



Strategic Roads User Survey

Findings for the M25 region*: August 2022 – July 2023

*The M25 itself and other roads managed by Connect Plus on behalf of National Highways

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
1,364 for roads in the M25 region

Key findings: SRN experience in the M25 region

68% of SRN journeys in the M25 region (that is, the M25 itself and other roads managed by Connect Plus on behalf of National Highways) are felt to be satisfactory, with journeys rated less well on average than in all other regions



Overall, **satisfaction increased through much of 2022, but has dropped again so far in 2023** (though settling at a higher level than in 2021)

This trend looks to be **driven by corresponding patterns in perceived congestion, and a deterioration in perceptions of road surface quality**. These patterns for the M25 region are broadly echoed across England



Heavy or congested traffic reported to affect a third of journeys in the M25 region, higher than all others

It is the **top dissatisfaction driver, and the main priority in improving motorway experience** in this region



Roadworks perceived to affect fewer journeys in M25 region than elsewhere, and despite other issues, **roadworks management is rated as more effective here** than most other regions

Nevertheless, SRN users' satisfaction with roadworks management has much room for improvement everywhere, and **this is the key priority for major A roads in the M25 region**



Other key issues for the M25 region are:

- **Road markings, permanent signs and the experience of junctions on major A roads**
- The experience of **temporary and variable speed restrictions, especially on motorways**

These and other smart measures may be contributing to the management of roadworks on motorways in the M25 region (felt to be a little more effective than elsewhere) and may be an important tool in managing congestion. However, they are also a key factor in dissatisfaction here more than any other, and further consideration and review of their usage may be worthwhile to optimise their effectiveness and acceptance among road users.

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



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



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



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



68% of journeys in M25 region are satisfactory: below national average across this and many other key measures, with notable exception of roadworks management

Key metrics
Aug 2022 – Jul 2023



Overall satisfaction

68%

Very satisfied 26%
Fairly satisfied 43%

Journey time

66%

Very satisfied 26%
Fairly satisfied 40%

Management of roadworks

49%

Very satisfied 16%
Fairly satisfied 34%

Feeling safe

78%

Very safe 25%
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%

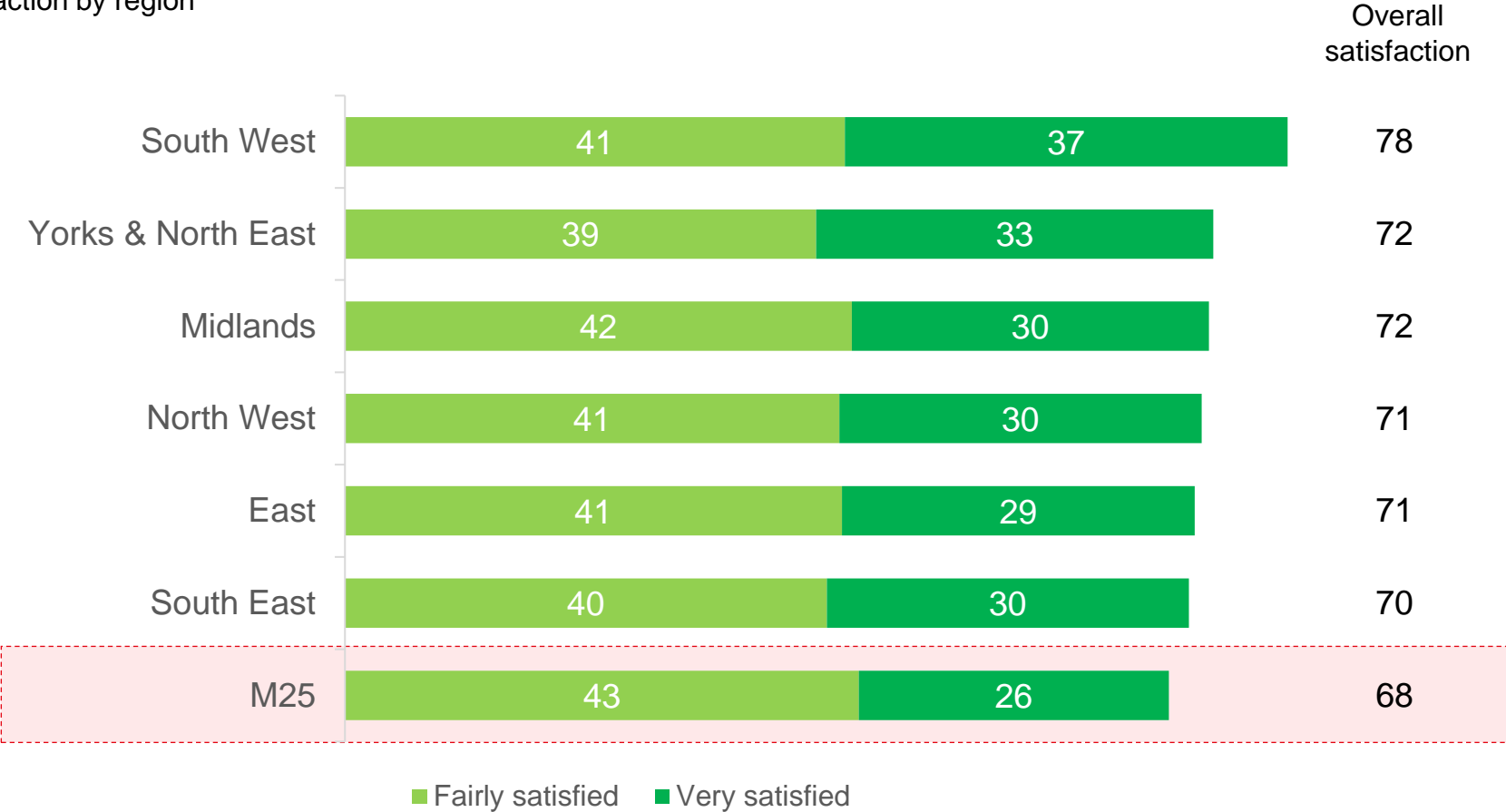
82%

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)
South East: overall satisfaction (1,355), journey time (1,358), roadworks management (263), feeling safe (1,358)

While most regions perform similarly across this period as a whole, M25 region journeys are generally felt to be less satisfactory than elsewhere

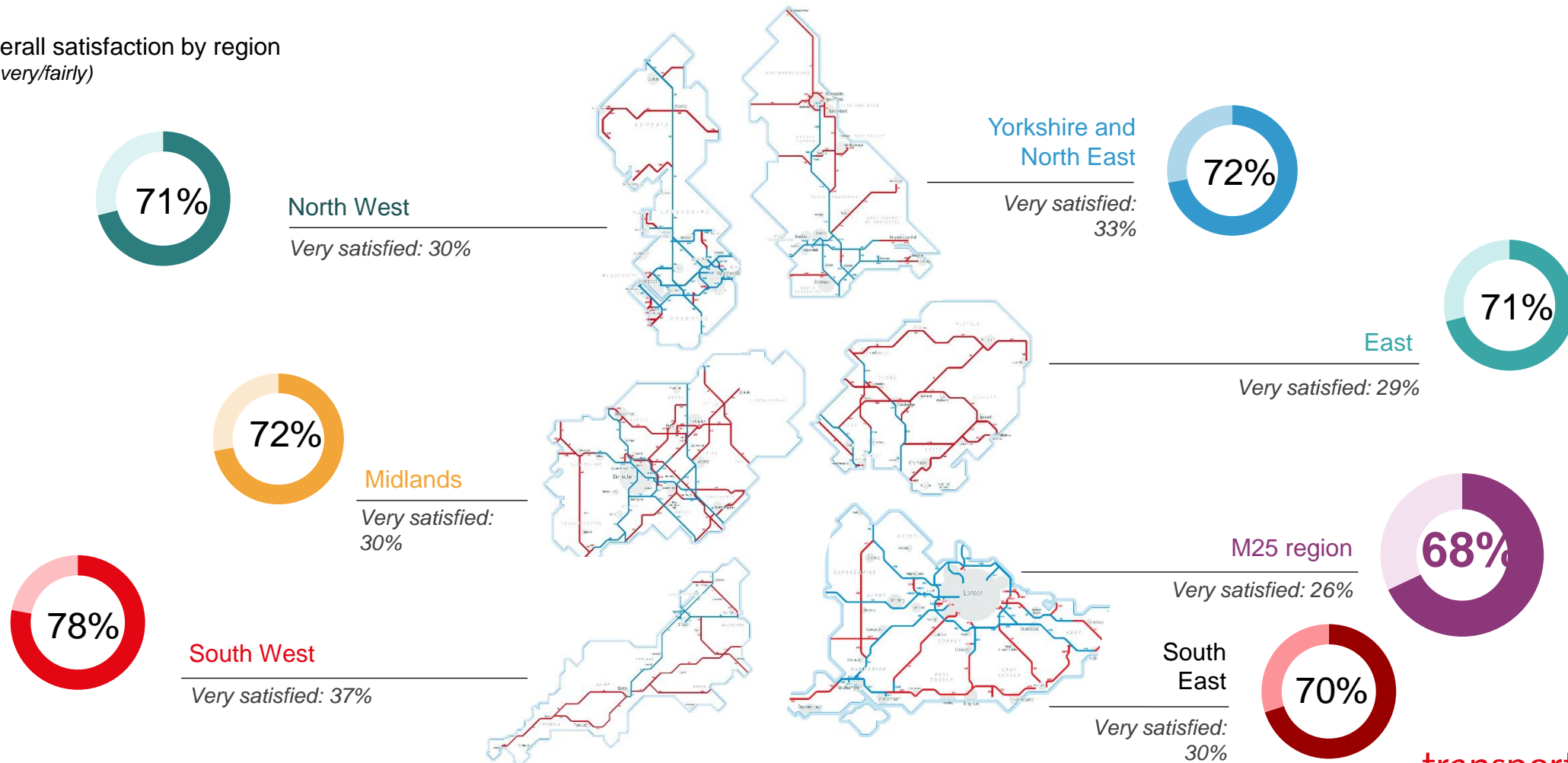
Overall satisfaction by region
(% very/fairly)



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)

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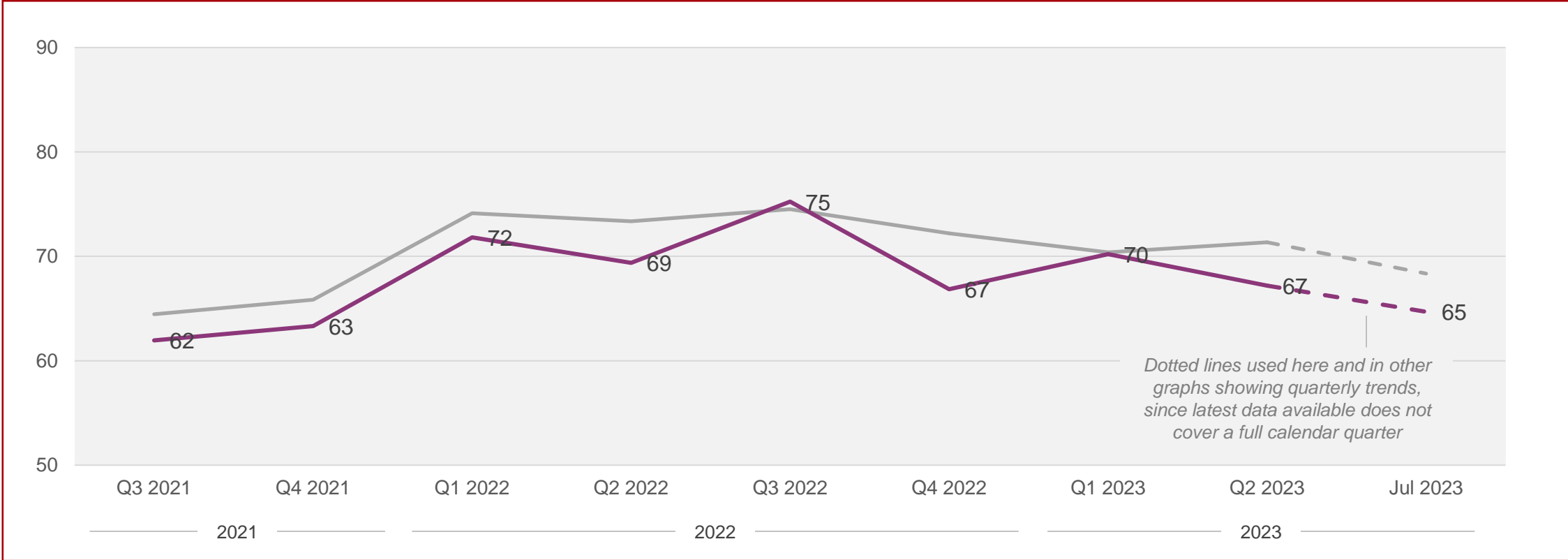
Overall satisfaction by region
(% very/fairly)



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)

So far in 2023, M25 region journeys are slightly less satisfactory on average than through most of 2022; echoing the national trend

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

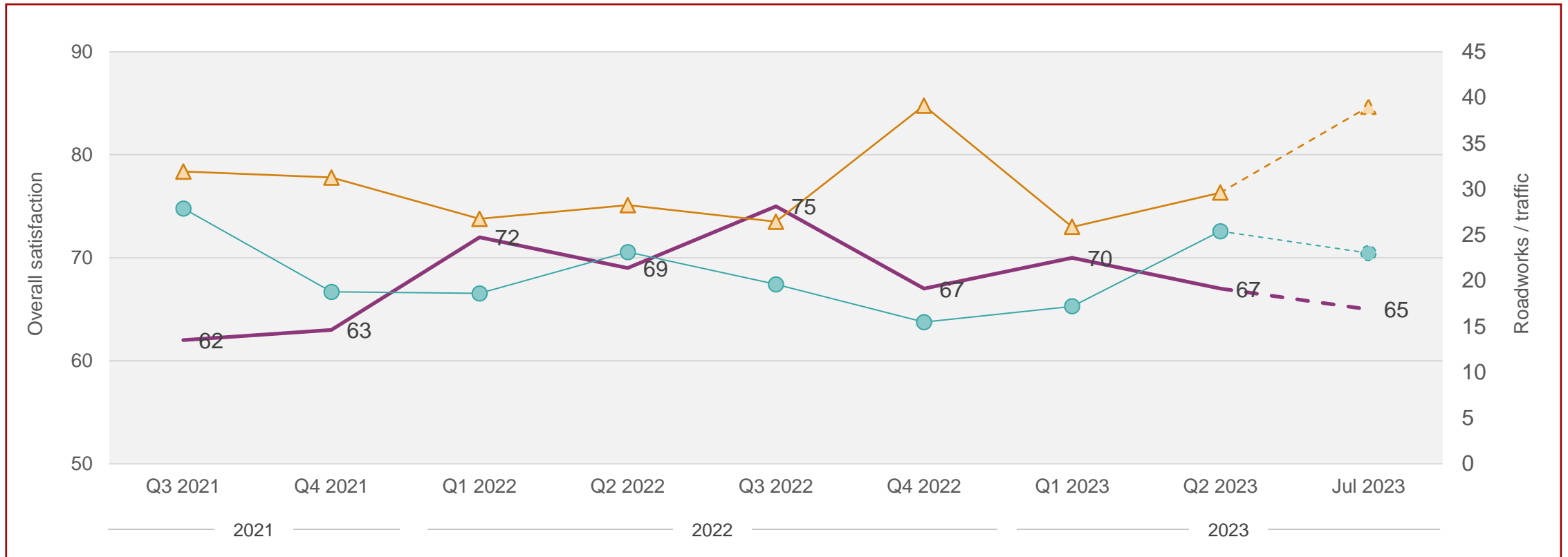


— M25 region
— All regions

Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,928 per quarter; 779 in Jul '23)
M25 region: (average 285 per quarter; 104 in Jul '23)

This trend in journey satisfaction is linked to congestion perception in M25 region, which was a little lower through much of 2022 (there is a less clear link with roadworks)

Overall satisfaction vs perceived roadworks and level of traffic, over last two years (% very/fairly, quarterly, M25 region)

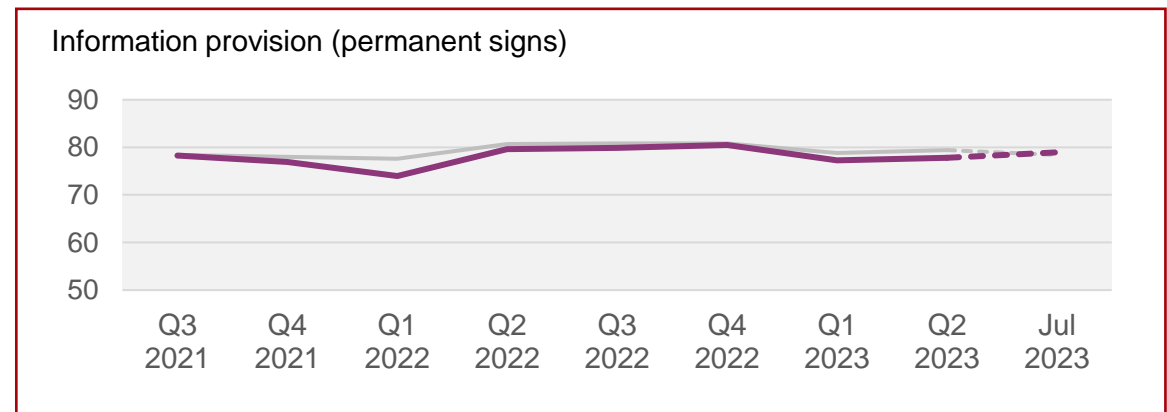
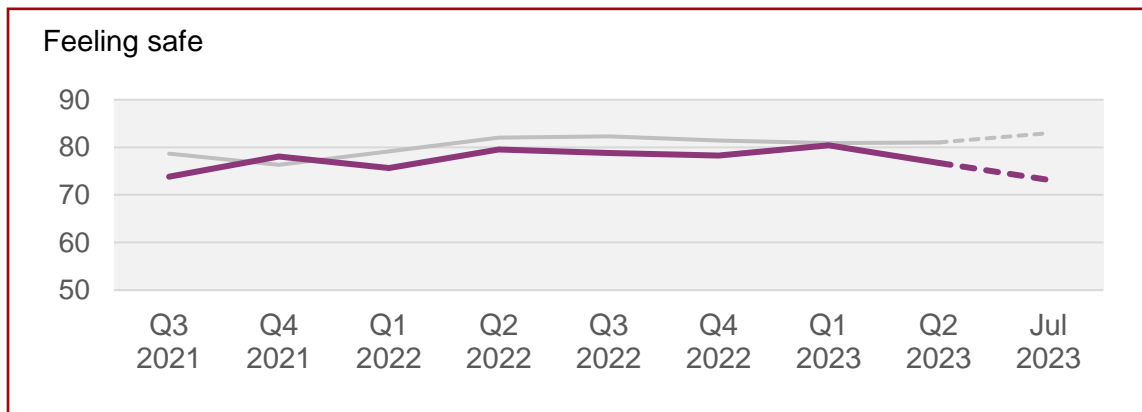
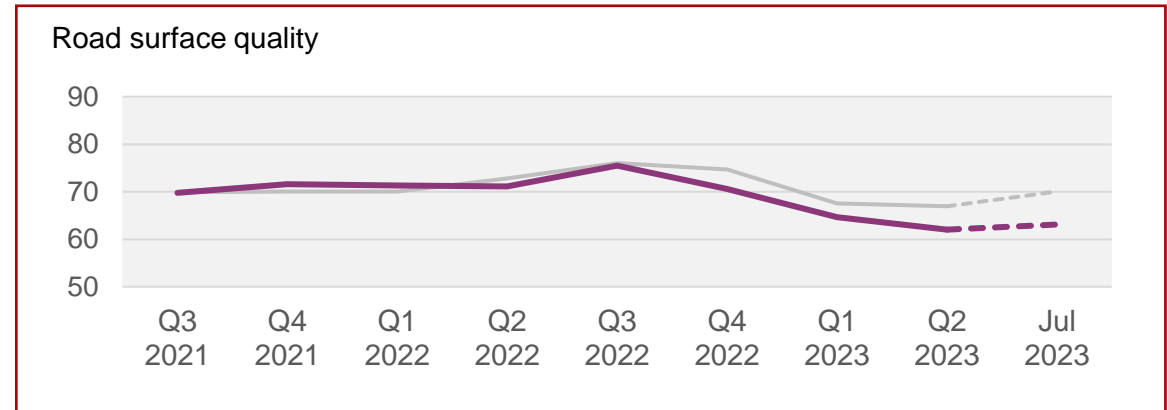
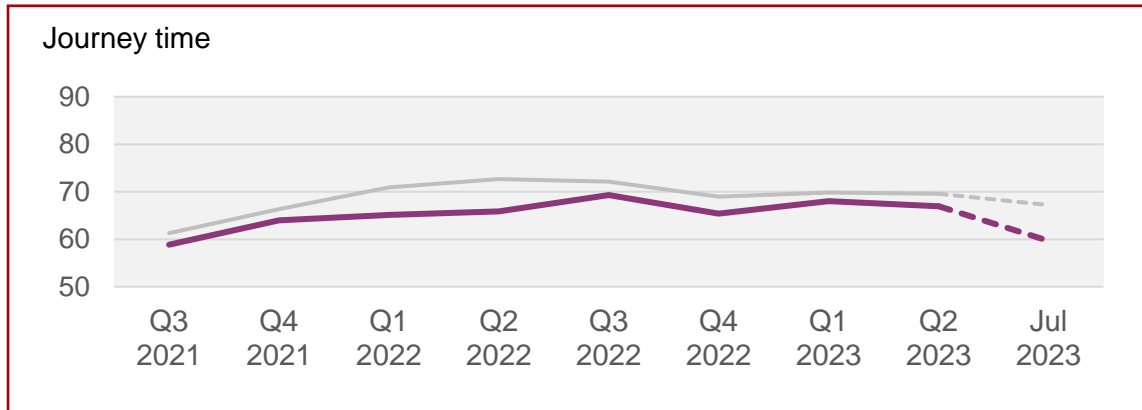


- Overall satisfaction
- Passed through roadworks
- △ Heavy / congested traffic

Base: all SRN users surveyed, Jul '21 – Jul '23
 M25 region: (average 285 per quarter; 104 in Jul '23)

In line with congestion perception, satisfaction with journey times have also dropped a little following the high in Q3 2022, but most notable is the **perceived deterioration in road surface quality** – both nationally and in the M25 region

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



— M25 region
— All regions

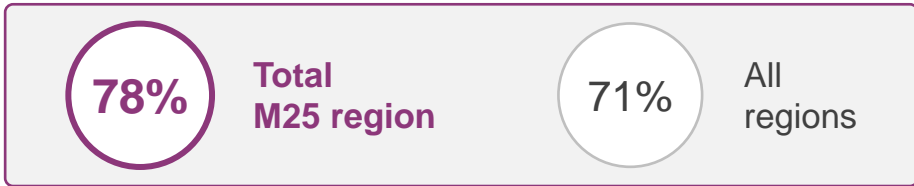
Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,825-1,926 per quarter; 742-782 in Jul '23)
M25 region : (average 272-285 per quarter; 101-122 in Jul '23)

*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

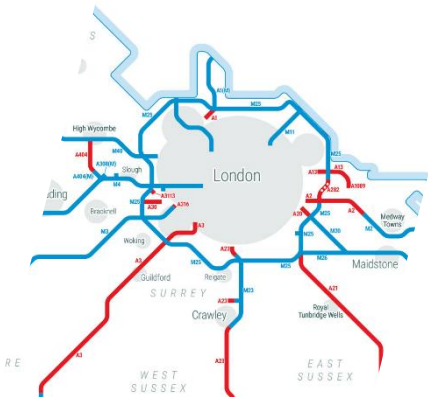


Further patterns by road and road type within the M25 region

Very mixed experience across the region overall: **M25 itself not rated well** compared to elsewhere, but **major A roads in the region also generally performing below par**



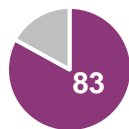
Overall satisfaction by road type/area/road: M25 region



Motorways <i>(All regions)</i>	69% 71%
Major A roads <i>(All regions)</i>	67% 71%

Overall satisfaction by road*

M23	81	M11	71
A2	79	M4	67
M3	75	M1	66
A1(M)	73	M25	66
A3	72	A282	60



Context: motorways dominate the survey results for the M25 region, with 83% of all responses relating to motorway rather than major A road journeys. This compares to 62% on average across all regions.

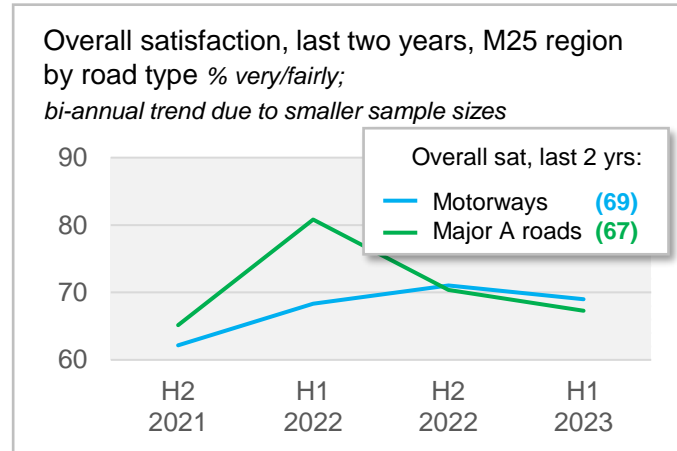
Almost half (47%) of survey responses relate directly to the M25 itself.

*Results shown for individual roads where sample size is ≥75. All data at road level based on Aug '21 – Jul '23.
All Motorways: All regions (4,846), M25 region (995). All A Roads: All regions (4,209), M25 region (360)

Both road types rated below average on some measures areas: reported **congestion the main motorway issue, roadworks for A roads**, and marked disparity in their perceived handling

The M25 region's rise in satisfaction through 2022, which drops a little into 2023, is clear on its motorways (driven by M25 itself).

Experiences on major A roads followed a different trend through this period, though with a similar improvement overall since early 2021.



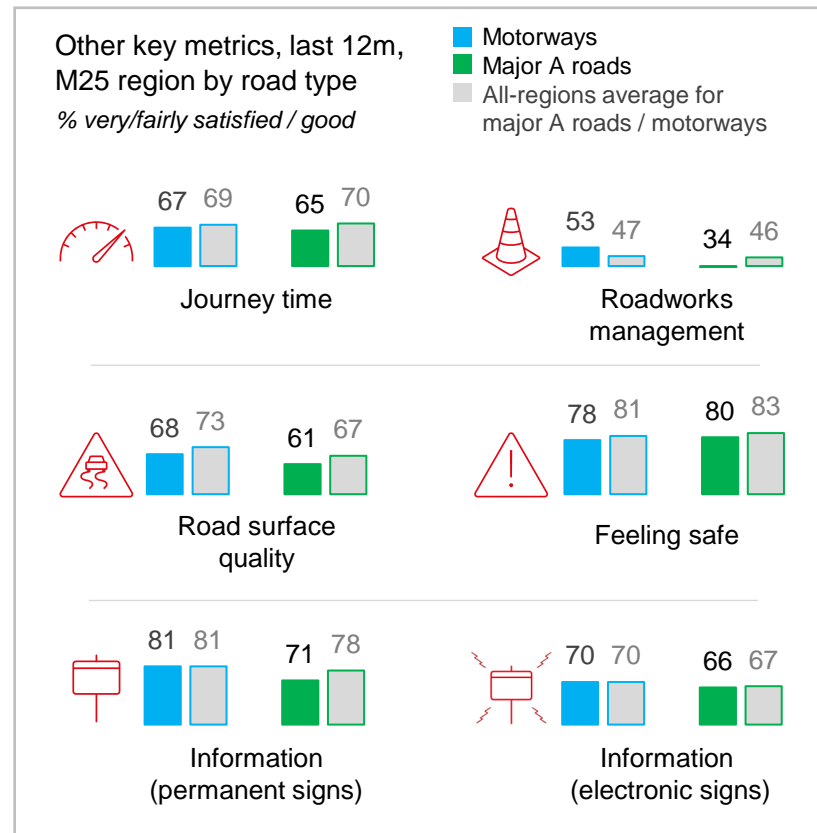
Satisfaction trend on motorways broadly follows a pattern in perceived occurrence of roadworks, and congestion is also a factor.

Spike in satisfaction on the region's major A roads in the first half of 2022 corresponds closely with a brief reduction in reported congestion at this point.

Base: all SRN users surveyed, Jul '21 – Jul '23; M25 region Motorways (average 421 per half year), major A roads (average 148 per half year)

Both road types performing below average across most aspects of SRN experience, notably road surfaces.

Journey times, roadworks management and signage also key concerns on major A roads in particular.



Base: all SRN users, Aug '22–Jul '23; M25 region motorways (995), major A roads (360)

Other notable factors

Congestion especially high on M25 region motorways, reported on a third of journeys, the highest for motorways in any region. Linked to this, non-roadwork related delays are also reported as higher on motorways in this area, than on motorways anywhere else (with 26% journeys affected, vs. 19% on average).

Drivers' own-words feedback also highlights congestion as the key cause of dissatisfactory motorway journeys here. This is followed by temporary speed restrictions (more so, unusually, than roadworks themselves, although they also have an impact).

Delays for unknown reasons, others' driving behaviour, and the perception that all of these issues are chronic, are also important factors in dissatisfaction on motorways in M25 region, and more so than elsewhere.

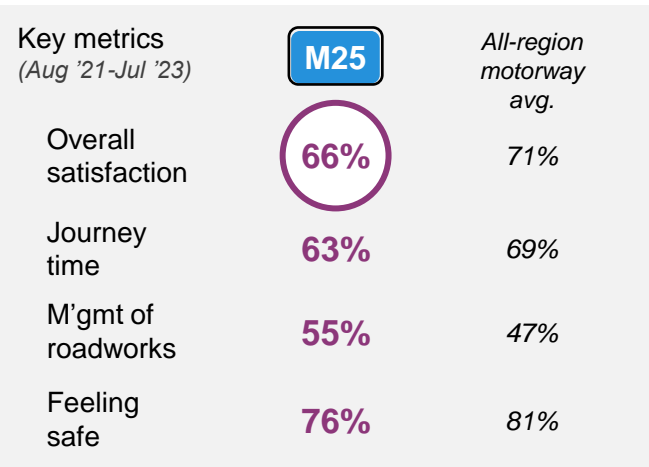
Roadworks are perceived to affect more journeys on major A roads here (22%) than motorways (19%), a reverse of the pattern seen in most other regions.

Indeed, roadworks are the key cause of dissatisfaction on major A roads in the M25 region, along with other delays and congestion more generally, and temporary/variable speed restrictions.

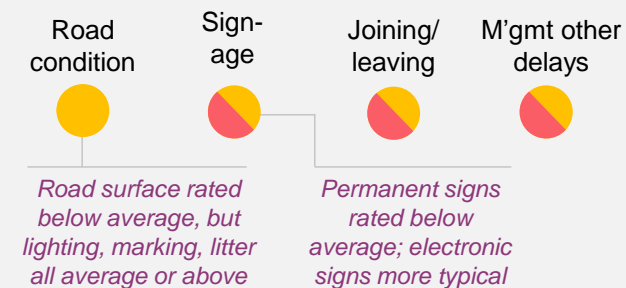
Other aspects of major A roads which are also rated below the relevant average are road markings, permanent signage, and joining/leaving the road.

Experience of congestion is the major factor affecting experience on the M25 itself. Smart measures are often unpopular in their own right, albeit that they may help manage congestion in practice, and that they may also be mitigating roadworks impact

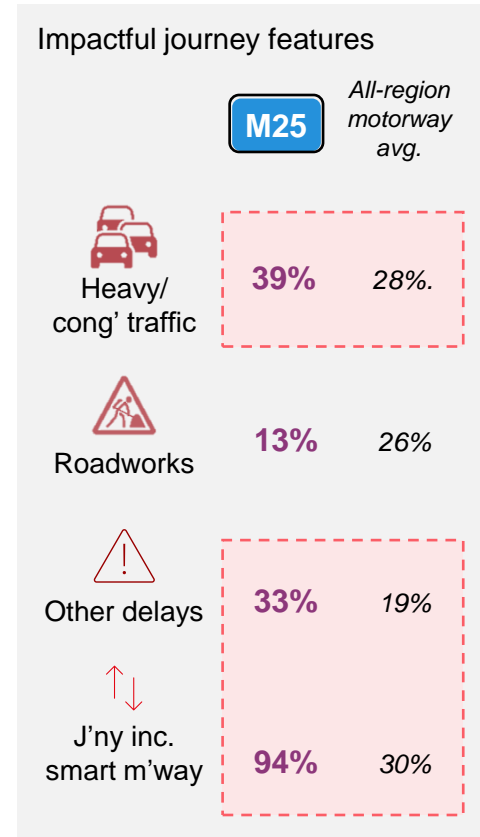
Except for roadworks management, M25 itself is a poorer experience than other motorways



Other aspects of experience*



Congestion reported often; most journeys are on smart sections



Congestion, temporary speed limits and others' driving all feature commonly when users of the M25 itself explain their survey ratings

Roadworks, and the sense of all of these issues being ongoing, are also important

On the Dartford Tunnel there was so much traffic, and it is most of the time like that, morning and evening and worse on Friday all day

It was okay but still a lot of traffic

I suppose I have got used to facing delays especially on M25

I hate travelling on the M25 as it is generally a nightmare, if I had a choice I would avoid it, but where I live I have to use it

It always takes 2 hours when it should only take 1hr and 10 minutes

The overhead speed limit signs between junctions 15 and 10 always needlessly limit the motorway speed causing huge tailbacks.

The speed limit should be raised when there is light traffic. HGVS should be banned from the M25 during the day 6am to 10am and 3pm and 7pm

While temporary speed limits and other features of smart motorway are disliked, some indications that signage is working effectively as part of roadworks management on M25

Good information ahead but some sections [had a] speed limit in place but nothing going on

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

In broader feedback, smart **motorways often perceived as less safe, experienced as more congested**

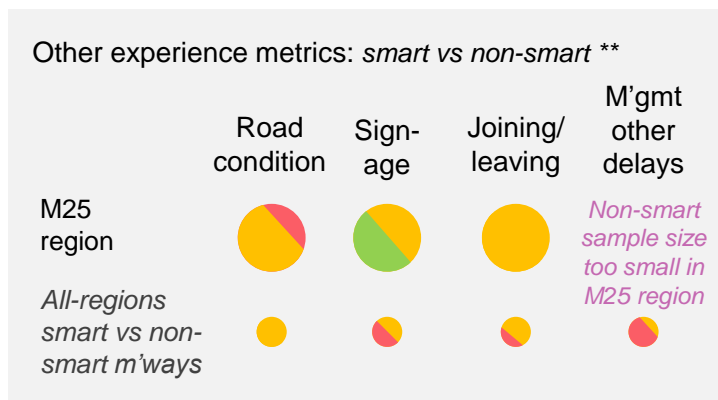
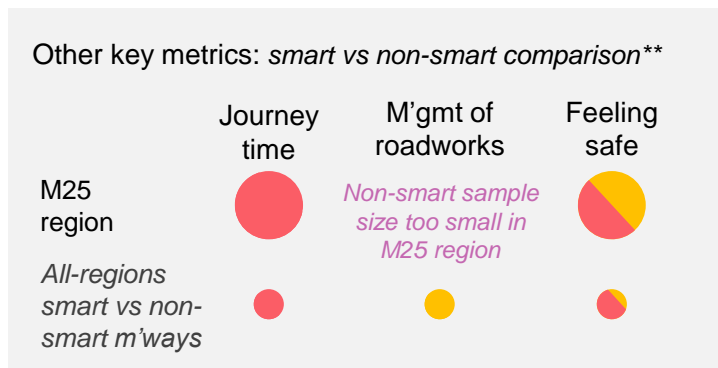
In the M25 region neither smart nor non-smart stretches are rated especially positively: **smart measures do not appear to be worsening motorists' experiences**, but while they may play a part in managing congestion, **they have other unpopular elements** which may be counteracting their benefits

Unusually, smart motorway journeys in the M25 region are equally as satisfactory as those on non-smart sections of motorway



The key issue is journey time, though many aspects of journeys are less positive than on other motorways.

The exception for the M25 region is electronic signage, working better on smart motorways here than elsewhere.



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)



(Outside of M25 and South East) 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%

Perception of congestion and presence of roadworks also usually underpin motorists' satisfaction with the other motorways in the region, and road maintenance/presentation is also important

Key features influencing the experience of each are:

- M1** **66**
 - Below-average rating of journey times, driven by **very high perceived congestion and presence of roadworks**
 - Slightly **higher usage frequency** than most other motorways, with emphasis on travelling for work reasons, and vans rather than cars
- M4** **67**
 - Lowest rated motorway in M25 region for journey time satisfaction
 - **Very high perceived roadworks presence** (with slightly above average rating of roadworks management, though still only 50% are satisfied with this)
 - **Signage weaker** than other motorways (both permanent and electronic)
 - **Highest usage frequency** of all motorways in M25 region
- M11** **71**
 - Better rated for journey times than other motorways in M25 region, with **less reported disruption** from roadworks or other delays than elsewhere, and congestion a little below average
 - **Road surface quality is one area of concern**
 - Commuting important
 - Unlike other motorways, **does not have any smart sections** within M25 region
- M3** **75**
 - Reasonable journey times with average levels of reported roadworks and congestion
 - **Safety perception rated below average** on M3 (in line with M25 itself)
 - **...but good quality road surface and presentation in general, and permanent signage** (though electronic signage rated a little below average)
 - Slight emphasis on less frequent business travel
- M23** **81**
 - **Few reports of congestion and other disruption**, well-rated for journey times
 - **Clean, well maintained road**
 - Less frequent usage than other motorways in M25 region with slight emphasis on leisure travel

All-region motorway avg: 71

A282 and A3: illustrations of two very different experiences of major A roads in the M25 region

A282

Experience on this river crossing part of the M25 inevitably driven by the level and management of congestion/slower movement, which are the major (if often expected) issues for motorists

Key metrics

	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe
A282	60%	51%	Small sample size	74%
avg.	71%	70%		83%

Other aspects of experience*

Road condition	Sign-age	Joining/leaving	M'gmt other delays
			Small sample size

Impactful journey features

	A282	avg.
Heavy/ cong' traffic	38%	21%
Road works	13%	23%
Other delays	25%	16%

Drivers' comments highlight the heavy traffic, though they also point to areas where the experience might be eased a little, such as via:

- Better lane discipline
- Swift removal of (or better understanding of the reasons for) additional speed restrictions

Just the volume of traffic and the speed limit of 60mph after the Dartford bridge is unnecessary

...traffic seemed to keep moving ...However, several lorries changed lanes as approached bridge

The traffic was slow going over the bridge. Other vehicles changed lanes unexpectedly

A3

A more typical major A road: in this case with reasonable signage and road presentation making up somewhat for some journey time compromises, for an average level of satisfaction overall

Key metrics

	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe
A38	72%	68%	Small sample size	76%
avg.	71%	70%		83%

Other aspects of experience*

Road condition	Sign-age	Joining/leaving	M'gmt other delays
			Small sample size

Impactful journey features

	A38	avg.
Heavy/ cong' traffic	20%	21%
Road works	19%	23%
Other delays	15%	16%

Comments from A3 users in their own words are typical for major A roads in the wider South East, highlighting the importance of free-flowing traffic, and conversely the impact of disruption where it occurs.

Comments about A3 junctions reflect below-average ratings for safety and joining/leaving specifically.

Traffic was as expected, journey was uneventful

Traffic was relatively light. It was only busy around the M25 turnoff ...didn't add too much time to the journey

Junction to get on to A3 is very dangerous from Wisley Gardens

Queues getting to the A3 from Chalkers Corner

SRN users in the M25 region on A282 (97), A3 (169), Apr '21 – Sep '22. A3 used here as an illustration rather than the more positive and different A2, because A3 accounts for a higher proportion of all journeys in the region. 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 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 51 for detail

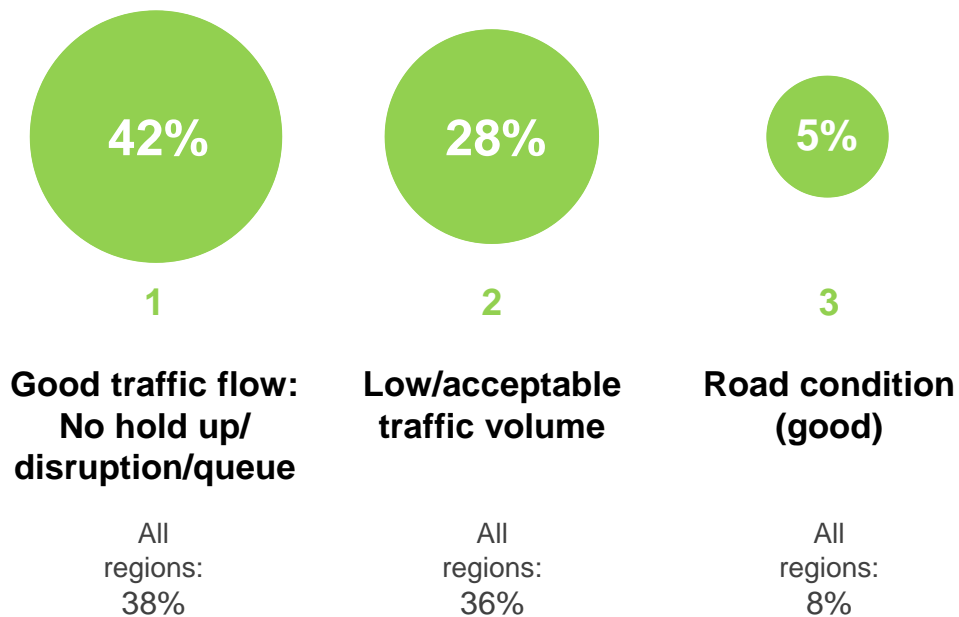
Understanding overall satisfaction in more detail



There are two main themes in the reasons users give for satisfactory journeys in the M25 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, M25 region)
% mentioning topic



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

Good flow 'despite' roadworks

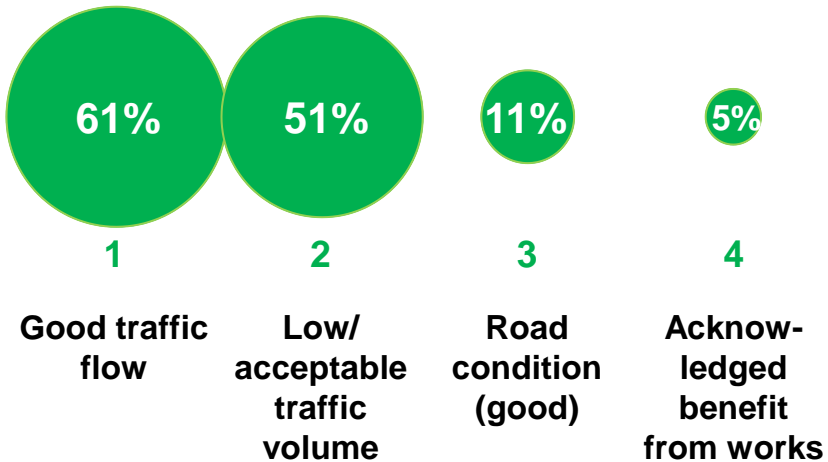
Good lighting and road marking

Acknowledged benefits from improvement works

...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.

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

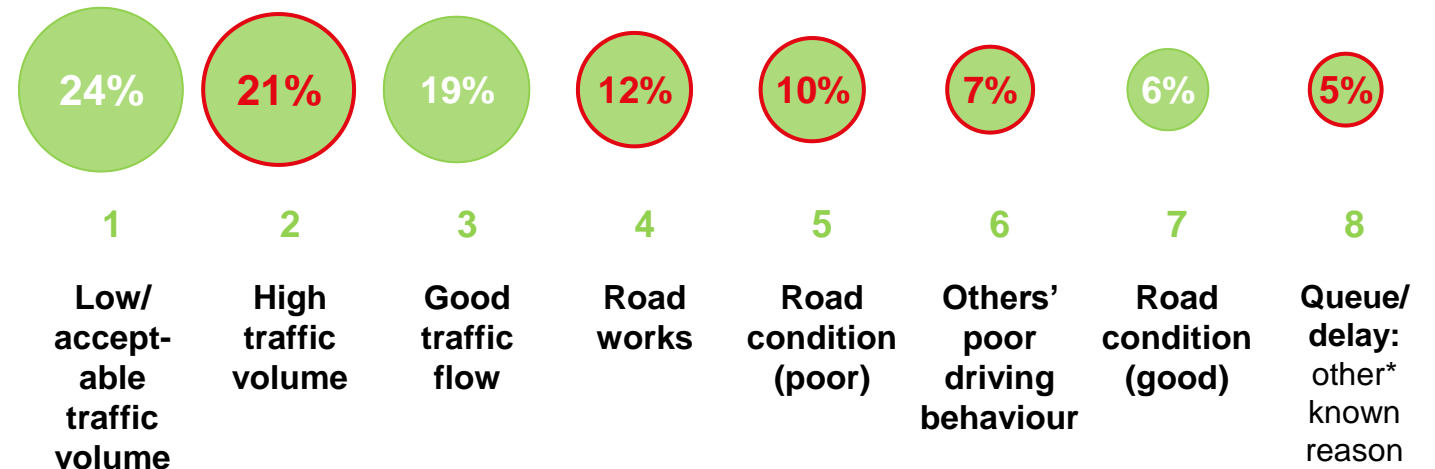
Very satisfied: top reasons
% mentioning topic



Plus:

- ✓ a **range of other factors relating to good management and features** of roads
- ✓ 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 many users are satisfied overall in the M25 region, could National Highways aim to increase the proportion who are very satisfied (currently only just over a quarter here, 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 **multiple positives**; 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 (M25 region)

“ The road was well maintained and well lit. There wasn't much traffic. Signage was in place that helped me navigate ”

“ Clear road, road surface reasonable, well signposted ”

“ Clear, no unnecessary build up of traffic ”

“ No queues, traffic was light and free flowing. ”

“ Light traffic with no holdups. Able to maintain a consistent high speed. ”

“ Very quiet on the M25 with no incidents at all ”

“ Traffic flowing freely and very few HGVs. ”

“ I know this road well so am clear about the speed limits and where I need to change lanes. ”

“ The variable speeds imposed kept the traffic moving well ”

“ Departed Croydon at 10pm so traffic on M25 was extremely light and there was no DART charge as we arrived at tunnel after 10pm. ”

Fairly satisfied: Example comments (M25 region)

“ Unusually, the traffic seemed to keep moving at a fairly steady pace. However, several lorries changed lanes as [we] approached bridge. ”

“ On this day there were no delays, queues or excessive amount of traffic, which doesn't always happen; very hit and miss ”

“ Heavy traffic. Occasionally slow moving. ”

“ Traffic wasn't too bad but I don't like smart motorway sections with no hard shoulder. ”

“ The M25 was running pretty smoothly considering the time of day, no long delay just a short delay at the A3 junction, as per standard. ”

“ Other cars on the road constantly use the middle lane only ”

“ Road surface is uneven and noisy with potholes/damage. However the road was relatively clear with limited delays ”

“ The journey would have been much easier if people drove in the correct lane ”

“ No major issues, some annoying drivers, but that's normal. ”

“ Traffic moving at 50 plus majority of time ”

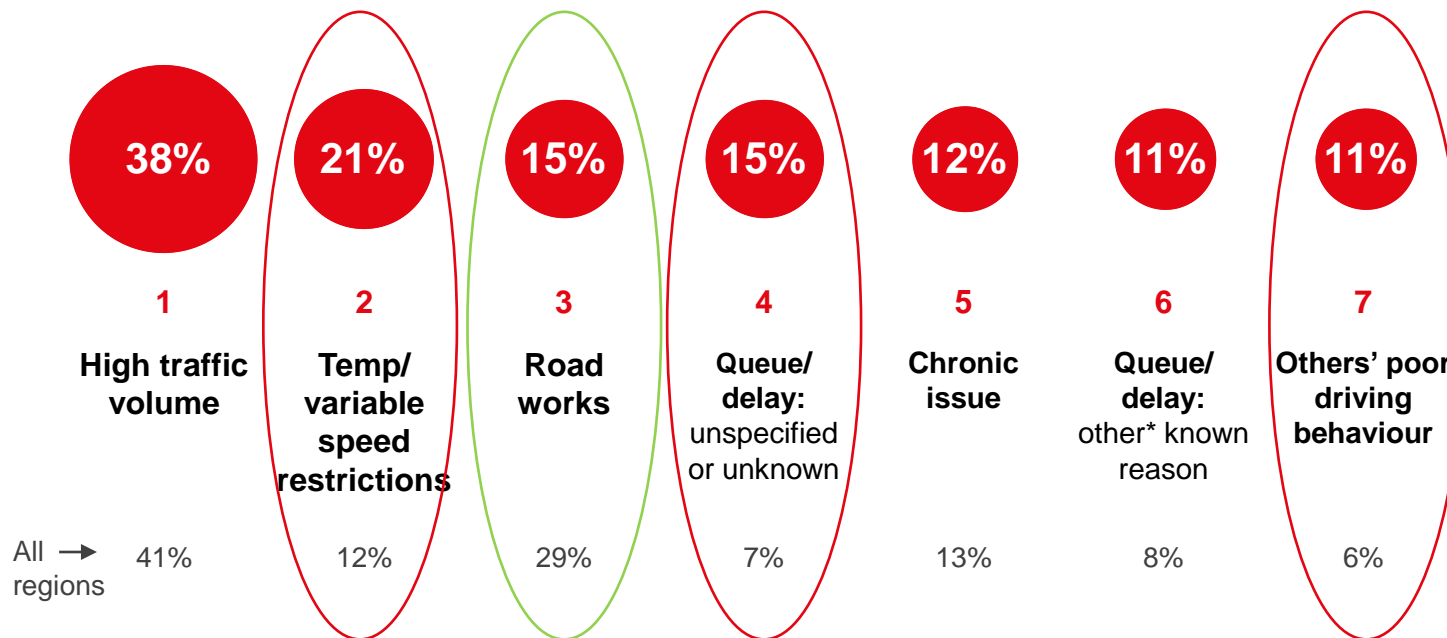
“ Bit slow approaching Dartford Crossing ”

Perception of heavy traffic is commonest reason for dissatisfaction in the M25 region, followed by variable speeds – begrudged here more than anywhere else

Roadworks and poor condition/presentation of the road also impactful, but in light of other issues in M25 region, are relatively less important for dissatisfaction than in other regions

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, M25 region) % mentioning topic



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

	M25 region	All regions
Poor road condition	9%	18%
Poor/misleading signage or information	5%	4%
Other	20%	32%

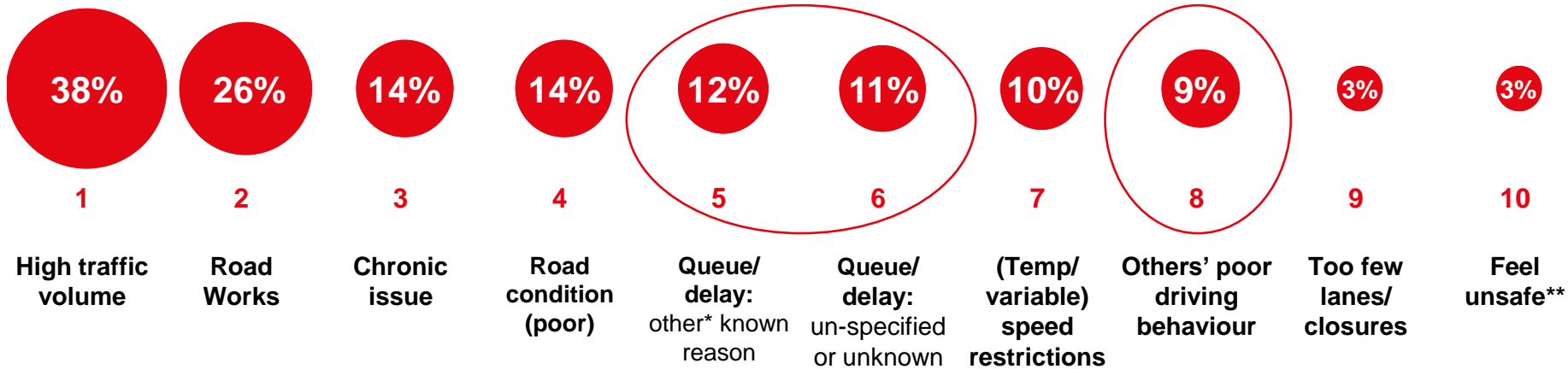
Base: random sample of those giving a rationale for overall satisfaction rating Aug 22-Jul 23 – dissatisfied, M25 region (86), all regions (303)

* 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

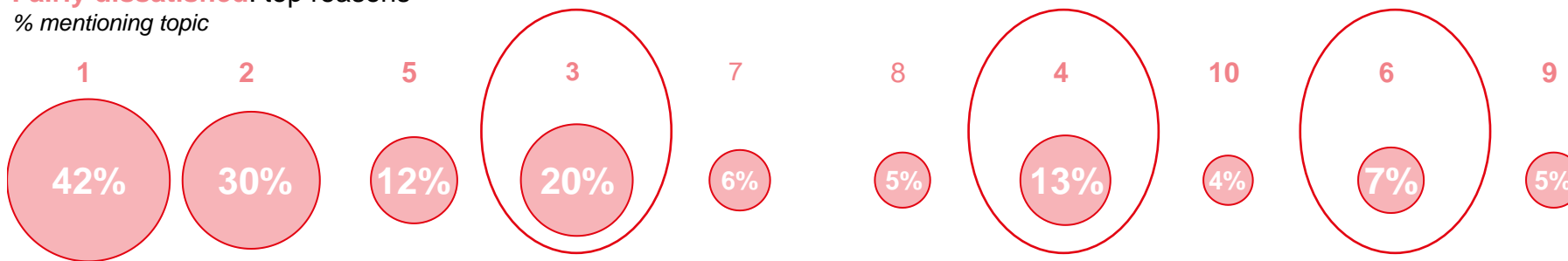
While perception of heavy traffic is **most common reason** for poor journeys, followed (at national level) by roadworks, **when other delays happen, they are associated with more pronounced dissatisfaction**, along with some other differences between fairly and very poor journeys

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 society and the way public services are run.

Very dissatisfied: Example comments (M25 region)

- “ Variable speed limits contribute to traffic jams and do not ease traffic ”
- “ People driving inconsiderately in the 3rd lane, they really need to be taught how to drive on motorways and A roads!!!! ”
- “ Traffic is ridiculous and getting worse. The speed limits are so varied on my journey there is always queuing traffic until you are in the 50mph section. Some parts are national speed limit and others are 30/40. It should all be at least 50mph except on flyovers to allow traffic to flow better! ”
- “ Unfortunately we got caught up in the protests and missed the funeral we were to attend. ”
- “ Terrible traffic management on the M25. Every single overhead gantry had a different variable speed limit on it, meaning that the already congested traffic was made worse. A journey that should have taken 2.5 hours took over 4 hours. ”
- “ As usual the M25 was the world's biggest carpark, I drove straight into a 40mph speed limit but the traffic was barely moving at 20mph... ”
- “ The M25 is the UK's biggest carpark Too many cars with people driving that have no clue on how to drive on a motorway ”

Fairly dissatisfied: Example comments (M25 region)

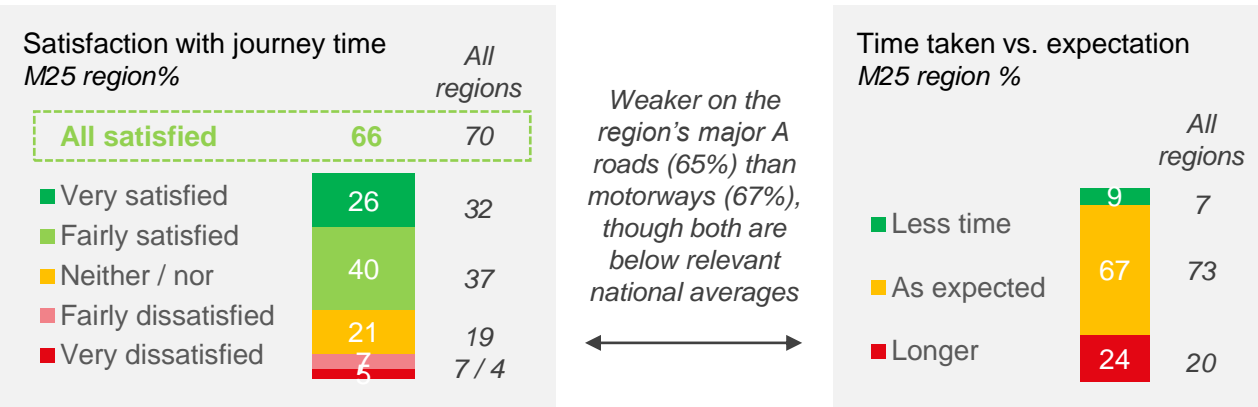
- “ Nearly always heavy traffic ”
- “ The speed limits are always reduced when there is no issue ...if there had been an incident then they hadn't removed the speed quick enough ”
- “ Slow traffic with points of journey at a standstill and often travelling below 40mph ”
- “ Usual slow heavy traffic joining M25 from M40, and before and after M3 junction. ”
- “ No delays indicated but traffic at a standstill with lane closures at Clacket Services. Abandoned vehicles already moved. ”
- “ Traffic was quite heavy. The variable speed limits changed very frequently, sometimes seemingly every mile... adds to the danger as vehicles frequently brake suddenly. The general standard of driving is appalling, and I feel should be better policed, and the information gantry used for messages e.g. “keep left”. ”
- “ Drivers in overtaking lanes not actually actively overtaking the travelling lane whilst travelling under the speed limit (and then further slowing when approaching speed cameras) and not holding a steady speed in general ...Is it too much to ask to be able to travel at a steady (and therefore fuel efficient) 70 actual mph? ”
- “ Always stop and go, it's not big enough to deal with that level of congestion and there's just always roadworks making even more cramped than it could be. ”

Journey time

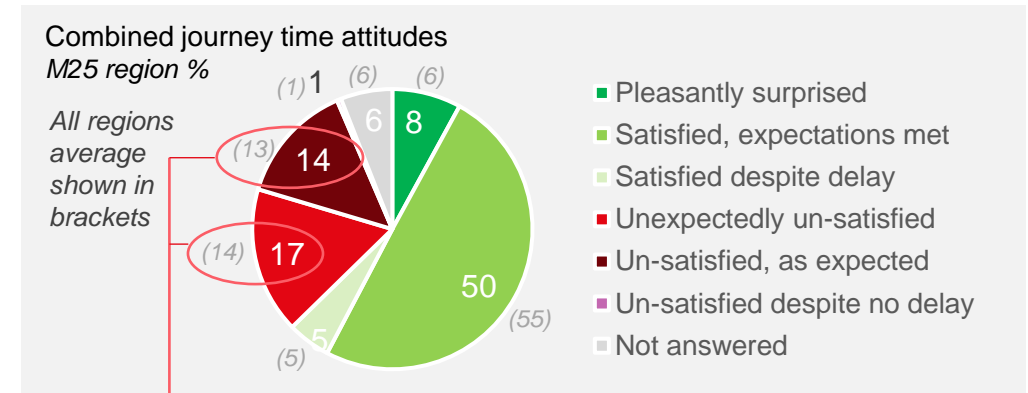


Users' experience of journey times on the SRN in the M25 region

Two thirds of motorists are satisfied with journey times in M25 region: lowest of all regions. Journeys less predictable and more likely to be reported as delayed here than elsewhere



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



Punctuality is overtly important for **61%** M25 region journeys (*higher than all other regions at 56% avg.*)



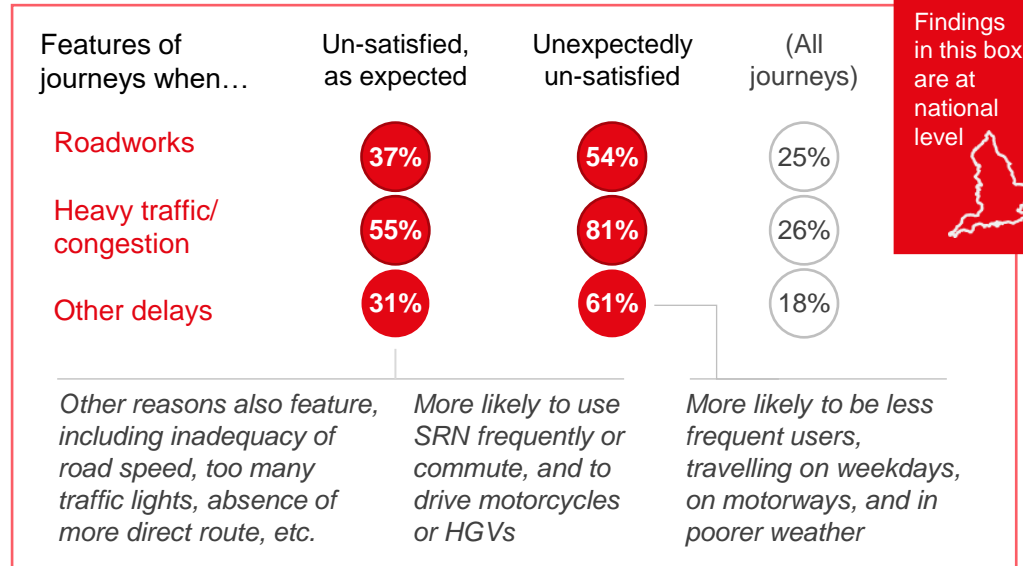
60% set off early for these journeys (*vs. 58% on average*)

Where punctuality really matters, this is typically for work journeys, especially outward, morning peak journeys, and more so for professional drivers.

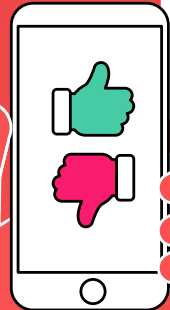
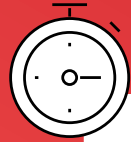
But while people typically set off early for morning peak commuting journeys, this isn't necessarily the case for professional drivers – perhaps where allowing contingency is less possible.

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, M25 region, (1,364), all regions (9,056)
 Time vs expectations: all answering, Aug '22 – Jul '23, M25 region, (1,364), all regions (8,530)
 Combined attitudes: all SRN users surveyed, Aug '22 – Jul '23, M25 region, (1,364), all regions (9,091)

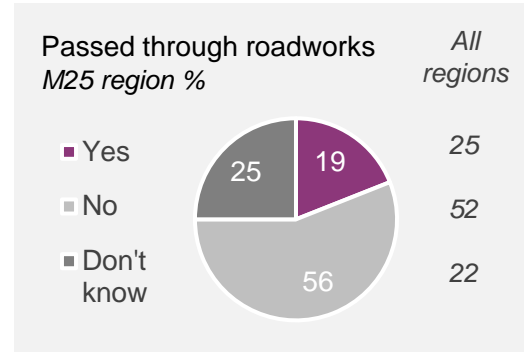


Experience of roadworks



SRN users' experience of roadworks in the M25 region

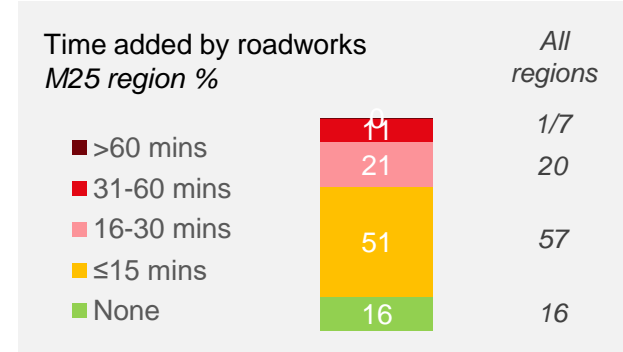
Roadworks are perceived to affect a fifth of journeys in M25 region, a little below the national average



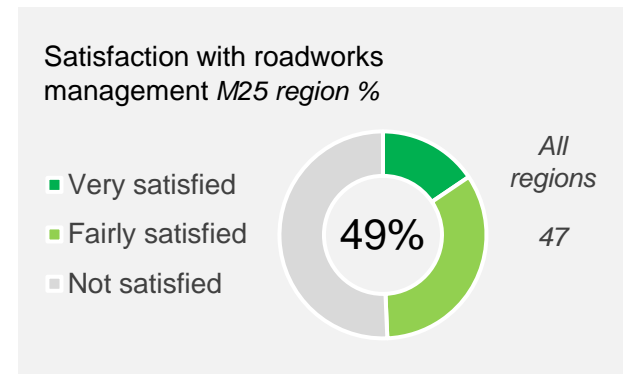
Although a little below the national average on motorways, the **proportion of major A roads journeys which are reported to be affected by roadworks is closer to average** (22% vs 23% on average).

Time added is similarly reported as a little above average on both road types. But as seen earlier, **rating of the way roadworks are handled is very different on motorways and major A roads in M25 region, with 53% satisfied on motorways, and only 34% on major A roads.**

When works are encountered in M25 region, on average they add slightly more time to journeys than in other regions



...and only half are satisfied with roadworks management



Advance warning increases satisfaction with how roadworks are managed, and the earlier the better



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

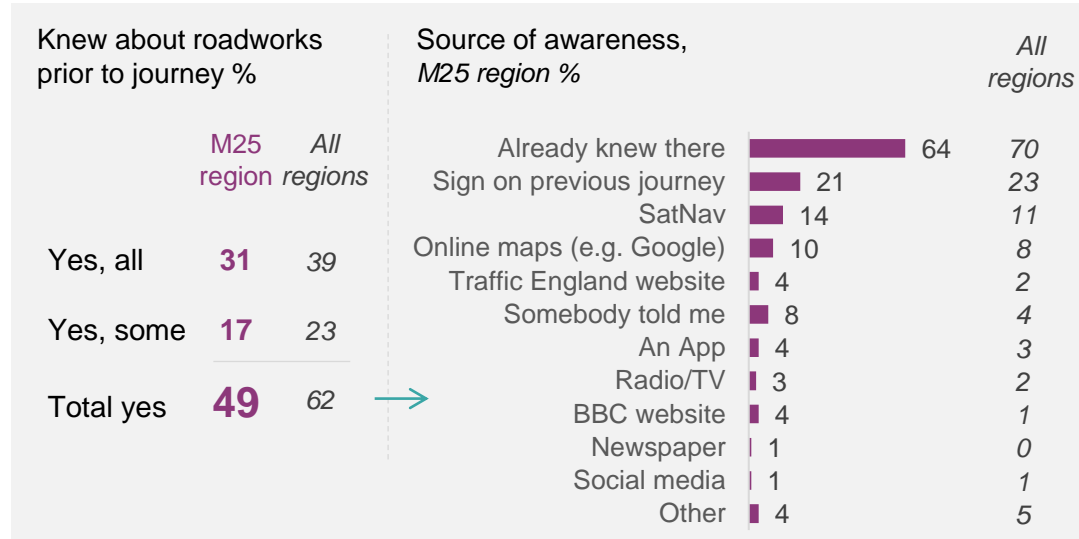
Inevitably it is difficult to truly satisfy users when their journey is disrupted, but other factors in the way works are managed can exacerbate this experience.

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 M25 region

Only half of those affected were aware of roadworks ahead of the journey; previous exposure the main source of awareness



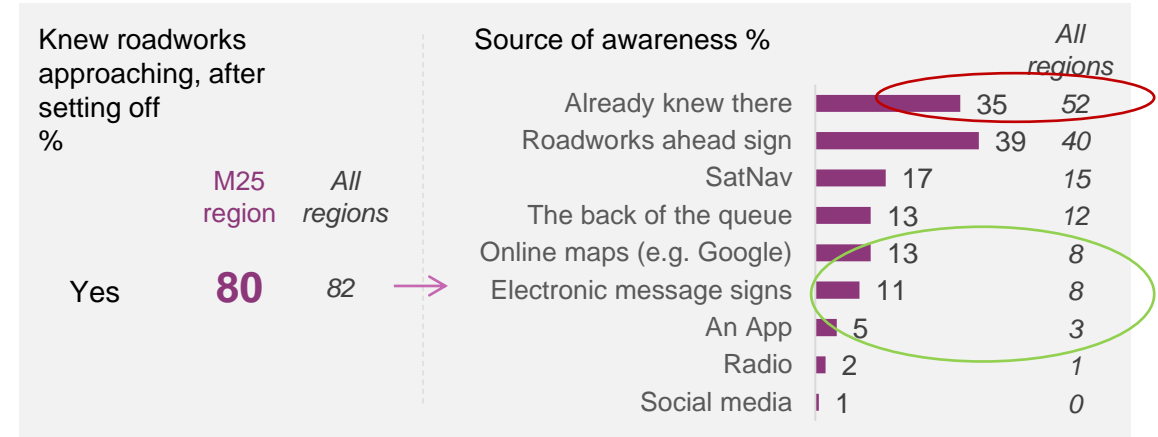
Prior awareness is lower in M25 region than in all others, with higher contribution from sat nav and online information than elsewhere. This is likely linked to less frequent usage, with M25 region serving drivers with a wider mix of experience and familiarity on its roads than in other regions.

Indeed, reflecting reliance on previous exposure, advance knowledge of roadworks is associated with more frequent usage. Less frequent, leisure drivers, travelling off peak and at weekends, are less informed.

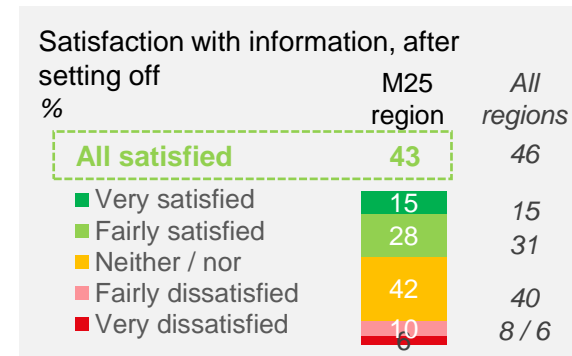
Can more be done in periods of higher leisure travel to reach users less likely to know about the roadworks, and around road-side signage visibility, especially in the dark?

Base: All affected by roadworks in the M25 region, Aug '22 – Jul '23 (268), all regions (2,190)

Most aware of roadworks as they approach: signs aiding many, and electronic signs and online/app information contributing more, relatively, than elsewhere



... but this in-journey information is satisfactory to fewer than half of those who were aware of roadworks ahead



Information from any source – before joining the queue – aids satisfaction.

Arguably, prior and in-journey information needs to work even harder in M25 region where a smaller proportion of drivers are aware of any roadworks present based on previous journeys.

Nevertheless, as highlighted on the previous page, experience of the roadworks themselves is only partly influenced by being informed; further reasons are given on the next page.

When SRN users in the M25 region are satisfied with roadworks management, it's usually 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.

Satisfaction with roadworks management: top reasons
(very/fairly satisfied)
M25 region, % 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 M25 area mentioned that...

- The duration or length of affected road feels **excessive**
- **They did not know about the roadworks** until they met them, or that signage and **information was poor in other ways**
- **It had a negative impact on their journey /their day**
- Road marking or lighting through the roadworks was poor

Some were also frustrated that **little work appeared to be taking place**, though this issue was less common than in other regions.

Base: random sample of those giving a rationale for satisfaction with roadworks Aug '22 – Jul '23
M25 region (57), 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>
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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 roadworks 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

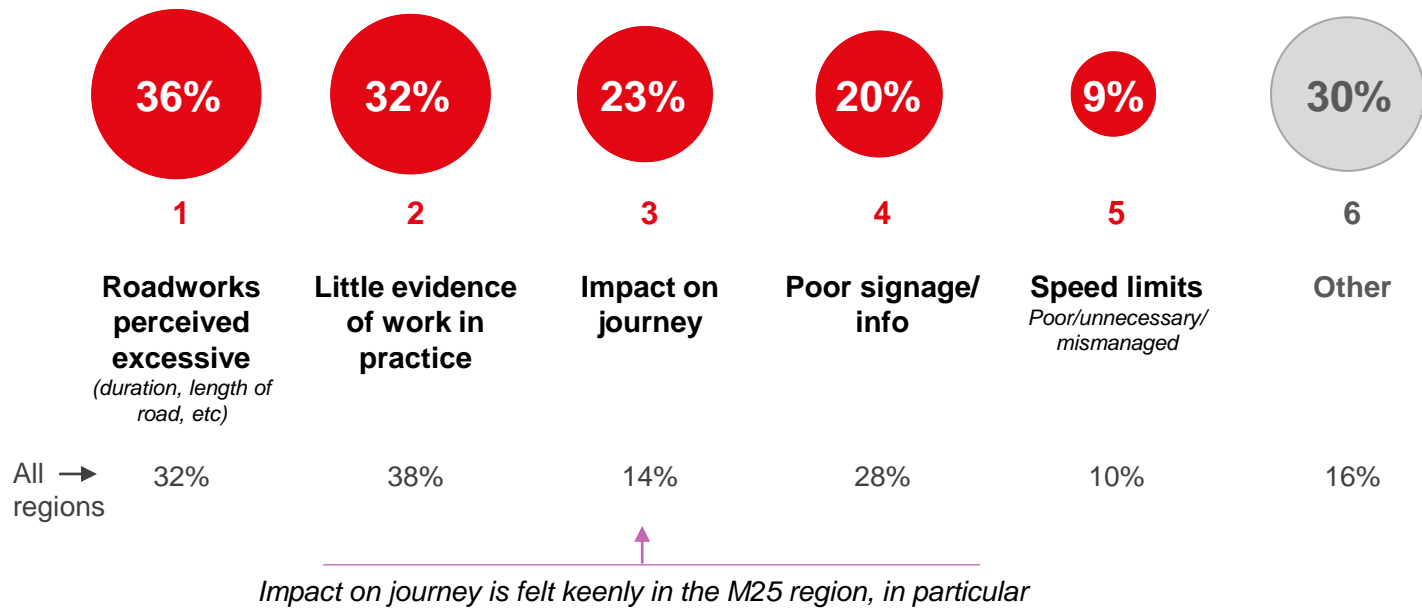
Dissatisfaction with roadworks management is usually driven by a general perception of there being too much for too long, and apparent absence of actual work

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, M25 region



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
M25 region (44), 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.

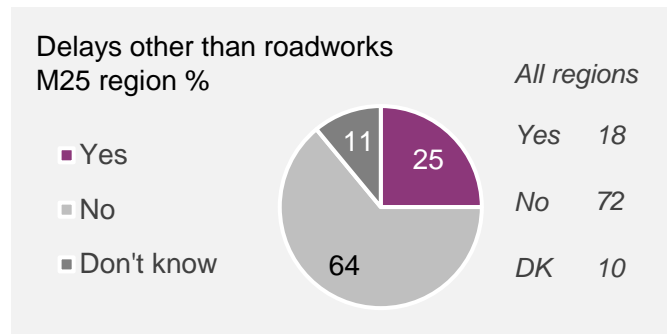
Also rubbish from construction on road made a driver stop and caused congestion.

Experience of other journey delays



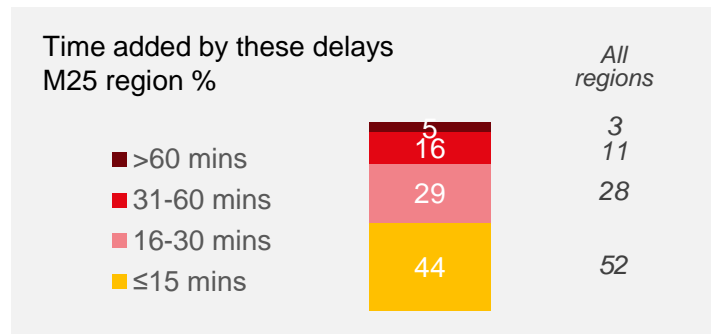
Users' experience of other journey disruption in the M25 region

More journeys reported as affected by other (non-roadwork) delays than all other regions



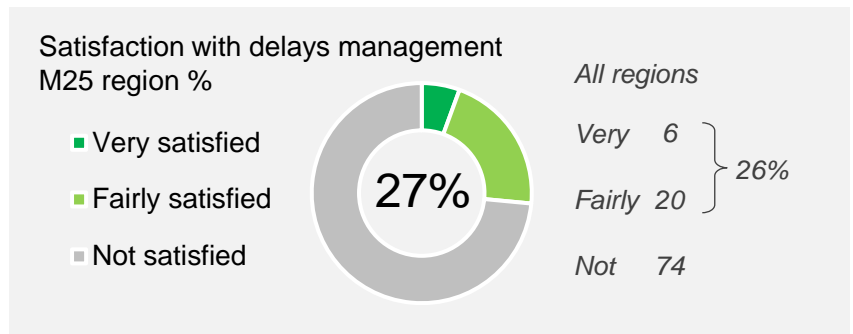
Delays are felt to occur more often than the relevant average on both motorways and major A roads in M25 region, most notably on motorways at 26% (vs 18% on major A roads).

When delays happen, they typically add more time in M25 region than elsewhere

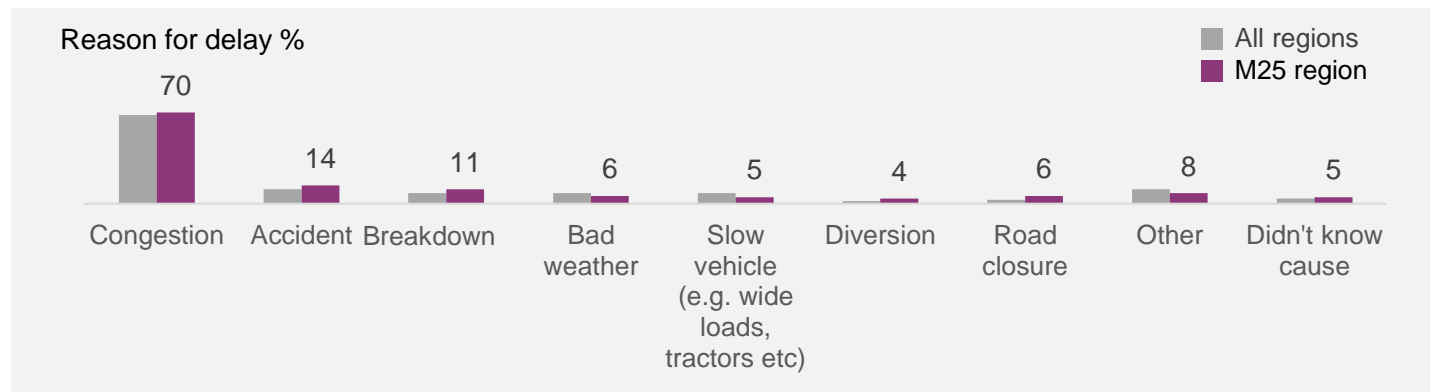


This difference to the average is **felt more keenly on the region's major A roads**. 45% major A road journeys in the M25 region are delayed for 16+ minutes (vs. 35% all-region average). Delays on motorways here are more in line with the motorway average.

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



Management of delays is rated similarly on the region's motorways and major A roads.



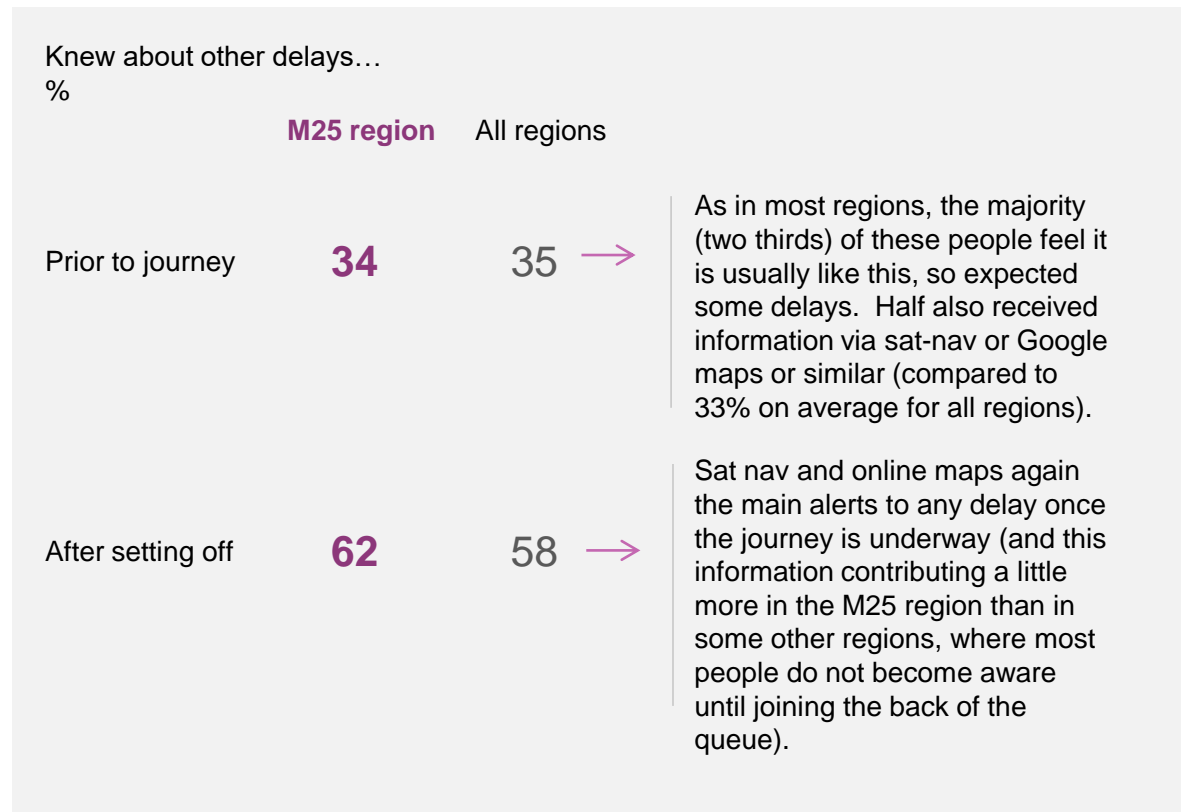
Congestion, accidents and breakdowns are perceived as the most common reasons for delays in the M25 region

“ Major delay due to breakdown entering Blackwall Tunnel ”

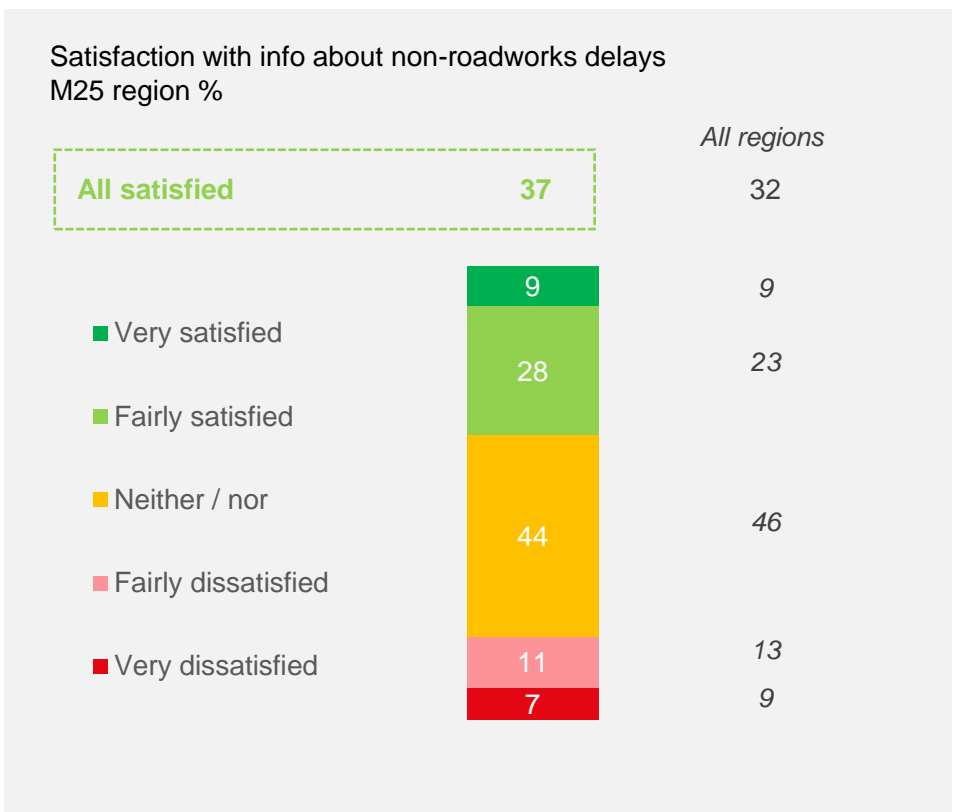
“ The speed limits are always reduced when there is no issue to the roads, if there had been an incident then they hadn't removed the speed quick enough ”

Finding out about other types of delay in the M25 region

Only a third of those affected by other types of (non-roadworks) delay were aware ahead of the journey, two thirds after setting off



Slightly higher awareness before joining a queue makes for slightly higher satisfaction with delay information, but overall this is not rated well in any region



Base: All affected by delays other than roadworks in the M25 region, Aug '22 – Jul '23 (281)

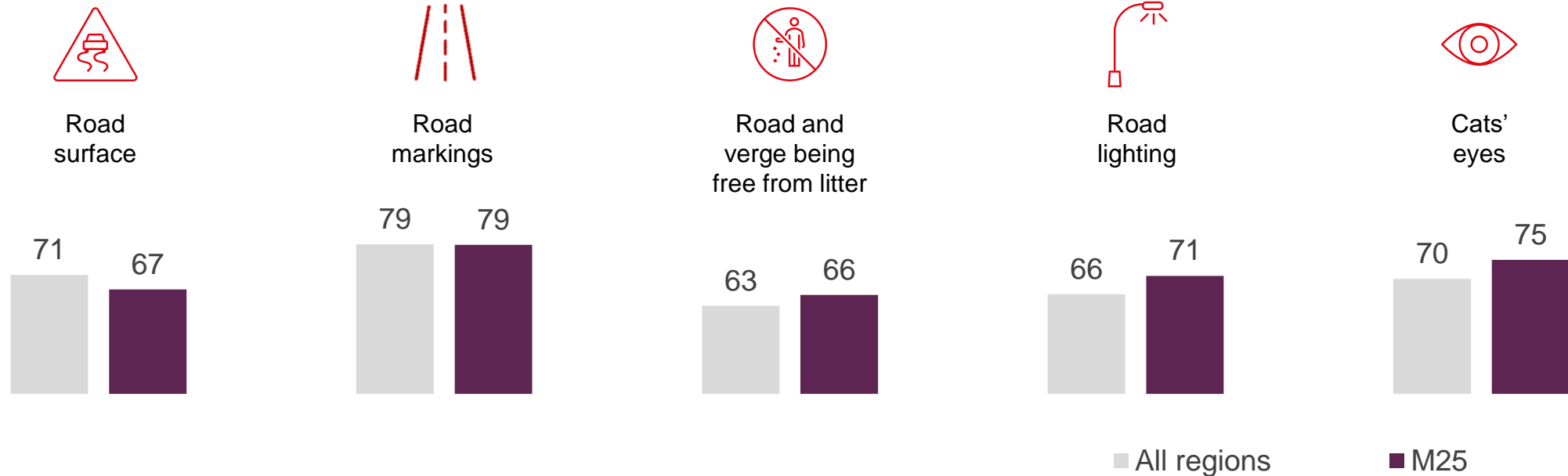
Day to day functioning of SRN



Presentation of roads in the dark is better in the M25 region than elsewhere, but road surfaces are rated relatively poorly. Additionally, litter appears to need attention in all regions

Rating of road condition

% very/fairly satisfied, M25 region vs all-region average



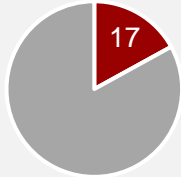
Road surfaces on both motorways and major A roads are less satisfactory than elsewhere.

Overall, motorways are felt to be presented better and are in better condition than major A roads – this is true both here in the M25 region and nationally. Note that road markings, while rated well overall and in line with the national average, are less satisfactory on major A roads than motorways in the M25 region (70%), and less so than the all-regions average for major A roads (76%).

Base: Road surface / marking / litter, Aug '22 – Jul '23, all regions (7,694-8,967), M25 region (1,150-1,344)
Lighting / cats eyes, among those travelling after dark, Aug '22 – Jul '23, all regions (1,542-1,699), M25 region (312-344)

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

14% were dissatisfied with litter along the road and verge in M25 region



17% 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

“ 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. ”

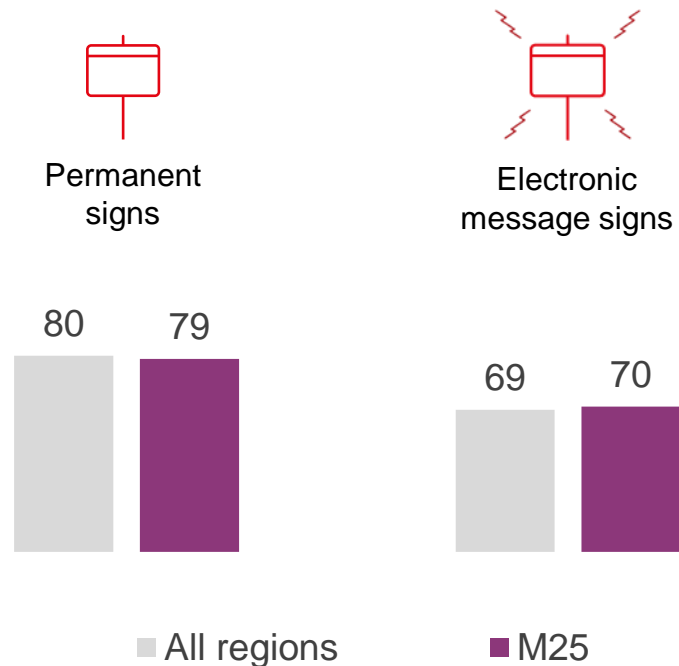
“ There is also a significant amount of litter at both junctions that never seems to be cleared. ”

“ 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 ”

Signage is rated well overall; SRN users notice much higher presence of electronic signs in M25 region than elsewhere

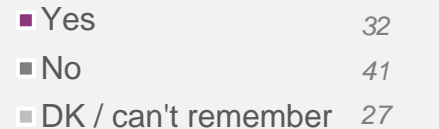
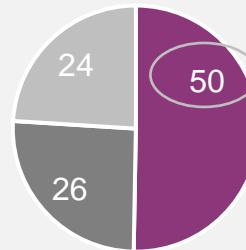
Rating of signage

% very/fairly satisfied, M25 region vs all-region average



Saw electronic signs

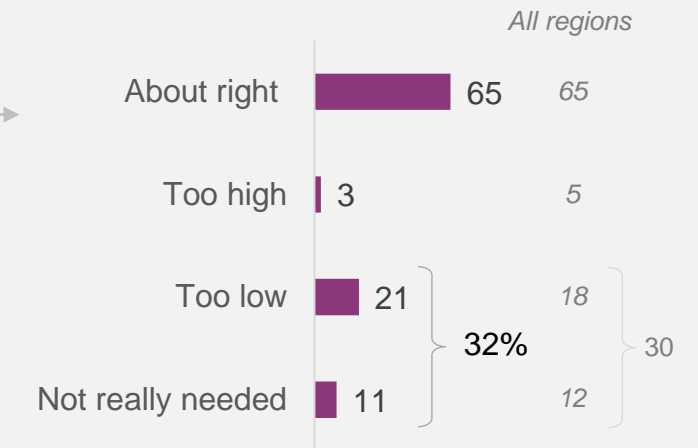
% M25 region



Highest level of electronic signs awareness across all regions

Appropriateness of electronic speed limits for conditions

% M25 region



Similar pattern across all regions

Across all regions, motorway signage is typically rated better than on major A roads, and motorway signage in M25 region is rated in line with the all-region motorway average. Electronic signs in the M25 region are rated similarly to other regions for major A roads, but permanent signage is less satisfactory on A roads here than elsewhere (71% satisfied, vs 78% all-region major A road average).

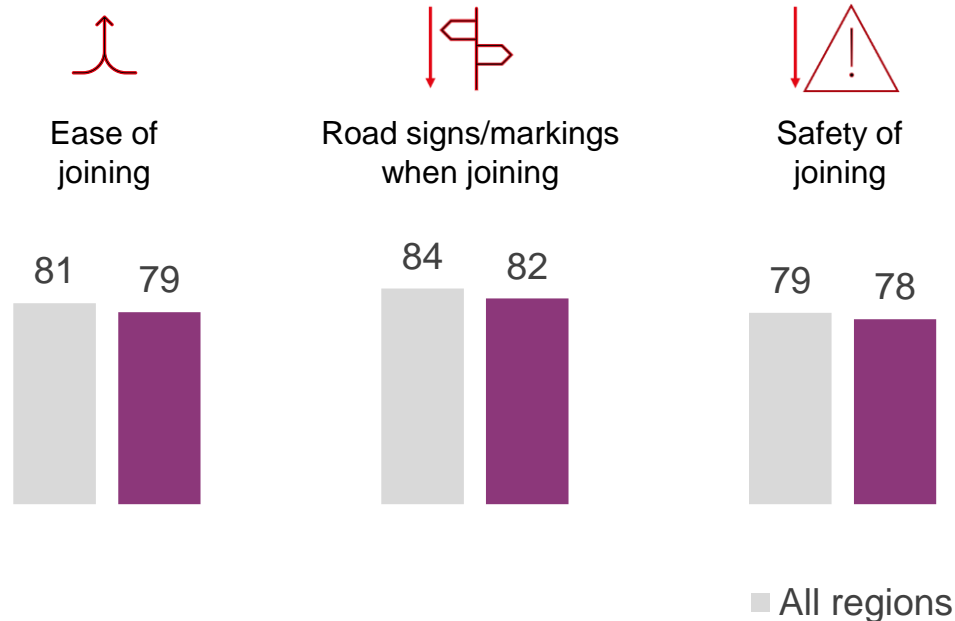
Base: Permanent signs (8,585), Aug '22 – Jul '23, M25 region (1,293)

Electronic signs, among those having seen them, Aug '22 – Jul '23, all regions (6,195), M25 region (1,092)

Most users satisfied with joining/leaving SRN, though a little less straightforward than in other regions; leaving a marginally smoother process

Rating of joining

% very/fairly satisfied, M25 region vs all-regions average



Rating of leaving

% very/fairly satisfied, M25 region vs all-regions average



Both motorways and major A roads in M25 region perform a little below to the national average for equivalent road types on these measures – but the difference is more notable for major A roads.

Base: all regions (8,908-9,010), M25 region (1,338-1,352), Aug '22 – Jul '23

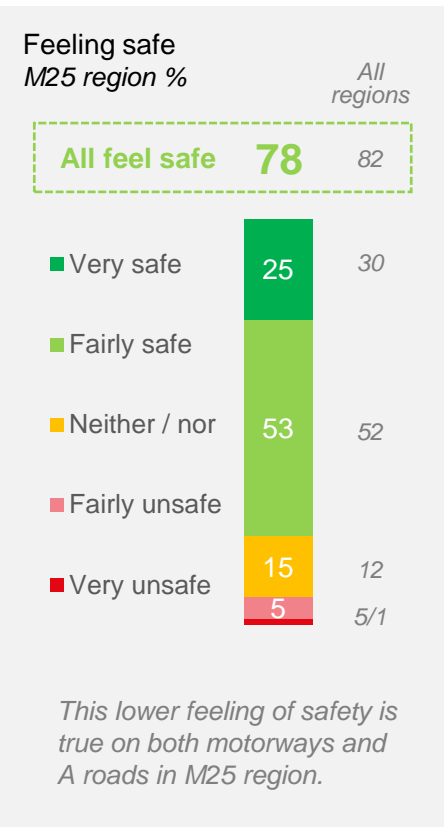


Focus on other topics

Using and sharing the road comfortably
Some smaller driver groups

Safety perception a little below average in M25 region. Improved driver behaviour, more consistency of traffic movement, and some weather mitigation, could all alleviate stress

Most feel safe in M25 region, though less so than all others



Base: All answering, Aug '22 – Jul '23, M25 region(1,358), 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 – though safety is also below the average for major A roads in the M25 region
(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)

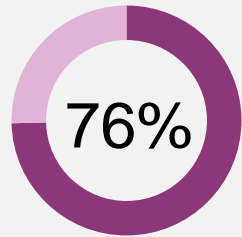
Findings in this column and box are at national level

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 very common in M25 region and many feel more could be done to address it... but equally, not all recognise own potentially risky behaviour

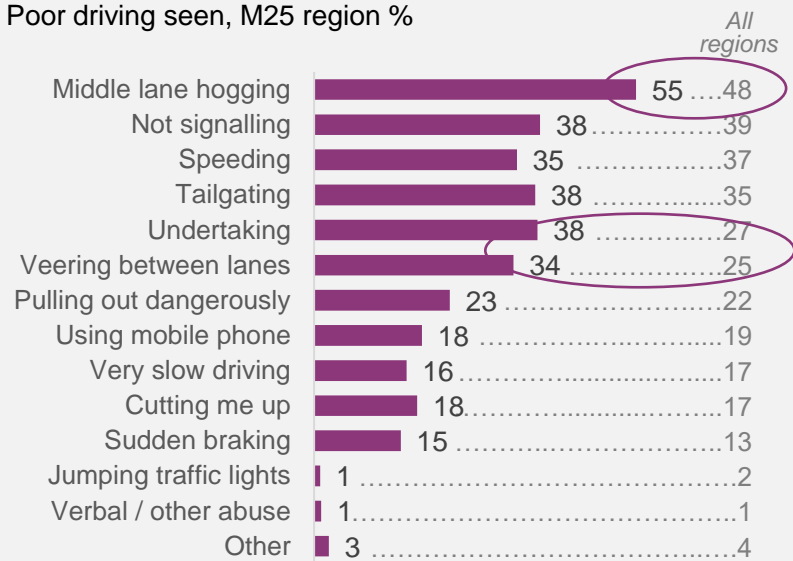
Experienced poor driving behaviour, M25 region %



All-regions average: 70%; higher incidence of poor driving here than in all other regions

This is linked to the fact that, in all regions, poor driving is more common on motorways (76%, vs. 62% on A roads).

Poor driving seen, M25 region %



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!

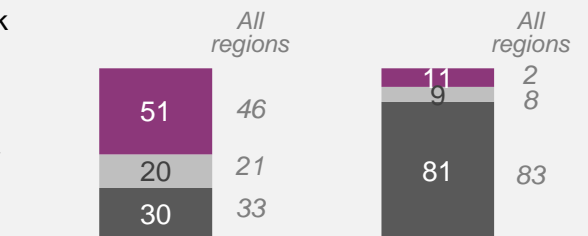
Roundabout ...has two lanes but as they are unpainted traffic weaves around, causing danger

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 M25 region %

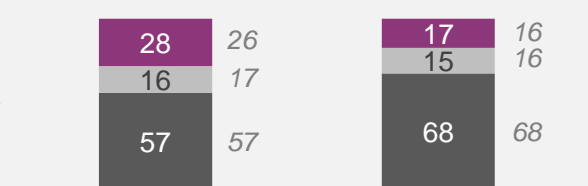
- Agree
- Neither/nor
- Disagree



Like driving fast on motorways if conditions allow

Prepared to take risks to reach destination quickly

- Agree
- Neither/nor
- Disagree



Happy to "speed" if conditions allow on:

Motorways

A roads

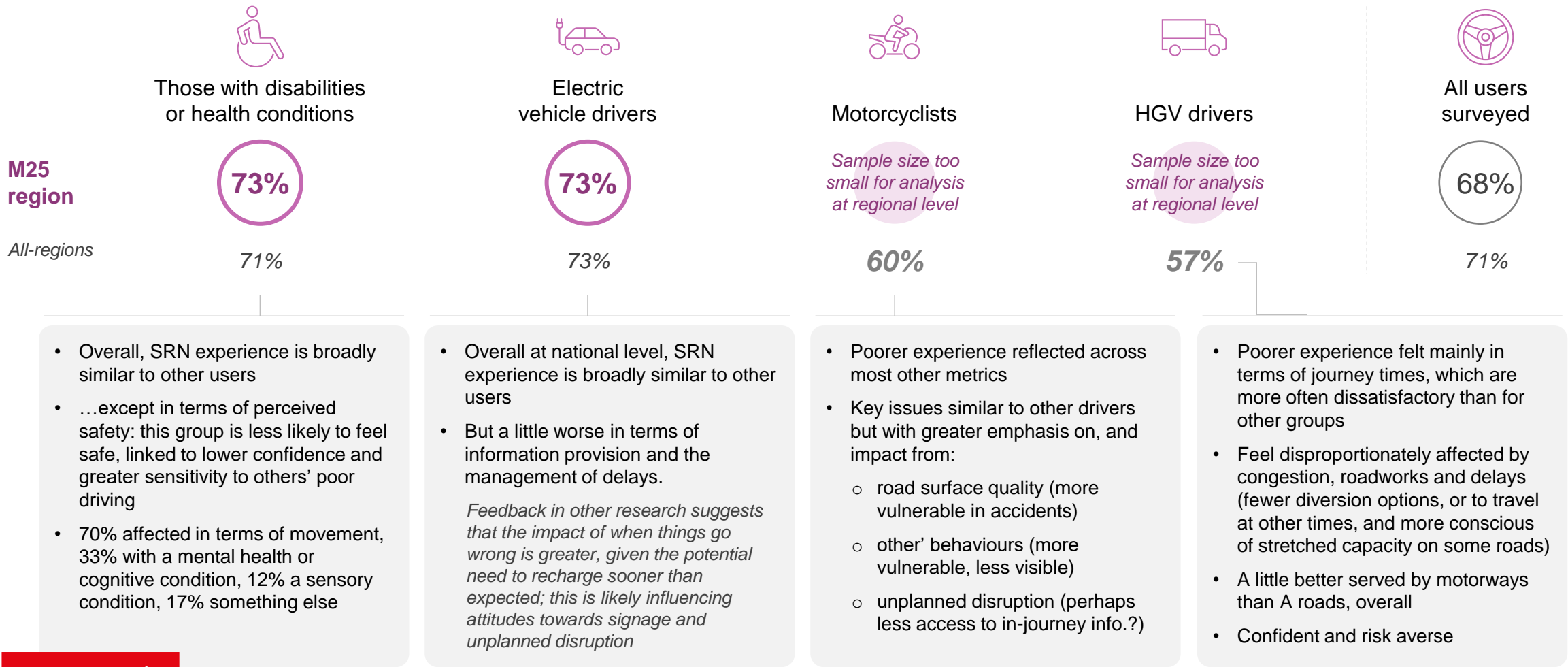
Those willing to drive fast and take risks are a little more likely to be:

- 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

Base: all SRN users surveyed Aug '22 – Jul '23 (9,091), M25 region (1,364). Experienced others' poor driving behaviour (6,153), M25 region (1,004)

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). M25 region disabled drivers (81), EV drivers (111), all (1,355)
 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

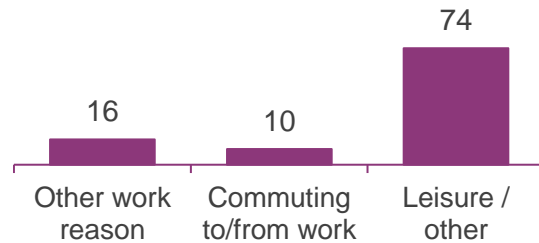
Context for the results and reporting conventions



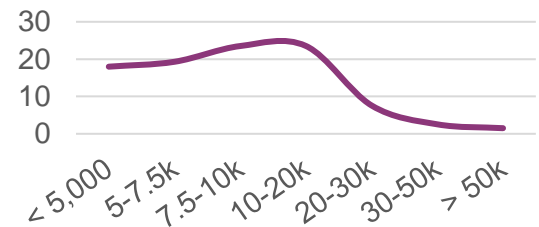
Users, and how they use the SRN in the M25 region

Driving context

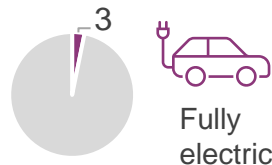
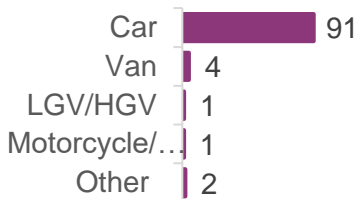
Journey purpose



Annual mileage (total)



Vehicle type



The traveller(s)

Gender

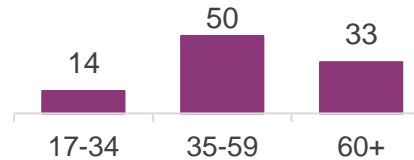


Male
60

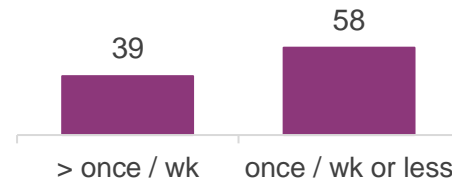


Female
37

Age



Frequency on SRN



Any disability



Travelling party



41
Alone



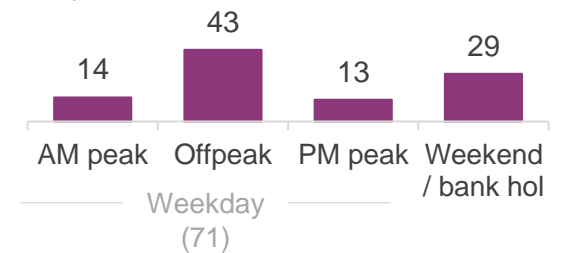
42
Passengers (only adults)



16
Passengers (inc. kids)

Environment

Journey time



27% journeys took place (partly) after dark



83% journeys took place on motorways (vs. 62% nationally)

Weather



36
Sunny



35
Overcast



16
Light rain



9
Bad weather

Figures shown are for the M25 region; patterns are very similar at all-regions level with the exception that the **proportion of journeys made on motorways rather than major A roads is higher here, drivers typically use roads here a little less frequently than elsewhere, and a higher proportion of journeys here are made after dark**

Base: all SRN users surveyed, M25 region, Aug '22 – Jul '23 (1,364)

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