



Strategic Roads User Survey

Findings for the East region: August 2022 – July 2023

December 2023

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Introduction



Strategic Roads User Survey

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:
August 2022 – July 2023



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.



9,091 responses received in total over this period
1,306 for roads in the East

Key findings: SRN experience in the East region

71% of SRN journeys in the East are felt to be satisfactory

Reflecting a national trend in which journeys are rated a little less well so far in 2023 than through 2022.

And slightly but consistently below the national average across a number of key measures including users' satisfaction with journey times, management of roadworks, and road surface quality.



Underneath the overall result, a very different story in different parts of the region:

Major A roads, especially in East Anglia (Area 6)

- Appear to be driving most of the region's drop in satisfaction since late 2022
- Often felt to have poor road presentation (especially in terms of surfaces, lighting and litter), below-par information provision, and less capacity to cope with congestion when it occurs

The M1 (contributing a third of survey feedback for Hertfordshire, Bedfordshire, Cambridgeshire)

- Features frequently reported, highly impactful roadworks
- Often-unpopular smart measures (while they may be preventing a worse experience of these roadworks and congestion) also influence perceptions of this road for some

Hertfordshire, Bedfordshire, Cambridgeshire roads, notwithstanding experiences on the M1, perform in line with the national average on most measures



Indeed, roadworks, while not perceived to be any more common in the East than other regions, are a particularly strong driver of dissatisfaction in this region

- Roadworks here are often felt to be excessive in terms of duration, length of road affected, and with overblown restrictions especially around speed limits
- These issues are reported more in Hertfordshire, Bedfordshire, Cambridgeshire, and on major A roads more than motorways, but they are not limited to these roads and are felt across the region

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



Safety perceptions generally high, but some groups feel less at ease
Better weather mitigation and driver behaviour, and more consistent traffic momentum, could all alleviate stress.



Poor driving perceived as common – and while drivers are accountable, some SRN users feel that the way roads are managed can also provoke this.



Attitudes still mixed about smart motorways, with strong negative opinions and poorer experiences vs. other motorways, for some motorists.



Motorcyclists and HGV drivers less satisfied overall, experiencing the same issues as others when they occur, but to a sharper degree.

Overall findings: key metrics



71% of journeys in the East are felt to be satisfactory: slightly fewer motorists are 'very' satisfied, compared to the national average, across most key measures

Key metrics
Aug 2022 – Jul 2023



Overall satisfaction

71%

Very satisfied 29%
Fairly satisfied 41%

Journey time

69%

Very satisfied 30%
Fairly satisfied 39%

Management of roadworks

47%

Very satisfied 12%
Fairly satisfied 35%

Feeling safe

84%

Very safe 31%
Fairly safe 53%

England-wide

71%

Very satisfied 31%
Fairly satisfied 41%

70%

Very satisfied 32%
Fairly satisfied 37%

47%

Very satisfied 14%
Fairly satisfied 32%

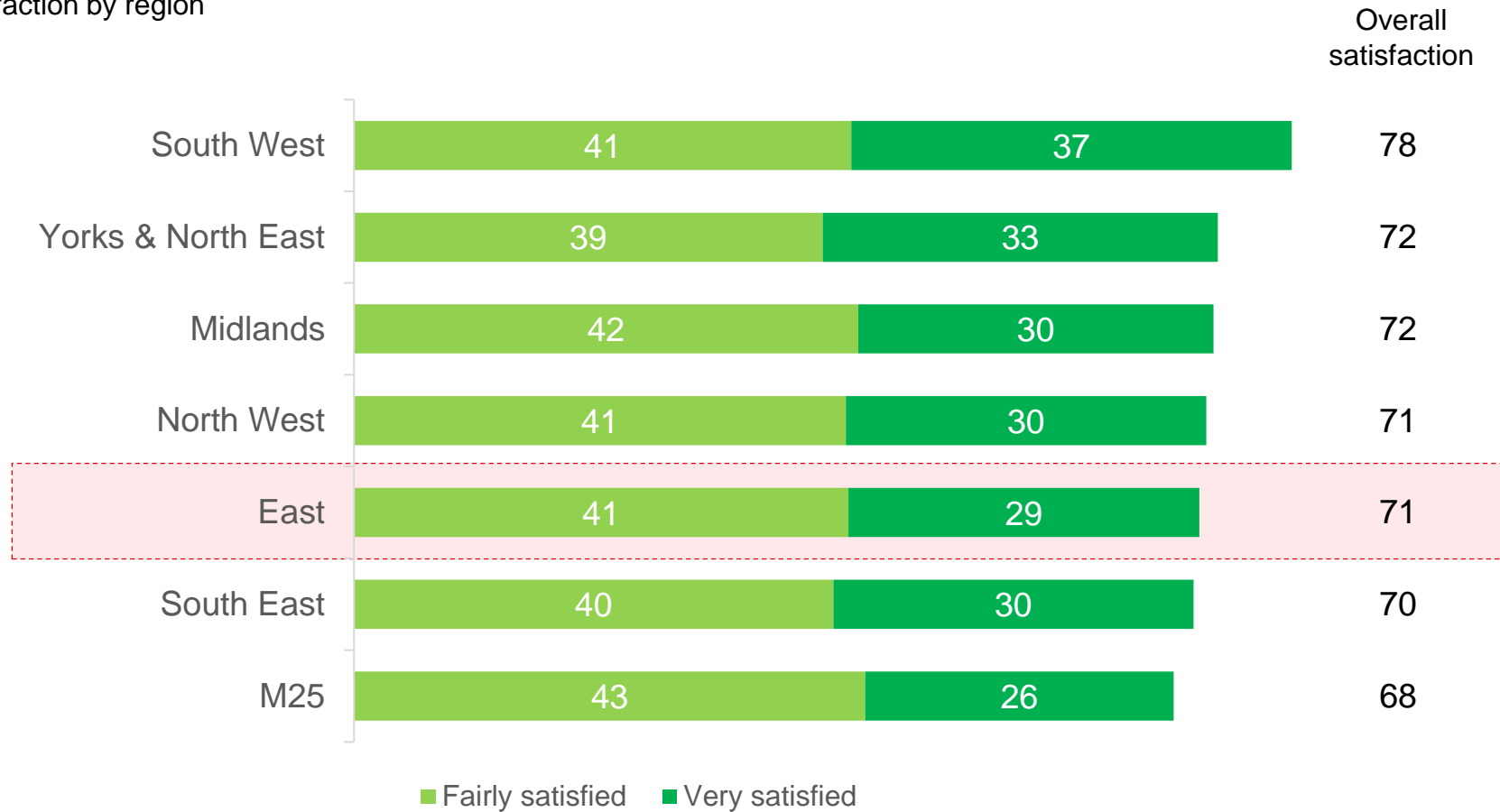
82%

Very safe 30%
Fairly safe 52%

Base: all SRN users surveyed, Aug '22 – Jul '23
All: overall satisfaction (9,055), journey time (9,056), roadworks management (2,137), feeling safe (9,054)
East: overall satisfaction (1,299), journey time (1,304), roadworks management (332), feeling safe (1,301)

Most regions performing similarly across this period as a whole, South West leads and M25 region is lowest

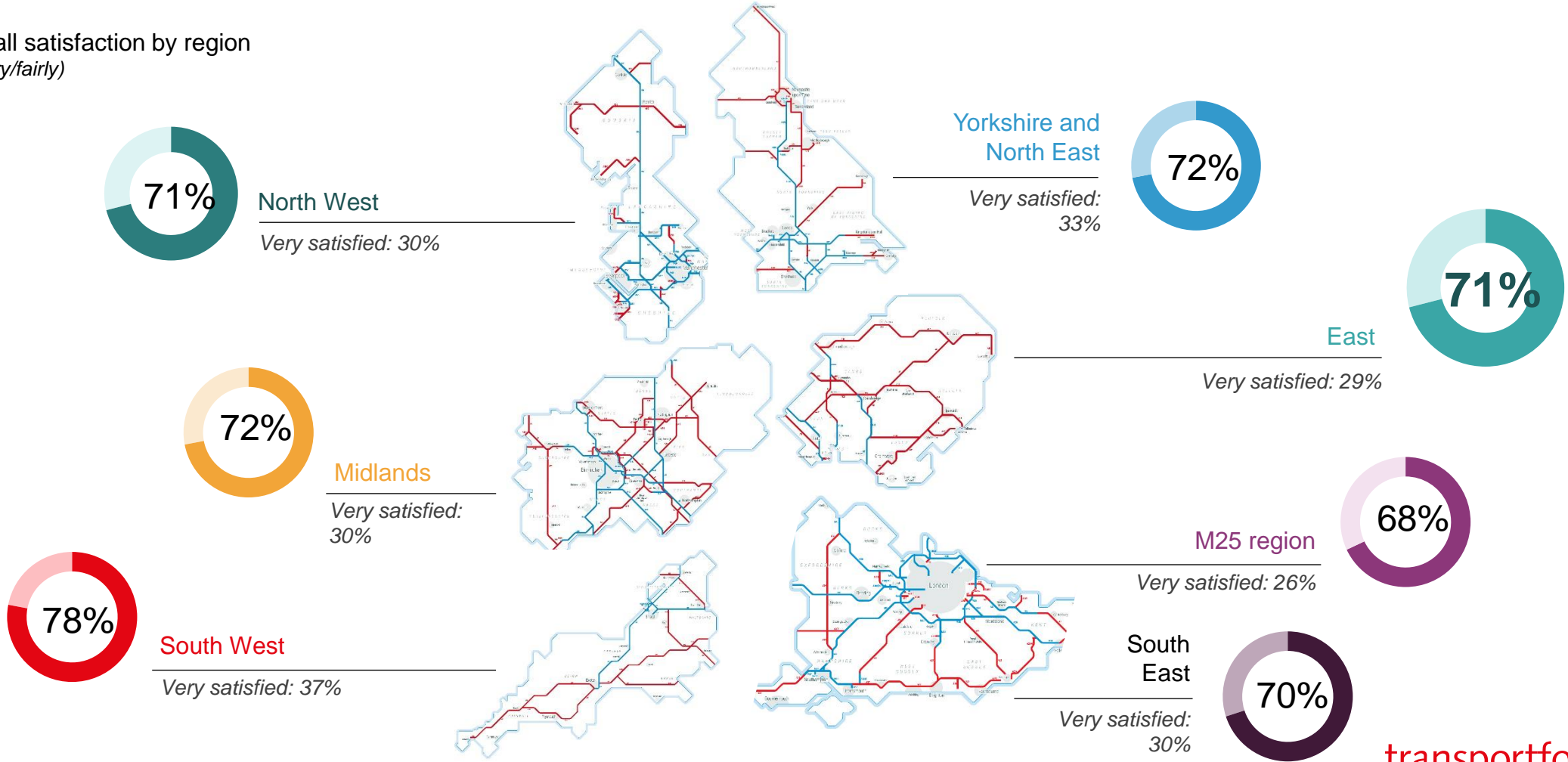
Overall satisfaction by region
(% very/fairly)



Base: all SRN users surveyed, Aug '22 – Jul '23 (9,055)
South West (1,033), Yorkshire and NE (1,442), Midlands (1,985), North West (1,382), East (1,299), South East (1,712), M25 region (1,355)

Most regions performing similarly across this period as a whole, South West leads and M25 region is lowest

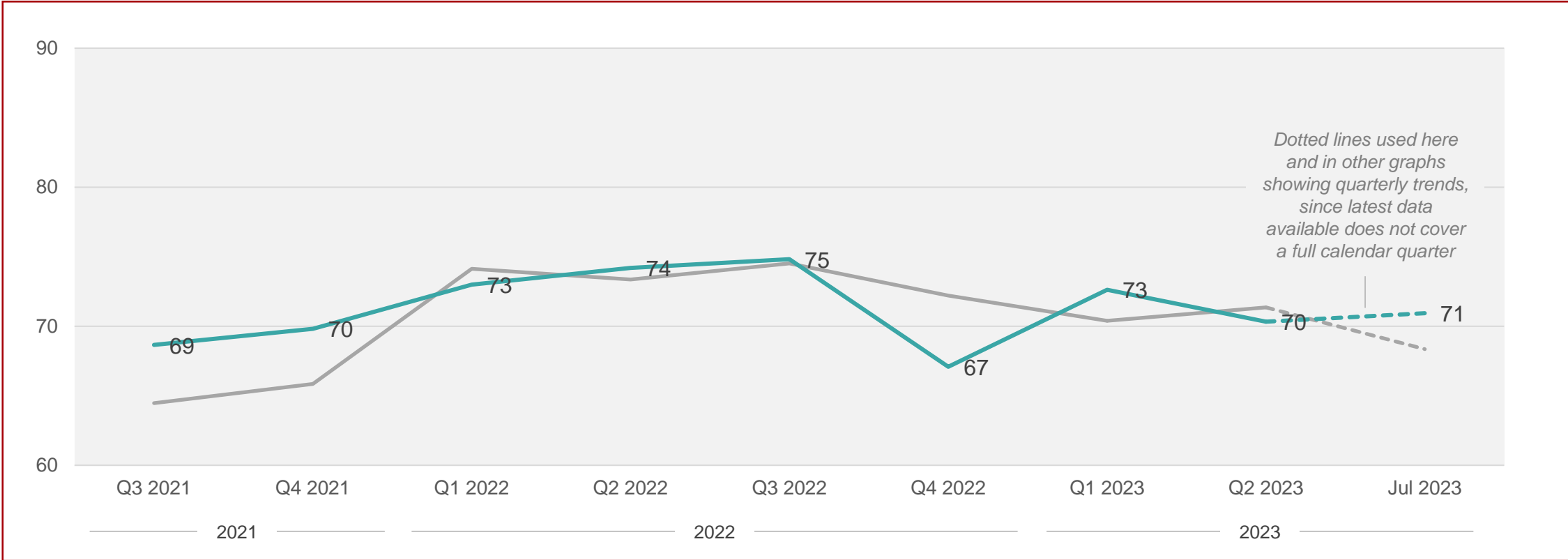
Overall satisfaction by region
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South West (1,033), Yorkshire and NE (1,442), Midlands (1,985), North West (1,382), East (1,299), South East (1,712), M25 region (1,355)

Nationally so far in 2023, SRN journeys are slightly less satisfactory on average than through most of 2022 – broadly reflected in the East

Overall satisfaction, over last two years (% very/fairly, quarterly)

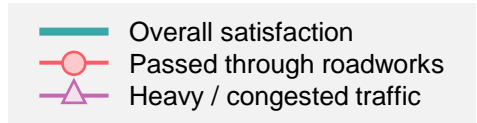
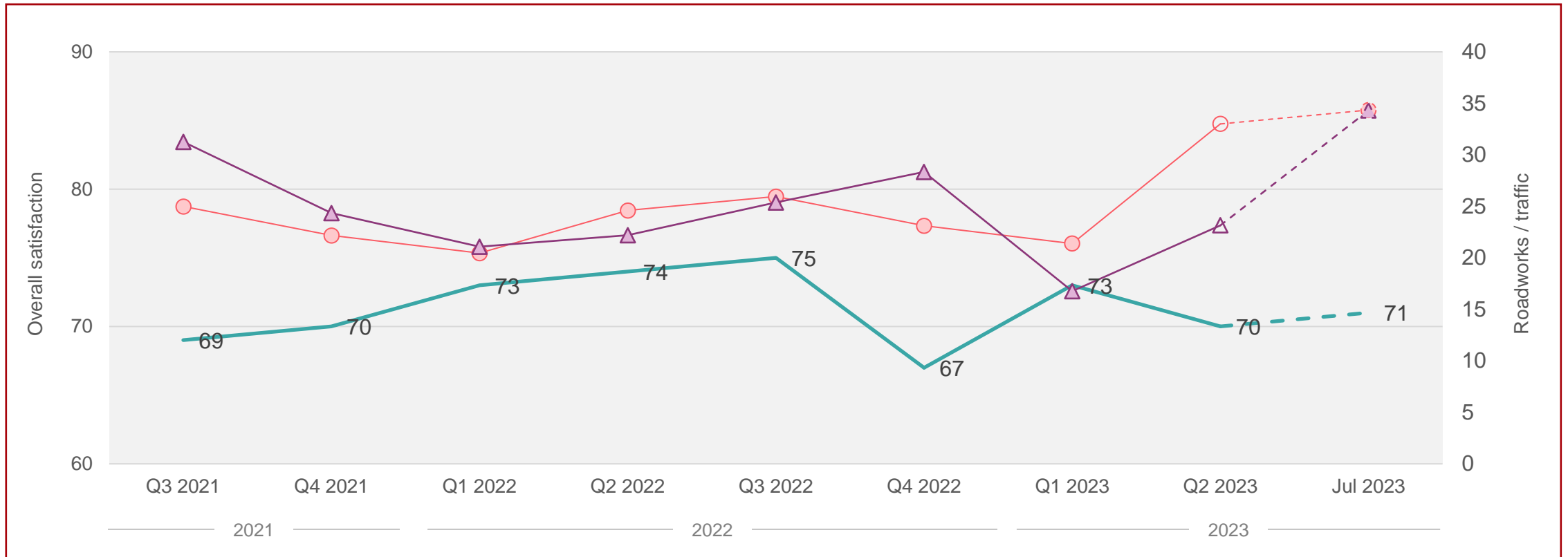


— East
— All regions

Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,928 per quarter; 779 in Jul '23)
 East: (average 278 per quarter; 113 in Jul '23)

This trend in journey satisfaction in the East is largely (but not wholly) linked to the perceived prevalence of disruption factors, especially congestion

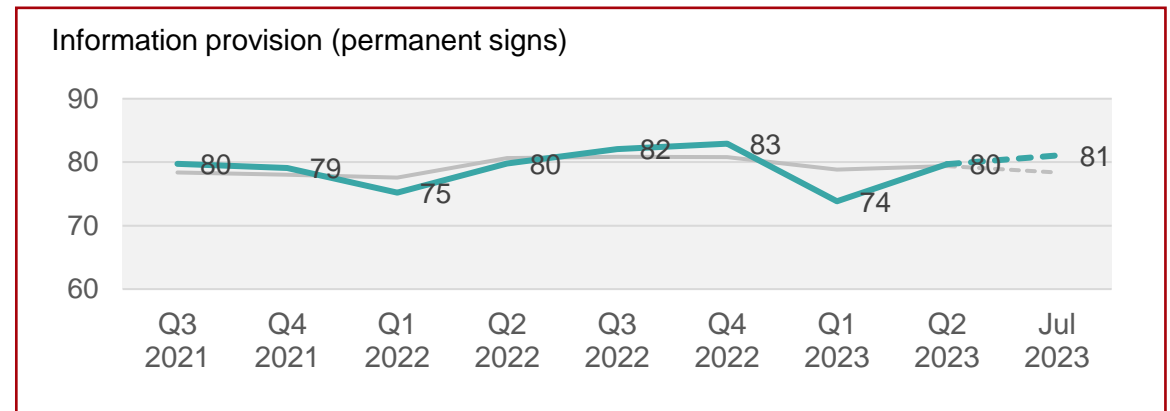
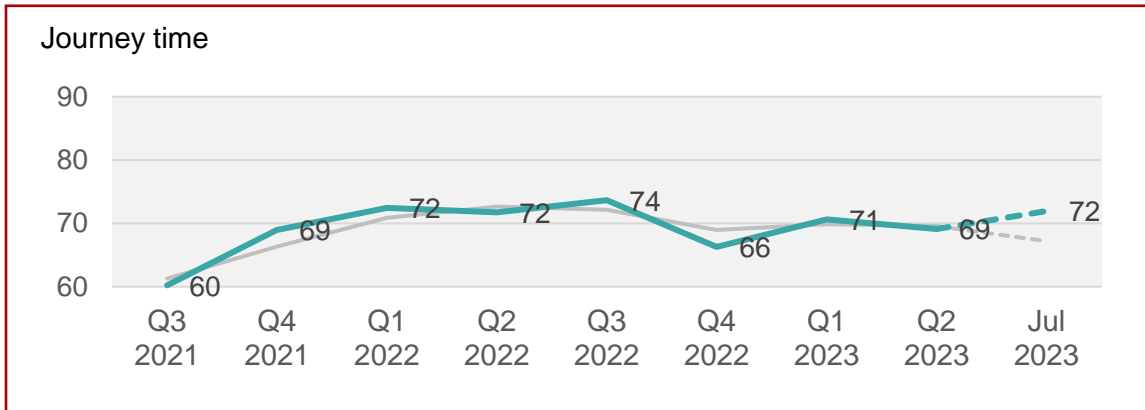
Overall satisfaction vs perceived roadworks and level of traffic, over last two years (% very/fairly, quarterly, East)



Base: all SRN users surveyed, Jul '21 – Jul '23
 East: (average 278 per quarter; 113 in Jul '23)

Correspondingly, satisfaction across all key measures peaked around Q3 2022 and has dropped off since. Note national-level deterioration in perception of road surfaces, reflected in the East

Key metrics over last two years (% very/fairly, quarterly; all key metrics which are answered by all survey respondents*)



— East
— All regions

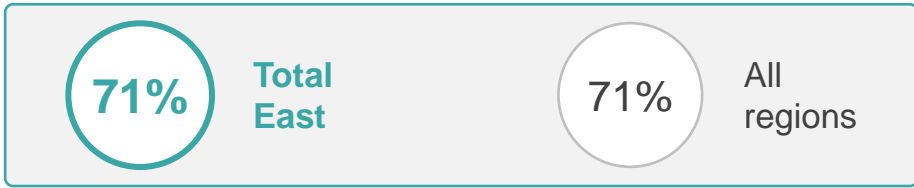
Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,825-1,926 per quarter; 742-782 in Jul '23)
East: (average 263-279 per quarter; 109-113 in Jul '23)

*Other 'key metrics', which are relevant to a sub-set of the total survey sample, are covered in more detail later in this report. These are the ratings of roadworks management, and of information provision via electronic signs

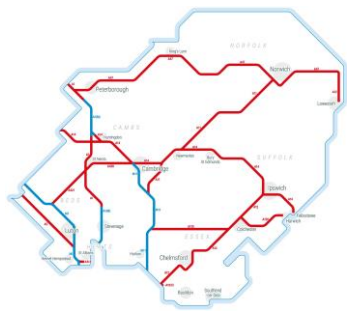
Further patterns by area within the East and some of its busier roads



Major A roads in the East Anglia (Area 6) deliver less satisfactory journeys than other roads in the region; the M1 is also performing below average



Overall satisfaction by road type/area/road: East



Motorways	74%
(All regions)	71%
Major A roads	67%
(All regions)	71%



49% responses for the East region are for journeys on major A roads. This compares to 38% on average, with the East having the highest proportion of major A road journeys in the survey, across all regions.



Area 6	East Anglia	67%
Area 8	Hertfordshire, Bedfordshire, Cambridgeshire	71%



54% of responses for the East region relate to Area 6 East Anglia

Area 6: East Anglia

A120	68
A47	67
A12	59

Area 8: Hertfordshire, Bedfordshire, Cambridgeshire

A1(M)	79
M1	64

Roads serving both areas

A14	76
A1	73
A11	70
M11	70

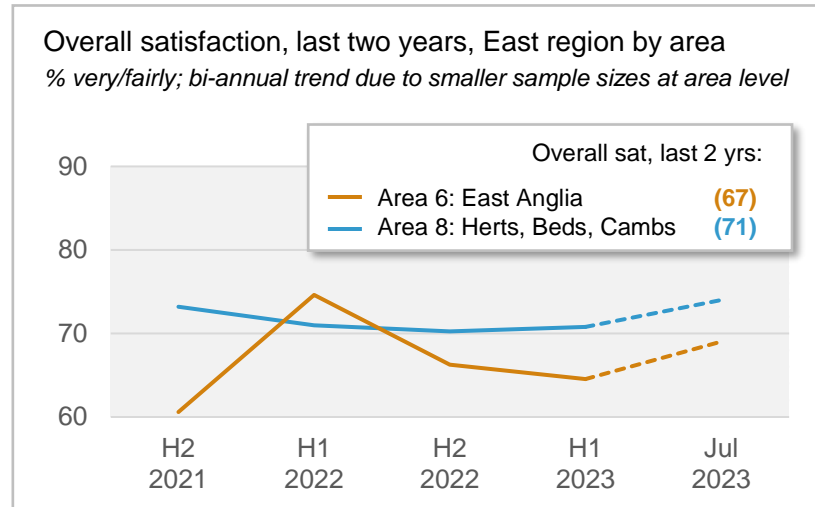
(Area 30):

M40	80
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*Results shown for individual roads where sample size is ≥75. All data at road level based on two years: Aug '21 – Jul '23. All Motorways: All regions (4,846), East (536). All major A Roads: All regions (4,209), East (763). Area 6 (including both motorways and major A roads) (1,157), Area 8 (including both motorways and major A roads) (983)

Poor road surfaces contribute to lower journey satisfaction in East Anglia (Area 6), along with lower standard of information and less capacity to cope with congestion

Other than a brief point in early 2022, journey satisfaction is consistently lower in East Anglia (Area 6)

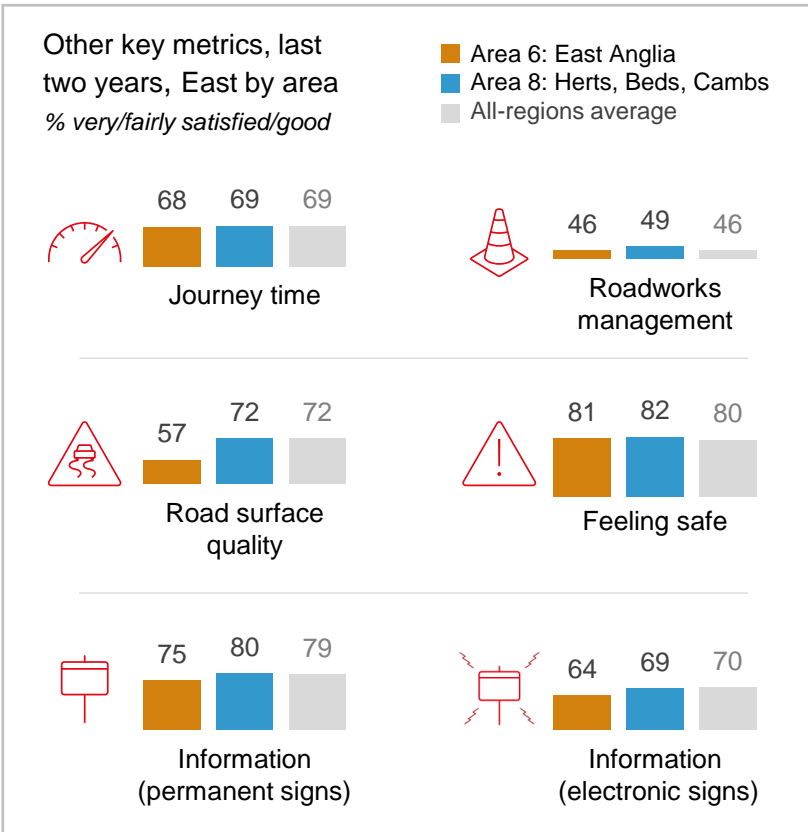


East Anglia's (Area 6) spike in satisfaction in early 2022 corresponded with a brief period in which there was less perceived congestion. Reported roadworks then increased through 2023, with over a third of journeys affected, serving to hold back overall journey satisfaction again, as shown in the graph above.

Congestion, roadworks and other delays are reported more often in Hertfordshire, Bedfordshire, Cambridgeshire, but are more consistent, and are felt to be managed slightly better, helping to explain higher, steadier journey satisfaction in Area 8 (likely linked to higher motorway presence here, vs major A roads).

Base: all SRN users surveyed, Jul '21 – Jul '23; East Area 6 (average 283 per half year), Area 8 (average 236 per half year)

In addition to slightly better roadworks management, motorists in Area 8 experience better information generally and, in particular, better road surfaces



Base: all SRN users surveyed, Aug '21 – Jul '23; East Area 6 (1,157), Area 8 (983)

Other journey features reflect these patterns, and the different types of road present in each area in the East

Congestion and disruptions are reported more often in Hertfordshire, Bedfordshire, Cambridgeshire, and add more time to journeys than when they occur in East Anglia (Area 6). Journeys in Area 8 are also more time critical, with more motorists saying their arrival time is important, and more setting off earlier.

However, management of these issues (especially non-roadworks delays) is rated as better in Area 8, with more drivers being informed by signage and other information.

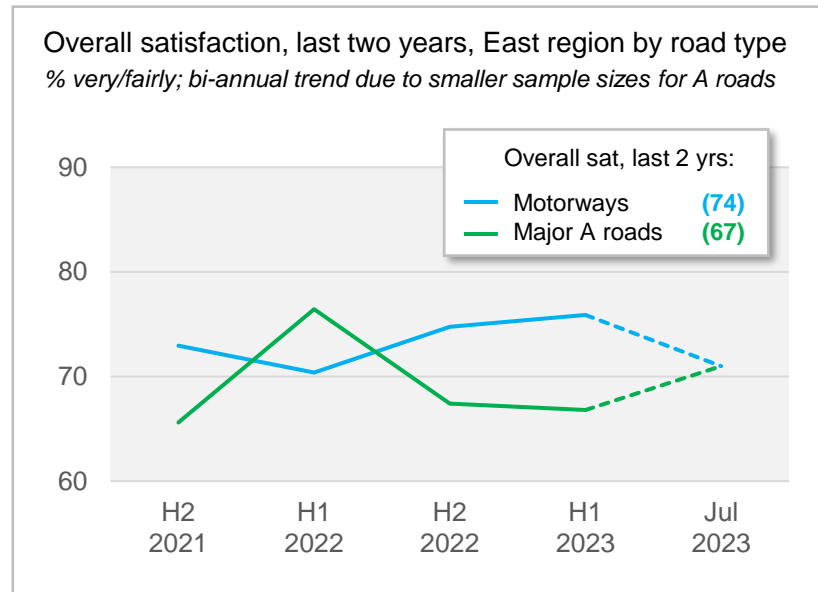
Slow vehicles and less overtaking opportunity, are a common reason for delays in East Anglia (Area 6), and, when they happen, delays and disruptions like roadworks are more likely to be expected, partly because motorists using roads in this area do so more frequently, but also highlighting that these issues are felt to be typical and ongoing here.

“ The state of the A12 road surface is terrible... [and] the on-going roadworks make it a fairly unpleasant journey. ”

“ The [A14] is completely inadequate for the amount of heavy traffic which it carries... a very dangerous road. ”

In part, lower satisfaction in East Anglia (Area 6) is due to the prevalence of major A roads vs motorways; however major A roads in the East as a whole also perform below some relevant benchmarks, especially on road surfaces and presentation

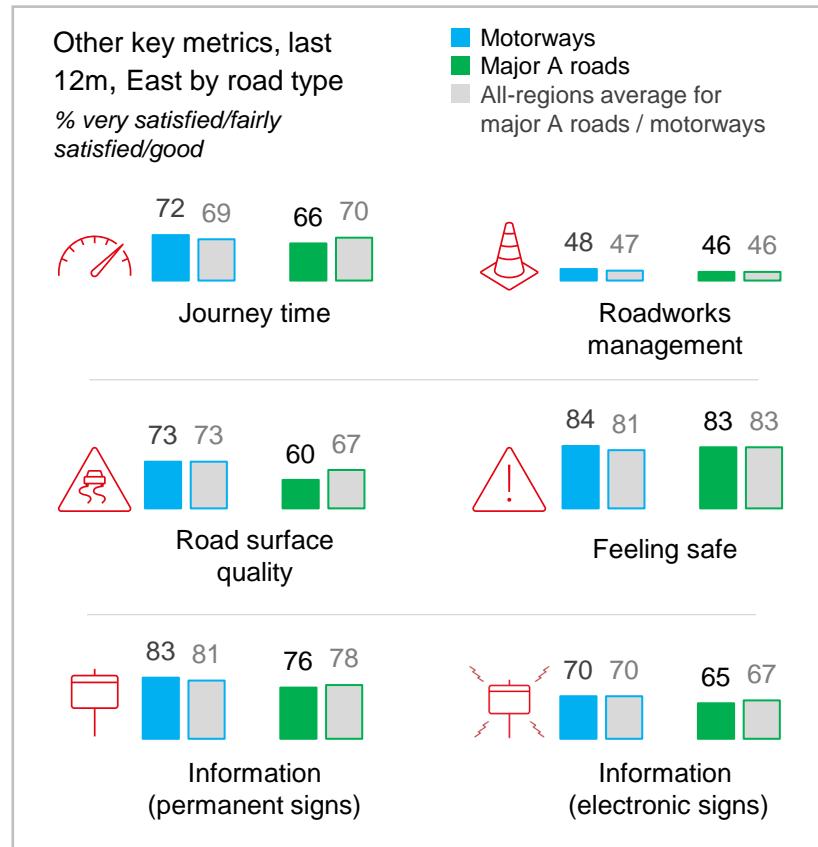
Trends in overall journey satisfaction by road type broadly reflect the pattern by region (on previous page)



Motorways in general delivering better journey experiences over the last 12 months: this looks to be linked to a perceived lower incidence of roadworks on motorways through this period.

Base: all SRN users surveyed, Jul '21 – Jul '23; East Motorways (average 225 per half year), Major A roads (average 332 per half year)

Motorways in the East are rated in line with motorway averages or better; major A roads are below par for journey times, information provision, and road surfaces



Base: all SRN users, Aug '22–Jul '23; East motorways (536), major A roads (763)

Other notable factors

Roadworks are reported frequently on major A roads in the East compared to other regions (in both East Anglia (Area 6) and Hertfordshire, Bedfordshire, Cambridgeshire) – with 31% journeys affected compared to 23% on average for major A roads nationwide.

Motorway roadworks are perceived to be less frequent at 23% vs 26% average).

Other delays and congestion are more similar to relevant averages.

In addition to poor ratings for road surface quality on major A roads in the East, other aspects of road presentation here are also below the all-regions average. In particular, lighting and litter are rated poorly for major A roads in the East.

Motorways here are again rated in line with the motorway average, or above.

Feedback on the A12 and A47 is typical of that for East Anglia (Area 6): perceptions of poor road surfaces common to both, along with roadworks and/or other delays hampering overall experience

A12

High perceived prevalence of roadworks and congestion, plus particularly poorly rated road condition among a range of other issues, mean only a little over half of journeys are satisfactory

Key metrics				Other aspects of experience*				
	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe	Road condition	Sign-age	Joining/leaving	M'gmt other delays
A12	59%	63%	42%	77%				Small sample size
avg.	71%	70%	46%	83%				

Impactful journey features		
	A12	avg.
Heavy/ cong' traffic	27%	21%
Road works	35%	23%
Other delays	17%	16%

A12 users' comments reflect the results here, with a strong focus on:

- **Volume of roadworks, and perceived excessiveness** of speed and lane restrictions
- **Poor road surfaces**

Very narrow lanes through roadworks. Road surface has deteriorated ...The sections that have been mended are better.

10 miles of 40mph limit due to roadworks yet no evidence of anything going on

The road surface near Margaretting is very poor and full of potholes

A47

Similar issues but a little less extreme overall, but delays for issues other than roadworks are perceived to occur relatively often

Key metrics				Other aspects of experience*				
	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe	Road condition	Sign-age	Joining/leaving	M'gmt other delays
A47	67%	65%	Small sample size	82%				Small sample size
avg.	71%	70%		83%				

Impactful journey features		
	A47	avg.
Heavy/ cong' traffic	25%	21%
Road works	20%	23%
Other delays	21%	16%

Poor road condition also a key complaint among A47 users, along with roadworks and slow traffic, often attributed to accidents and insufficient lanes

The A47 goes from Leicester to Norwich, the amount of potholes and bad surface is staggering

20 minute delay due to ANOTHER accident at Thorney Toll

Traffic tail backs due do accident on Norwich NDR

The surface ...is awful. The single carriageway between the Easton Roundabout and the Dereham bypass needs to be dualled asap.

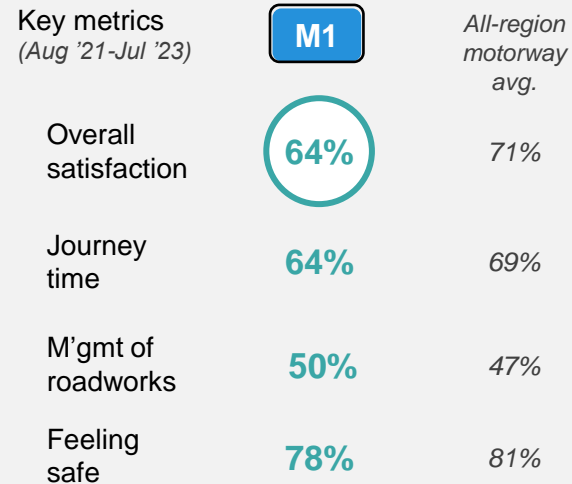
SRN users in the East on A12 (238), A47 (241), Apr '21 – Sep '22. Averages shown are the all-region major A roads average.

* "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 all major A roads. 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 53 for detail

The M1 typifies the East region's motorways feedback, with frequently reported, highly impactful roadworks, and users' experience of these is further influenced by smart measures

(this effect being noticed consciously as negative, but arguably features of smart motorways may also contribute to comparatively good perception of roadworks management)

Journey times and safety perceptions are below the national average

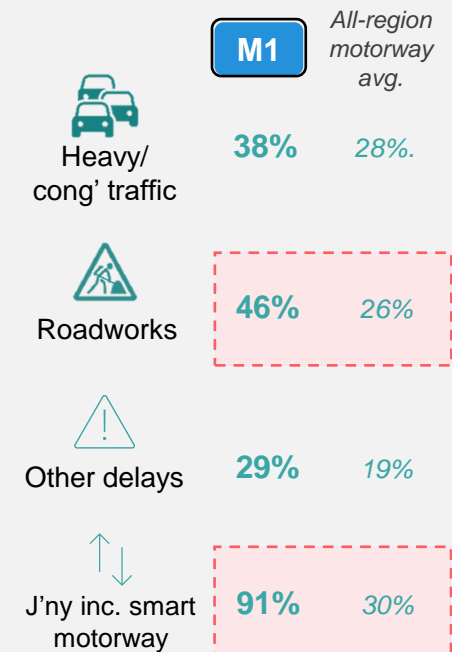


Other aspects of experience*



Disruptions comparatively high, especially roadworks, and most journeys involve smart stretches

Impactful journey features



Drivers' comments indicate that lower safety perceptions on the M1 in the East region can be linked to it being a smart motorway

I think the smart motorway is a bad idea as it causes accidents especially if a car is broken down. I think it would be safer if there was a permanent hard shoulder. Also, I noticed the M1 gets very busy and crowded especially during rush hour...

I ...can only remember one occasion in 28 years when there haven't been roadworks!! ...[and] since a great deal of the M1 has become a smart motorway, it is now incredibly dangerous to drive on it due to there being no hard shoulder...

Being a smart motorway I feel totally unsafe It scares me to think if I burst a tyre where would I go

...and further highlight both the frequency and perceived excessive impact of roadworks here

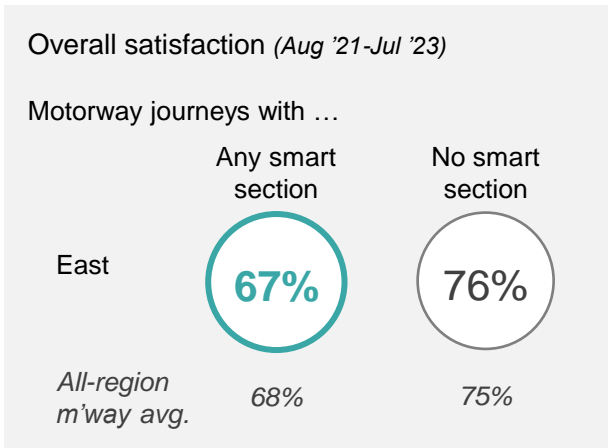
Long term roadworks caused some delay and discomfort in narrow lanes, with disgruntled, impatient drivers driving too close for comfort.

From junction 15 heading southbound, there are still speed restrictions of 60mph. The roadworks have gone, yet we still have these restrictions...

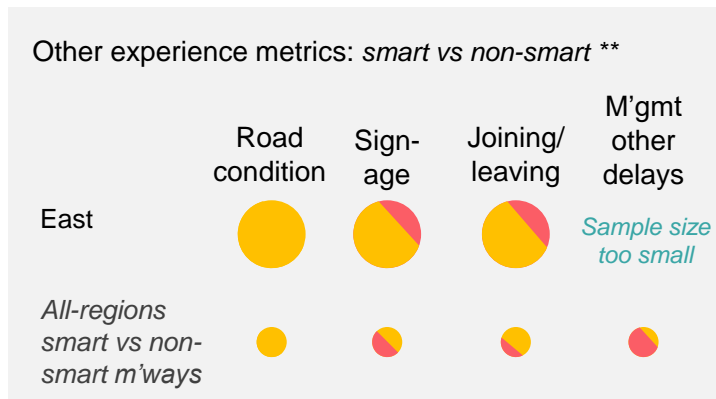
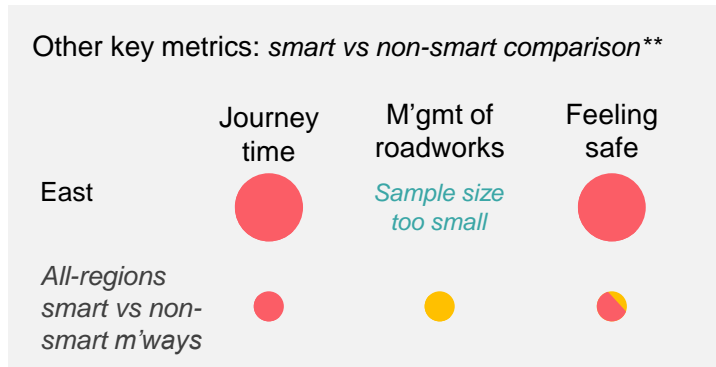
Too many speed restrictions for roadworks that seemed finished ...A jam before Luton that caused us to come off of the motorway due to a car on the hard shoulder that had broken down.

Broader feedback is that smart motorway journeys are less positive than others: **in practice** slowed by congestion; poor safety **perceptions** exacerbate negative experience for some

Journeys on smart motorways are typically less satisfactory than on other motorways



The key issue is **journey time**, though many aspects of journeys are less positive than on other motorways ...except **roadworks management and the condition and presentation of roads**: two areas where smart motorways do no worse than non-smart motorways.



Drivers' comments show that, as for all roads, journey **satisfaction on smart motorways occurs when there is free-flowing momentum** and little or no need to reduce speed.

Reasons for dissatisfaction also reflect what is typical for all roads, but **the impact of heavy traffic and temporary/variable speed limits are even more common on smart motorways.**

Congestion may be inherent to these heavier-usage roads, rather than an effect of their management features (and it may of course be worse without them) – but some users comment that temporary speed limits are not removed quickly enough, or appear to be in place with no reason, slowing traffic unnecessarily in places.

Road surface condition and presentation is a little less common as a driver of dissatisfaction on smart motorways compared to other roads.

Of all comments from dissatisfied users of smart motorways, around **8% explicitly referenced 'smart' as being an issue, with safety and removal of hard shoulder the key concern.**

Base: random sample of all who used a smart motorway for any part of journey, Aug '22 – Jul '23, satisfied (104), dissatisfied (106)

Smart motorways journeys also consistently rated lower than for other roads, over time: the quarterly trend follows at approx. 5% points behind the same pattern for all roads.

And journey satisfaction varies within this for the type of smart operation:

All lane running	70%
Controlled	66%
Dynamic hard shoulder	63%

A14: largely smooth-running compared to other major A roads, though a somewhat different experience in the eastern versus western ends

A safe-feeling road with reasonable journey times

Key metrics (Aug '21-Jul '23)	A14	All-region major A road avg.
Overall satisfaction	76%	71%
Journey time	72%	70%
M'gmt of roadworks	49%	46%
Feeling safe	86%	83%

Other aspects of experience*

Road condition	Sign-age	Joining/leaving	M'gmt other delays
			<i>Sample size too small</i>

With the exception of roadworks, disruption is reported less often than elsewhere

Impactful journey features	A14	All-region major A road avg.
Heavy/cong' traffic	18%	21%
Roadworks	24%	23%
Other delays	12%	16%

Across all key measures, **the section of the A14 running through Hertfordshire, Bedfordshire, Cambridgeshire is rated slightly better than in East Anglia (Area 6).**

Roadworks are perceived to affect more journeys in the latter.

One exception to this is **road surface which is rated significantly better in Hertfordshire, Bedfordshire, Cambridgeshire (71%) than in East Anglia (Area 6) (60%).**

Roadworks, existing poor surfaces, and volume of HGVs are common themes among drivers' own comments, when they explain their level of satisfaction or dissatisfaction.

This is particularly true, but not unique to, users of the **East Anglia (Area 6)** section of the road.

Lorries pulling out to overtake each other ...constantly a problem especially when they encounter a hill

Potholes - some VERY large, uneven road surface

Delays due to ...unnecessarily protracted but minor roadworks

...meanwhile some motorists – all using the A14 through Hertfordshire, Bedfordshire, Cambridgeshire (and sometimes also East Anglia, Area 6) – explicitly acknowledge the benefit of works.

Great new road layout after years of work and good road surface

It is an improvement since the very long drawn out roadworks

A14 was recently resurfaced and widened to 3 lanes

The new A14 is brilliant and apart from the trees not being ...looked after the highways agency did a great job.

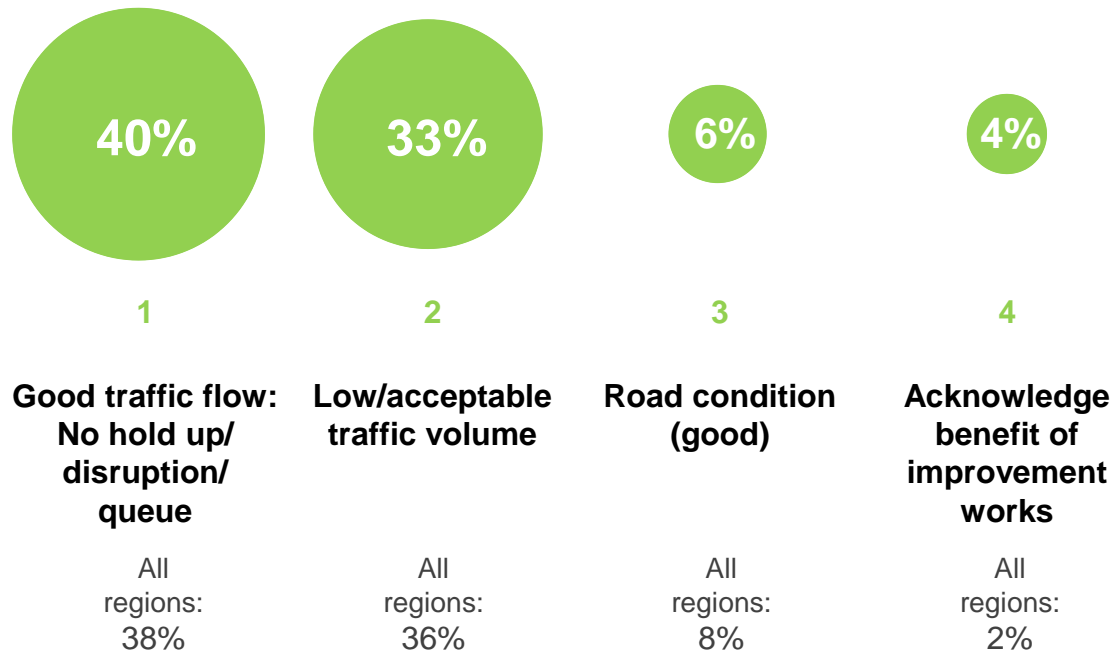
Understanding overall satisfaction in more detail



There are two main themes in the reasons users give for satisfactory journeys in the East region

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 reasons
(very/fairly satisfied, East)
% mentioning topic



Other factors also impact on satisfaction for a minority, including:

Good flow 'despite' roadworks

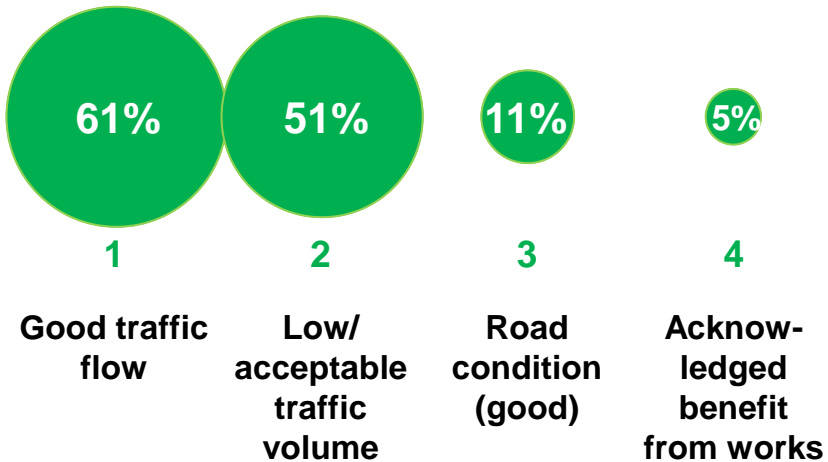
Appropriate/no speed restrictions

...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.

Base: random sample of those giving a rationale for overall satisfaction rating, Aug 22-Jul 23 – satisfied, East (101), all regions (300)

Ultimately the absence of disruptions, or allowing continuous momentum, makes for **fully satisfactory** rather than simply 'ok' journeys

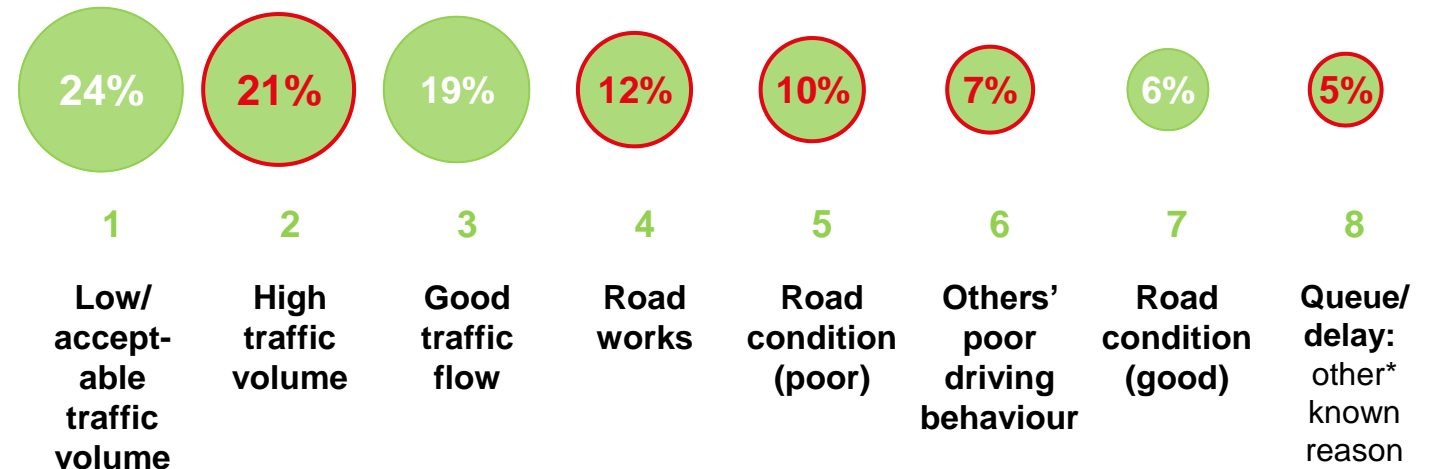
Very satisfied: top reasons
% mentioning topic



Plus:


- ✓ a **range of other factors relating to good management and features** of roads
- ✓ a **near-total absence of reported issues** like roadworks, congestion, poor upkeep/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 East, could National Highways aim to increase the proportion who are very satisfied (currently a little under a third here, among the lowest of all regions)?

Findings on this page are at national level 

Base: random sample of those giving a rationale for overall satisfaction rating Aug 22-Jul 23 – very satisfied (135), fairly satisfied (165)

* 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

In addition to absence of disruptions, very satisfactory journeys sometimes involve **appreciation for improvement works**; those who are only 'fairly' satisfied often have both **positive and negative aspects** to their journey, or feel it is **atypically good**

Very satisfied: Example comments (East)

- “ Traffic was light and conditions were good ”
- “ Quick, easy and hassle free ”
- “ Traffic flow tends to be good and hardly ever congested ”
- “ Although there were roadworks they did not hold up any part of my journey ”
- “ Road surface acceptable, no build up of traffic ...and clean signs throughout. ”
- “ Great new road layout after years of work and good road surface ”
- “ It was a straightforward drive no delays or issues ”
- “ Not too much traffic, good visibility, this is now a very good road ”
- “ The A1(M) was quite clear without any major problems. ”
- “ No hold ups, road works at Colchester flowed well ”
- “ Traffic ran freely, AS IT SHOULD DO! ”
- “ The A12 is usually reliable as a way of getting out of London. ”

Fairly satisfied: Example comments (East)

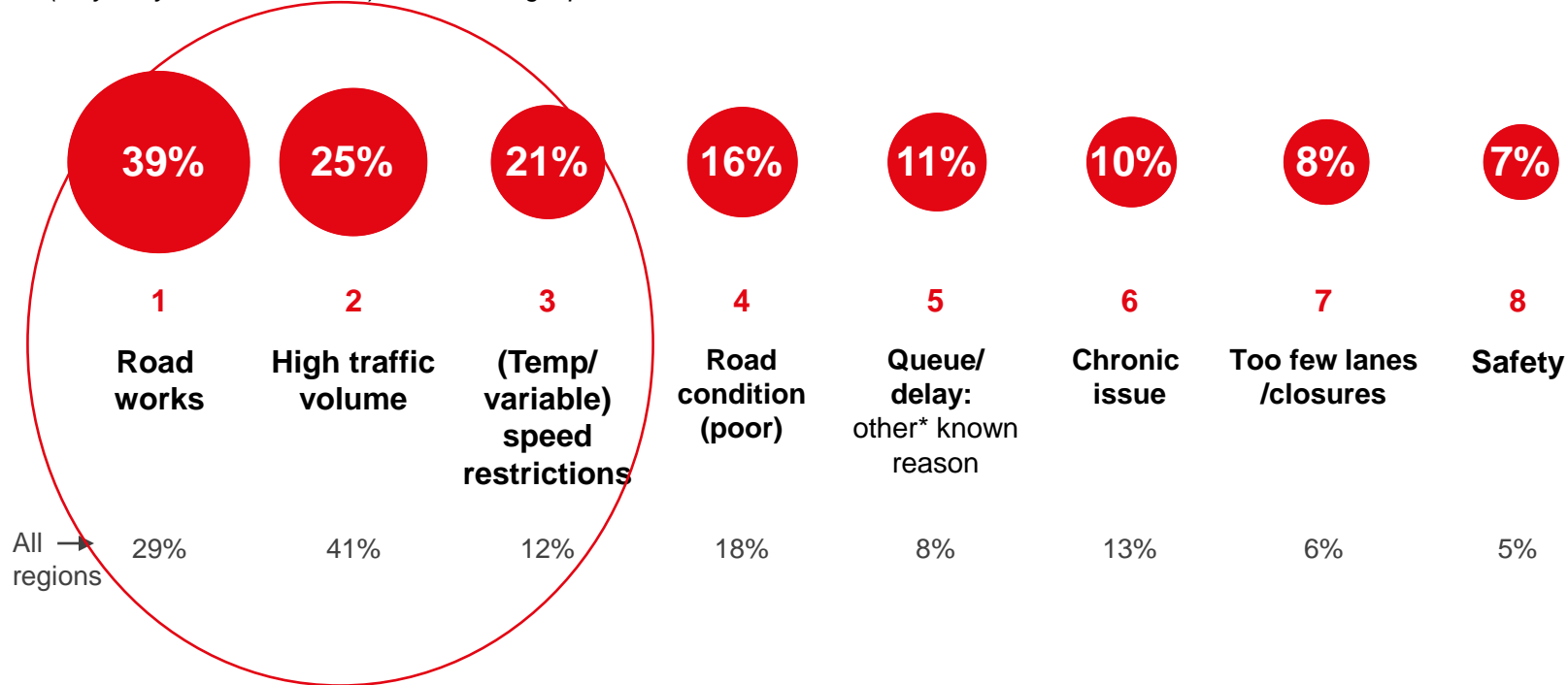
- “ No hold up for a big change ”
- “ There are always lots of lorries and it's annoying when they overtake each other ”
- “ Road is a little bumpy in places but generally fine ”
- “ Although the M40 is a fairly new motorway and carries a lot of daily traffic, there are numerous pot holes ”
- “ Traffic not as bad when I can leave earlier on Tuesdays. ”
- “ Couple of hold ups at roundabouts where there was volume in the traffic ”
- “ First part of A5 (from M1) exit slightly confusing and several large roundabouts ”
- “ Journey was fine apart from the idiots who 'hog' the centre lane... ”
- “ Traffic wasn't too bad, road conditions were ok ”
- “ There is always queues of traffic at the junction / roundabout I leave the A12 to get to my final destination. ”
- “ Now the roadworks are clear it makes the A14 way more bearable to drive on ”

Roadworks are the most common reason for dissatisfaction in the East – more so here than elsewhere – along (and often linked) with heavy traffic and variable speed restrictions. Road condition and other delays also important

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, East) % mentioning topic



Dissatisfaction: other reasons

(very/fairly dissatisfied)

% mentioning topic

	East	All regions
Others' driving behaviour	6%	6%
Lighting/road markings/cats' eyes	5%	2%
Other	29%	30%

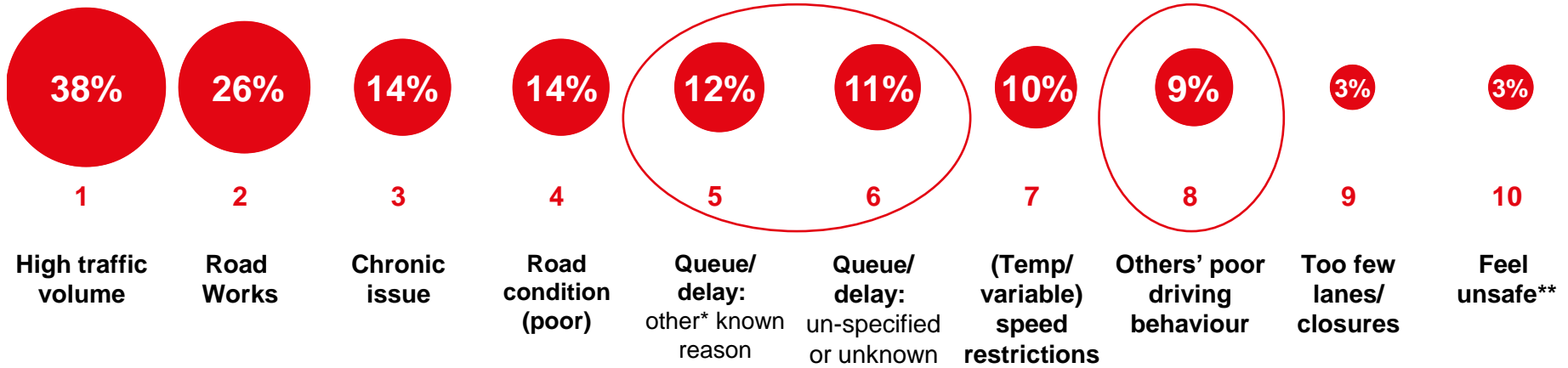
Base: random sample of those giving a rationale for overall satisfaction rating Aug 22-Jul 23 – dissatisfied, East (102), all regions (303)

* 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

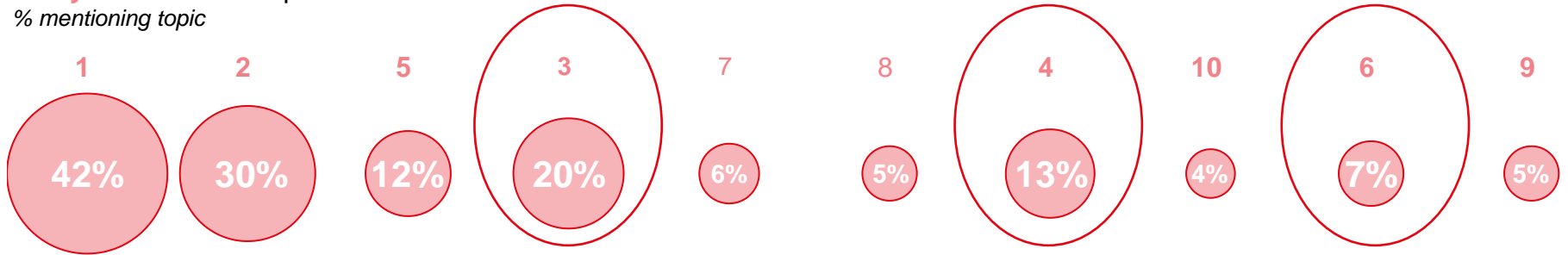
While perception of heavy traffic and roadworks are most common reasons for poor journeys, **when other delays happen, they are associated with more pronounced dissatisfaction**, along with some other differences between fairly and very poor journeys

Findings on this page are at national level 

Very dissatisfied: top reasons
% mentioning topic



Fairly dissatisfied: top reasons
% mentioning topic



Other measures within the survey confirm that disruption for other reasons, when they happen, can be more **impactful** than that caused by roadworks:

For journeys reported to be affected by roadworks, 24% are dissatisfactory, compared to 33% with congestion, and 34% delayed for other reasons – especially accidents and breakdowns.

All of this suggests that planned disruptions which can be managed and informed about (like roadworks) can be somewhat tolerated, but congestion and delays, including for unknown or (perceived) avoidable reasons, can feel unacceptable. Information doesn't solve, but can help to mitigate, these scenarios.

Base: random sample of those giving a rationale for overall satisfaction rating Aug 22-Jul 23, all regions – very dissatisfied (90), fairly dissatisfied (212)

* i.e. not (only) roadworks, speed restrictions / traffic volume; includes accidents, stranded vehicles, debris, roundabouts, traffic lights, etc., for example
 ** where feeling safe is explicitly mentioned; however, safety is also likely to be implied when dissatisfaction is caused by other factors

The strength of feeling evident in 'very' dissatisfied motorists' comments is likely indicative of the negative impact poor journeys can have on a person's day. Such experiences can also aggravate broader negative opinions about the way the highways are run

Very dissatisfied: Example comments (East)

- “ 40mph speed limit in force. No reason for it as no works going on at that time. Seems like a money making exercise. ”
- “ The road is completely inadequate for the amount of heavy traffic which it carries all the time. It is a very dangerous road. ”
- “ Roads around Bedford to get to Northampton and from black cat roundabout to Cambridge is a disaster. 40 miles an hour both ways. You need to sort it out. ”
- “ Constant delays, especially around Chelmsford. Average speed limits that have been in place for months... takes ages to remove/resolve accidents ”
- “ ...recent road layout changes at the roundabout with the B5120 ...Rejoining the A5 after the roundabout, the right hand lane now as hatched markings, reducing the initial entry to one lane. This is highly dangerous, and restrictive of traffic. In the two weeks since it changed I have already nearly had two occasions where drivers behind me nearly hit me pulling in. ”
- “ The roads are full of pot holes and has done my spring on my car. Costing me nearly £85 ”
- “ Roadworks, bad driving and a road too small for the amount of traffic. Wasting fuel, time and clutch life in a queue. ”
- “ 20 minute delay due to ANOTHER accident at Thorney Toll ”

Fairly dissatisfied: Example comments (East)

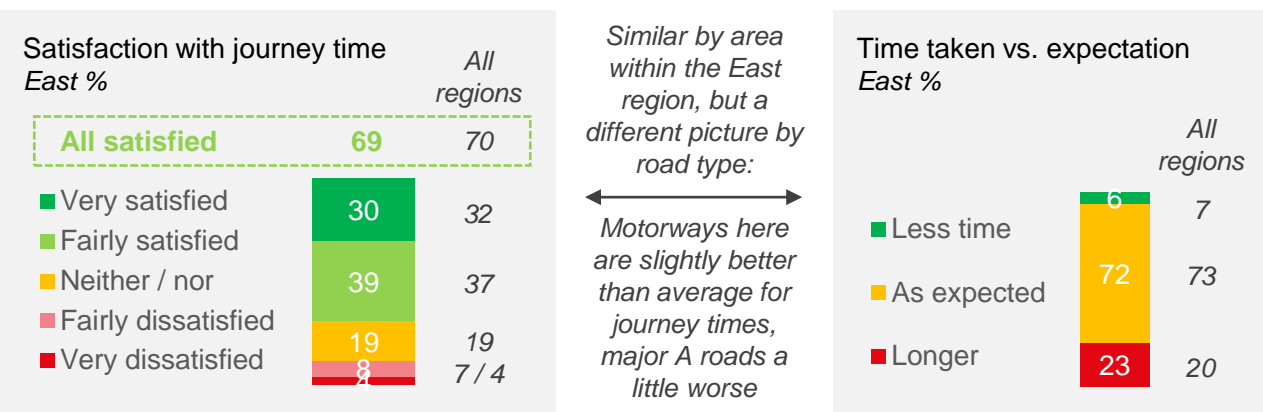
- “ With it being Easter holidays the journey was quieter than usual, however the merging of two lanes into one near Stowmarket added a lot of time to the journey ”
- “ The state of the A12 Road surface is terrible, added to that the on-going roadworks make it a fairly unpleasant journey. ”
- “ This stretch of the A5 is always congested heading towards the traffic lights at Hockliffe ”
- “ Parts of the A12 road surface is quite bumpy and there was a section where the speed limit was reduced to 40 ”
- “ The lack of lighting after dark on the A47 is dangerous as there are deep ditches either side of the road ”
- “ Roadworks meant down to one lane for part of journey, it meant that I arrived later than wanted for work ”
- “ Certain parts do not have clear road markings of what lane to take ”
- “ The A14 is better than it was but still very busy ”
- “ There were road works or 40 / 50 mph zones most of the way ”
- “ Delays due to traffic controls around unnecessarily protracted but minor roadworks ”

Journey time

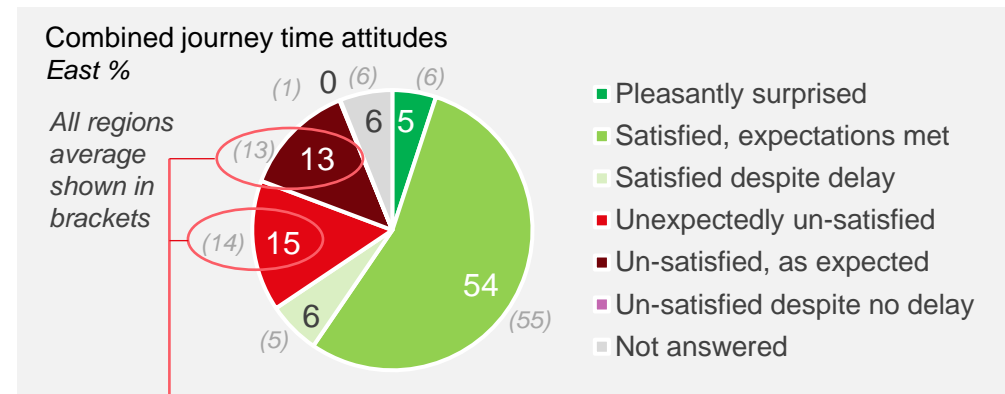


Users' experience of journey times on the SRN in the East

Satisfaction with journey times slightly below average, with nearly a quarter of journeys taking longer than expected – this issue being greater on the East's major A roads



Taking journey time satisfaction and expectation together highlights that not being satisfied is sometimes unexpected, but is sometimes linked to longer term frustration with road provision or management



Punctuality is overtly important for **58%** East journeys (vs. 56% for all regions)



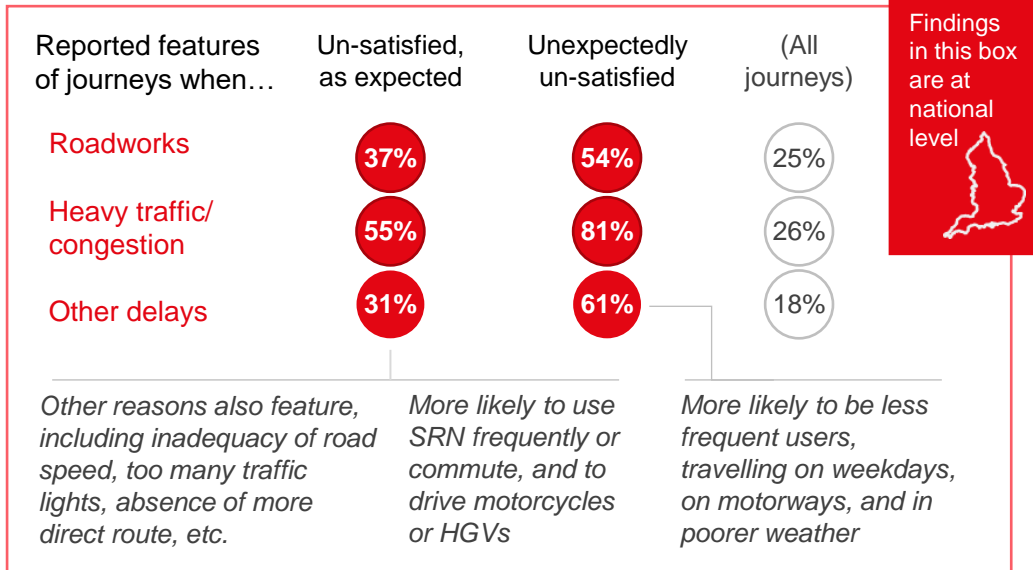
60% set off early for these journeys (vs. 58% on average)

Where punctuality really matters, this is typically for work journeys, especially outward, morning peak journeys, and more so for professional drivers. This is more the case in Area 8, than in Area 6.

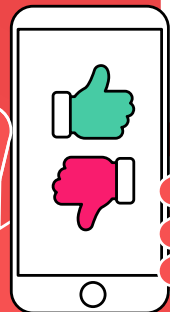
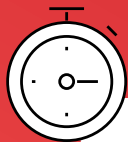
But while people typically set off early for morning peak commuting journeys, this isn't necessarily the case for professional drivers – perhaps where allowing contingency is less possible.

Advance information on delays is vital to empower those who can, to set off earlier. Additionally, work to improve and protect journey times – for both planned and unplanned disruption, and more systemic delays – will benefit all, including those who do not have this option.

Base: Journey time satisfaction: all answering, Aug '22 – Jul '23, East, (1,306), all regions (9,056)
 Time vs expectations: all answering, Aug '22 – Jul '23, East, (1,223), all regions (8,530)
 Combined attitudes: all SRN users surveyed, Aug '22 – Jul '23, East, (1,306), all regions (9,091)

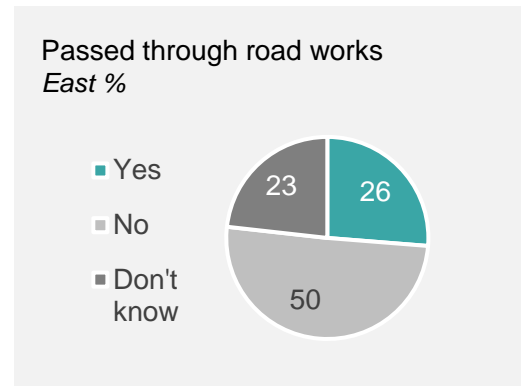


Experience of roadworks



SRN users' experience of roadworks in the East

Perceived prevalence of roadworks is similar in the East to the national average



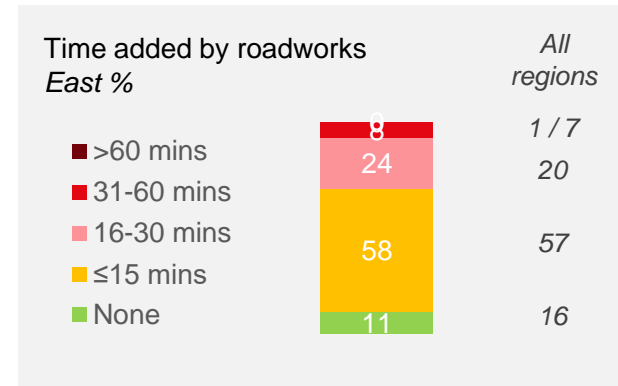
Compares to all-regions average of 25% that passed through roadworks

In particular, as highlighted earlier, roadworks are felt to be very prevalent on major A roads in the East, with 31% of journeys affected (vs. 23% all-region major A road average).

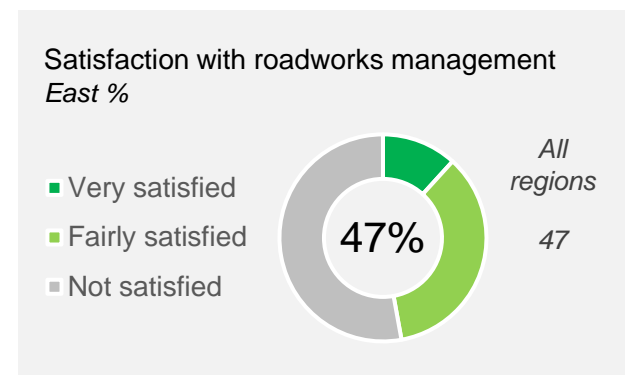
This affects major A roads in both East Anglia (Area 6) and Hertfordshire, Bedfordshire, Cambridgeshire.

Roadworks affect fewer motorway journeys (23% vs. 26% on average).

On average they typically add a similar extra time to journeys as in most other regions



Less than half of those affected are satisfied with roadworks management



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

Findings in this box are at national level

Satisfaction with roadworks management, among those who were.... (%)	Unaware	Aware after setting off (not before)	Aware before setting off
Satisfied	39	48	49
(Very satisfied)	(7)	(13)	(16)

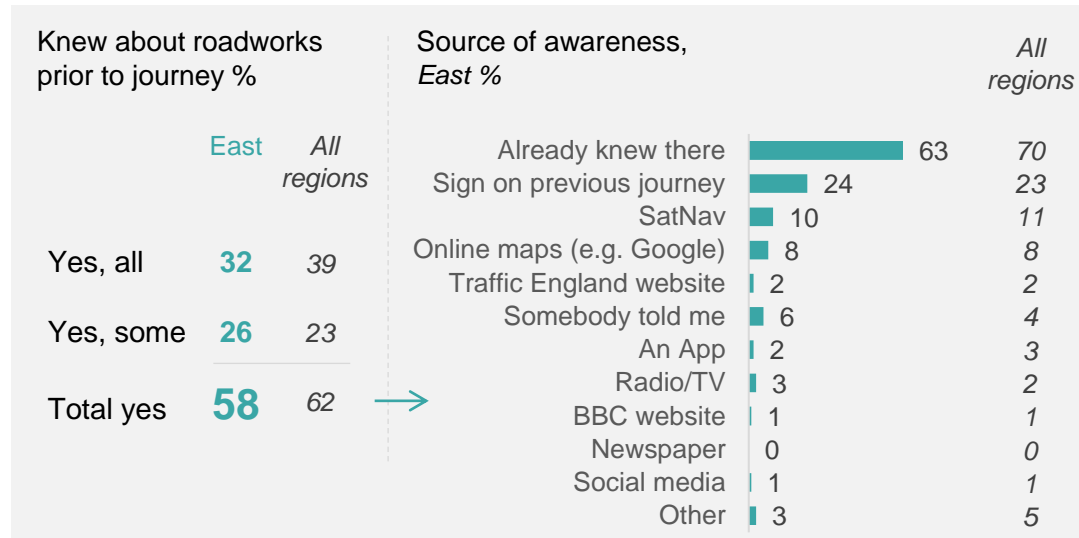
Inevitably it is difficult to truly satisfy users when their journey is disrupted, but other factors in the way works are managed can exacerbate this experience.

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

- Perception of unreasonable impact:
 - Excessive number of encounters with roadworks
 - 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

Finding out about roadworks in the East

Just over half of those affected were aware of roadworks in advance of the journey, with previous exposure the main source of awareness



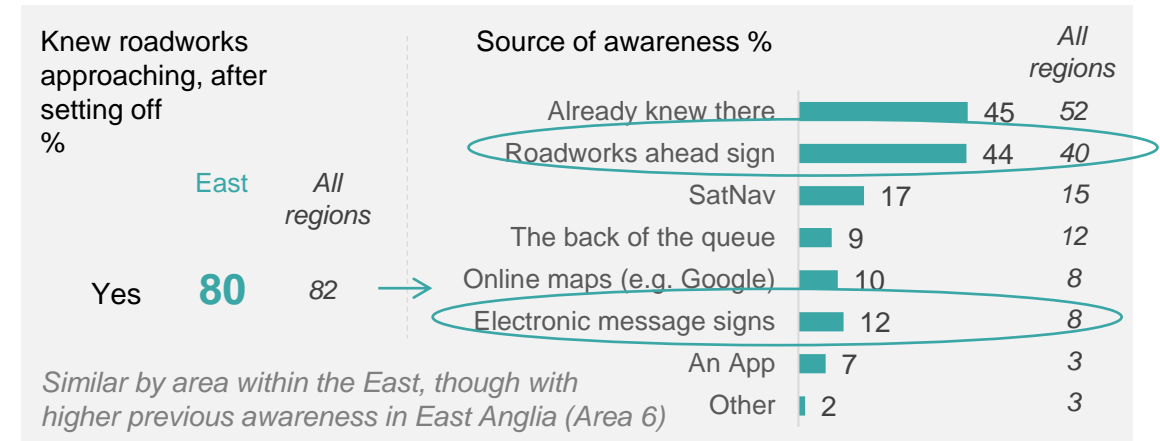
Reflecting this reliance on previous exposure, advance knowledge of roadworks is associated with more frequent usage, and is thus a little higher in East Anglia (Area 6) than in Hertfordshire, Bedfordshire, Cambridgeshire.

Those making less frequent journeys, typically for leisure (and often off peak, at weekends and in sunnier weather), are less informed.

Can more be done in periods of higher leisure travel to target users less likely to know about the roadworks?

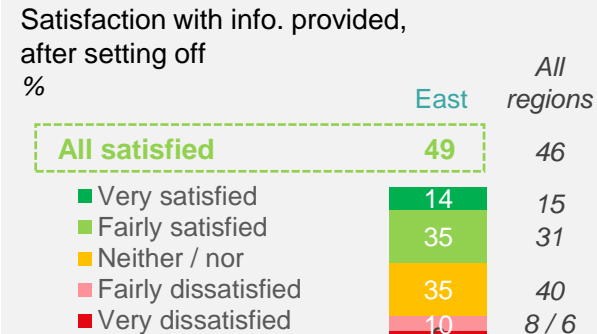
Can more be done around road-side signage visibility, especially in the dark?

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



Similar by area within the East, though with higher previous awareness in East Anglia (Area 6)

...and in-journey information is a little more satisfactory than elsewhere, but still only for half of those who were aware of approaching roadworks



Again: similar in each East area.

Information from any source – before reaching the back of the queue – aids satisfaction here.

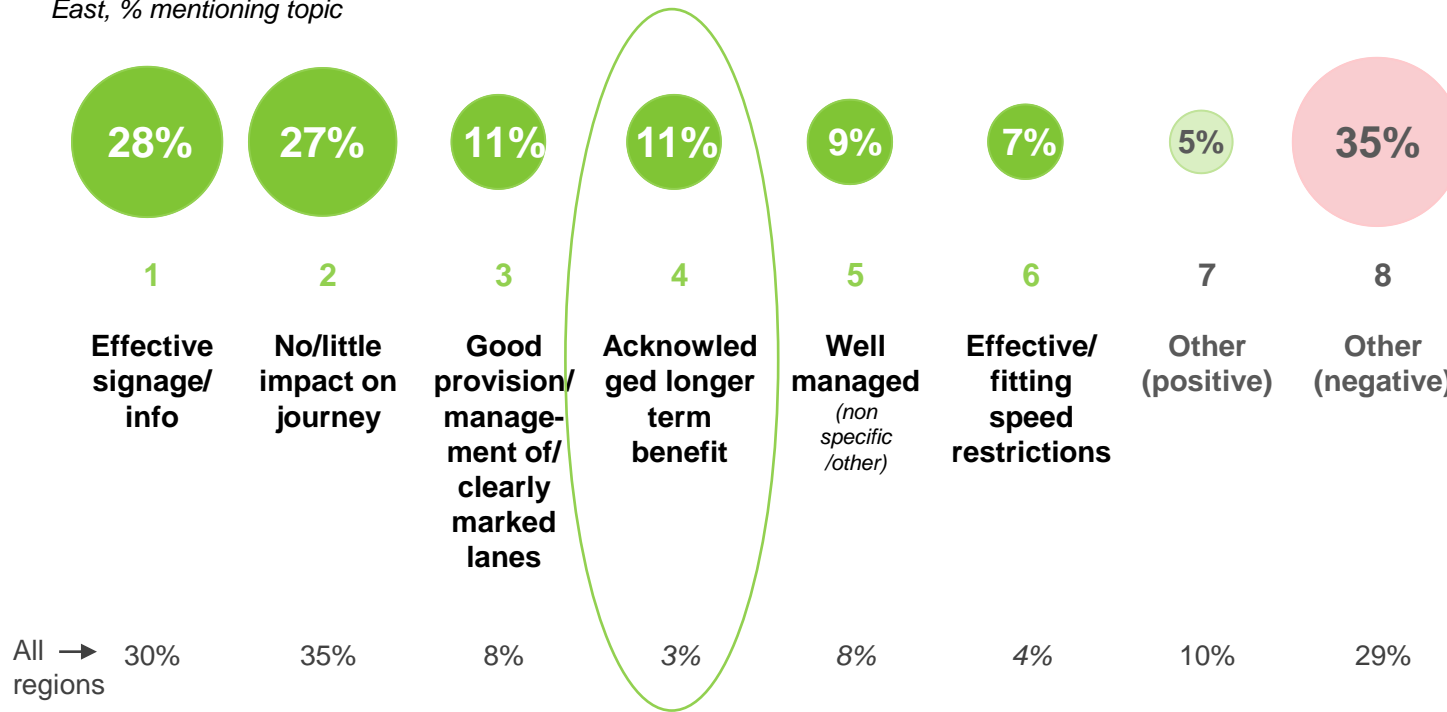
Nevertheless, as highlighted on the previous page, experience of the roadworks themselves is only partly influenced by having prior or in-journey information; further reasons are given on the next page.

When SRN users in the East are satisfied with roadworks management, it's typically because they feel informed, and/or due to little material impact. Some appreciation for the purpose and benefit of works here too

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.

Satisfaction with roadworks management: top reasons

(very/fairly satisfied)
East, % mentioning topic



More negative features of roadworks management are typically associated with being fairly, rather than very, satisfied with it. In particular drivers in the East region mention...

- A perception that **no/little work is taking place**, and restrictions/consequential delays feel unjustified
- That the duration or geographical spread feels **excessive**
- That **signage and/or advance warning was insufficient or poor quality**

Base: random sample of those giving a rationale for satisfaction with roadworks Aug '22 – Jul '23
East (75), all regions (203)



More on what makes roadworks communication effective

Feeling informed certainly makes a difference

I was able to factor the possible delay ...with the aid of Google maps. This allowed me set aside enough time ...By leaving early enough I was prepared for possible delays on route

They're taking longer than the completion date originally advertised, but I knew that so 'fairly satisfied'

Feeling informed is mentioned as a reason for good roadworks experience by about half of those who are very satisfied (and features for around a quarter of those who are fairly satisfied)

Key features of communications where drivers have felt effectively informed, include

(in order of importance, based on the relative frequency at which they are mentioned):



Timing

Sufficient notice

Well sign posted, plenty of time to change lanes

Given lots of notice roadwork were coming up [and] cars flowed well

By reducing the speeds a mile out it helped calm the traffic



Content

Detail and volume of information

Lots of signs about the roadworks, what they are doing, and when they aim to be finished. ...[with] plenty of warning so everyone didn't slam on the brakes and create more traffic

There [were] start and finish dates on signs

...balanced with clarity *[The roadworks] were easy to understand*

...and accuracy
(though note that several comments about accuracy are made with an implication that this isn't always the case)

Signage was clear and updated regularly

Delay time shown on electronic signs was pretty accurate



Channel

Multiple touchpoints/repeated notices can be useful

Messages on gantries plus cones and signs

There was advanced warning on overhead signs on M4 before approaching and the speed reduction signals helped to prevent accidents.

Including via wrap-around comms via other channels (for example, local news)

Clear signage and informed prior to work's beginning

...providing they are consistent
(see following)



...and some of the ways information can be improved further

Even among those who were satisfied overall with management of roadworks, several pointers were highlighted around how to communicate more effectively, more often:

Detail of information/content

Timings, duration, distance affected

<i>No indication how long the roadworks will continue for.</i>	<i>It would have been helpful to know the distance the roadworks lasted for</i>	<i>There were signs saying the A14 was closed, yet we were able to access the road. A time as to when the A14 is actually closed would be preferred.</i>
--	---	--

How to drive through the roadworks

Where (lanes/exits), speed, etc

Speed limit changes from 50mph to 40mph to 30mph in a short space of time/distance and no obvious information about why we were asked to reduce speed

The signs were a bit limited and the warning for the junction I wanted could have been clearer

Purpose/benefit

Note that some drivers have a strong interest in and scrutinise road improvement initiatives – and they may or may not agree with them – information about the purpose of works can alleviate frustration, but making information easily available about the rationale can also be useful to explain reasons fairly and clearly

...it should improve things longer term which is completely needed

...they also don't tell you what the roadworks are for

Sufficient notice and volume of information throughout and around journeys

Would appreciate notification further back so could ...detour if they were a long delay

I didn't see enough warnings on the road. Google maps told me more

I joined from one of the roads so had no warning about how long they would last for / delays would take...

No radio coverage

Better / earlier signage – we could have avoided the roadworks

...but need to balance detail and volume against potential for clutter and confusion

Lots of signs and cones along with new road markings were a lot to take in at once

Road signs ...but bollards were still being put out so unclear as to what was happening.

...positioning, size and lighting of signage could help more

Signs not well lit and difficult to absorb all information

Text on boards could be larger

...as can plain English

Often roadworks state a junction number or name, and I would find it easier if they specified the city / town / village so I know where they are

→ Consistency: of content, of provision of the information

Heard on the radio that the road had been closed, but it was open on our side with just one lane running. It was a bit confusing throughout our journey if our side was closed or not.

...there is always room for improvement. I.e. electronic information signs – some give information then one or two don't.

Sometimes too many signs in one area. Then inconsistency.



Some other examples of how roadworks might be delivered most effectively for SRN users



Consider communicating in a way that suggests dialogue and mutual understanding

Drivers are often rational and understand, rationally, that roadworks need to happen... can signage and other comms/information tap into this with appropriate language, and explanation of purpose?

I understand roads need fixing or improving sometimes, this is inevitable.

...important work required, good to see it being done

...while acknowledging the impact of disruption on drivers

Understandably road works need to happen, I do feel however that they seem to take too long to finish.

...they are something that needs to be done but they seem to be taking too long - over 13 years...

...and humanising the workers themselves

...workers doing their best to finish on time

...they seem to be working efficiently out in all weather

...sensible speed reduction ... Gives a safe working environment.



Can more be done to improve compliance?

Other drivers were the problem, not pulling into the correct lane when they were given notification, which there was adequate signage [for]

Lane jumpers who race down the wrong lane then barge their way in.

Note that poor driver behaviour is often mentioned in context of restrictions being in place where roadworks are not visibly underway

Because no one seems to be working and despite the speed limits lorries continually bully car drivers to go faster



As well as controlling information clutter for live roadworks, can unnecessary signage and road markings be minimised, wherever they exist?

Old road markings still visible - difficulty ensuring we were in the up to date lane

Very congested area ...Used to the layout now but not very clear with the use of cones everywhere



Consider variation in the way restrictions are imposed

For example, rules for certain vehicles, variation in traffic control measures by time of day

Given drivers are coming to expect variations on smart roads might it be reasonable that they should also expect more nuanced, reactive and conditions-based management of disruption more generally, including through roadworks?

While no one is working on that side of the road, at the moment, all the lanes have been opened and the 50mph speed limit lifted.

Roadworks are just a fact of life, but they could restrict which vehicles use which lanes, particularly on the long climb up hill

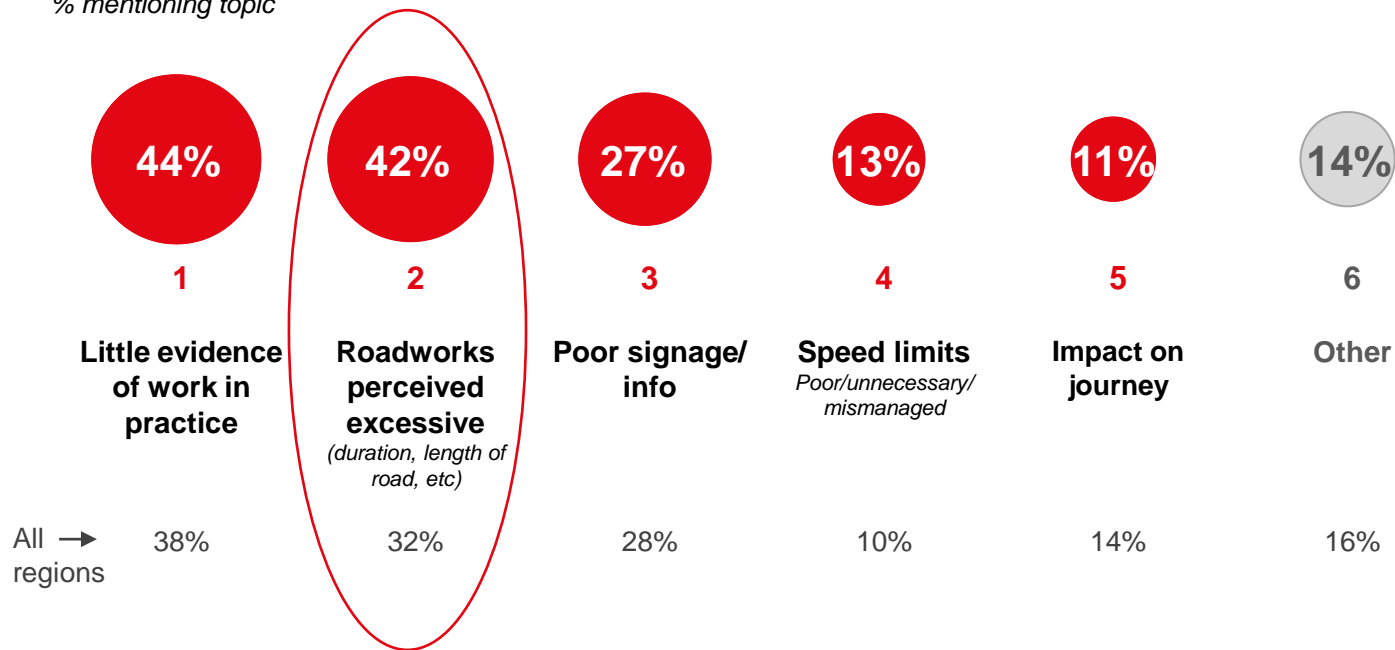
Reduced speed limit at night for no reason to 40mph as there is not a lot of traffic

Dissatisfaction with roadworks management usually driven by apparent absence of actual work, signage issues, and – especially in the East – 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 in this box are at national level 

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



Even greater perception of **excessiveness** and **'other' issues** are the key differentiators between being **very** rather than **fairly dissatisfied** with roadwork management

Including:

- Traffic management measures not fit for purpose given weather conditions
- Cones/signs knocked over, misplaced, obstructed
- Construction debris on road
- Navigation confusing
- Unhappy with strategic decision making
- Inappropriate timing/time of year
- Cynicism that restrictions are really about fine collection/traffic calming
- Poor value for tax-payer money

Base: random sample of those giving a rationale for dissatisfaction with roadworks, Aug '22-Jul '23 East (64), all regions (213), all regions very dissatisfied (112), fairly dissatisfied (125)



Some of the frustration of roadworks in motorists' own words:

Works apparently not taking place

There seem to be traffic lights being put up and left for days for no apparent reason, or for a mornings work

Roadworks for repairs that have been in place for more than 12 months with no progress made

Large sections of the A1 reduced to 40 mph. No visible work taking place, and replacing old crash barriers with the same new barriers, seems a complete waste.

Roadworks supposedly, although nothing to be seen.

Perception of excessiveness

Takes an hour ...due to ...repairs going on on central reservation. Going on for 3 or 4 years now.

15 miles of lane closure for 200yds of actual working carried out.

...major works from last 4 years never finishes...

...poorly designed roadworks that trap drivers in endless cone restrictions - due for central barrier upgrades - that could be done with a 500m 'rolling - unit - with special equipment designed for the job.

Poor information provision

Roadworks coming off A1(M) [did not have] clear signage and [I] nearly missed turn off. Also work entrances looked like a turn off

Some of the information signs were physically knocked over...

Didn't know for sure where it shut, or if it was shut. The signs are normally wrong anyway

The road works said there was to be closures between 9pm and 6am which was wrong

Road closures notified too late to take alternative route

Personal/unreasonable impact

...frustrating with the number of ...traffic hold ups where you see work is not even actively being done - Highways control doesn't seem to care that drivers are inconvenienced with road blocks

Roadworks meant down to one lane for part of journey, it meant that I arrived later than wanted for work

...the bollards and lights are challenging. It makes me anxious...

Sometimes they don't even ...tell us road work is ongoing. ...you get to your exit and it's blocked so you have to drive all the way to the next exit and return back.

Frustration with speed limits

60mph for no reason at Reading roadworks

Low speed limit (20mph) which elsewhere would have been 40-50mph instead for similar work

Too many speed restrictions for roadworks that seemed finished.

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

...there are still speed restrictions of 60mph. The roadworks have gone, yet we still have these restrictions

Other

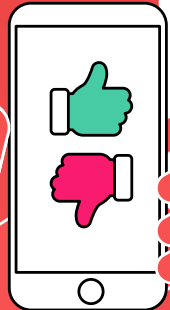
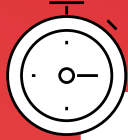
The works ...the lanes are extremely narrow, some vehicles drift in and out of the lanes next to them despite the 50mph restriction.

Badly planned roadworks, reducing the dual carriageway to a single track at the exact point that an exit backs on so that carriage[way] backs up...

Unsafe to drive through with the lanes being too narrow.

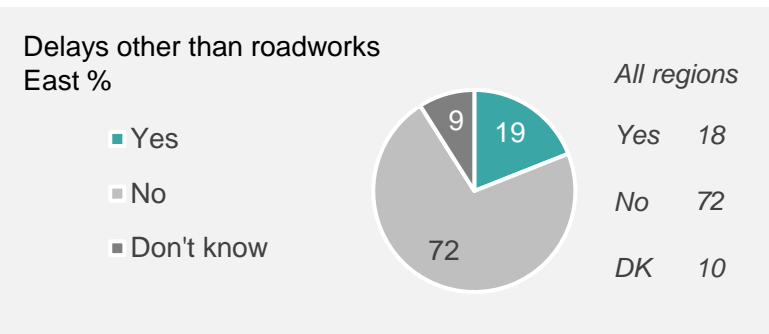
Also rubbish from construction on road made a driver stop and caused congestion.

Experience of other journey delays



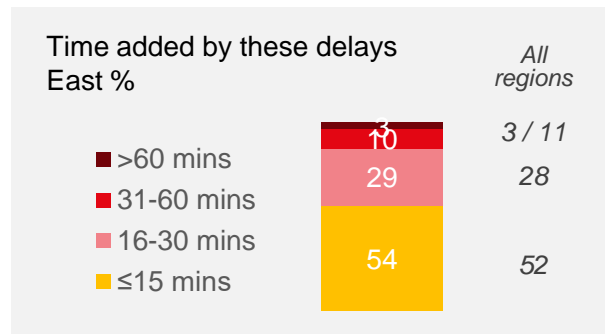
Users' experience of other journey disruption in the East

Relatively fewer journeys were delayed for other (non-roadworks) reasons



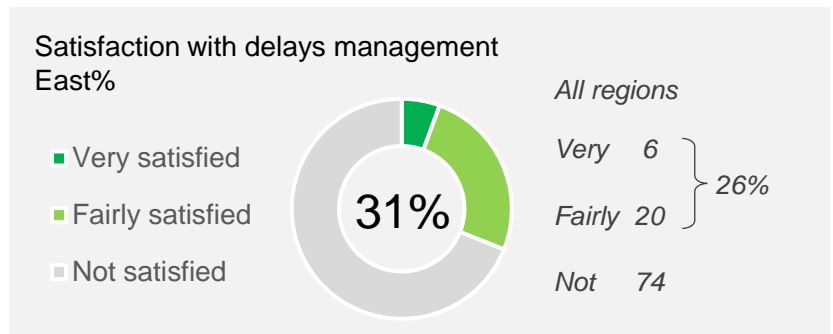
Similar proportion knew they were delayed in each area within the East. Motorway journeys a little more likely to be delayed than those on major A roads, as in all regions.

But these delays are typically a little longer than for roadworks

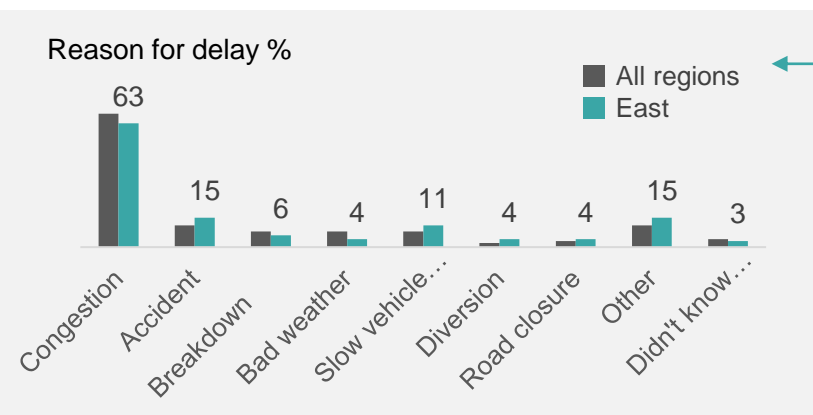


Motorway delays are longer than on major A roads, as in all regions. Linked to this, delays are typically reported as longer in Hertfordshire, Bedfordshire, Cambridgeshire than in Area 6.

...and only a third of drivers affected are satisfied with their management



Satisfaction with delay handling is a little stronger on motorways than major A roads, with the same pattern in the East as elsewhere. Again, delay handling is thus felt to be somewhat more effective in Hertfordshire, Bedfordshire, Cambridgeshire.



The reasons for delays follow a similar pattern to the all-region average, though **accidents are more often reported as reasons in Hertfordshire, Bedfordshire, Cambridgeshire, and slow vehicles as reasons in East Anglia (Area 6), and major A roads generally in both areas of the East region.**

Slow trucks taking miles to pass each other. Potholes. Inadequate capacity.

Due to there being no rules for HGV's, they occupy both lanes and not even emergency cars can pass as the traffic builds up for miles

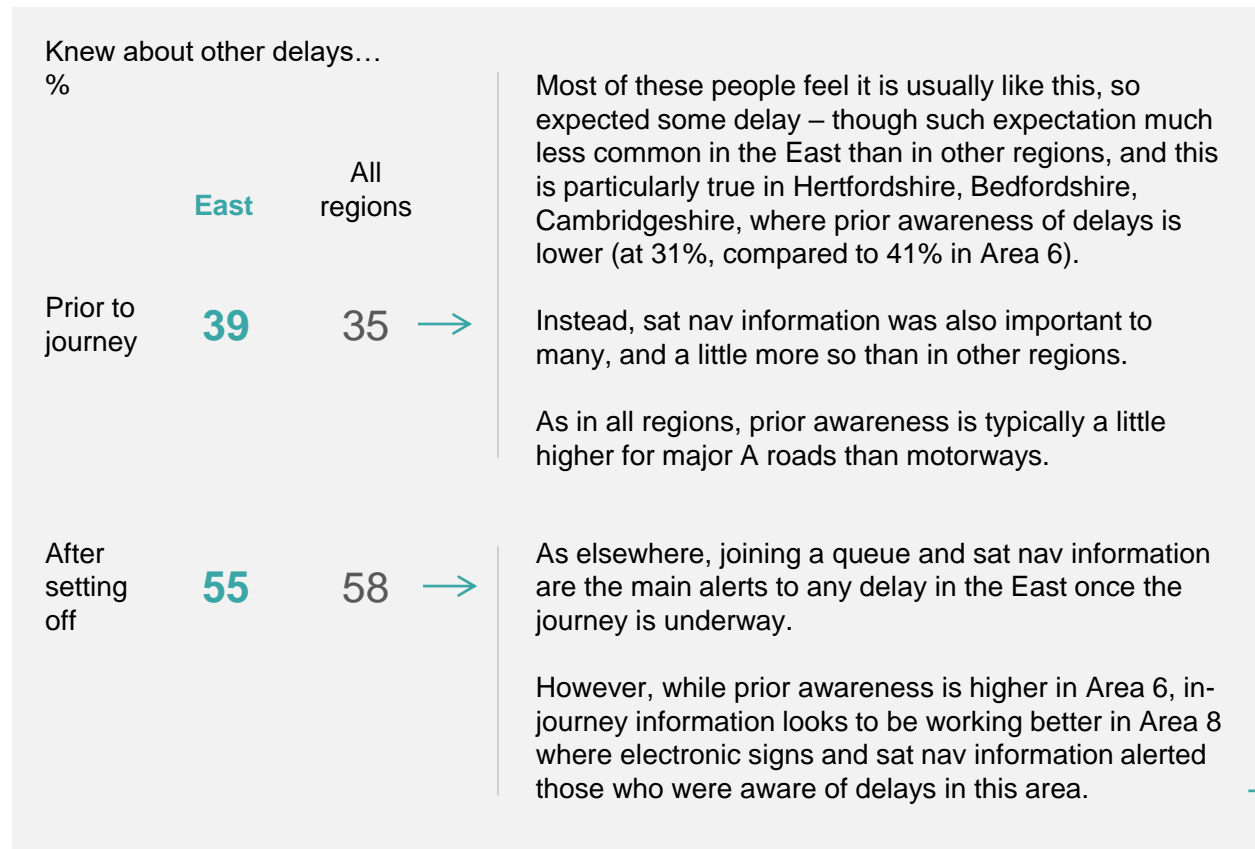
Driving on the A11 can be tiring because of all the HGVs

Always hold ups/accidents on this road

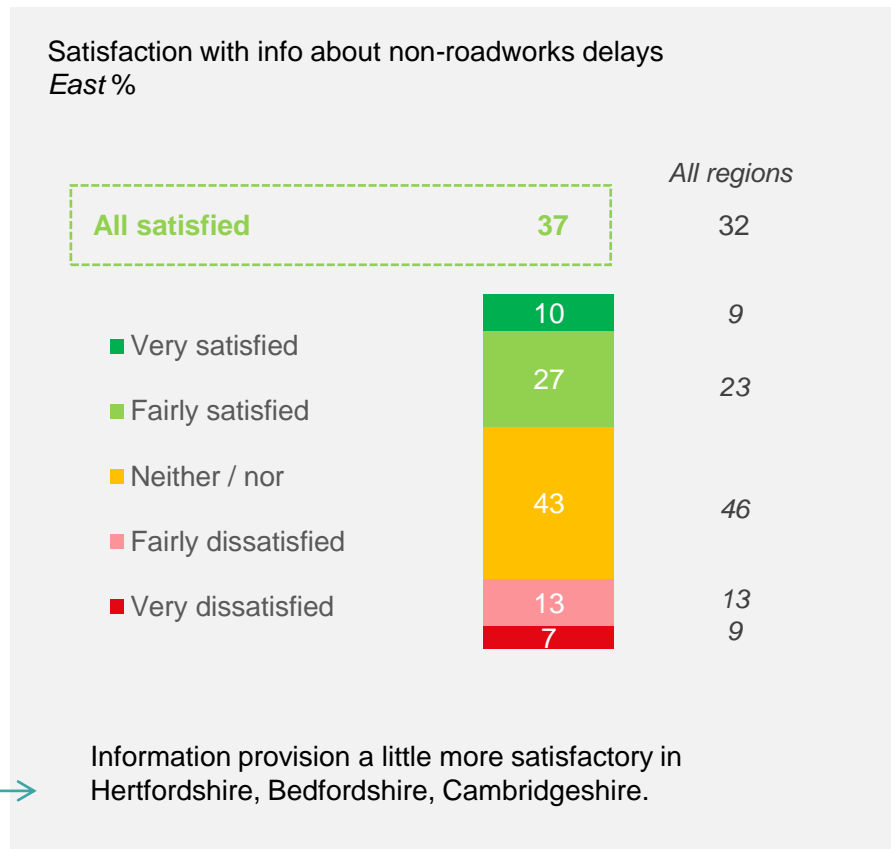
We had to reduce speed to 60 to reduce pollution. Plus various times we had to reduce to 40 due to cars stopped in the hard shoulder

Finding out about other types of delay in the East

Just over a third of those affected by other delays (non-roadworks) were aware ahead of the journey, and around half after setting off



...all leading to low levels of satisfaction with delay-related information (albeit higher than average)



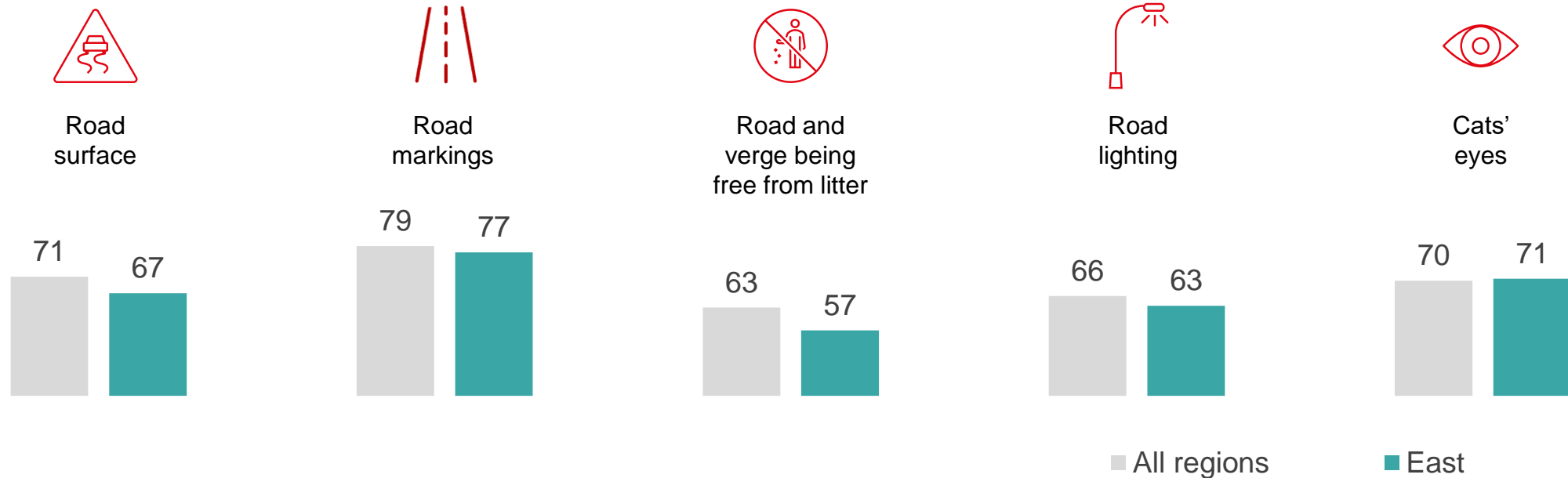
Base: All affected by delays other than roadworks in the East, Aug '22 – Jul '23 (217)

Day to day functioning of SRN



All aspects of road condition and presentation are rated below average in the East – driven by the experience on its major A roads rather than motorways

Rating of road condition
% very/fairly satisfied, East vs all-region average



Motorways in this region perform a little above the all-region motorway average for all of these aspects of the SRN experience.

However, major A roads here perform consistently below average for equivalent road types, especially on road surface, lighting and litter.

Base: Road surface/markings/litter, Aug '22 – Jul '23, all regions (7,694-8,967), East (1,099-1,287)
Lighting / cats eyes, among those travelling after dark, Aug '22 – Jul '23, all regions (1,542-1,699), East (259-285)

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:

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 in the dark, especially at the end of the journey when I am not familiar with the roads ”

“ Lack of overhead lighting makes a very difficult drive ”

“ It was very dark and therefore a bit stressful in the rain ”

Most common complaint is simply insufficient lighting

“ The lack of lighting after dark on the A47 is dangerous as there are deep ditches either side of the road ”

“ Lighting poor. Road markings poor. Road drainage poor. Cats eyes non-existent ”

“ The roads were dark, street lights were there but the lights were not on after night... ”

“ The A3 goes from brightly lit at Wisley to no lighting at all further on. ”

“ Some sections unlit, would feel safer with lighting ”

“ ...motorway is very dark far away from international standards ”

But some other themes also arise in users' comments:

Poor lighting is **especially noticeable or impactful in context of roadworks** (including being too bright)

“ Traffic, narrow lanes, poor lighting, slow speed limit ”

“ Road work light blinding vision ”

“ ... there was a lot of spray, lorries, road works and some of the way was in darkness, no lights on motorway ”

....or poor weather

“ In the rain and dark it's difficult to see ”

“ Bad weather. Lighting could be more consistent ”

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

“ ...that section of road is appalling. It is unlit and there are hardly any lane markings ... It seems road repairs have been completed, but the safety features (cats eyes and dotted lines) have not been replaced, making driving in inclement weather dangerous. ”

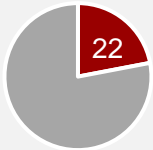
“ Direction signs not always obvious and lighting not great ”

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

Findings on this page are at national level



22% were dissatisfied with litter along the road and verge in this region



17% average across all regions, the East having the highest dissatisfaction on this point



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

“ Mostly a good road, but with some potholes and far too much litter on roadsides and lay-bys ” “ The road side edges are a bit of a mess now - sad as it is a relatively new road. ”

“ Road good but terrible litter ” “ LITTER!!! Everywhere!!!! ”

“ Also the amount of rubbish on the roadside is depressing to say the least. ”

Vehicle debris (like tyres), consumer waste (for example, food packaging) and roadworks leftovers all contribute to perceptions of litter

“ Some road work signs left lying around in laybys. Rubbish everywhere on side of road ”

“ The amount of rubbish/debris at the roadside. There seemed to be more remnants of vehicle tyres than I can recall previously. ”

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

“ Too much litter ...not only is it unsightly, it poses extra hazards if an incident occurred. ”

“ ...the amount of rubbish in the last few years 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. ”

“ Large amount of rubbish/litter on side of road, very distracting ”

“ ...that day was extremely windy... things were flying all over the roads, cones, branches, litter etc. Things that didn't need to be there...”

Implication that roads are not maintained in other ways or that accountability is not taken seriously

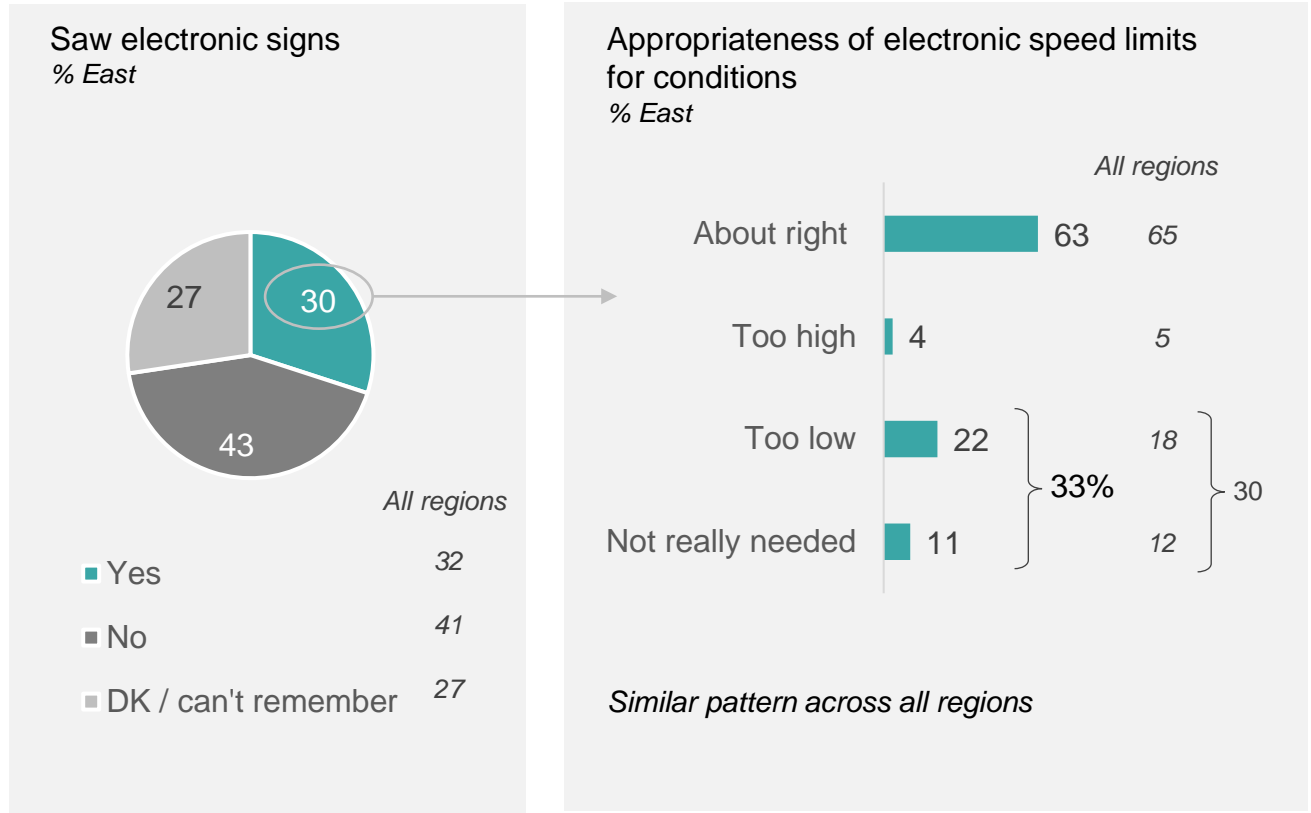
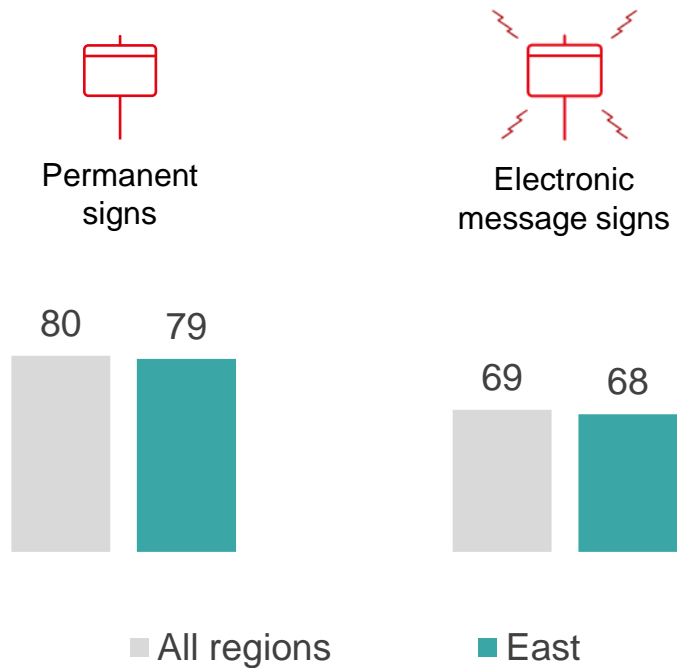
“ The rubbish on the side of the road is disgusting. Admittedly people shouldn't drop litter but it appears that you do very little to maintain the road. Its embarrassing. ”

“ There is also a significant amount of litter at both junctions that never seems to be cleared. ”

“ Rubbish on the verges, it's disgusting. I tried to get through to a department to mention this but council blame Highways England and vice versa. I gave up in the end ”

Overall, the East performs similarly to the national average for signage

Rating of signage
% very/fairly satisfied, East vs all-region average



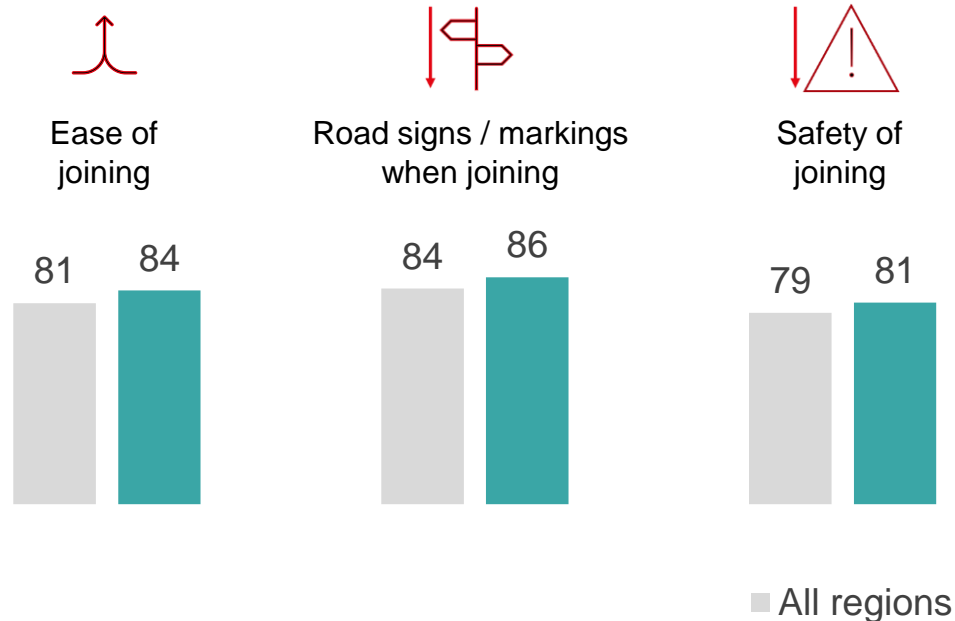
Information provision a little less satisfactory on major A roads, and a little below the average for major A roads nationally.

Base: Permanent signs (8,585), Aug '22 – Jul '23, East (1,235)
Electronic signs, among those having seen them, Aug '22 – Jul '23, all regions (6,195), East (875)

Most users satisfied with joining / leaving SRN; East typically performing a little better than other regions

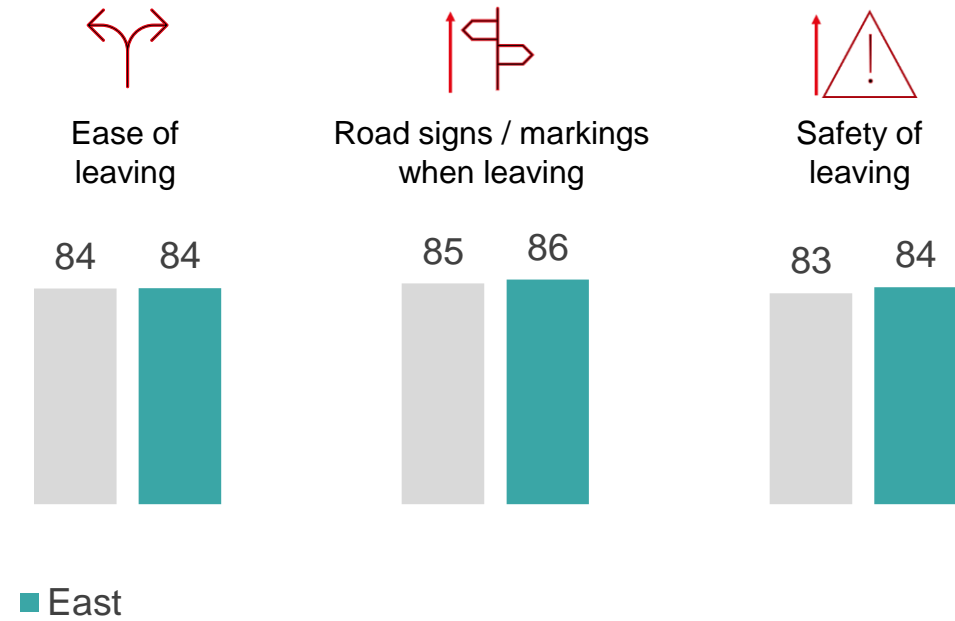
Rating of joining

% very/fairly satisfied, East vs all-regions average



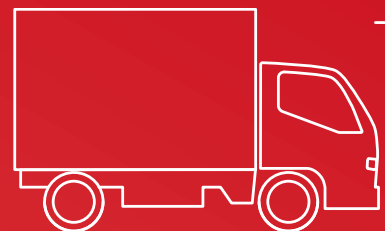
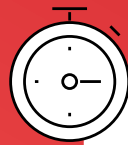
Rating of leaving

% very/fairly satisfied, East vs all-regions average



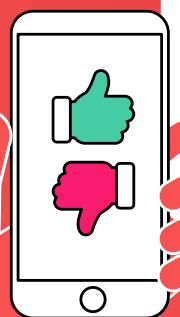
Reflecting the overall pattern shown here, both motorways and major A roads in this region perform slightly above the national average for equivalent road types, on these measures.

Base: all regions (8,908-9,010), East (1,279-1,295), Aug '22 – Jul '23



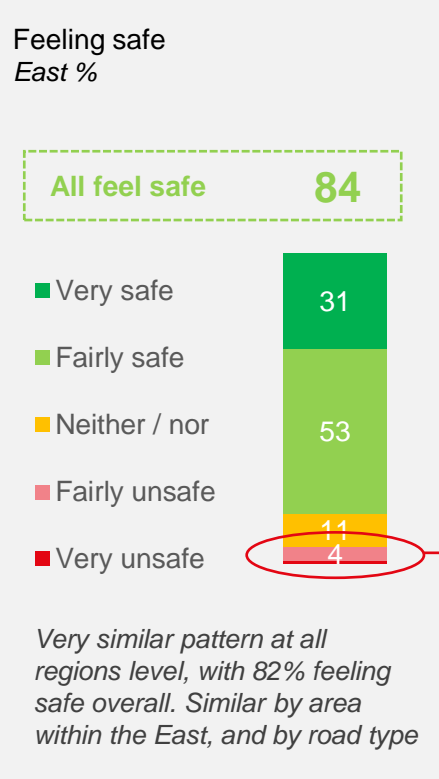
Focus on other topics

Using and sharing the road comfortably
Some smaller driver groups



Safety perception high overall, but some feel less at ease. Better weather mitigation, improved driver behaviour, and more consistency of traffic movement, could all alleviate stress.

Safety perception in the East is marginally higher than average



Base: All answering, Aug '22 – Jul '23, East (1,301), all regions (9,055)

All drivers can feel unsafe at times, but this is a little more likely for those with certain...

Driver/party characteristics

- Females
- With a disability
- When travelling alone OR with young children

Journey patterns and road usage

- Driving a motorcycle or light goods vehicle
- In weekday peaks, for commuting
- On motorways – especially smart motorways
(62% of all those feeling unsafe on motorways were on a smart motorway, compared to only 45% of all motorway journeys where the driver felt safe)

External factors

- In heavy rain, or after dark
- When disrupted (delays, roadworks, heavy traffic)

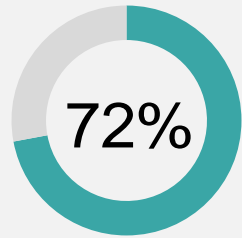
Findings in this column and box are at national level

When they felt unsafe during a journey, drivers' reasons for dissatisfaction were similar to those who felt safe (with perceived congestion and roadworks the key issues), but with heightened emphasis on:

- Variable/temporary speed limits
Drivers ...[braking] without warning, especially ...when 50 turned to national speed limit then back to 50 quickly then back to national speed limit for no apparent reason.
- Other factors linked to smart motorways
...no hard shoulder ...if you break down there is nowhere to go and [I] feel more vulnerable with the motorcycle... also the variable speed cameras ...flickering ... and one reading the wrong speed limit compared to the others
This is a smart motorway. A car was stationary in first lane but there were no warnings on the overhead signs.
- Poor maintenance/presentation
Too much litter ...it poses extra hazards ...[And] 60 to 40 to 50, back to 40, national speed limit, then 40... in the space of 4 junctions ...increases risk by drivers looking constantly at the signs, their dash and surrounding traffic.
- The weather
...I don't like that draining asphalt isn't used yet in a country where rainy days are the norm... can lead to ...accidents
- Poor lighting/markings
Large puddles ...in the overtaking lane. Extremely dangerous as no street lighting, no drainage
- ...and comments around others' accommodation of these issues
...confusing roadworks and accompanying signage ...especially when other drivers use intimidation to hurry you.

Poor driving perceived as common and many feel more could be done to address it... but equally, not all recognise their own potentially risky behaviour

Experienced poor driving behaviour, East %



All-regions average: 70%

Higher in Hertfordshire, Bedfordshire, Cambridgeshire (at 71%, vs 66% in East Anglia (Area 6). This reflects that, in all regions, others' poor driving is more common on motorways, at 76% vs. 62% on major A roads.

Poor driving seen, East %

	East %	All regions
Middle lane hogging	42	48
Not signalling	36	39
Speeding	36	37
Tailgating	37	35
Undertaking	27	27
Veering between lanes	24	25
Pulling out dangerously	21	22
Using mobile phone	18	19
Very slow driving	17	17
Cutting me up	15	17
Sudden braking	13	13
Jumping traffic lights	2	2
Verbal / other abuse	1	1
Other	5	4

Base: all SRN users surveyed Aug '22 – Jul '23 (9,091), East (1,306). Experienced others' poor driving behaviour (6,153), East (900)

Most blame other drivers themselves:

People driving in the 3rd and 4th lane, not overtaking anybody

There are always lots of lorries and it's annoying when they overtake each other

...but for many, other authorities bear some responsibility

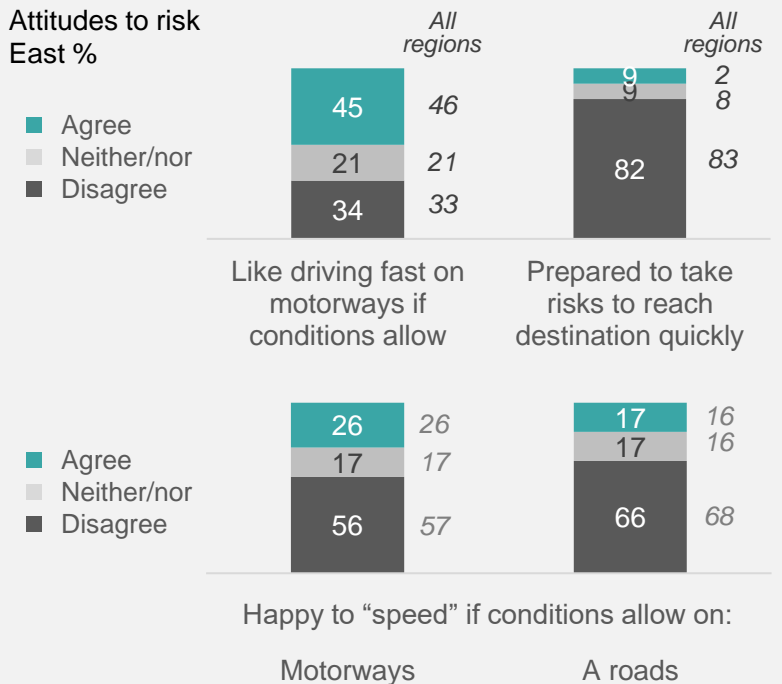
...fine apart from the idiots who 'hog' the centre lane... this issue needs to be lawfully addressed!

Roundabout ...has two lanes but as they are unpainted traffic weaves around, causing danger

The variable speed limits changed frequently... adds danger as vehicles brake suddenly. The general standard of driving is appalling, and should be better policed.

I find the speed signs are not sensitive enough and people then ignore them as there appears to be no reason for [them]... dangerous but... common

Attitudes to risk East %



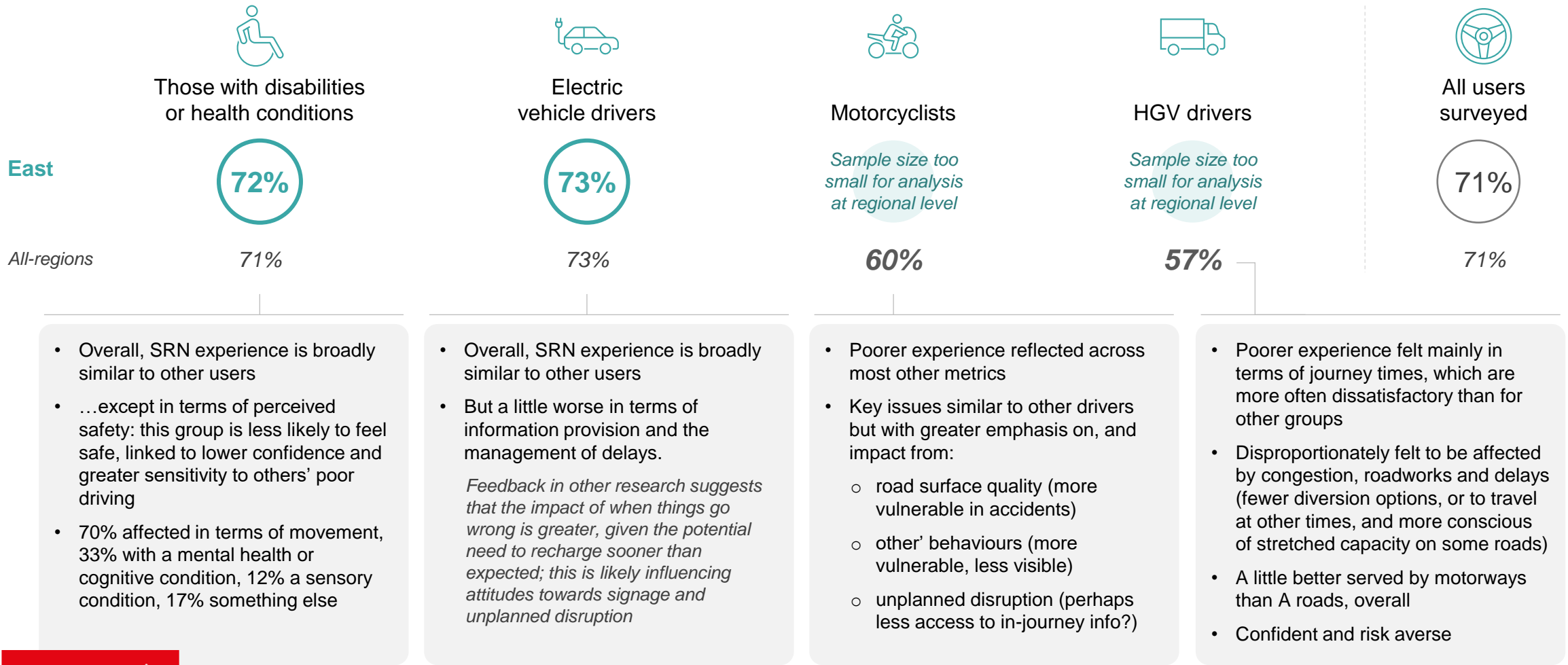
Those willing to drive fast and take risks are a little more likely to be:

- Male, under 60
- More frequent drivers
- Car drivers (rather than vans, lorries, buses)
- In the South East and M25 region.

Findings outside of grey boxes are at national level

Among those not prepared to take what they deem as 'risks', 22% are still happy to speed on motorways, 12% on major A roads

The experience of some smaller SRN user groups



Findings in grey boxes are at national level

Base: all answering overall satisfaction
 All regions motorcyclists (285), HGVs (242), disabled drivers (728), EV drivers (628), all (9,055). East disabled drivers (111), EV drivers (102), all (1,299)
 Data for sub-groups based on two years (Aug '21-Jul '23). "All users" data is based on last 12 months only (Aug '22 – Jul '23), as throughout the majority of this report except where specified

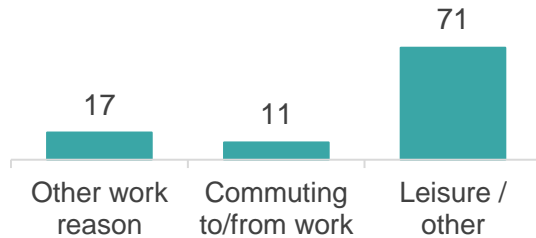
Context for the results and reporting conventions



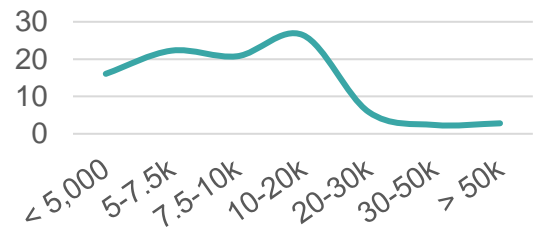
Users, and how they use the SRN in the East

Driving context

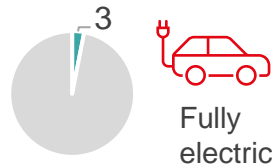
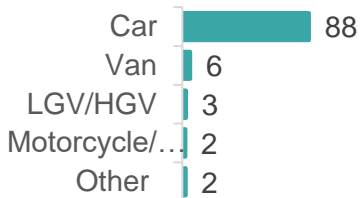
Journey purpose



Annual mileage (total)



Vehicle type



The traveller(s)

Gender

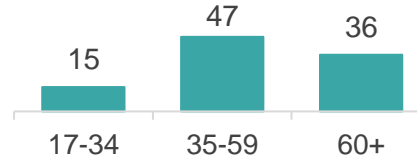


Male
60

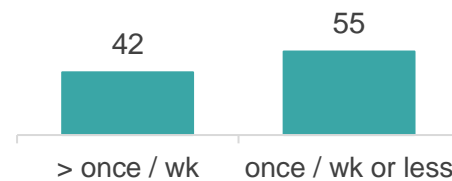


Female
37

Age



Frequency on SRN



Any disability



Travelling party



44
Alone



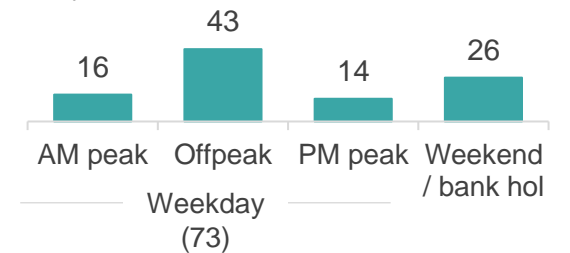
43
Passengers (only adults)



13
Passengers (inc. kids)

Environment

Journey time



22%
journeys took place (partly) after dark



49%
journeys took place on major A roads (vs. 38% nationally)

Weather



38
Sunny



37
Overcast



14
Light rain



9
Bad weather

Figures shown are for the East; patterns are very similar at all-regions level, with the exception of the proportion of journeys made on major A roads rather than on motorways (which is higher in the East)

Base: all SRN users surveyed, East, Aug '22 – Jul '23 (1,306)

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 August 2022 to July 2023.

In a small number of instances (marked on the relevant pages) we have supplemented data from this 12-month period with feedback from before August 2022 in order to increase the sample size for reporting purposes.

National and regional-level data

Some pages in this report show data at all-regional (within 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 (for example, '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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Passengers' Council