample sizes are smaller on some of these measures individually (e.g. lighting is only rated by those driving after dark), so we are presenting an overview of experience (which also takes into account free-text comments.). See [pg 7 for detail](#)

More detail on:
Journey time



Users' experience of journey times on the SRN in the North West

Journey time very slightly less satisfactory than the average, with a fifth of journeys taking longer than expected



Base: all SRN users surveyed, North West, Oct '21 – Sep '22 (1,092)

Motorways in the North West drive this slightly below -average trend, rather than major A roads

	M'ways		Major A roads	
Satisfied with j'ny time %	All regions	NW	All regions	NW
	71	69	71	71

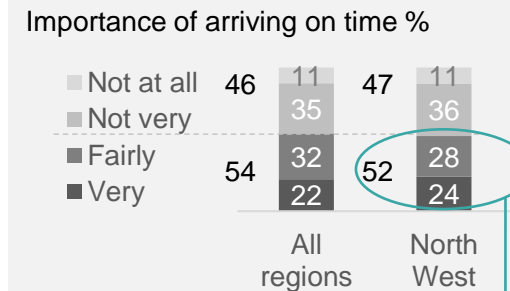
...which are more likely to be delayed than in any other region except M25

	M'ways		Major A roads	
Journey longer than expected	All regions	NW	All regions	NW
	20	22	17	16

Note that the majority (83%) of journeys in the North West in our survey took place on motorways, compared to 53% on average

As we've already seen in earlier pages, this is largely driven by **M6 and M60** in particular, where **congestion and roadworks are felt to slow journeys (and are not perceived to be aided by smart motorway measures)**. These two motorways also account for over a third of all survey responses.

Punctuality is overtly important in half of journeys



- This is usually:
- associated with work journeys
 - more for outward journeys, especially in weekday morning peaks
 - a little more so for van/lorry (professional) drivers

62% set off early

(vs. 59% on average and higher than all other regions)

...allowing **25 mins contingency**

(vs. 24 mins on average across all regions)


Setting off early is associated with same-day commuting journeys, especially in morning peaks.

However, in other contexts, even where arrival time is important, people are no more likely to allow contingency (perhaps they are not able to, e.g. among delivery drivers?)

Many people set off earlier if they can, so **advance information on delays is vital.**

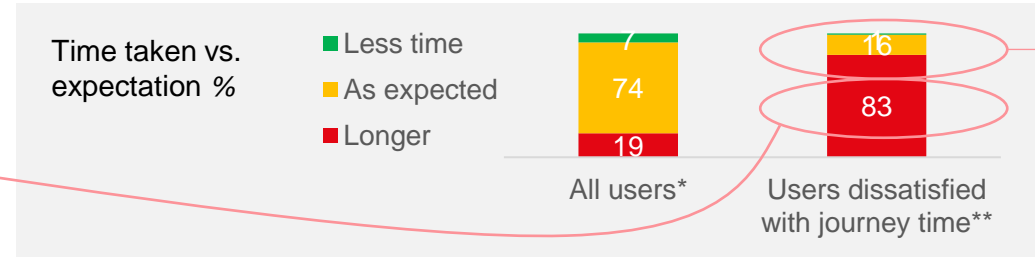
Nevertheless, it cannot be assumed that they will or can do this, so **continued pressure is also needed to improve and protect journey times**, particularly on the region's motorways

What causes dissatisfaction with journey time?

Findings on this page are at national level 

Almost all dissatisfaction with journey times comes when the **journey is longer than expected:**

Similar pattern by region



...but there is also a substantial minority who **know their journey time will be poor, and this is indeed subsequently borne out**

When things don't go to plan

- Heavy traffic features in most journeys which are felt to take too long
- Roadworks also often contribute, but other types of disruption tolerated even less

Journeys with dissatisfactory duration**: % featuring...	(Benchmark: all journeys)
Roadworks	47 25
Other delays	59 17
Heavy / congested traffic	76 24

Base:
 *SRN users surveyed, all regions Oct '21-Sep '22 (6,849)
 **All dissatisfied with journey time (684)
 ***Delayed by xx mins due to roadworks / other (105-902)

When this means added time, there is **some tolerance for delays up to 15 mins for roadworks**, but **much less so for other types** of disruption



Longer term dissatisfactory road provision

Journeys that are expected to, and indeed do take longer than they should, are disproportionately prevalent....

- On major A roads
- In certain regions (especially SE and NW)
- Among frequent users, especially commuters or those travelling for other work reasons
- Weekday morning peaks
- OR after dark
- When weather is worse

And users' comments indicate that often (for c. 40% of journeys), **they experience ongoing issues that they perceive should or could be addressed**

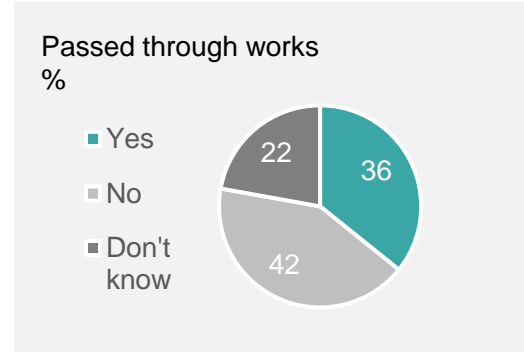
- “ Always surface water ...and always heavy traffic no matter what time of day [M6] ”
- “ Despite upgrades to the surface, [this road] is horrendous... It is so in need of being turned into a dual carriageway...and it is in constant need of repair due to the heavy traffic it takes [A120] ”
- “ Traffic volume...[it's] the only major road [here] ...so everyone uses [it] for every journey [A500] ”
- “ Stupid amounts of traffic lights that ...allow one car out of a pointless side road that barely anyone goes down [A47] ”



More detail on: **Experience of roadworks**

SRN users' experience of roadworks in the North West

Over a third of journeys in this region passed through roadworks

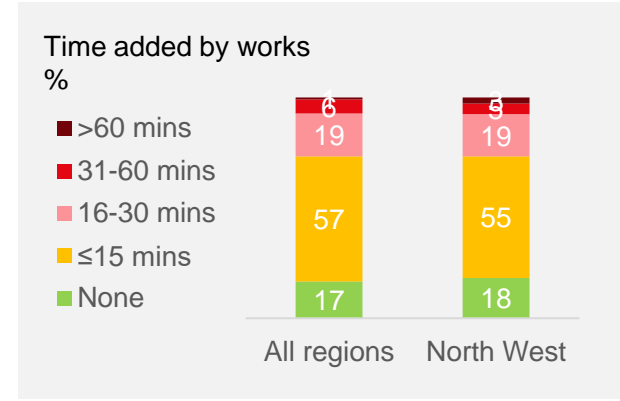


Compares to all-regions average of 25% that passed through roadworks

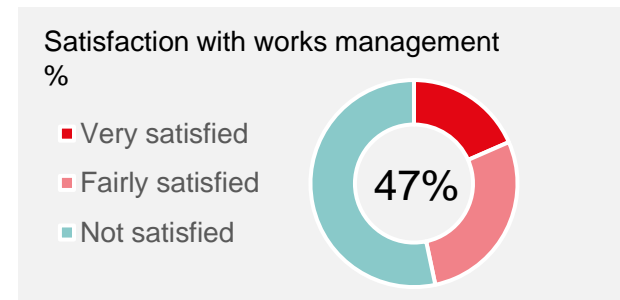
Noticeable prevalence of roadworks is again **especially high on motorways in this region:**

38% of motorway journeys passed through works, vs. 26% on average for motorways – the **highest for all regions**, and **sustained throughout the year**

Roadworks typically add a similar extra time to journeys as in other regions



Less than half of those affected are satisfied with roadworks management



Sample size of those affected by roadworks on major A roads is too small to split by road type

Advance warning increases satisfaction with how roadworks are managed, and the earlier the better (though satisfaction is low overall despite this)

This analysis is at all-region level due to smaller sample sizes

Satisfaction with roadworks management, among those who were....	Unaware	Aware after setting off (not before)	Aware before setting off
%	35	50	53

Inevitably it may be difficult to truly satisfy users in the context of a disrupted journey, but other factors in management of works can exacerbate this experience.

Comments from users who are dissatisfied with roadwork management highlight themes including:

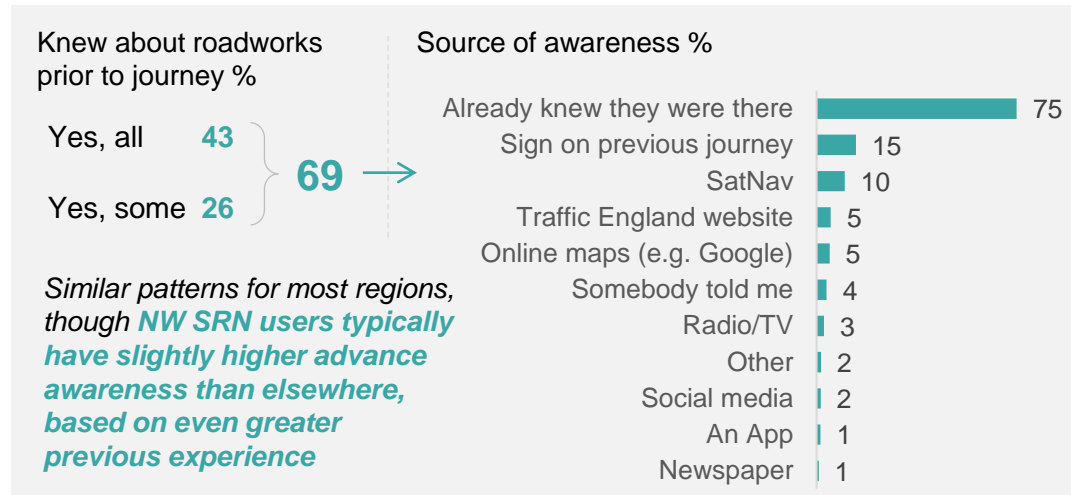
- Perception of unreasonable impact:
 - Excessive number of encounters with works
 - Unnecessary length of road affected
 - Excessive duration
- Little evidence of work taking place in practice
- Unclear benefit (or explicit disagreement with purpose, especially relating to smart motorways)
- Speed restrictions, especially multiple variations and narrowed lanes
- Poor lighting or signage



Findings in this box are at national level

Finding out about roadworks in the North West

Two thirds of those affected were aware of roadworks in advance of the journey, with previous exposure the main source of awareness



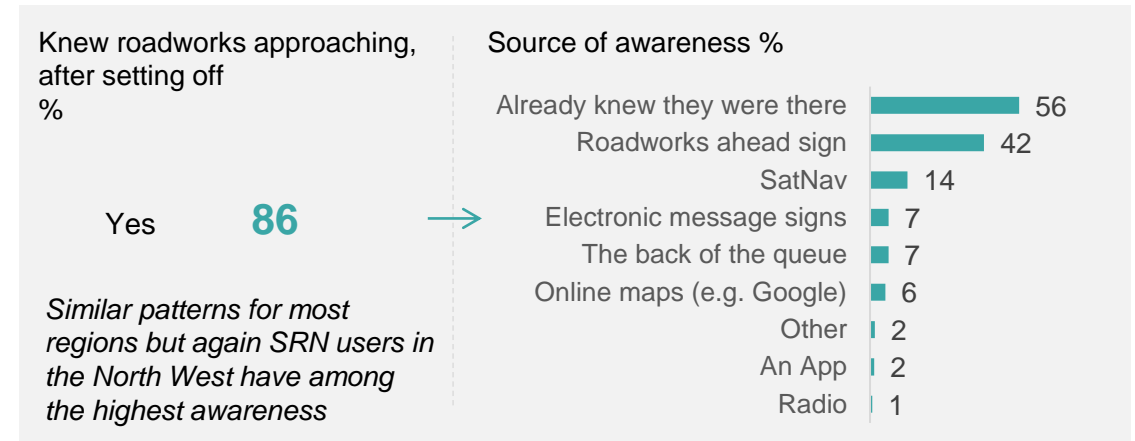
Reflecting this reliance on previous exposure, advance knowledge of roadworks is associated with more frequent usage – especially commuters and professional drivers. **Those making less frequent journeys, typically for leisure, are less informed.**

Likely linked to this, people are less informed when travelling off peak and at weekends, and in sunnier weather or, conversely, after dark.

Can more be done in periods of higher leisure travel to target less-informed groups?

Can more be done around road-side signage visibility, especially in the dark?

Most were aware they were approaching roadworks as they made the journey: own experience again important here, along with road signage



And in this context, in-journey information is satisfactory to fewer than half of those who were aware of approaching works

(A little below average, and the lowest of all regions)




Information from any source aids satisfaction here.

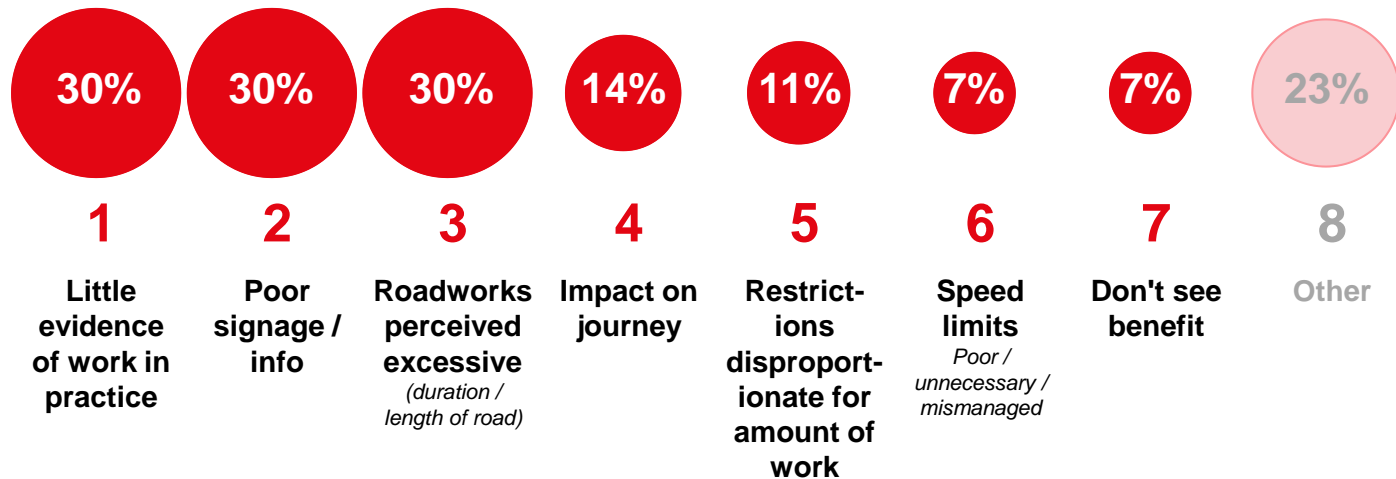
Unsurprisingly, dissatisfaction more likely when roadworks are only known about when already in a queue

Dissatisfaction with works management usually driven by apparent absence of actual work, signage issues, and a general perception of there being too much, for too long

Strategic road users were asked **why** they were satisfied or dissatisfied with roadworks management, in their own words. We have quantified the key themes which arose, from a random sample of their responses.

Findings on this page are at national level 

Dissatisfaction with roadworks management: top reasons
(very / fairly dissatisfied)
% mentioning topic



Similar pattern overall for motorways and major A roads, though with some minor differences.

- M** Dissatisfaction with management of motorway roadworks is a little more often based on:
- the **perception that the length of road affected is excessive**
 - and/or that **restrictions in place are unwarranted** for the perceived amount of work underway

(Likely linked to this), motorway users are also:

- less likely to see the benefit of works
- ...but to experience greater journey impact


- A** Dissatisfaction with works management on major A roads is a little more commonly linked to:
- **duration**
 - **lack of work taking place in practice**

(possibly linked to higher familiarity with major A roads among those using them, compared to motorways)

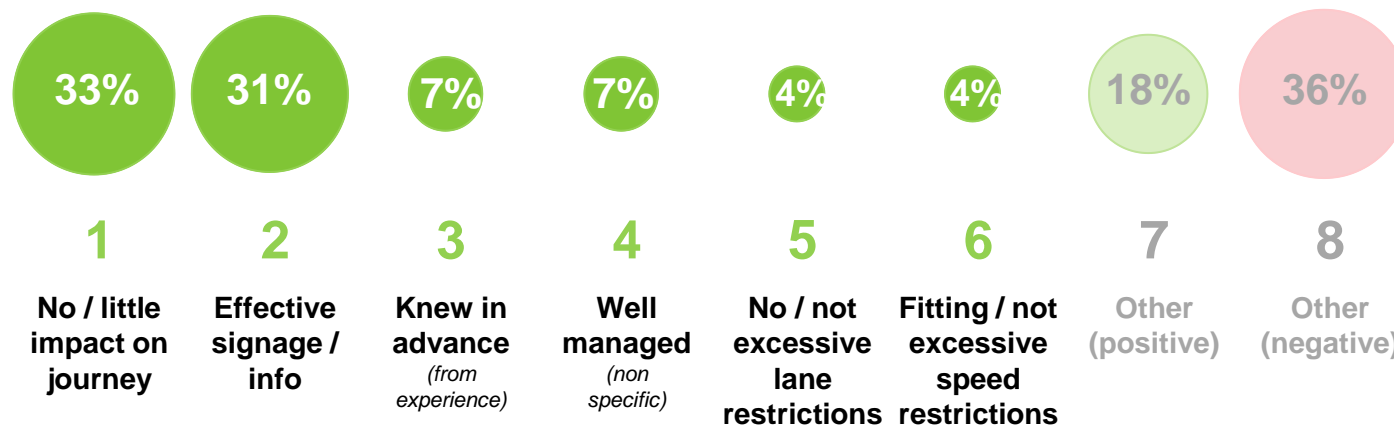
Analysis here is shown at all-regions level. **Qualitative feedback is similar in the North West, but with more emphasis on the congestion caused.**

When SRN users are satisfied with roadworks management, it's typically due to little material impact, and/or that they feel informed

Strategic road users were asked **why** they were satisfied or dissatisfied with roadworks management, in their own words. We have quantified the key themes which arose, from a random sample of their responses.

Findings on this page are at national level 

Satisfaction with roadworks management : top reasons
(very / fairly satisfied)
 % mentioning topic



(Those satisfied overall with roadworks management still have some negative comments)


Having little impact, and limited lane restrictions are more often mentioned for motorways

Information – especially signage – mentioned more often for major A roads

Similar pattern overall for the North West

Base: sample of those giving a rationale for satisfaction with roadworks Oct 21-Sep 22
 All (202), major A roads (101), Motorways (101)

Free-text comments relating to roadworks span a range of issues

Findings on this page are at national level 

Perception of unreasonable impact

- “ Extreme number of roadworks / holdups meant I had to find a number of alternative routes. ”
- “ The amount and length of roadworks and variety of speed limits. ”
- “ There is too much road improvement work ...between very short distances ”
- “ Ringwood roundabout is a mess at the moment. Roadworks going on forever. ”
- “ Roadworks have been on this road for over a year and are still causing problems ”
- “ Constant road works ...There's been plenty of time to do these in the last 2 years when the motorway was quiet through covid ...but then when everything back to normal at... more road works ”
- “ There is a 40mph section that seems to have been extended by around 10 miles more than needed as it's for a very small piece of road improvement works in Colchester, but it starts near Chelmsford. ”
- “ That expensive roadworks near Sainsbury has been going on for years! It's really annoying. ”

Management measures

- “ Road works ...very badly lit ”
- “ Resurfacing roadworks ...with REALLY AWFUL diversions indicated ”
- “ ...miles of work has been completed but the reduction to only 2 lanes is still in place. The lane reduction needs removed for the first few miles as it's complete ”

Unclear / disputed benefit

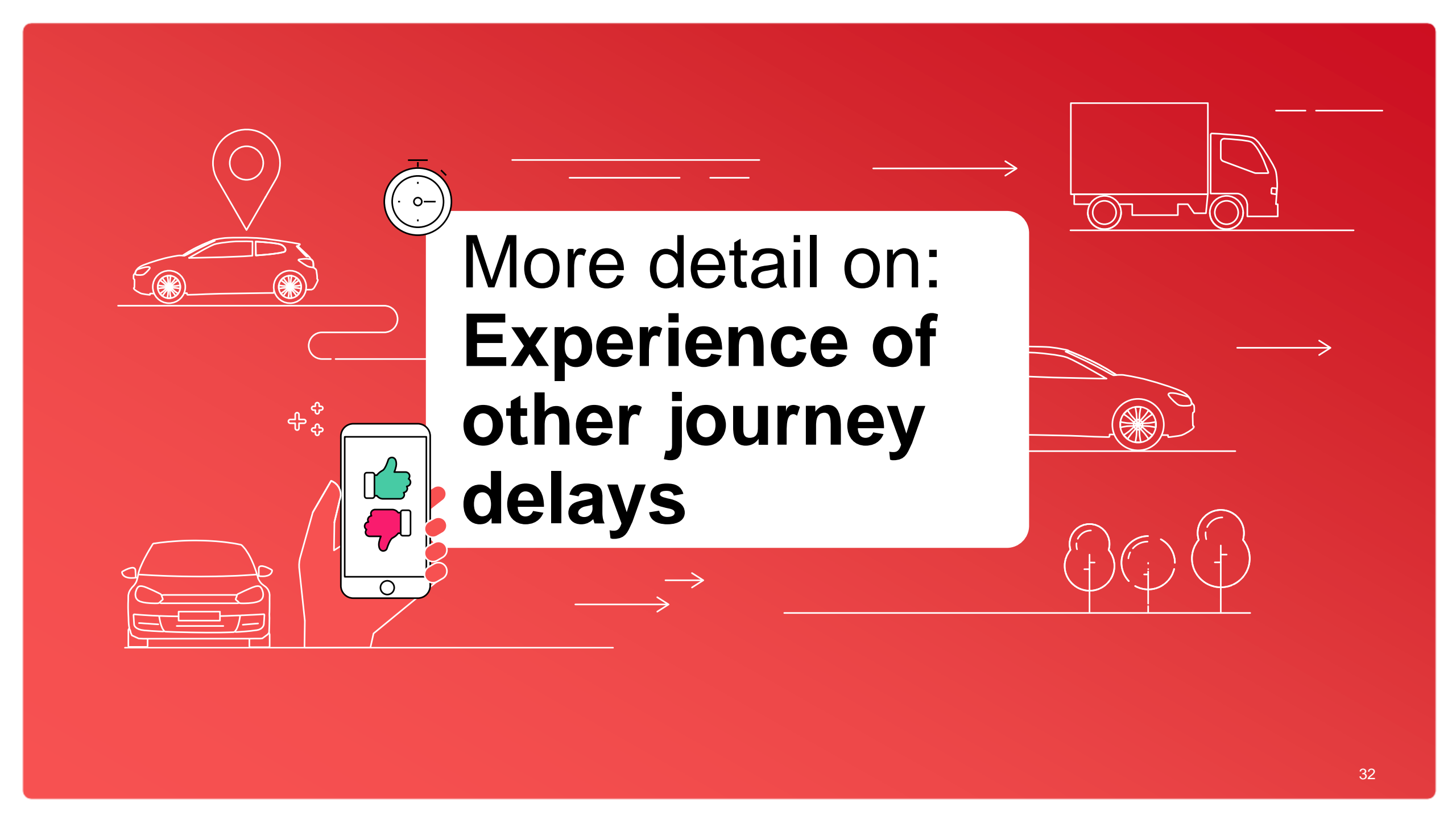
- “ Extensive roadworks and speed restrictions connected to creation of 'smart' motorway; a concept that is fundamentally flawed. ”
- “ Brexit-related roadworks, contraflows and speed restrictions still in place. ...a pain in the backside. One of the worst bits of motorway in the whole country. ”
- “ The "road improvements" they are implementing aren't even a token gesture in addressing the overall problem of the road being totally inadequate for the sheer volume of traffic that uses it. ”
- “ ...always some road closed, yet there are so many potholes on the very same fixed road after years of roadwork. ”

Little evidence of work in practice

- “ Too many road work obstructions with no work being carried out, i.e. traffic calming exercise. ”
- “ Traffic cones limiting lanes but no works apparently underway ”
- “ 40 MPH limit for a long stretch with no work being undertaken and no reason for the limit given ”
- “ Miles of lane closures but little work actually taking place ”

Keeping the impact of roadworks to a minimum is a real priority – with considerations for duration, length of road affected at any one time, and timing/placement of traffic management measures which are not perceived to be excessive

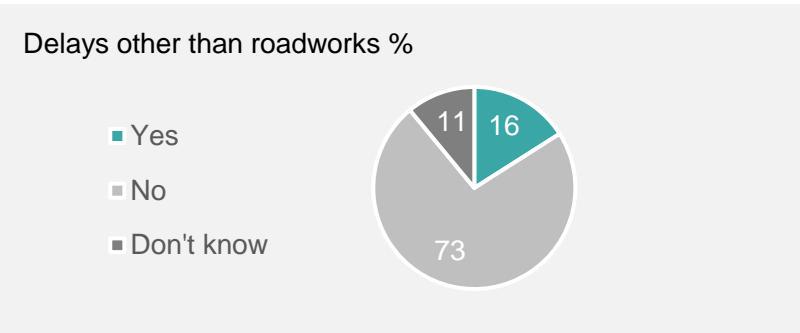
In addition to information to warn about the fact of works taking place, users may benefit from more – or more accessible – information about why works are taking place, along with the rationale for the measures used to manage traffic as they happen



More detail on:
**Experience of
other journey
delays**

Users' experience of other journey disruption in the North West

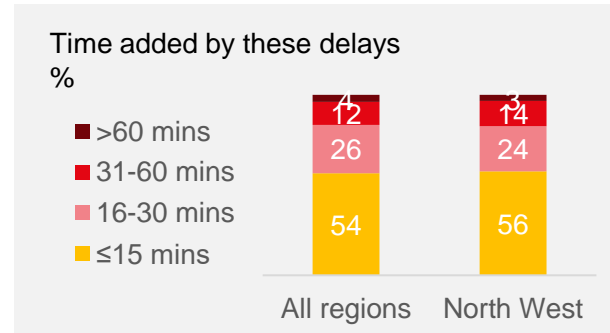
Relatively fewer journeys were delayed for other reasons



In line with all-region average

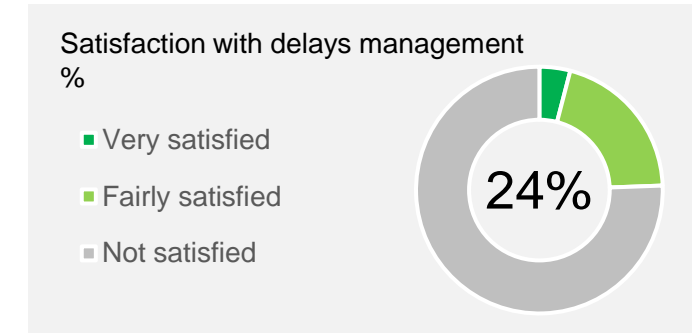
Similar pattern for motorways and major A roads at national level, and again in the North West

But these delays are typically longer than for roadworks



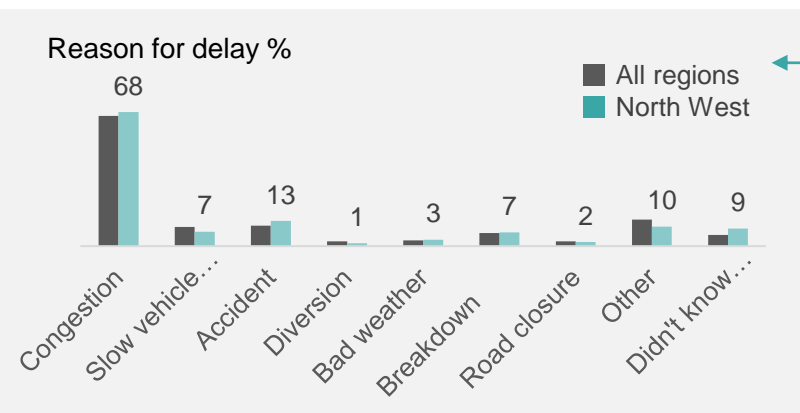
Delays on motorways typically a little longer than on major A roads.

...and only a quarter of those affected are satisfied with their management



In line with all-region average.

Satisfaction with delay handling is typically a little stronger on motorways than major A roads.



The reasons for delays follow a similar pattern to the all-region average, though **congestion is experienced a little more often as a reason for delays here than in most other regions**

...and heavy traffic is reported more in general here than elsewhere (with the M6 and M60 particularly congested as we have seen earlier)

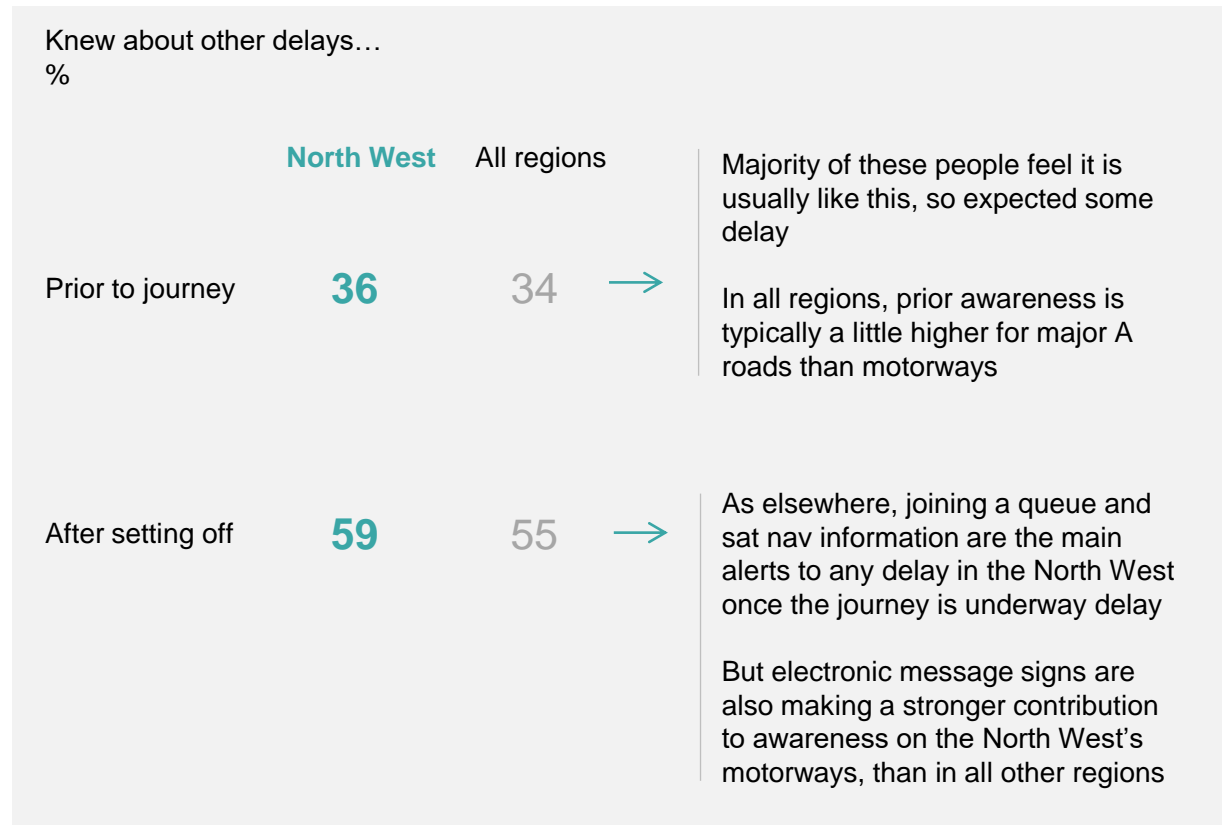
Level of traffic during journey was heavy / congested

28%

vs 24% average, and the same as the Midlands and M25 area, as the three most congested regions

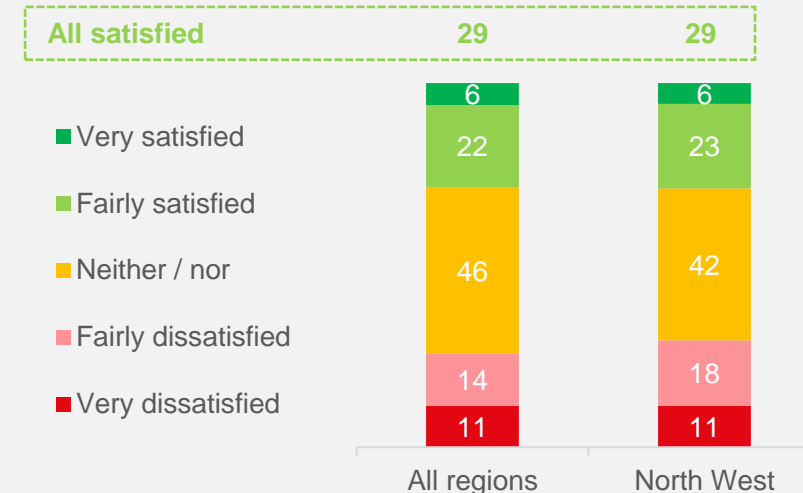
Finding out about other types of delay in the North West

While awareness of other delays (as for roadworks) is typically a little higher here than most other regions, just over a third of those affected were aware ahead of the journey, and just over half after setting off



...all leading to relatively low levels of satisfaction with delay-related information

Satisfaction with info about non-roadworks delays %



This pattern is similar across most regions.

Base: All affected by delays other than roadworks in the North West (158)



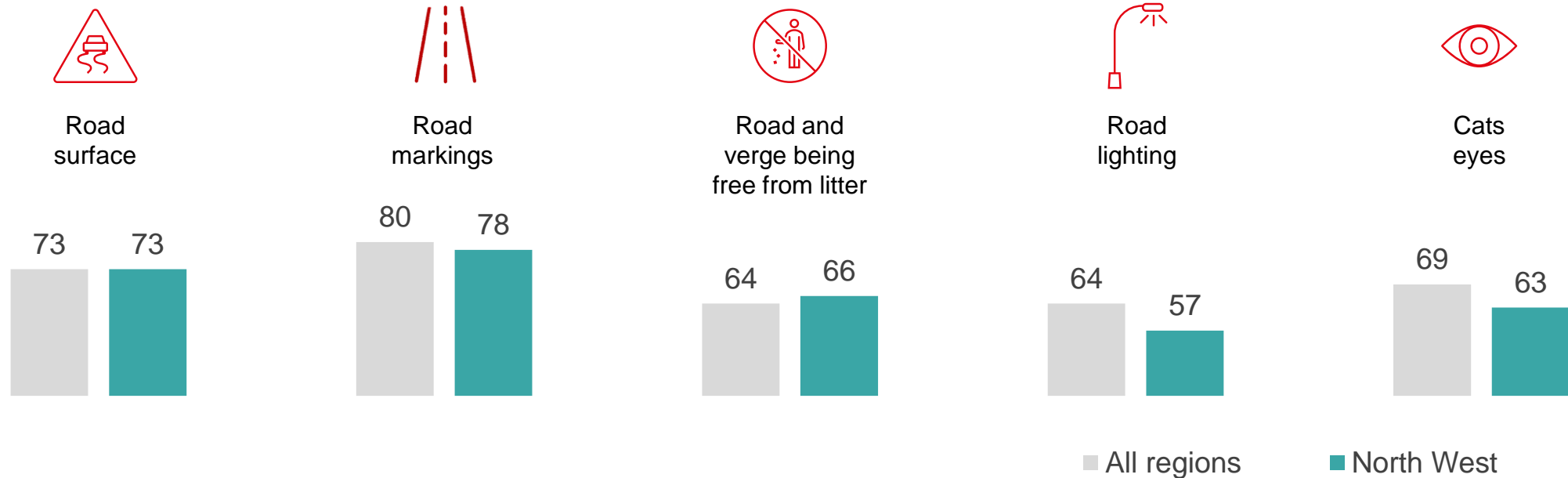
More detail on:

**Day to day
functioning of SRN**

Most are satisfied with road markings, but typically less so with other aspects of road condition. Lighting and cats eyes rated less well in North West than elsewhere.

Rating of road condition

% very / fairly satisfied, North West vs all-region average



Base: Road surface / marking / litter, all regions (6,212-7,234), North West (930-1,079)
Lighting / cats eyes, among those travelling after dark, all regions (1,058-1,158), North West (153-169)

What are the issues with lighting?

Findings on this page are at national level 

Recap: when we asked for comments in users' own words,

Lighting, cats eyes and road markings were mentioned as a reason for dissatisfactory journeys, by 2% of those who were dissatisfied overall (6% in the North West):

Not one of the bigger issues, but important to some

At the very least, drivers often feel uneasy in these scenarios:

“ I don't like driving home when it is dark, but there were so many lorries on the road, which I had to pass and quite a few potholes, which I couldn't see or, tried to navigate ...The road was very dark and therefore difficult to manoeuvre. ”

Most common complaint is simply insufficient lighting

“ The [road] is not lit in this section which makes driving harder ”

“ ...the road... is VERY badly marked with the cats eyes and road markings being non-existent ... It is dangerous, especially in the dark or half light. ”

“ This road has enough traffic to warrant motorway standards. It is frankly dangerous as it has too many bends, poor junction layouts and no lighting. ”

“ Much of the initial journey from York was on unlit roads where it was difficult to travel at speed without high beams on, unfortunately this was not possible with oncoming traffic. Even without sufficient lighting there were sections of road with no cats' eyes (or they were[n't] very reflective). ”

But some other themes also arise in users' comments:

Poor lighting is **especially noticeable or impactful when affected by disruption like roadworks – which is experienced more frequently in the North West than elsewhere**

“ ...There was also roadworks which caused unexpected detours via some very dark single-track lanes. ”

“ Roadworks complicated the journey - watching out for road signs on a dark, wet night with slight traffic congestion ”

...or poor weather

“ Clear of traffic but low lighting so hard to see in the rain ”

“ No motorway lights in heavy rain makes it very dangerous to drive especially when there is traffic all the time ”

Lighting is often felt to be **important – and noticed as poor – when combined with other examples of poor maintenance**

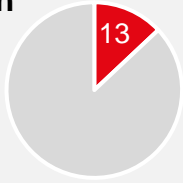
“ Poor lighting over grown road signs making it almost impossible to see directions ”

“ Poorly lit with unclear nearside verges ”

“ Long time spent driving on reduced carriageway in poor light with poor marking and uneven road surface ”

Little spontaneous comment on litter from users, but it can affect broader impressions of safety and maintenance

13% were dissatisfied with litter along the road and verge in this region



16% average across all regions



The majority of those commenting on litter / debris were **fairly** satisfied or dissatisfied with their journey overall – rather than having conviction either way

Comments from these people indicate key themes in what the presence of litter means to users →

Unightly, if not materially affecting journey time and therefore the overall journey

“ The road side edges are a bit of a mess now - sad as it is a relatively new road ”

“ ...Plus, the ugly sight of the horrendous littering on the A1, all the way!!! ”

“ No delays but huge litter on the slip roads. Please remove all the litter ”

Vegetation also contributes to untidy appearance

“ Weeds too high on the banks and barriers ”


Growing environmental consciousness may also heighten awareness and concern for impact of litter?

“ Litter everywhere especially plastics on the hard shoulder and central reservation ”

...although people do sometimes experience – or fear – more **tangible effect**

“ ...such a shame is the amount of rubbish on the sides of the roads ...[which] has got much worse. They used to pick up rubbish - what has happened? It is dangerous if it gets on the road and also it is a fire hazard. ”

“ The hard shoulder always has rubbish and debris which worries me if I need to pull over ”

Findings on this page are at national level unless stated 

Implication that roads are not maintained in other ways

“ The rubbish on the side of the road is disgusting. Admittedly people shouldn't drop litter but it appears that you do very little to maintain the road. It's embarrassing. ”

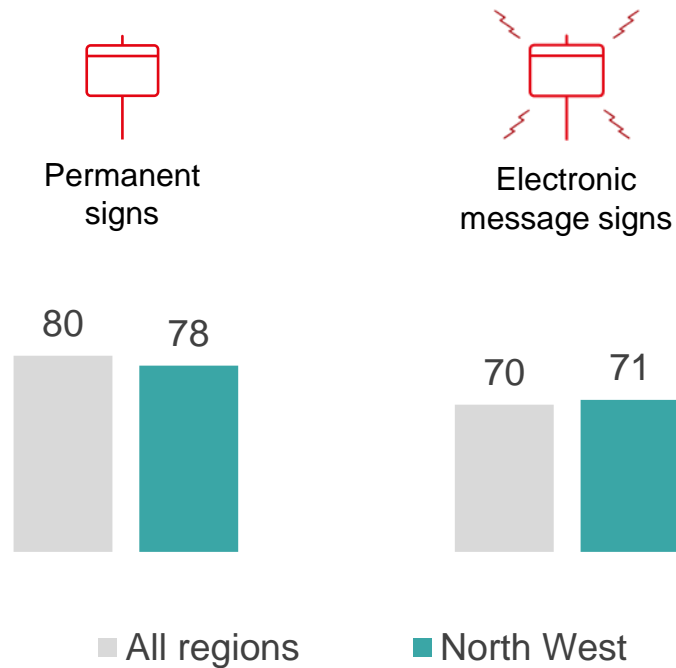
And possibly draws more attention to other evidence of poor maintenance?

“ Several badly repaired potholes and litter on the edges of the road. ”

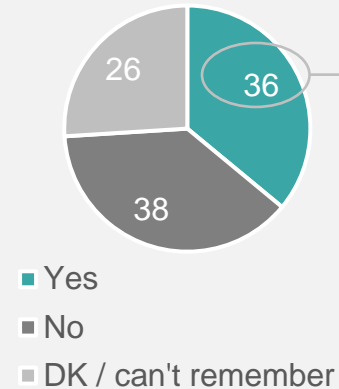
The North West performs similarly to the national average for signage

Rating of signage

% very / fairly satisfied, North West vs all-region average

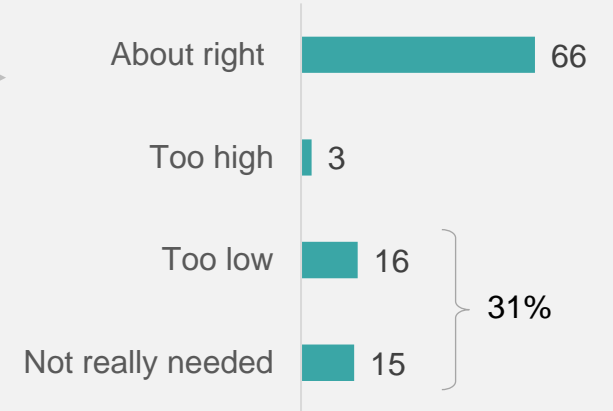


Saw electronic signs % North West



Similar pattern across regions

Appropriateness of electronic speed limits for conditions % North West



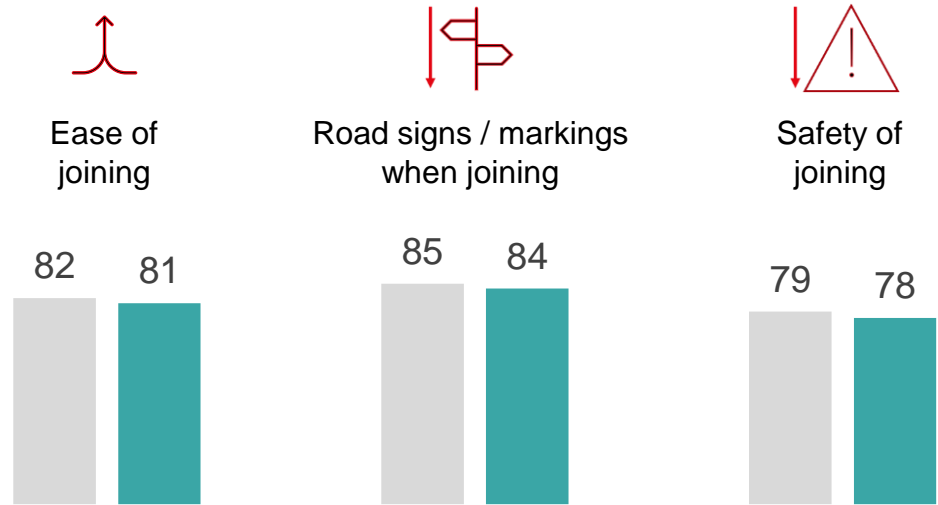
Similar pattern across all regions

Base: Permanent signs (6,937), North West (1,033)
Electronic signs, among those having seen them, all regions (4,906), North West (798)

Most users satisfied with joining / leaving SRN; leaving a marginally smoother process. Little regional variation.

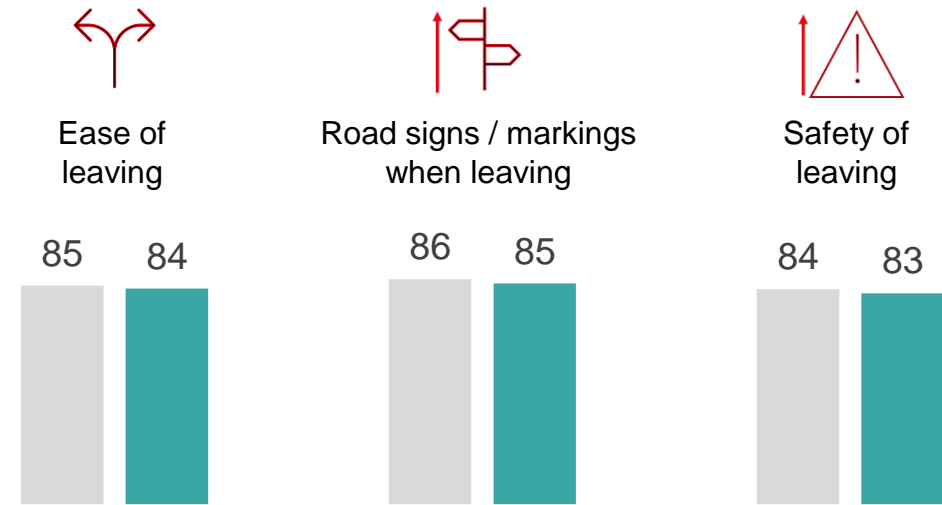
Rating of joining

% very / fairly satisfied, North West vs all-regions average



Rating of leaving

% very / fairly satisfied, North West vs all-regions average



■ All regions

■ North West

While motorways in this region perform only very slightly below the motorway average across all of these measures, major A roads here are rated several percentage points lower than the major A road average

Base: all regions (7,182-7,264), North West (1,071-1,082)



Focus on other topics

Using and sharing the road comfortably
Some smaller driver groups
SRN users and smart motorways

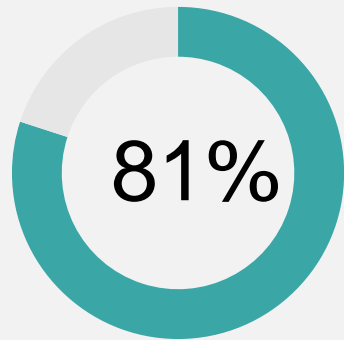
Learnings relevant to all regions



Safety perception and confidence high overall, but some groups feel less at ease: **nervous, infrequent drivers, smaller commercial/goods drivers, motorcyclists**

Most users felt safe on the roads

Felt safe when travelling
(very/fairly safe)



80% on average across all regions.

Across all regions, we see lower feelings of safety for three key groups →

Inevitably, feeling safe is linked to pre-existing confidence:

Nervous drivers

	Not confident on...
	A roads M'ways
Felt safe %	61 62

These less confident SRN users are more likely to be:

- Older (60+)
- Women – particularly for confidence on motorways
- Less frequent and lower mileage users of SRN

...But conditions and contexts for individual journeys can also make for safety concerns even among confident drivers and/or those who are familiar with SRN roads

Lighter commercial vehicles*

Confident: A roads	93	*Vans <3.5t
Confident: M'ways	93	L/HGVs ≤12t
Felt safe	76	

Key factors include:

- Heightened risk sensitivity via profession

“ This is a smart motorway...for my job in the fire service I have been called to serious accidents caused by smart motorways ”

- Conditions in specific vehicle context

“ ..very noisy, lots of mini potholes. Too aggressive for the van ” “ ...nothing done to counteract the cross winds...no signage ”

- ...and some temporary, unfamiliar users

“ Never driven on a motorway in a van ”

- This group also more likely to travel in weekday peaks; and LGVs more likely to travel in poor weather and after dark – all factors contributing to safety.

Motorcyclists

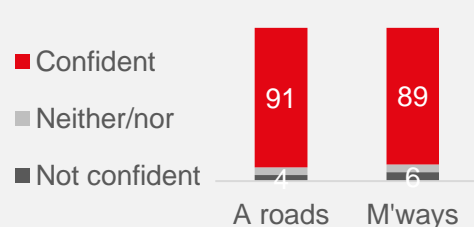
Confident: A roads	94
Confident: M'ways	84
Felt safe	62

Key issues are:

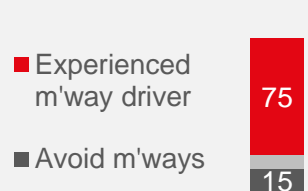
- Other road users' behaviour, especially in giving enough space
- Road surfaces

See more on motorcyclists' experiences later in this report.

Confidence %



Motorway fluency %



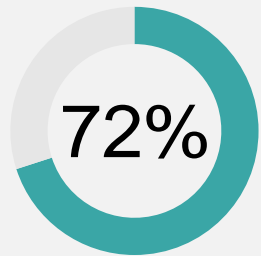
Safety: All (7,313), Nervous on A roads (94), Nervous on m'ways (131), Light commercial (421), Motorcyclists (138).
Confidence: All (5,375), Light commercial (421), Motorcyclists (88-90)

Findings on this page are at national level unless stated



Poor driving is perceived as common, but while many are comfortable with speed (esp. on motorways), few see their own speeding as a risky behaviour

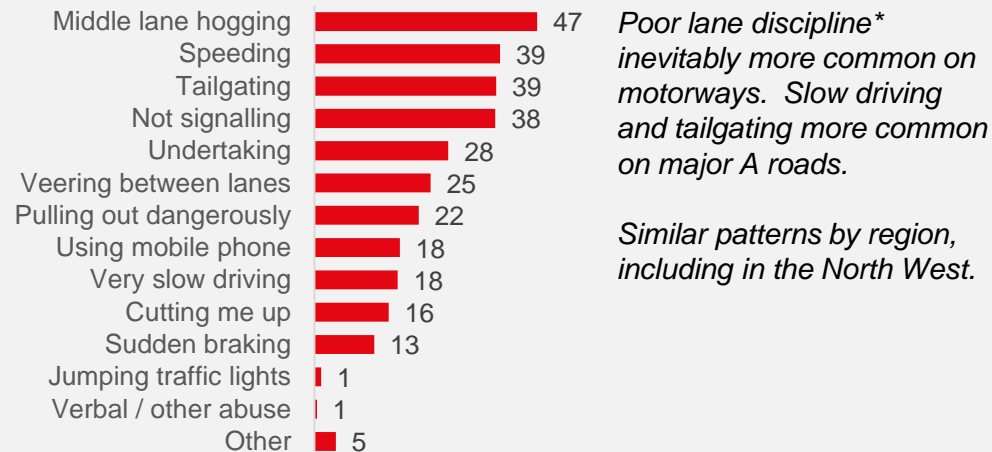
Experienced poor driving behaviour



70% on average across all regions

Poor driving by others is more common/noticeable on motorways, at 74%, vs. 63% on major A roads. This pattern is similar across regions with a few variations – with perceived poor driving on Midlands motorways and major A roads in the M25 area in particular

Types of poor driving seen %



Attitudes to risk and speed %



Those willing to drive fast, exceed speed limits and take risks are more likely to be:

- Male
- Under 60
- More frequent drivers

...and are a little more likely to drive cars (rather than vans, lorries, buses), and newer, especially diesel vehicles.

These attitudes are also more common in the South East and M25 area.

Among those not prepared to take risks:

- 24% are still happy to speed on motorways (vs. 56% of those expressly prepared to take risks)
- 13% speed on major A roads (vs. 43% of acknowledged risk-takers)

Findings on this page are at national level unless stated

Although not in all cases, many attribute others' poor driving behaviour to features or management of the roads themselves

“ Experienced some bad driving, a few cars undertaking ”

“ It is always so busy. Congested. People drive too close to each other and there are road works so the lanes are smaller. ”

“ Very busy. This causes some idiotic driving by impatient drivers. This is not a safe road. ”

“ There were numerous drivers driving in lane 2 when lane 1 was free forcing everything out around them. Poor adherence to variable speed limits ”

“ Loads of people speeding, tailgating, brake checking, all in the fog, dangerous. ”

“ It's too busy, the roundabouts at A5 and Towcester are **confusing for many people and they cut you up because they are in the wrong lane**. There are too many roundabouts ”

“ Hate being tailgated at 50mph with the smart M27 motorway work. Hate how **drivers go manic when they get past 50mph restrictions. When the 'smart' M27 motorway opens I'll use the A27**. Having been shunted in Nov 21 during slow rush hour traffic **would hate to get shunted at speed with removal of hard shoulder**. ”


“ Road works and standard of driving tend to make journeys harder, vehicles under speed and lane hogging, **no one knows how to drive in roadworks** ”

“ The traffic was very slow due to congestion, **where the dual carriage ways came back to one lane, people used the fast lane to push into the queue of waiting traffic... So people drove down the middle section to try and stop this**, as they were just being pushed further back in the queue. ”

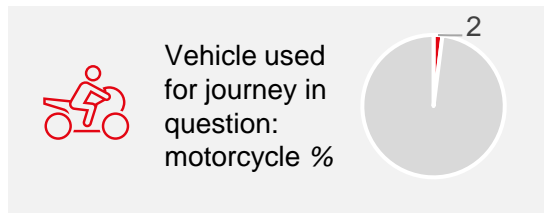
Findings on this page are at national level



The experience of motorcyclists on the SRN

Findings on this page are at national level 

Motorcyclists are a relatively small group within the survey

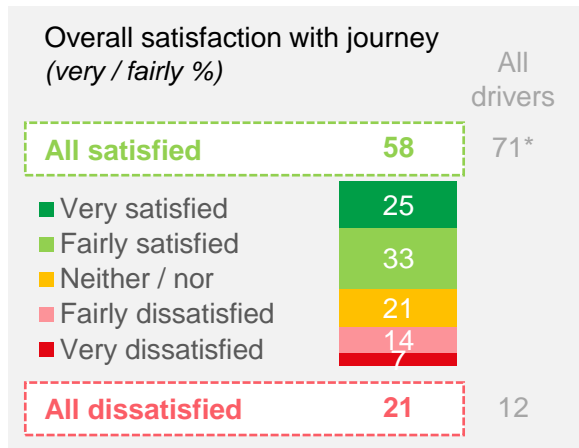


Confident on SRN, and attitude to speed may indicate particular expectation to travel swiftly

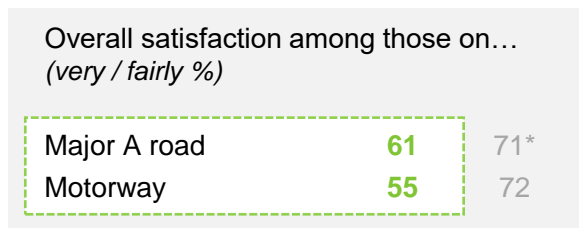
	Agree %	Disagree %
Confident: Major A roads	94	4
Confident: Motorways	84	10
Even slightly exceeding speed limit is less safe	51	34

...and experiencing similar levels of congestion and roadworks to others, but a little more affected by other delays

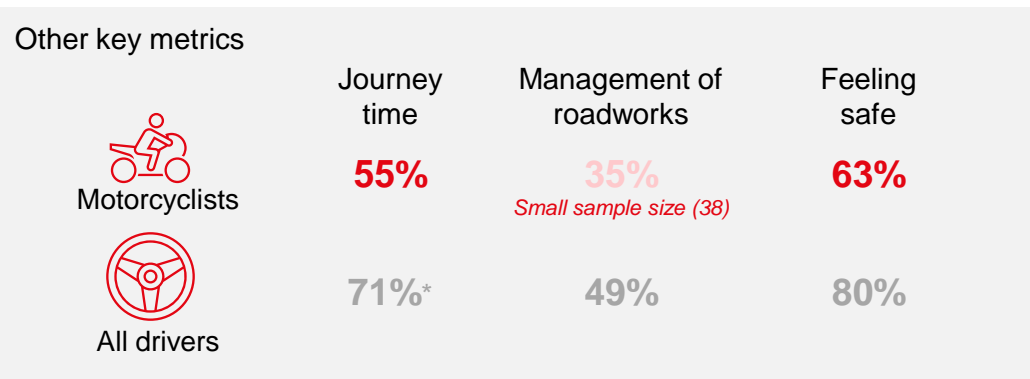
Notable for having some of the poorest SRN experiences



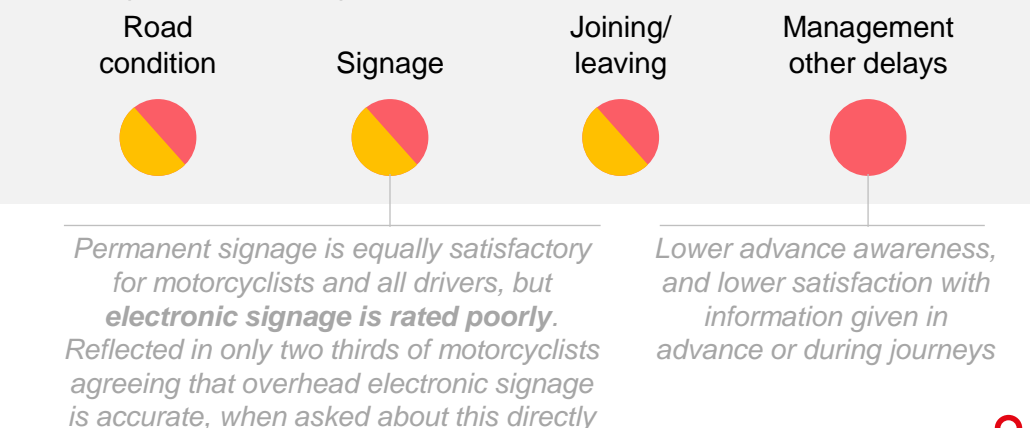
...and are a unique group in that their experience on major A roads is better than on motorways (reflecting relatively lower confidence on motorways)



...which extends across most aspects of their journeys



Other aspects of SRN experience**



Motorcyclists Apr '21 – Sep '22 (185), using m'ways (79), A roads (106). *Note: time period used on this page is 18 months to Sep '22, in order to increase sample sizes for motorcyclists.

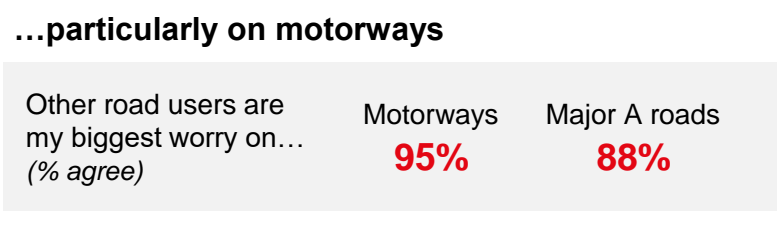
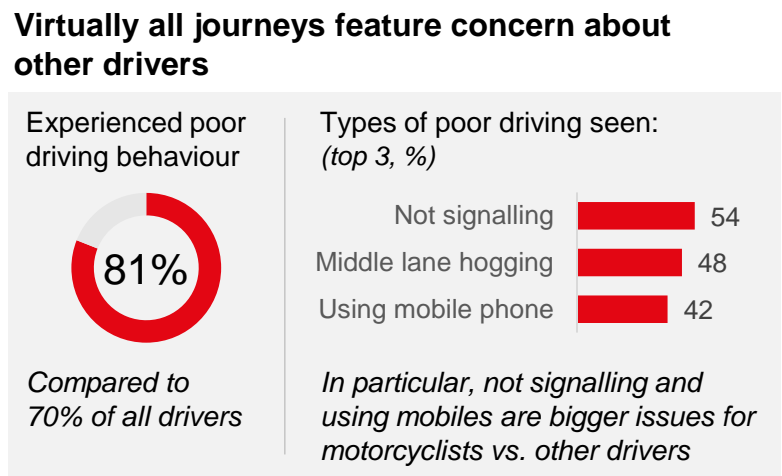
"All drivers" results shown here use the same period, so are slightly different from annual figures given earlier in this report.

** "Traffic lights" used here indicate how motorcyclists rate the range of measures within each of these topics (e.g. "Road condition" covers surface, lighting, markings, cats eyes, litter), compared to ratings from all drivers. Sample sizes are typically smaller on some of these measures individually, so we are presenting an overview of experience (which also takes into account qualitative feedback via free-text comments in the survey, rather than fully quantified results.) See pg 52 for detail.

Key reasons for motorcyclists' poorer overall experience: other drivers' presence and behaviour, and feeling a greater impact when things go wrong

- Top reasons given for dissatisfaction:**
- Key themes in motorcyclists' free-text rationale for overall dissatisfaction
 - Volume of traffic**
 - Poor road maintenance**
 - Others' poor driving**
 - Too few lanes**
 - HGVs / slow vehicles blocking the way**
 - Road condition/ maintenance and other road users have relatively higher importance here than for other groups

“ Road wasn't too busy, which from a safety point of view is important on a motorbike ”




This is often due to people being **inconsiderate**, but can be a **consequence of road management measures or conditions outside of individual drivers' control**

“ I feel other vehicles do not give proper space to a motorcycle ”


“ The amount of heavy, commercial vehicles, made me feel very wary of my vulnerability ”

The impact can feel greater when journeys do not run smoothly


 When road surfaces are poor, it really matters

“ Slippery substance on roundabout resulting in me crashing and causing much damage to my new bike ”

“ There are a lot of uneven repairs causing ridges and pot holes ...a hazard to motorcycles ”

 Management of delays (especially when non-roadworks related) is felt to be poorer by motorcyclists*:

- Less advance knowledge and fewer sources providing information (less access to radio/sat nav than others?)
- Dissatisfaction with any information received, including on electronic signs

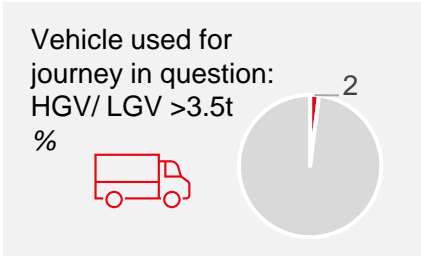
 And when movement is restricted by traffic controlling measures:

- Frustration felt by all drivers may be amplified in this group with its relatively higher expectation of speed and manoeuvrability
- ...and reduced agency can increase the sense of vulnerability

“ ...no correlation between the speed restriction and conditions at the time...It's even had me doing 40 mph on my scooter at 05:00 when the motorway has been clear and it feels really dangerous. **To be stuck doing 40 mph, in the 3rd lane of a 4 lane motorway... at night and with HGV's behind, is really scary and quite often has forced me to leave the motorway.** ”

The experience of HGV drivers on the SRN: overview

Another relatively small group within the survey



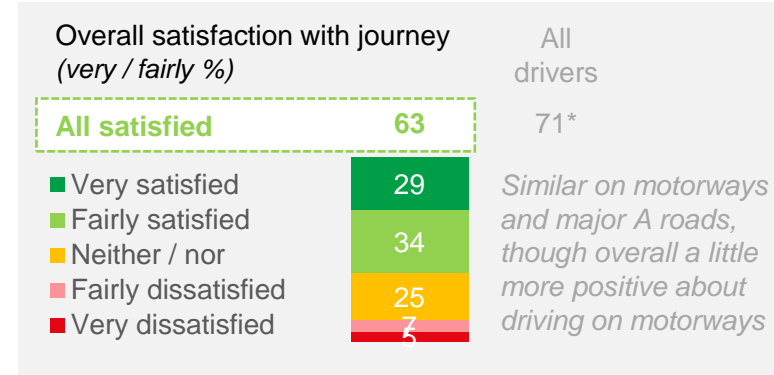
Almost universally confident on SRN (96%)

Describe themselves as risk averse and unlikely to exceed speed limits.

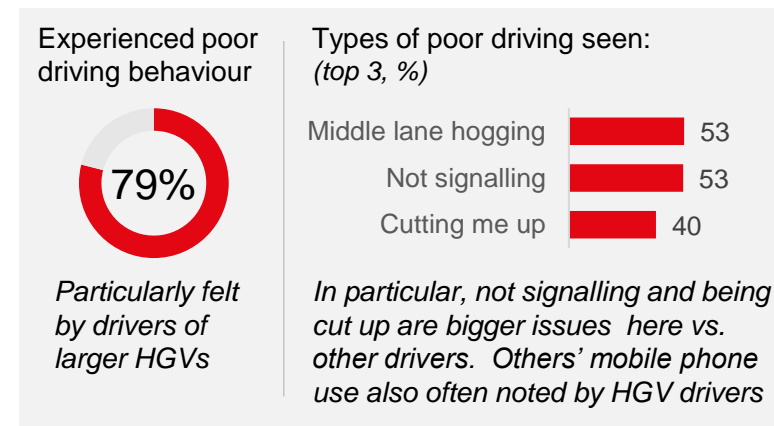
More likely than other groups to be affected by congestion, roadworks and other delays (likely being unable to find suitable diversions as easily, or travel at another time), and for this to add more time.

These issues are reported more often on major A roads than motorways, among this group.

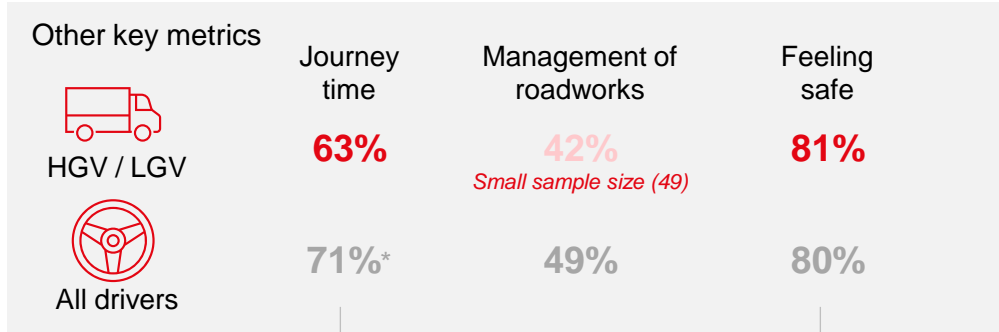
Only two thirds of journeys are felt to be satisfactory



Most journeys feature poor driving by others



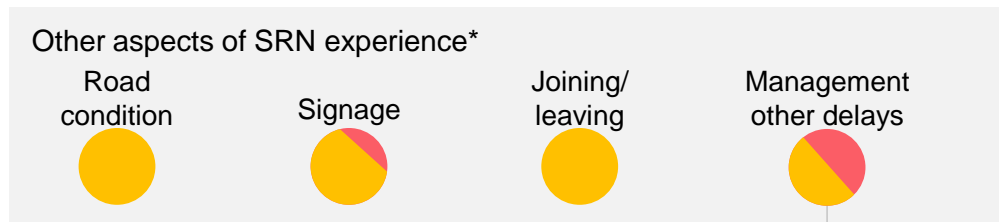
Satisfaction with journey time in particular is below average



Relatively low journey time satisfaction, in the context that arrival time is important in 3/4 these journeys (vs. 53% for all drivers), but that this group is no more likely (or able?) to set off early in mitigation.

Journey times rated notably poorer on major A roads

Key metrics typically lower for lighter (3.5-12t) lorry drivers than >12t HGV drivers – most notably on feeling safe



Higher advance awareness – due to previous experience – than other driver groups

HGV/LGV drivers Apr '21 – Sep '22 (158), using m'ways (84), A roads (74). *Note: time period used on this page is 18 months to Sep '22, in order to increase sample sizes for HGV drivers.

"All drivers" results shown here use the same period, so are slightly different from annual figures given earlier in this report.

* "Traffic lights" used here indicate how HGV/LGV drivers rate the range of measures within each of these topics (e.g. "Road condition" covers surface, lighting, markings, cats eyes, litter), compared to ratings from all drivers. Sample sizes are typically smaller on some of these measures individually, so we are presenting an overview of experience (which also takes into account qualitative feedback via free-text comments in the survey, rather than fully quantified results.) See pg 52 for detail

Traffic volume, insufficient capacity, and difficulty sharing the road in this context, are common themes when HGV drivers feed back in their own words

Top reasons given for dissatisfaction:

Key themes in HGV drivers' free-text rationale for overall dissatisfaction

Volume of traffic

Too few lanes / closures, or narrow lanes

Roadworks

Others' poor driving

Road maintenance

Plus some specific issues such as lack of services or stopping places

And more than any other group, HGV drivers observe these issues to be ongoing

“ Traffic is very heavy for that stretch of single carriageway. ”

“ I try to hold lane one where possible to allow other road users to pass, however, there are parts of the [road] that are extremely poor surface quality with hundreds of potholes! This makes steering an HGV tricky! ”

“ Roadworks limiting to one lane for no obvious reason and very slow speed limits which change regularly again with no reason ”

“ ...dangerous as many road users do not know how to use [smart motorways] correctly...I find myself having to either undertake a vehicle in lane 1 which is going a lot slower or going over to lane 3 just to overtake 1 vehicle which is normally a car not driving to the road layout ”

“ Every Friday same story J10 to J8 crawling for no reason ”

“ Usual A14.... ”

Non-HGV drivers also observe some of the same issues from their different perspective

“ HGVs hitting their limiter trying overtake HGVs also hitting the limiter ”

“ A significant number of lorries were overtaking, despite there being clear “no overtaking” signs, which should have been adhered to in the time I was travelling. This lead to tailbacks in the fast lane as the lorries take significant time to overtake. This added time to my journey. ”

“ A HGV did not move out of the inside lane to let me on the A34 so I had to slow down even though it could have moved into the outside lane. ”

“ Traffic heavy with HGVs only two-lane motorway and slow progress ”

“ For an A road there were an awful lot of lorries slowing everyone down on the single lanes. ”

“ Only 2 lane carriageway, should be at least 3 lanes, too many lorries. ”

“ Fairly satisfied, other than lorries driving too close to me. ”

Findings on this page are at national level





The experience of some other smaller SRN user groups



Drivers with a disability or long term health condition

A relatively small group:

- 68% affected in movement
- 28% have mental health / cognitive condition



More likely than others to...

- Make infrequent, shorter journeys
- Travel off-peak for non-work reasons
- Be retired, and female
- Be a little **less confident on m'ways**

SRN experience is broadly similar to other users – except perceived safety

Other key metrics	Overall satisfaction	Journey time	R'works mngmt	Feeling safe
Disabled	71%	70%	46%	76%
All drivers*	71%	71%	49%	80%

Poorer perception of safety likely linked to lower confidence. This group is also more sensitive to others' driving behaviour, which contrasts with their own risk-averseness.

Note: this group is typically less forewarned of roadworks: likely due to lower frequency given their knowledge of works (like others) usually comes from previous journeys

Other aspects of SRN experience**			
Road condition	Signage	Joining/leaving	Management other delays



Electric car** drivers

Another small group overall



More likely than others to...

- Be of working age (and in work), and male
- Travel in weekday peaks, for commuting or business
- ...with **higher frequency and mileage** than others
- Be **confident**: more willing to drive fast, and typically experienced on motorways (though a minority avoid them, more than petrol or diesel drivers)

While most aspects of SRN experience are similar to other users, EV drivers rate information (both permanent and variable) poorly.

Other key metrics	Overall satisfaction	Journey time	R'works mngmt	Feeling safe
EV car drivers	73%	68%	<i>Sample size too small</i>	79%
All car drivers**	72%	70%	49%	81%

Feedback in other research suggests that the impact of when things go wrong is greater, given the potential need to recharge sooner than expected; this is likely influencing attitudes towards signage

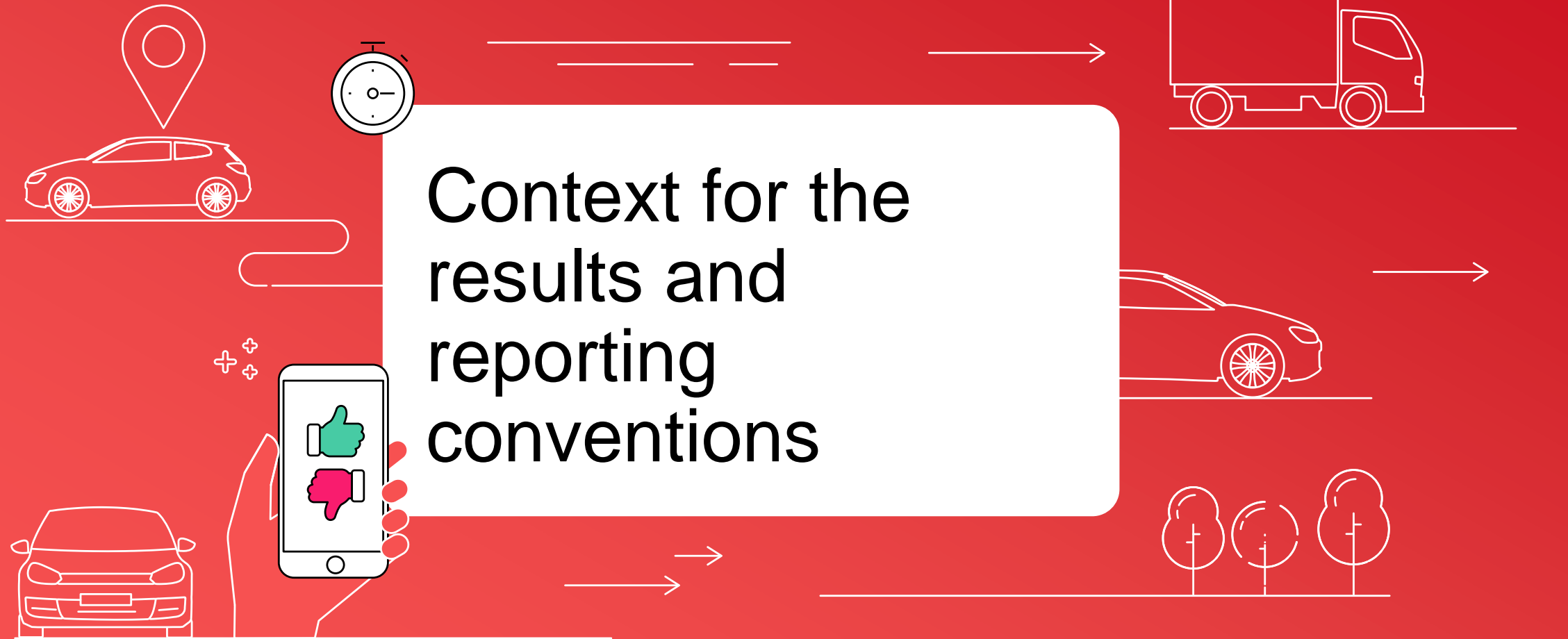
Other aspects of SRN experience**			
Road condition	Signage	Joining/leaving	Management other delays
			<i>Sample size too small</i>

Drivers with disability (449); EV drivers (175). "Traffic lights" used here indicate how these groups rate the range of measures within each of these topics, vs. average. See pg 52 for more detail.

*Time period used on this page is 18 months to Sep '22, in order to increase sample sizes for these groups; "All drivers" results shown here use the same period, so are slightly different from annual figures given earlier in this report.

**Fuel type was only asked of car drivers. "All drivers" results here are relevant to all car drivers only for direct comparison with EV car drivers.

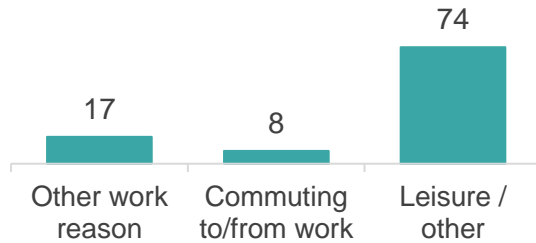
Context for the results and reporting conventions



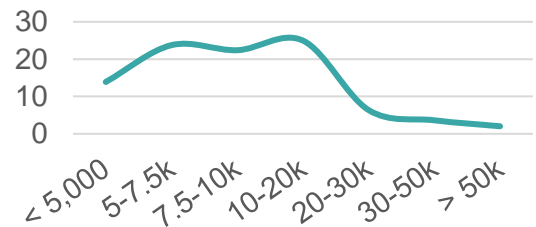
Users, and how they use the SRN in the North West

Driving context

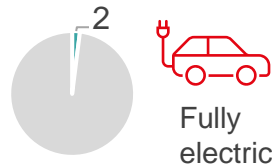
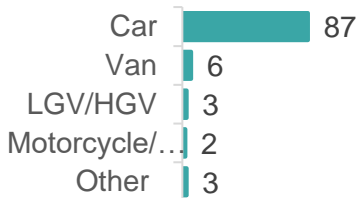
Journey purpose



Annual mileage (total)

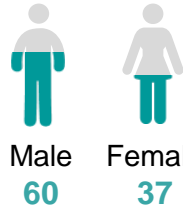


Vehicle type

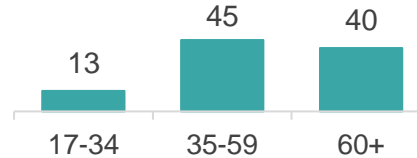


The traveller(s)

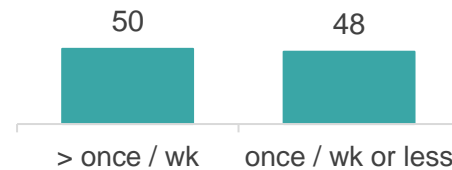
Gender



Age



Frequency on SRN



Any disability

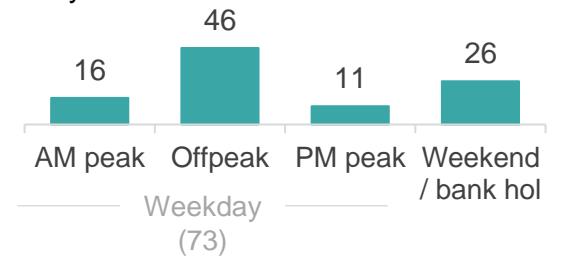


Travelling party



Environment

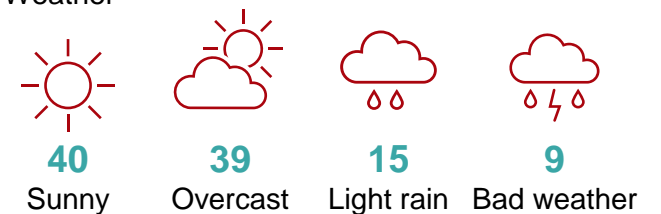
Journey time



16% journeys took place (partly) after dark

83% journeys took place on motorways (vs. 53% nationally)

Weather



Figures shown are for the North West; patterns are very similar at all-regions level with the exception of the **proportion of journeys made on motorways rather than major A roads (which is higher in the North West)**, and weather, where the **North West journeys are a little more likely to have been affected by poorer weather**

Base: all SRN users surveyed, North West, Oct '21 – Sep '22 (1,092)

Some principles in the reporting



Time periods for reporting

Throughout this report, the majority of results show the feedback for journeys which took place between October 2021 to September 2022.

This time period differs in some isolated places, either where a question was not included on the survey for all of this time, or where a longer period has been included in order to increase the sample size for reporting. These instances are marked on the relevant pages.

National and regional-level data

Some pages in this report show data at national (England) level, summarising a particular topic where the findings are relevant to all regions.

Findings on this page are at national level



These pages are indicated with this symbol.

In other cases, results are at regional level.



Satisfaction and other ratings

Where figures are shown for “good”, “poor”, “satisfied” ratings, etc., this is the percentage of users who gave an opinion. I.e. this excludes people for whom it was not relevant at all, and those who answered “don’t know”.










“Traffic lights”

Some pages in this report use “traffic lights” to summarise how well or poorly journeys on the SRN are rated among a particular group of users, on a particular topic, compared to average.

In some cases this gives an overview of the topic from across several specific measures within a theme, together with qualitative feedback from users on the same themes, in response to open-ended questions. (e.g. “Road condition” covers surface, lighting, markings, cats eyes, litter).

Colours used in these traffic lights therefore take an overview perspective, and constitute a judgement as informed by the survey data. Colours used can be interpreted as follows:

-  Well above average across all relevant measures (and this finding may be supported by notable positive qualitative feedback)
-  Above average across most relevant measures (and may be supported by some positive qualitative feedback)
-  A little above average across some relevant measures (but not all)
-  Largely in line with average (this includes where sample sizes are too small to be confident that the result is genuinely different from average)
-  A little below average across some relevant measures (but not all)
-  Below average across most relevant measures (and may be supported by some negative qualitative feedback)
-  Well below average across all relevant measures (and may be supported by notable negative qualitative feedback)

Contact

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