



Strategic Roads User Survey

Findings for Yorkshire and the North East: 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 2023 – 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
1,449 for roads in Yorkshire and North East

Key findings: SRN experience in Yorkshire and the North East

72% of SRN journeys in Yorkshire and North East are felt to be satisfactory, similar to the national average



However, satisfaction has decreased on average so far in 2023, compared to 2022, both nationally and in Yorkshire and North East, driven by perceived roadworks and congestion, affecting journey times



Indeed, roadworks are an especially salient issue in Yorkshire and North East

Reported more frequently than in all other regions

- ... and the stand-out factor for dissatisfactory journeys here
- The ongoing nature of the roadworks, and resulting speed restrictions, are also particularly common causes for complaint among motorists in Yorkshire and North East
- All of this is true across the whole region, but even more so in the North East, especially the A1



Other important factors for dissatisfaction are:

- **Congestion** for any reason – particularly noticeable on major A roads in Yorkshire and North East
- **Road condition and presentation** – rated as better in Yorkshire and North East than some regions, but (both here and nationally) perceptions of road surface quality have deteriorated in 2023, and litter requires attention

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 negative opinions and experiences vs other motorways, for some.



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



72% of journeys in Yorkshire and the North East are felt to be satisfactory: a little above the national average

Key metrics
Aug 2022 – Jul 2023



Overall satisfaction

72%

Very satisfied 33%
Fairly satisfied 39%

Journey time

69%

Very satisfied 34%
Fairly satisfied 35%

Management of roadworks

45%

Very satisfied 14%
Fairly satisfied 31%

Feeling safe

83%

Very safe 31%
Fairly safe 52%

England-wide

71%

Very satisfied 31%
Fairly satisfied 41%

70%

Very satisfied 32%
Fairly satisfied 37%

47%

Very satisfied 14%
Fairly satisfied 32%

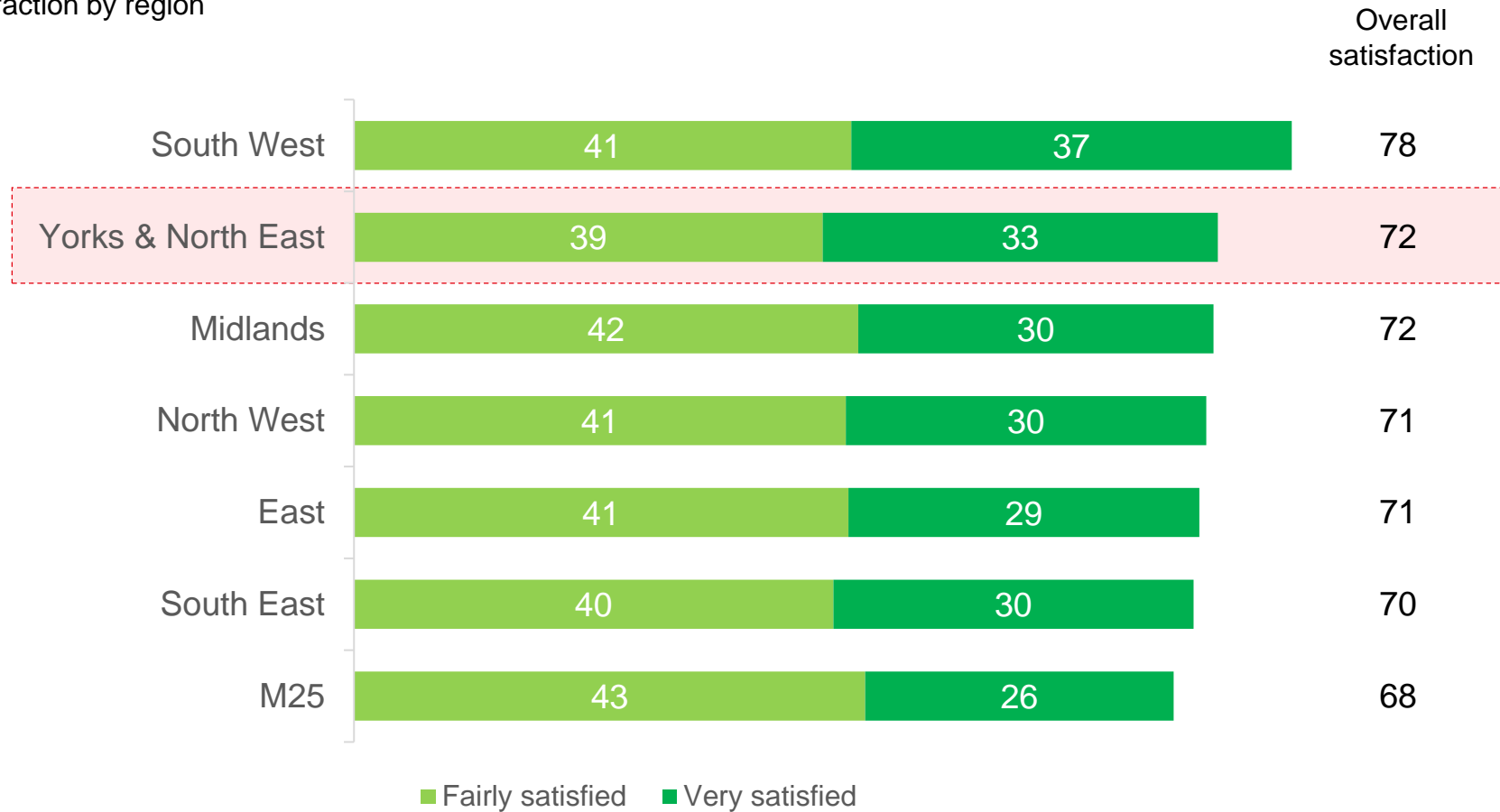
82%

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)
Yorkshire and NE: overall satisfaction (1,442), journey time (1,442), roadworks management (466), feeling safe (1,445)

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

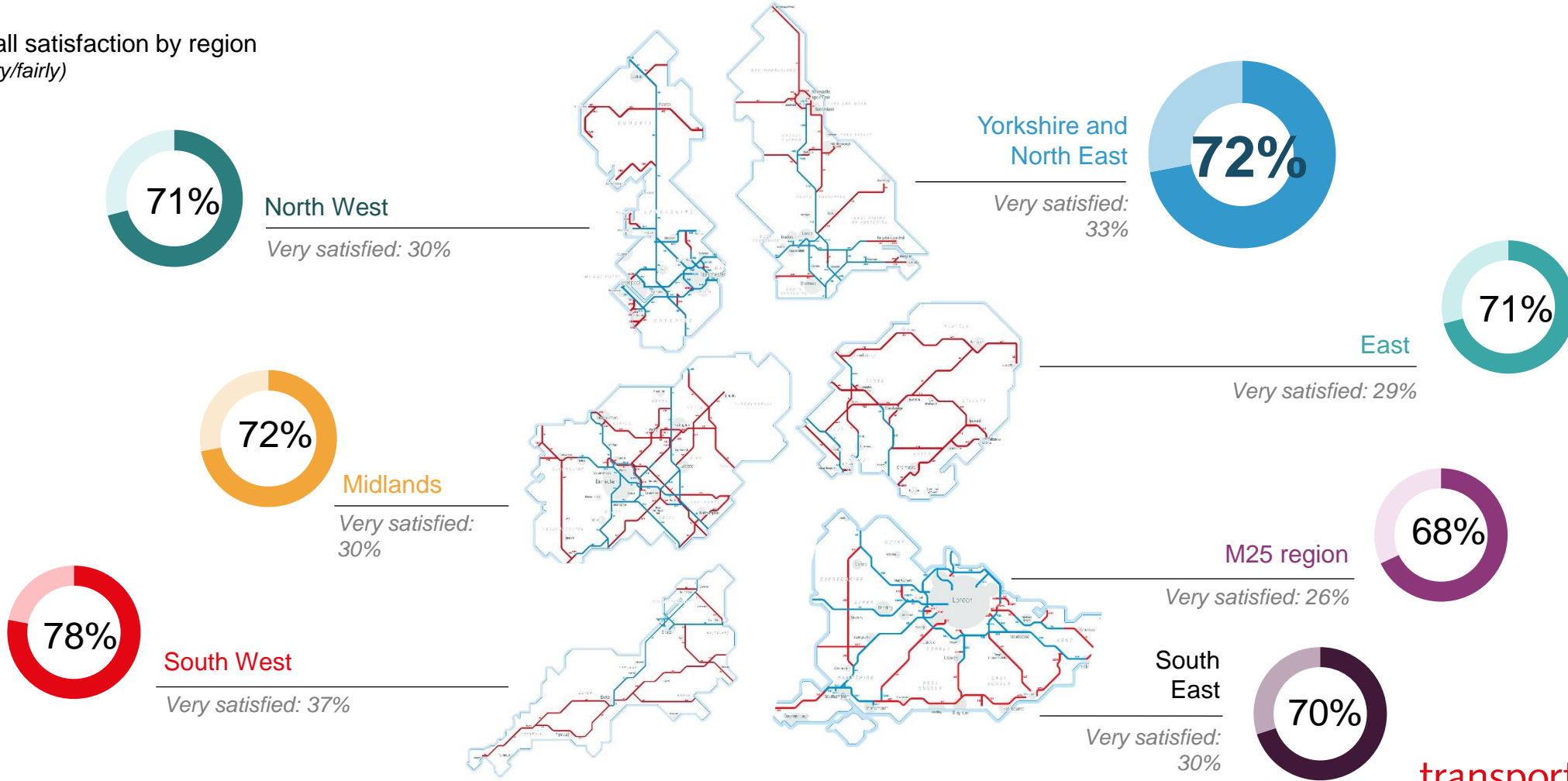
Overall satisfaction by region
(% very/fairly)



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

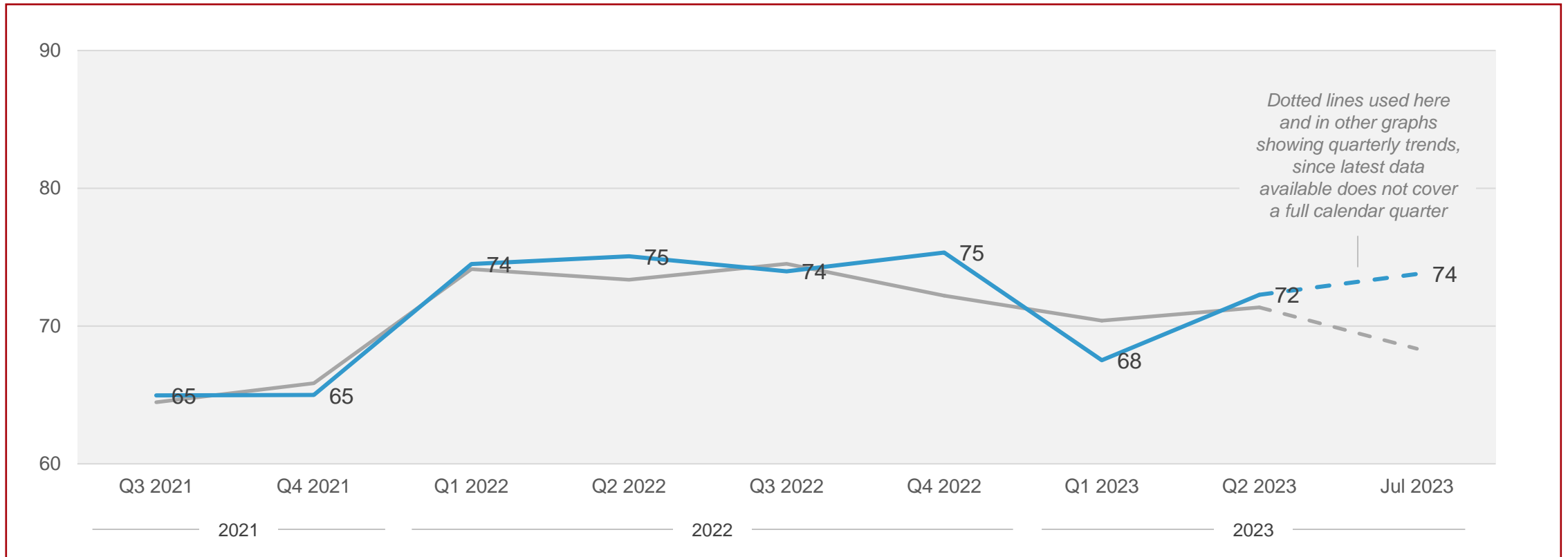
Overall satisfaction by region
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Base: all SRN users surveyed, Aug '22 – Jul '23 (9,055)
South West (1,033), Yorkshire and NE (1,442), Midlands (1,985), North West (1,382), East (1,299), South East (1,712), M25 region (1,355)

Broadly reflecting the national trend, so far in 2023 journeys in Yorkshire and North East are less satisfactory on average than through 2022

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

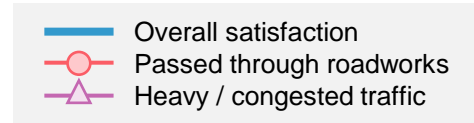
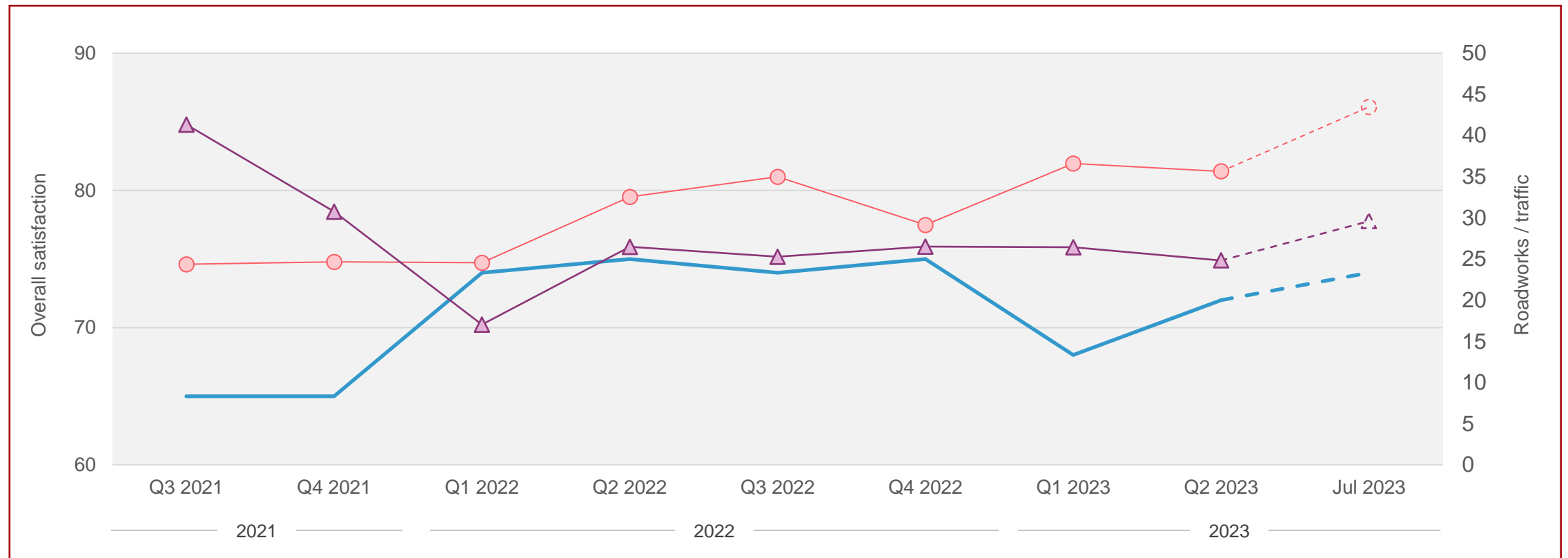


— Yorks and North East
— All regions

Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,928 per quarter; 779 in Jul '23)
 Yorks and North East: (average 268 per quarter; 133 in Jul '23)

The trend in journey satisfaction is linked in part to the perceived prevalence of roadworks and especially congestion at any given time

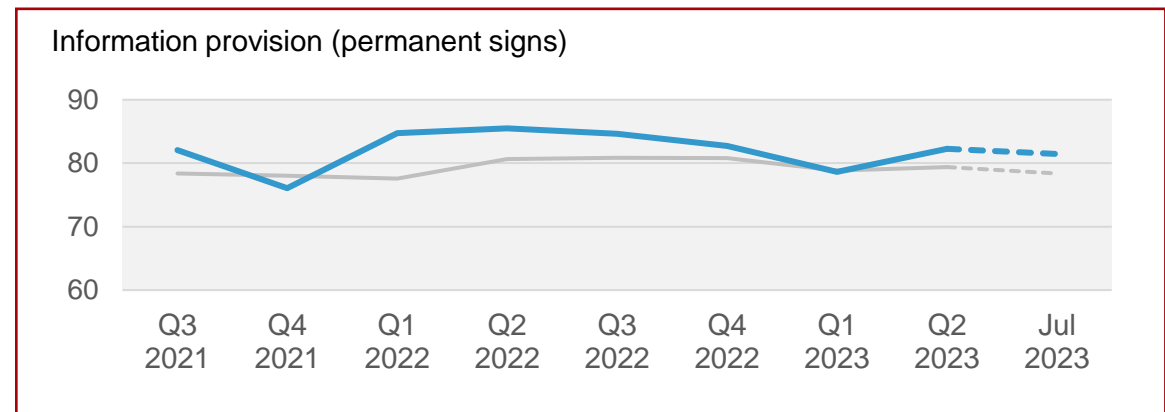
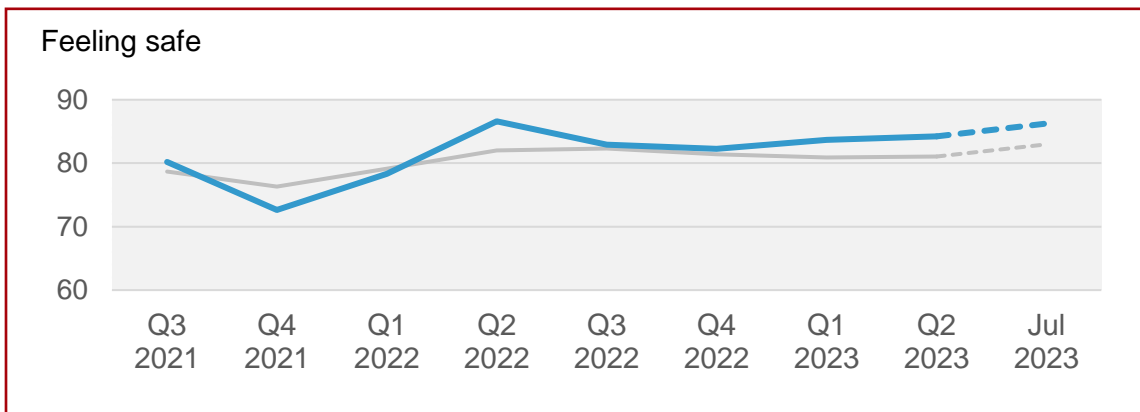
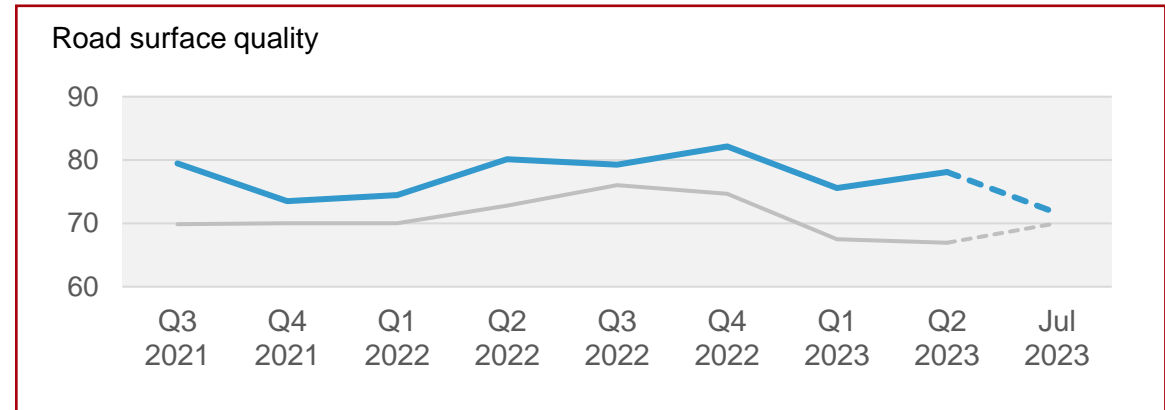
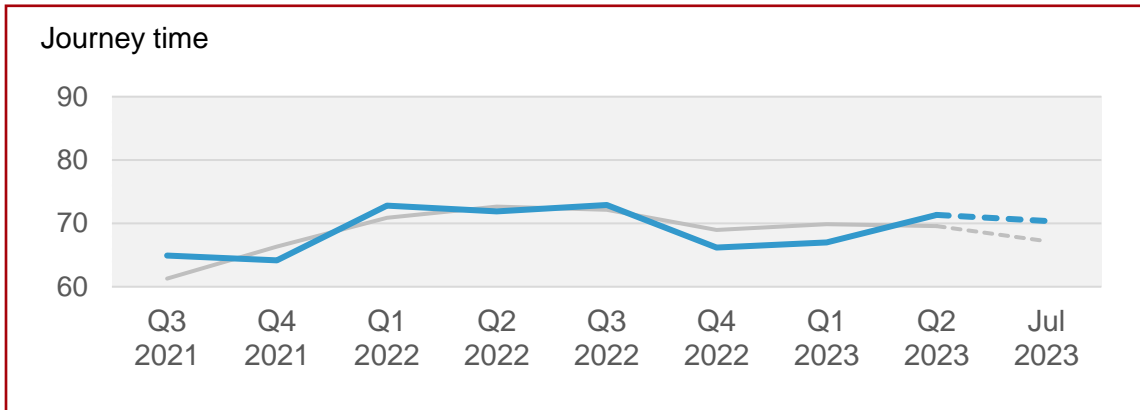
Overall satisfaction vs perceived roadworks and level of traffic, over last two years (% very/fairly, quarterly, Yorks and North East)



Base: all SRN users surveyed, Jul '21 – Jul '23
 Yorks and North East: (average 268 per quarter; 133 in Jul '23)

Yorkshire and North East has also seen **decreases in satisfaction with journey times, road surface quality and information provision** over a similar period

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

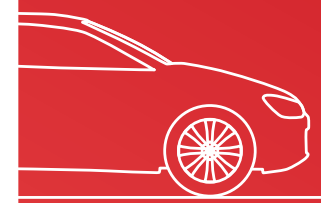
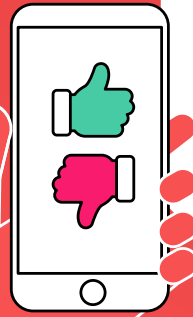
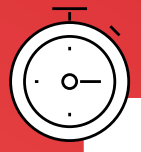


— Yorks and North East
— All regions

Base: all SRN users surveyed, Jul '21 – Jul '23 (average 1,825-1,926 per quarter; 742-782 in Jul '23)
 Yorks and North East: (average 268-282 per quarter; 125-133 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 Yorkshire and North East and some busier roads



On the whole, roads in Yorkshire and Humber perform a little better than those in North East England, but there is wide variation within this



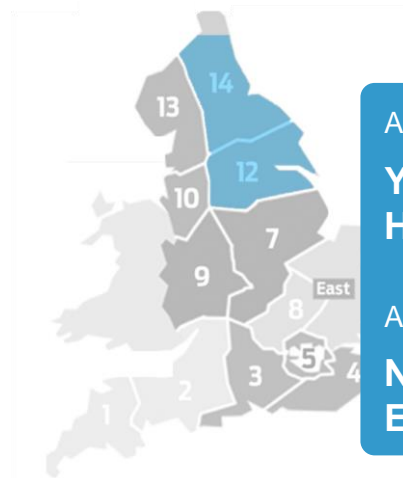
Overall satisfaction by road type/area/road: Yorkshire & North East



Motorways	72%
<i>(All regions)</i>	<i>71%</i>
Major A roads	72%
<i>(All regions)</i>	<i>71%</i>



62% responses for Yorks and North East are for motorway journeys, vs 62% on average across all regions



Area 12	Yorkshire and Humber	71%
Area 14	North East England	68%



69% of responses for Yorks and North East relate to Area 12 (Yorkshire and Humber)

Area 12: Yorkshire and Humber

M18	82
M1	77
M621	70
A64	69
A63	66
M62	65

Roads running through both areas

A1(M)	72
A1	62

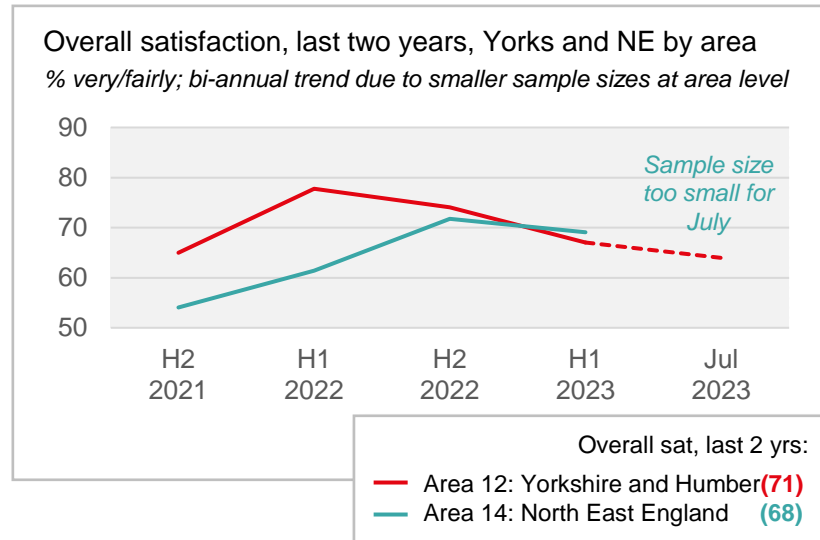
Area 14: North East England

A19	80
A66	63

*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), Yorkshire and North East (856). All major A Roads: All regions (4,209), Yorkshire and North East (586)
 Area 12 in Yorkshire and North East (including both motorways and major A roads) (1,414), Area 14 (including both motorways and major A roads) (635)

..and while satisfaction with the SRN is typically higher in Yorkshire and Humber (with roadworks a major complaint in the North East), the gap has closed over the last year

Longer term improvements to satisfaction in the North East, but both areas decreasing slightly since 2022

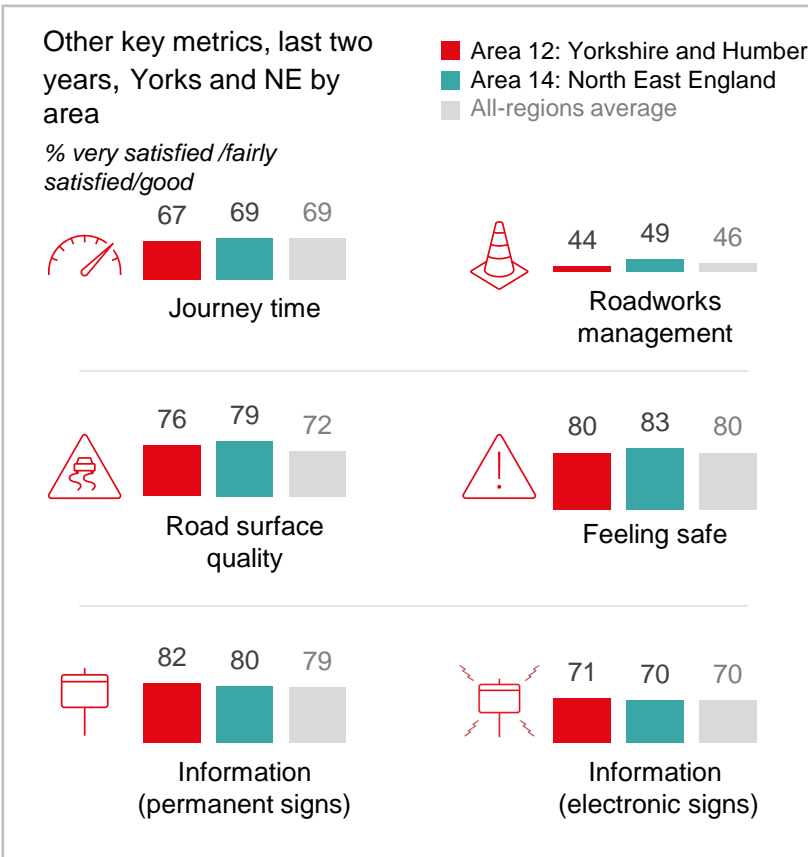


The trend in journey **satisfaction in Yorkshire and Humber corresponds to patterns in reported roadworks and congestion, with a rise in roadworks in particular in 2023 so far.**

Roadworks and other delays were felt to affect a large proportion of journeys in the North East through 2021 and early 2022 (with a peak of nearly two thirds of journeys reported as running through roadworks in the first half of 2022). **Perceived prevalence of roadworks in particular has eased somewhat in late 2022 and 2023 to drive the trend seen here for the North East.**

Base: all SRN users surveyed, Jul '21 – Jul '23; Yorkshire and North East Area 12 (average 339 per half year), Area 14 (average 152 per half year)

This puts Yorkshire and Humber a little behind the North East across all key metrics except information provision



Base: all SRN users surveyed, Aug '21 – Jul '23; Area 12 in Yorkshire and North East (1,414), Area 14 (635)

Other contextual factors

Roadworks are reported frequently across Yorkshire and North East, and **particularly so in the North East** – easing a little more recently, but still felt to be very high here.

Indeed, while roadworks are the main reason for dissatisfaction in Yorkshire and North East, it is even stronger as a factor for poor journey experience in the North East specifically.

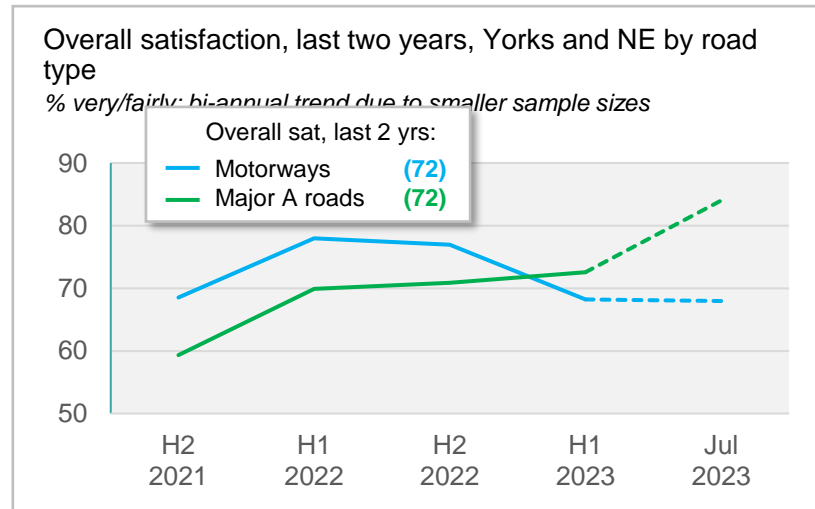
Experiences of roadworks in the North East are also influenced by the fact that journeys made here are typically more frequent than in Yorkshire and Humber. Most motorists in the North East aware of roadworks and their likely impact, from previous experience.

Drivers criticise the ongoing nature of roadworks across this region as a whole, but this chronic complaint is especially heightened in the North East, as are frustrations with associated speed limits and lane restrictions, and the presence of slower vehicles which can exacerbate these issues.

“ This section of [the A1(M)] has always been inadequate for the volume of traffic, it is always being upgraded without ever actually being fit for purpose. It's dreaded by anyone who has to use it in our area ”

Reflecting the decrease in satisfaction for Yorkshire and Humber area, motorways are now the priority for improving SRN experience in Yorkshire and the North East

Decreased overall satisfaction in 2023 for Yorkshire and North East as a whole is driven by experience on the region's motorways

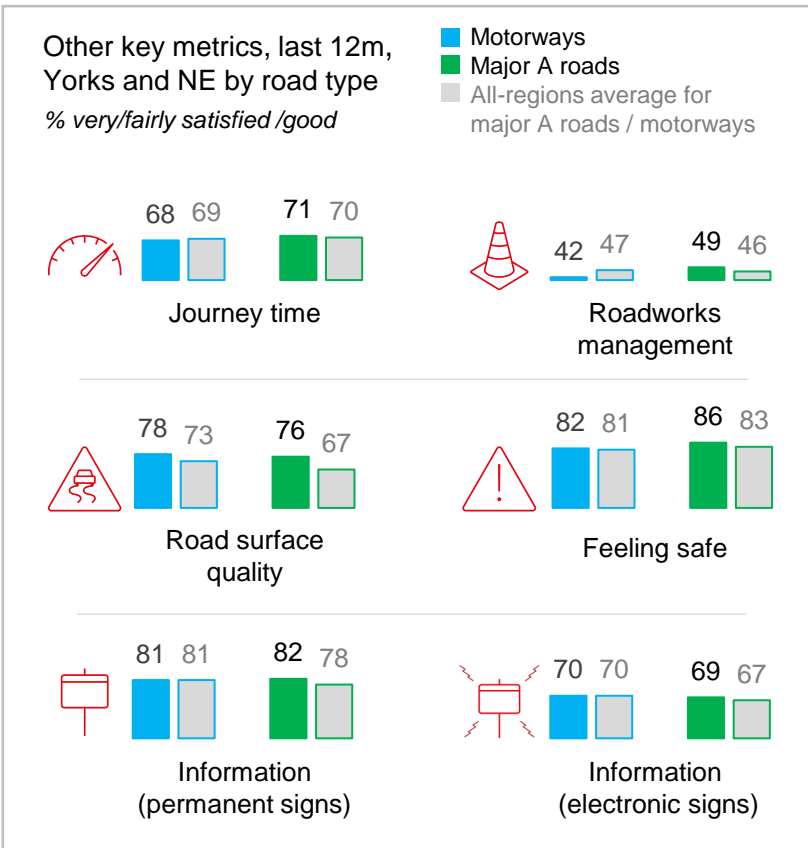


This pattern is **echoed across all key measures on Yorks and North East motorways**, and corresponds with a **sharp rise in reported presence of roadworks**.

By contrast, **major A roads are rated more consistently** (or are improving) on all key measures. This reflects **some easing in the perceived volume of roadworks, congestion, and delays** over the same period – **albeit that roadworks in particular are felt to be high overall** in both areas compared to all other regions.

Base: all SRN users surveyed, Jul '21 – Jul '23; Yorks and North East motorways (average 328 per half year), Major A roads (average 236 per half year)

...meaning over the last year as a whole, A roads are rated a little better than motorways in key areas including journey times and roadworks management



Base: all SRN users, Aug '22–Jul '23; Yorks and North East motorways (856), major A roads (586)

Other notable factors

Reports of roadworks are more frequent on both motorways and major A roads, than equivalent roads in all other regions – and resulting added time is higher than average for both road types.

Major A roads in Yorks and North East also have among the highest perceived levels of congestion.

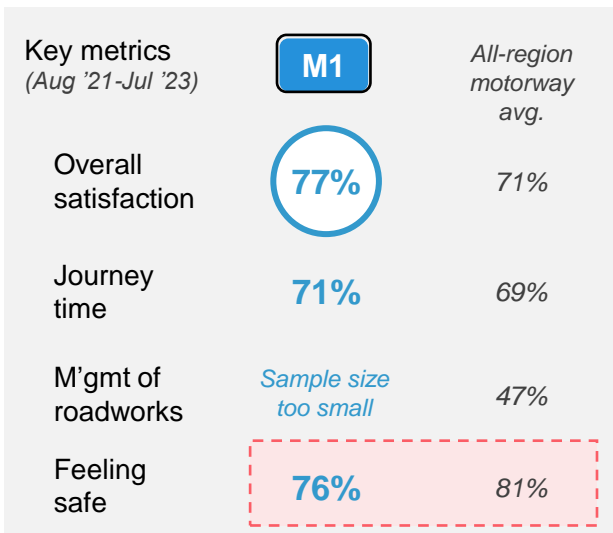
Reflecting ratings for road surface quality, other aspects of **the presentation of roads are rated in line with average or above, for both motorways and major A roads** in Yorkshire and North East, including lighting, road marking and litter (though there is room to improve).

Joining and leaving roads are also rated as above average for both road types.

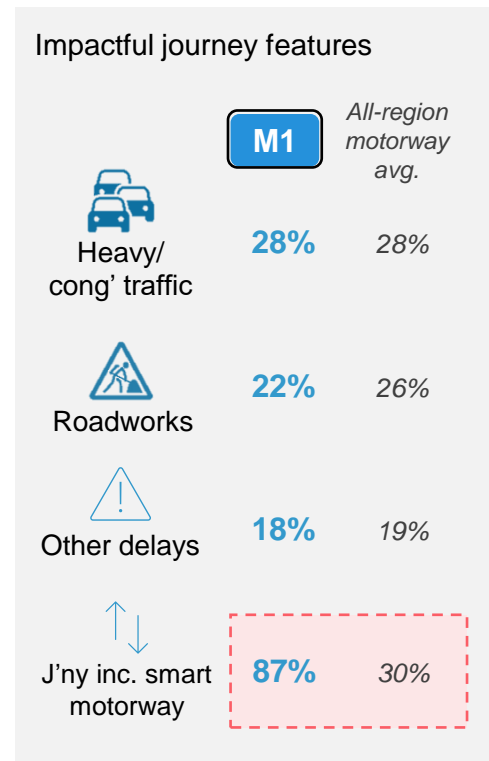
Smart stretches are present on 36% of motorway journeys in Yorkshire and North East, compared to the national average of 47%.

M1 is one of the better-rated motorways in Yorkshire and Humber (Area 12): journey times and road condition generally rated as reasonable, though variable speed limits and other smart motorway features look to be dampening overall experience

A good experience overall, though safety perceptions a little below average



...likely linked to perceived level of disruption being average – which is lower than some other parts of Yorkshire and North East



Drivers' comments to explain their level of satisfaction or dissatisfaction are typical for motorways, highlighting the impact of congestion and roadworks

The road works on the M1/M621 combined with similar on M62 create a constant ongoing miserable experience

Roadworks all the way from Pudsey to M62 junction

Road was very busy and I got stuck behind a slow lorry

Road works on this part so speed restrictions and heavy traffic

...but also with some specific mentions of air quality control measures, and dislike of smart motorways more generally, which affect most journeys on this part of the M1 and may be contributing to lower overall safety perceptions

I worry about there being no layby lane

Don't like or trust "smart" motorway

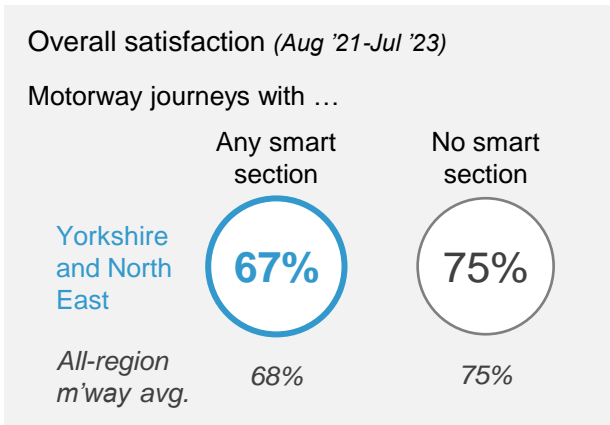
The M1 suddenly goes to 60mph for "air quality"

I have to use smart motorway and I'm scared in case of my car breaking down. It's very dangerous

The part where it goes down to 50 for air quality is frustrating..., and sometimes it changes to 40 as it says there are queues. I think there are queues because of this.

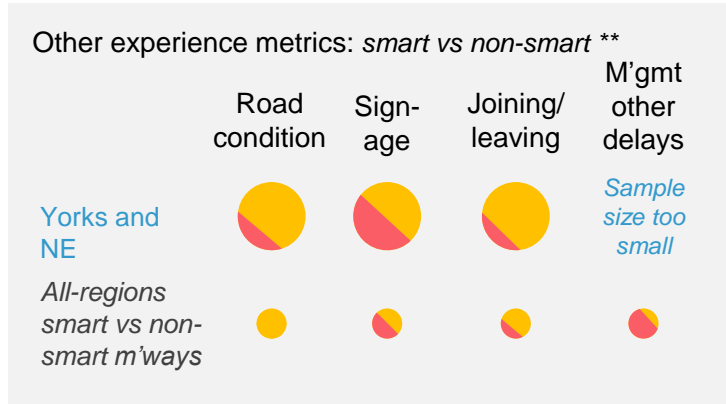
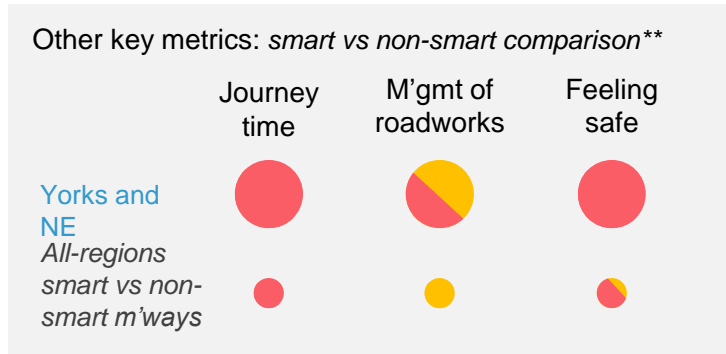
Broader feedback echoes that smart motorway journeys are usually less positive, often **perceived as less safe**, and experienced as **congested in practice**

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.

Roadworks management and road condition are two isolated areas where smart motorways typically do no worse than elsewhere (though roadworks management is rated poorly in 12: Yorkshire and Humber).



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%

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.

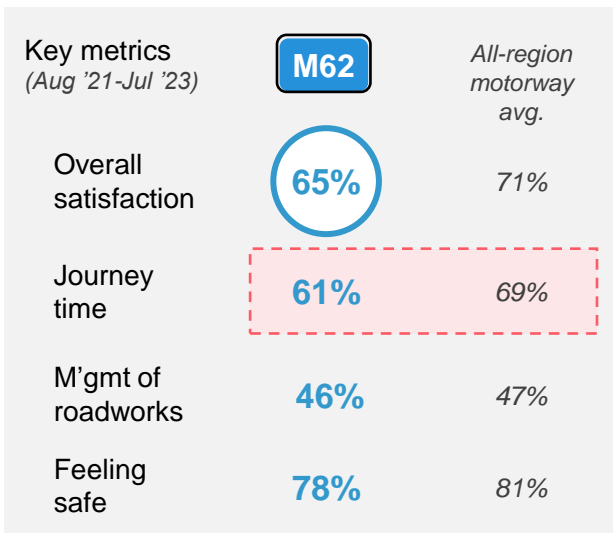
Road surface condition and presentation is a little less common as a driver of dissatisfaction on smart motorways compared to other roads.

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.**

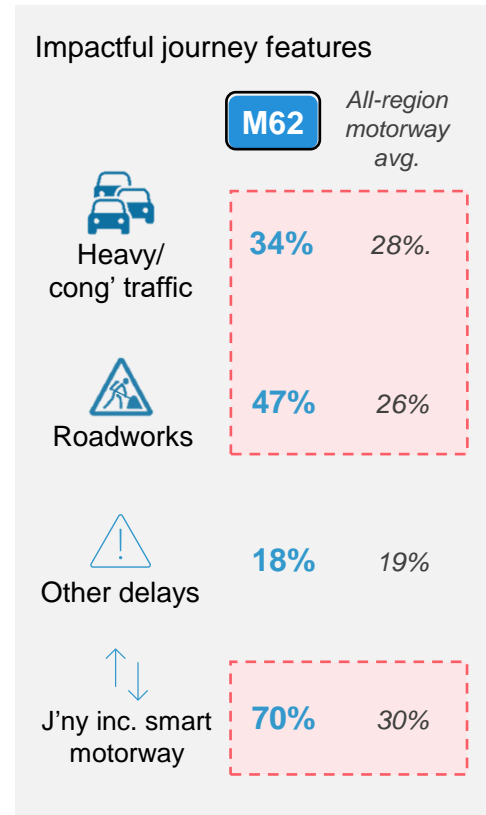
Base: random sample of all who used a smart motorway for any part of journey, Aug '22 – Jul '23, satisfied (104), dissatisfied (106)

...the M62 is a more extreme example of similar issues, with a very high proportion of journeys reported to be affected by roadworks

Lowest-rated motorway in the region, driven by less satisfactory journey times



This is due to a very high perceived impact from roadworks and congestion



...and again drivers highlight **congestion and roadworks – and the way they are managed** – as key reasons for lower satisfaction, with emphasis on the **ongoing nature of roadworks on M62** (with lots of comments about work on the Ouse bridge, specifically):

The M62 is always congested so this was the norm and as I'd expect

Constant roadworks and has been for almost a year, never seems to progress or finish before starting another part of the same motorway.

The majority of the journey was good, one exception was the Ouse bridge which is still being worked on with a 30 mph limit

The ongoing road works on the Ouse bridge are a major inconvenience.

Excessive traffic on M62, people don't understand how motorways should work, 4 lane system doesn't work, constantly stuck doing 60mph or under due to people sitting in [fast] lane instead of moving over, motorway unable to handle the amount of vehicles on the road

The speed restriction on the Ouse bridge are far too long. It must be nearly a mile at 30mph before you get to the major road works westbound

The A1** and A66: exemplifying common experiences in the North East, with perceived high intensity of roadworks



Roadworks and congestion slowing journeys on an otherwise effective road

Key metrics

	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe
A1	62%	63%	51%	81%
avg.	71%	70%	46%	83%

Other aspects of experience*

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

Impactful journey features

	A1	avg.
Heavy/ cong' traffic	37%	21%
Road works	51%	23%
Other delays	20%	16%

Comments from drivers reflect the **high reported levels of roadworks and congestion**, and articulate some of the **frustrations with associated speed limits** that feature in much of the feedback for Yorkshire and North East

Roadworks, the A1 is down to one lane in both directions, at the same time that there are roadworks on the M1 almost parallel to the works on the A1 so there is no normal route to take at the moment

I feel that the speed limit on the A1 should be 70mph and then down to 60 if necessary, the traffic doesn't seem to flow smooth enough as people are doing a mixture of 50,60 and 70.



Roadworks and congestion also a striking issue for A66 users

Key metrics

	Overall satisfaction	Journey time	M'gmt of roadworks	Feeling safe
A66	63%	71%	Small sample size	74%
avg.	71%	70%	Small sample size	83%

Other aspects of experience*

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

Impactful journey features

	A66	avg.
Heavy/ cong' traffic	25%	21%
Road works	33%	23%
Other delays	14%	16%

Variable speed limits and frustration with roadworks are drivers' key points in their own words, along with some **salient accidents**

The A66 is a poor road with many speed restrictions and dangerous accident-prone sections but I completed this part of my journey without any problems

Dual carriage way, then single, then dual and so on. Usually very slow and on this occasion a bad accident held us up for hours, understandably

We could see that the central reservation barrier had been replaced and finished, but the cones were still there so only one lane was open. ...frustrating to be restricted to just one lane with a lower speed limit.

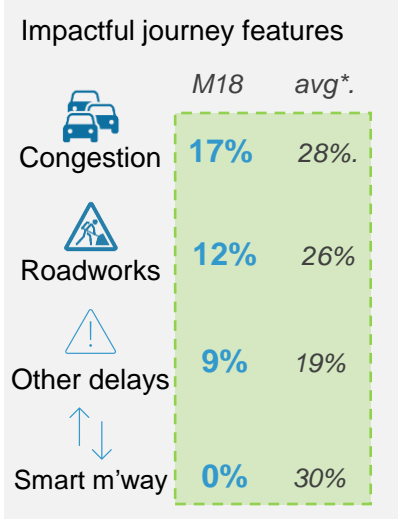
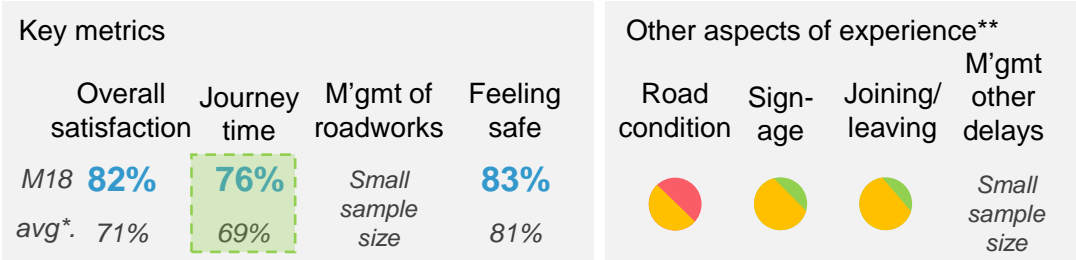
** The A1 also runs through Yorkshire and Humber but contributes a high proportion (44%) of all survey responses for the North East in particular

SRN users in Yorkshire and North East on A1 (334), A66 (77 – ^CAUTION: LOWER SAMPLE SIZE FOR THIS ROAD), 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 54 for detail

In contrast the best-rated roads in each of Yorkshire and North East's areas deliver mainly un-disrupted journeys, though neither are without areas for improvement

M18 Little congestion, roadwork or other delays, enabling good timings and satisfaction overall, despite not-perfect road presentation



M18 users' own free-text comments confirm relatively free-flowing traffic for the majority of journeys, or minimal impact when congestion or roadworks are present.

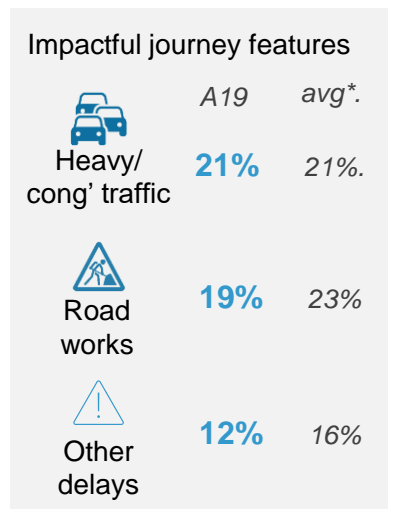
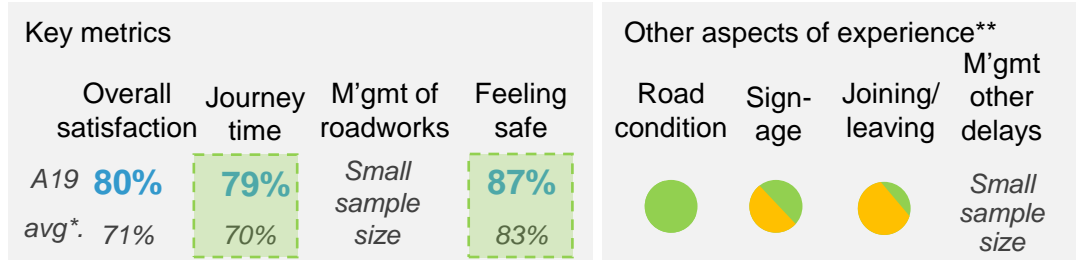
1 lane was closed for barrier repairs, but the delay was minimal

Traffic was light and weather was fairly good so it was easy and pleasant to drive.

Apart from drivers hogging lanes this part of the journey was not too bad.

Isolated comments from the minority of less satisfied drivers highlight some areas of congestion, at various times of day, and/or delays or jams for various reasons.

A19 Tangible, recognisable improvements helping to create a safe, smooth, efficient journey; congestion is still a watch-out, however



Drivers often acknowledge **recent improvements** directly, though **congestion hot spots** still affect some

Since the upgrade of the Testo ...junction the traffic flows up and over the new bridge even at peak times. An absolute game changer from the congestion in past times.

Recent changes ...make the journey much quicker... specifically changes at silver link and testos

...so glad they had redone the white markings on the road from the previous higgie piggie

Build up of traffic coming out of the Tyne Tunnel slows speed of traffic

Roads were very busy [but] traffic did not cause too many problems

SRN users in the Midlands on M18 (145), A19 (200), Apr '21 – Sep '22. *Averages shown are the all-region motorway averages as benchmarks for M18, and the major A road averages for the A19. ** "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 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 54 for detail

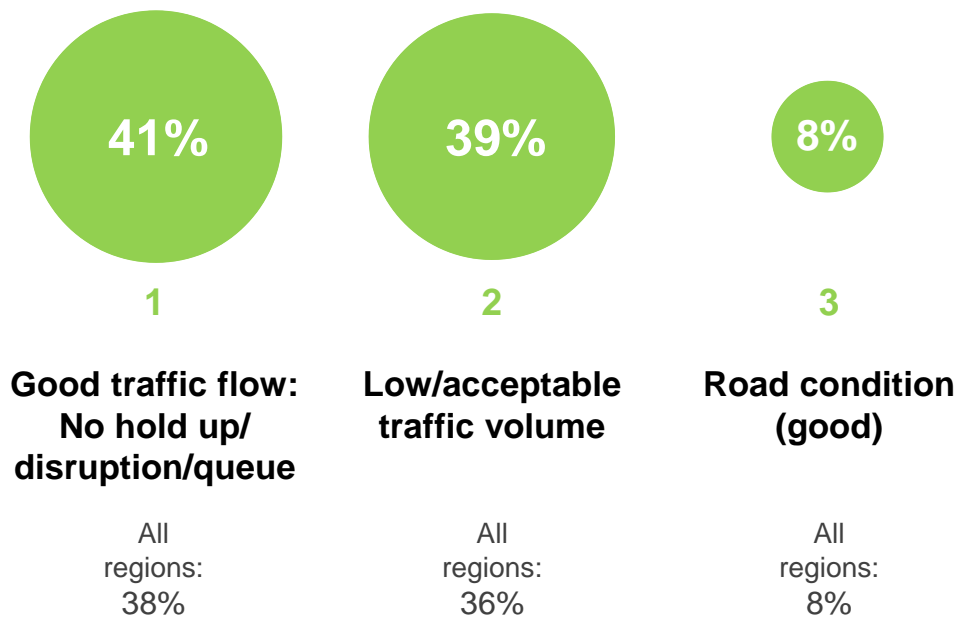
Understanding overall satisfaction in more detail



There are two main themes in the reasons users give for satisfactory journeys in Yorkshire and North East

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, Yorkshire and North East)
% mentioning topic



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

Good flow 'despite' roadworks

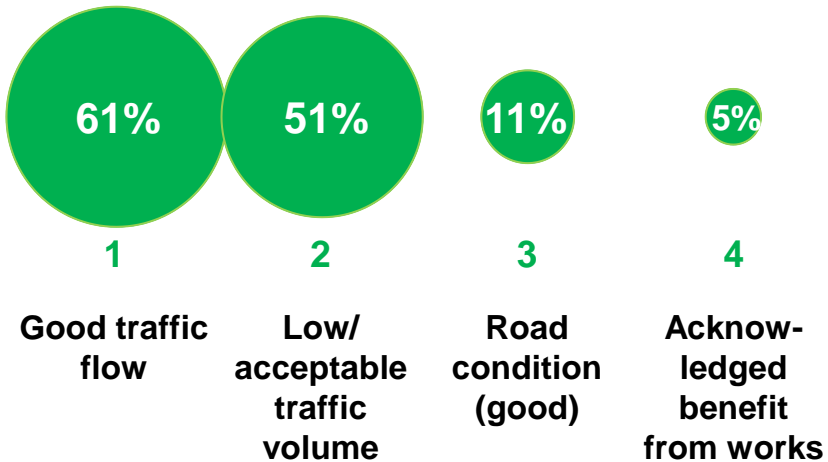
Acknowledged benefit from improvement works

Good/effective signage

...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

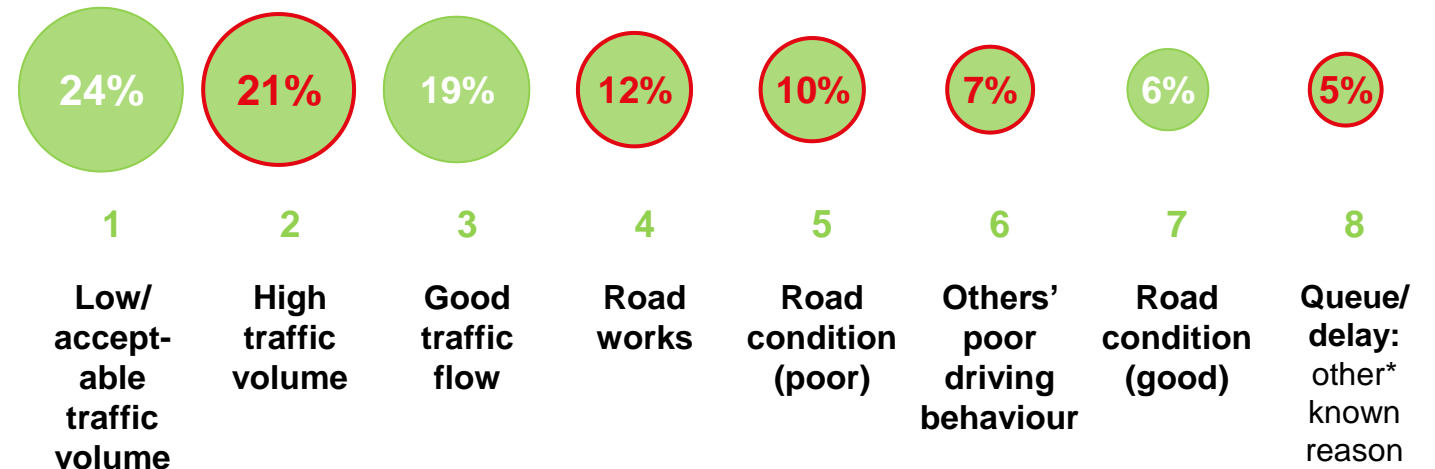
Very satisfied: top reasons
% mentioning topic



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 most users are satisfied overall in Yorkshire and North East, could National Highways aim to increase the proportion who are very satisfied (currently around a third here, similar to most 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

Very satisfied: Example comments (Yorkshire and North East)

“ I didn't really notice anything on the M18 on that journey, which means the roads were in fair condition and the traffic was relatively low! ”

“ The road was fairly smooth and quiet, not much traffic either ”

“ Since the upgrade of the Testo Roundabout junction the traffic flows up and over the new bridge even at peak times. An absolute game changer from the congestion in past times. I left quite late yet still made my appointment in time because of the improved layout. ”

“ There was no hold ups and there was a service station. ”

“ Well maintained, smooth, good signage ”

“ The traffic was light and there were no delays. ”

“ The A1 was clear and is the most direct route ”

“ Not much traffic, new traffic lights on A66 slip-road moved quickly ”

“ Road was clear with minimal traffic. Recently widened and re-laid ”

Fairly satisfied: Example comments (Yorkshire and North East)

“ A1(M) always busy around J46/45 up to A19 junction ”

“ Lots of running water making the road slightly dangerous ”

“ Good traffic flow, very little hold ups, just one small section where we were filtered down to 1 lane for roadworks ”

“ 1 lane was closed for barrier repairs, but the delay was minimal ”

“ In the main the journey was a smooth one but in some areas the road surface was in need of repair making it bumpy and rough ”

“ Although the road was quieter, there was a significant amount of ...drivers hogging the middle lane when the inside lane was empty ”

“ Tyne tunnel is still getting very congested. ”

“ The A1 is only dualled in some places. The traffic was very slow due to a tractor being on the road, with no option to pass due to the bends in the road. This is an ongoing problem with the A1 ”

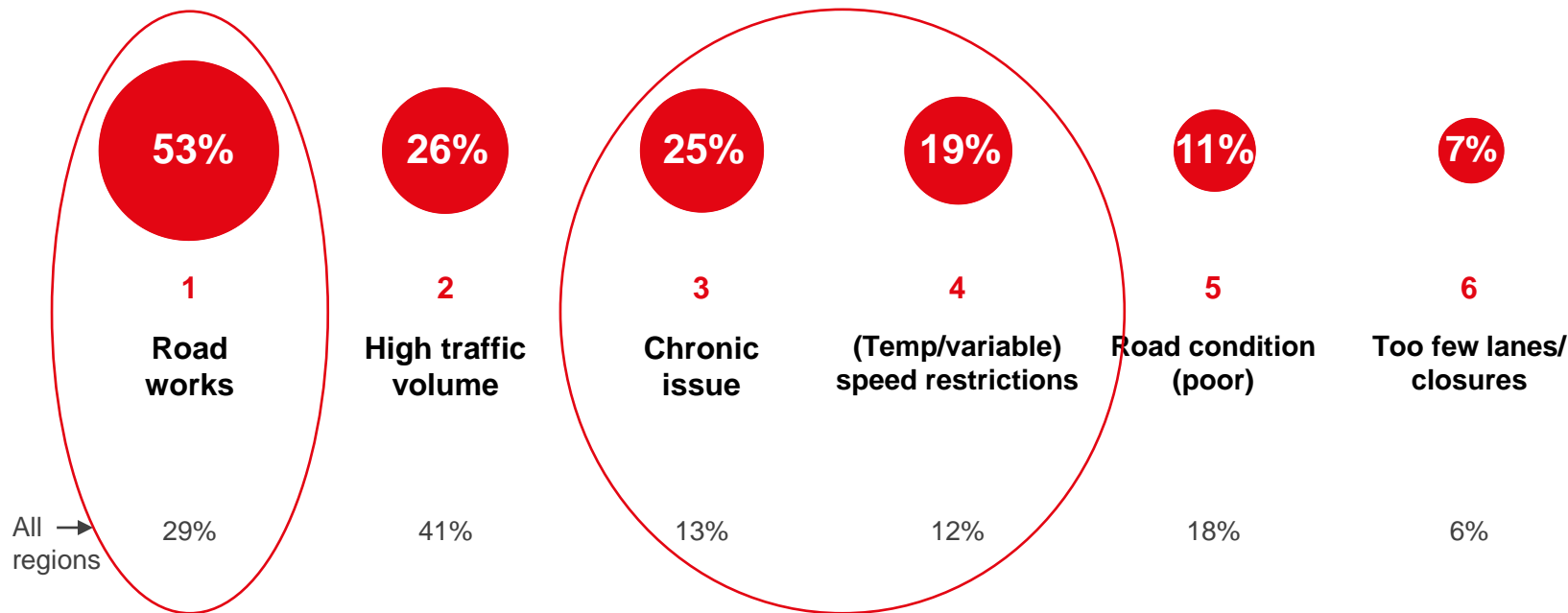
“ Very busy in places but mostly a steady run ”

Roadworks are the most common reason for dissatisfaction in Yorkshire and North East (more so than in other regions); the ongoing nature of these issues, and resulting speed restrictions, are also particularly 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, Yorkshire and North East) % mentioning topic




Dissatisfaction: other reasons

(very/fairly dissatisfied)
% mentioning topic

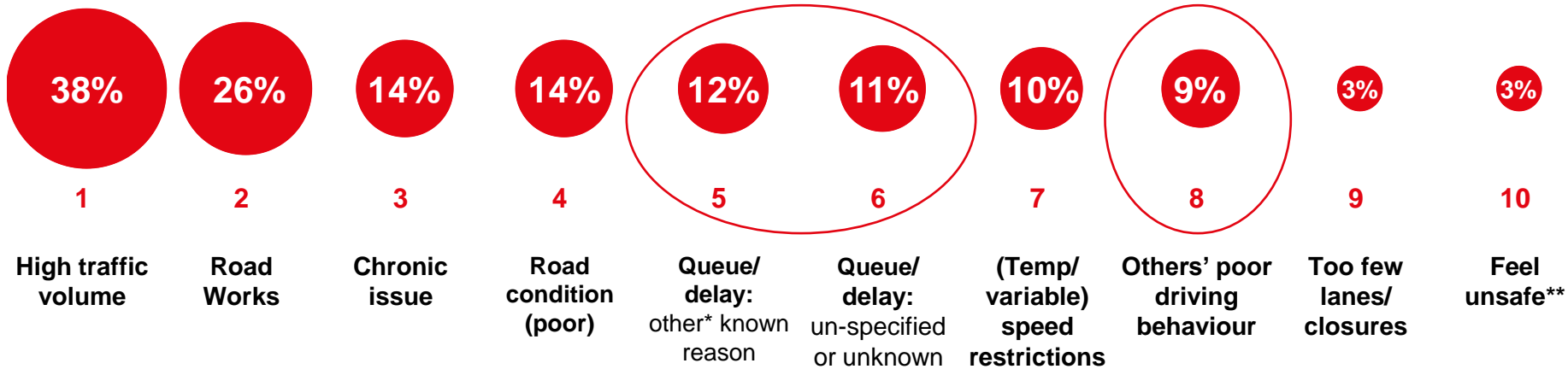
	Yorkshire and North East	All regions
Queue/delay: un-specified or unknown	5%	7%
Safety	5%	5%
Others' poor driving	5%	6%
Other	34%	39%

Base: random sample of those giving a rationale for overall satisfaction rating Aug 22-Jul 23 – dissatisfied, Yorkshire and North East (101), all regions (303)

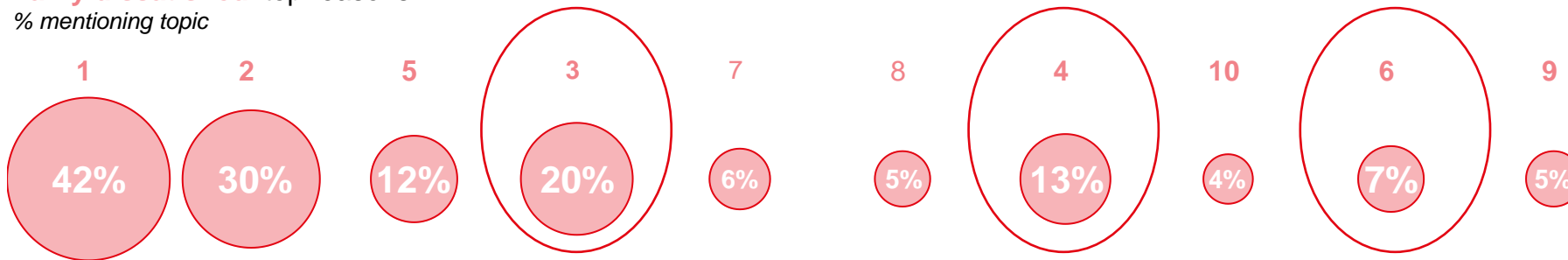
While perception of heavy traffic and **roadworks** are most common reasons for poor journeys, **when other delays happen, they are associated with more pronounced dissatisfaction**, along with some other differences between fairly and very poor journeys

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 society and the way public services are run

Very dissatisfied: Example comments (Yorkshire and North East)

- “ This road should be entirely dualled, and should have been done 50 years ago. It is a complete disgrace that we have to trundle for miles behind tractors and lorries. ”
- “ Road management for road accident. Highways web site had it being cleared by 16:00, other information stated slight delays. Road signage not of use ”
- “ Excessive traffic on M62, people don't understand how motorways should work, 4 lane system doesn't work, constantly stuck doing 60mph or under due to people sitting in [fast] lane instead of moving over, motorway unable to handle the amount of vehicles on the road ”
- “ It has more pot holes than any other road ”
- “ Took 75 minutes for what should have been a 25 minute journey. ”
- “ Endless roadworks causing extensive slow traffic ”
- “ A1 roadworks since I started working in Sunderland in 2010. Will they ever end? ”
- “ The road works on the M1/M621 combined with similar on M62 create a constant ongoing miserable experience ”
- “ Constant roadworks which practically brought the road to a standstill. This is very common and has been going on for many years now. ”
- “ This section of road has always been inadequate for the volume of traffic, it is always being upgraded without ever actually being fit for purpose. It's dreaded by anyone who has to use it in our area ”

Fairly dissatisfied: Example comments (Yorkshire and North East)

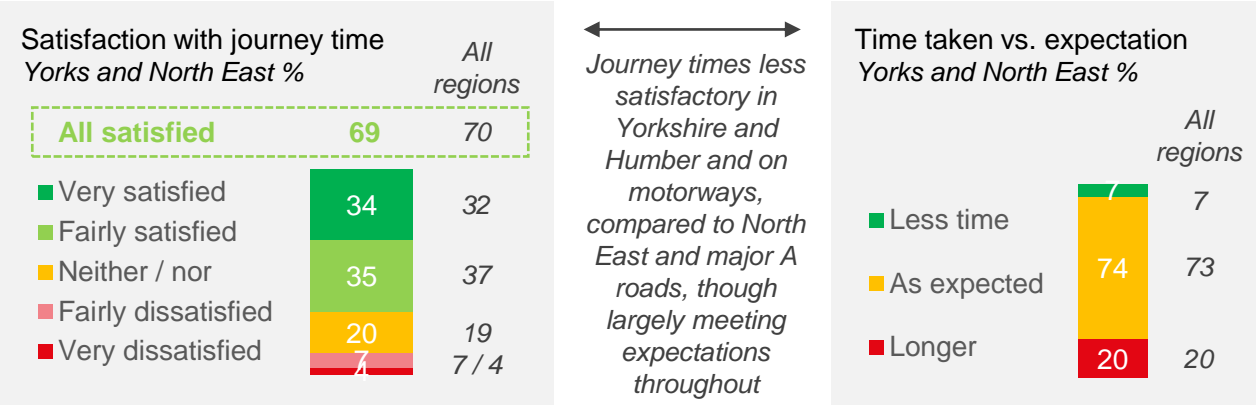
- “ ...speed restrictions pretty much most of the way probably due to rain conditions but made this part of the journey very long ”
- “ Too many people speeding and cutting me and other drivers up ”
- “ Traffic back ups, road works, unclear signs ”
- “ Speed camera vans constantly on this road and often hidden in sneaky places. Traffic flows nicely, then everyone sees van and brakes. Having to do 60mph on this road in a van is painful. These vans are only there to make money, not for safety reasons. ”
- “ There was a lot of spray, lorries, road works and some of the way was in darkness, no lights on motorway ”
- “ Heavy traffic flow, start / stop nature ”
- “ I feel that the speed limit on the A1 should be 70mph and then down to 60 if necessary, the traffic doesn't seem to flow smooth enough as people are doing a mixture of 50,60 and 70. ”
- “ Occasional large bumps on road surface making the journey uncomfortable ”
- “ A lot of HGVs overtaking each other one after the other causing the journey to be very brake heavy as well as a lot of queues at junctions due to road works and other congestion. ”
- “ Speed restrictions down to 50mph no reason Cones for no reason. Roundabouts with traffic lights, with road marking that change and puts you in the wrong lane. ”

Journey time

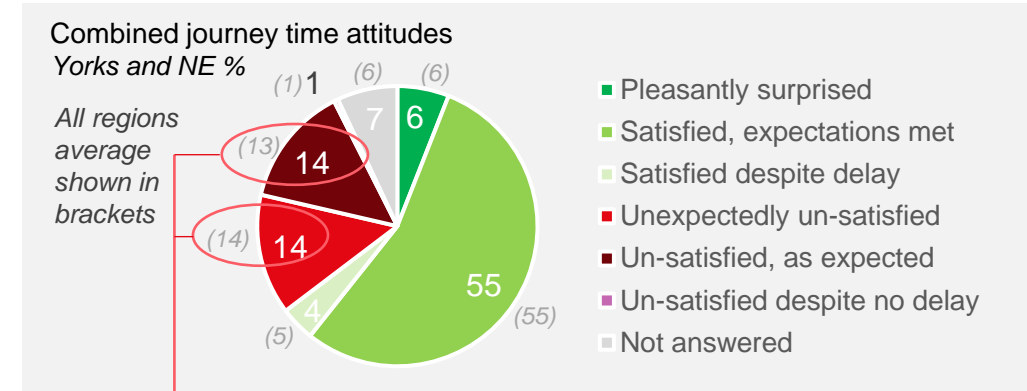


Users' experience of journey times on the SRN in Yorkshire and North East

Satisfaction with journey times in this region is similar to average (reflecting the nationwide downward trend over the last year); a fifth of journeys taking longer than expected



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 **54%** Yorks and North East journeys (vs. 56% for all regions)

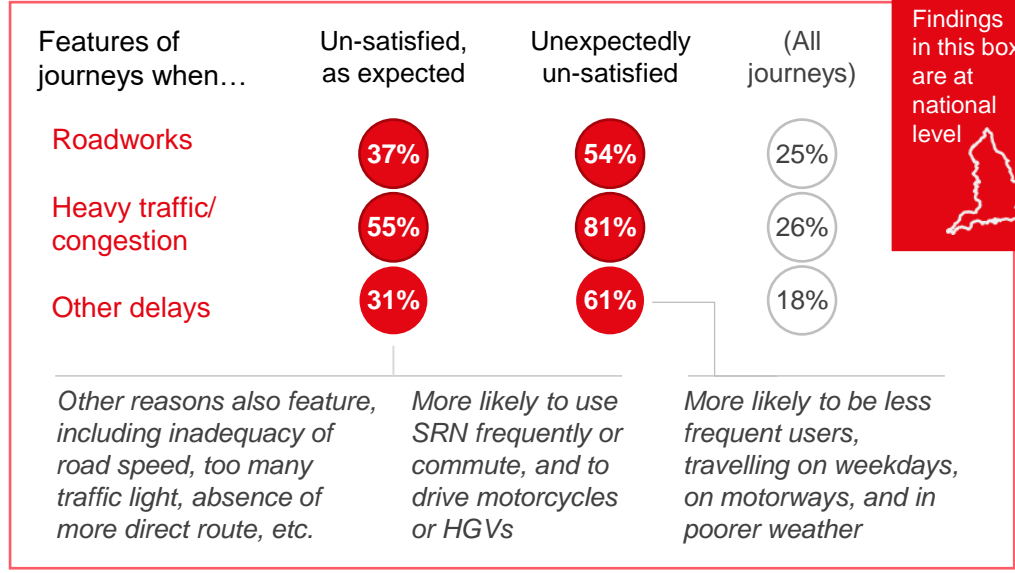
🕒 **58%** set off early for these journeys (vs. 58% on average)

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

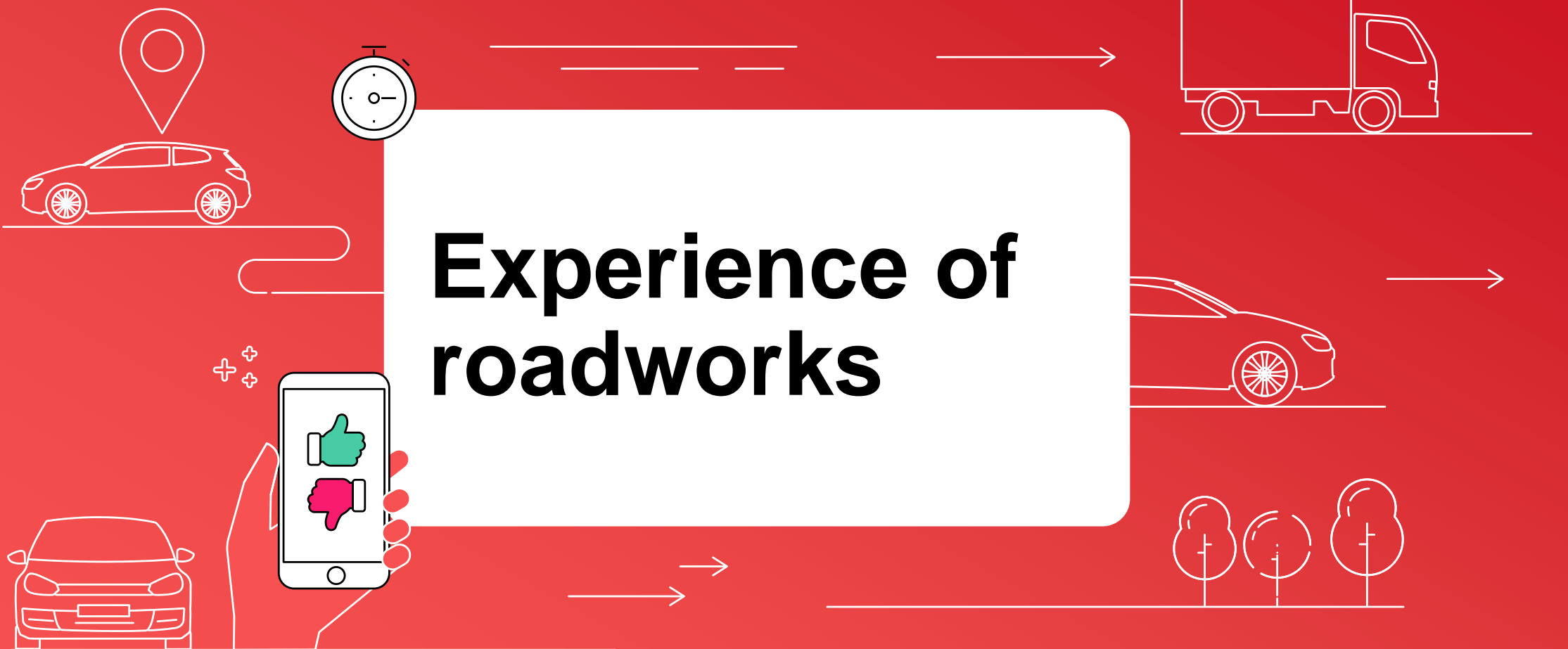
But while people typically set off early for morning peak commuting journeys, this isn't necessarily the case for professional drivers – perhaps where allowing contingency is less possible

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, Yorks and NE, (1,449), all regions (9,056)
 Time vs expectations: all answering, Aug '22 – Jul '23, Yorks and NE, (1,442), all regions (8,530)
 Combined attitudes: all SRN users surveyed, Aug '22 – Jul '23, Yorks and NE, (1,449), all regions (9,091)

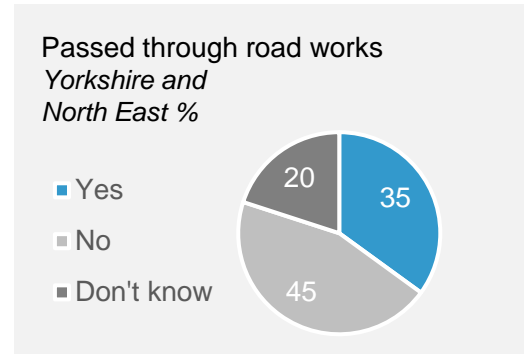


Experience of roadworks



SRN users' experience of roadworks in Yorkshire and the North East

Perceived prevalence of roadworks is higher than in all other regions, with a third of journeys affected

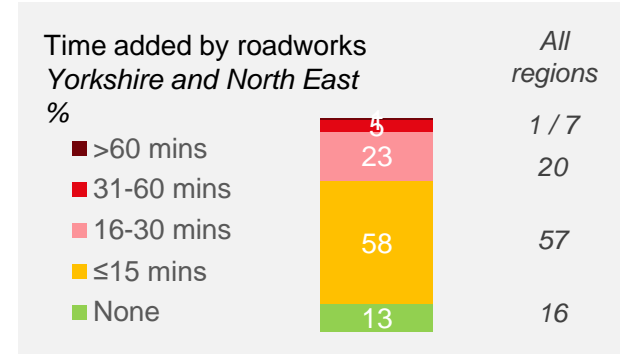


Compares to all-regions average of 25% that passed through roadworks

In particular, roadworks are felt to be **very prevalent in the North East (45%)**, though they are also reported as affecting many journeys (32%) in Yorkshire and Humber.

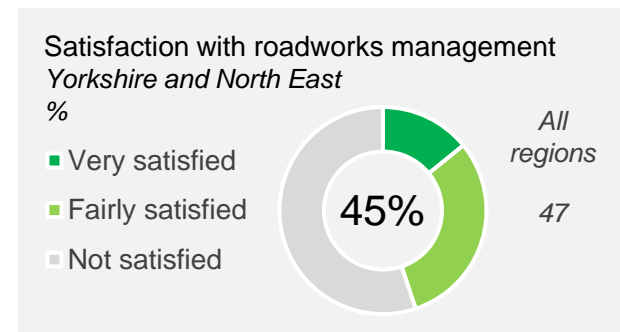
They are reported **similarly frequently on both motorways and major A roads** across Yorkshire and North East.

On average they typically also add a little more extra time to journeys than in other regions



Less than half of those affected are satisfied with roadworks management

(Lower in Yorks and Humber, and on motorways; roadwork management rated above average on major A roads and in North East, but still low overall)



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



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)

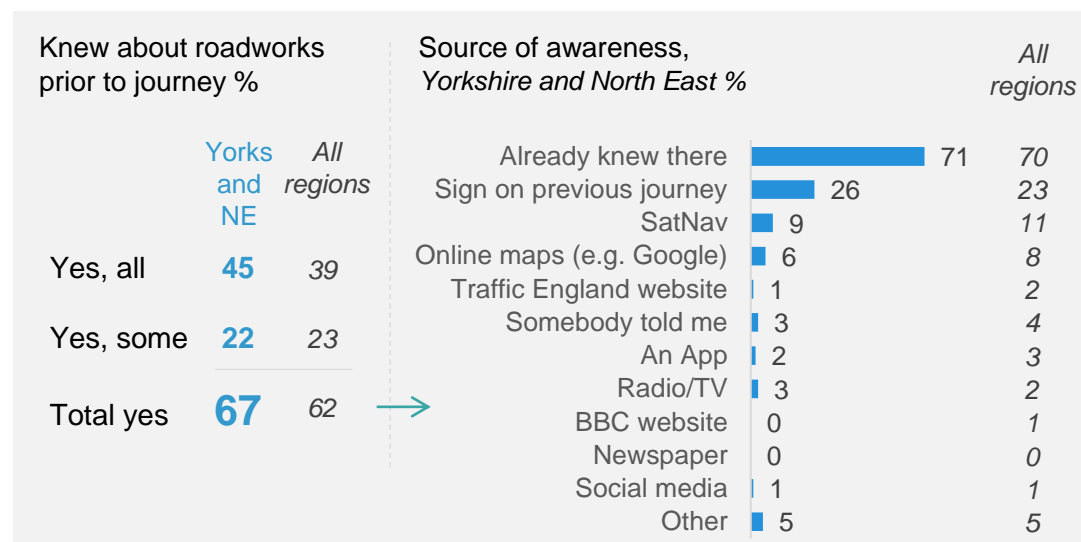
Inevitably it is difficult to truly satisfy users when their journey is disrupted, but other factors in the way works are managed can exacerbate this experience.

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 Yorkshire and the North East

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



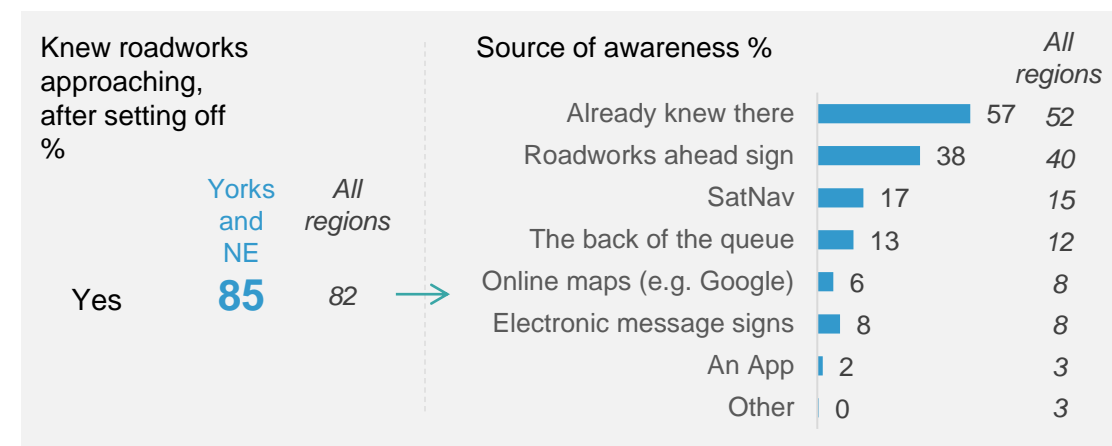
Reflecting this reliance on previous exposure, advance knowledge of roadworks is associated with more frequent usage, especially commuters and professional drivers. **Those making less frequent journeys, typically for leisure, are less informed.**

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

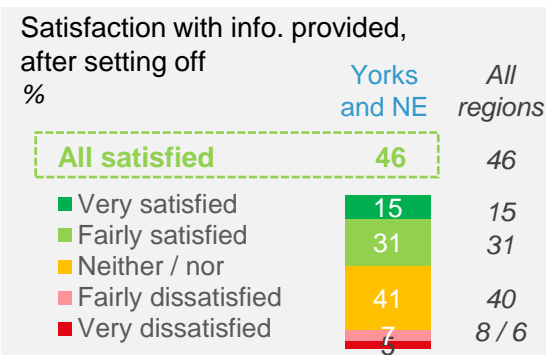
Can more be done in periods of higher leisure travel to target users less likely to know about the roadworks?

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



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



Awareness of roadworks higher in the North East than in Yorkshire and Humber, based on more previous experience. In-journey information rated slightly higher here too.

Any information before reaching the back of the queue aids satisfaction. 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 Yorkshire and the North East are satisfied with roadworks management, it's typically due to little material impact, and/or that they feel informed

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

Satisfaction with roadworks management: top reasons
 (very/fairly satisfied)
 Yorkshire and North 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 Yorkshire and North East mention...

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

All → 35% regions 30% 8% 8% 4% 3% 9% 29%

Base: random sample of those giving a rationale for satisfaction with roadworks Aug '22 – Jul '23
 Yorkshire and North East (104), 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

<i>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</i>	<i>The signs were a bit limited and the warning for the junction I wanted could have been clearer</i>
--	---

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

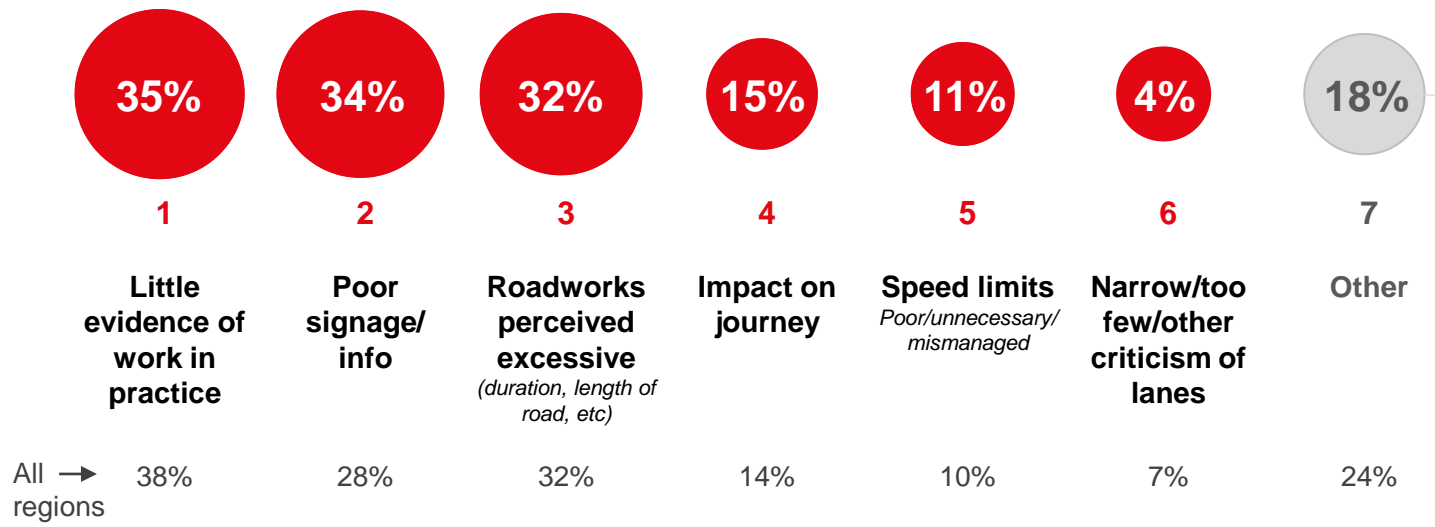
Reduced speed limit at night for no reason to 40mph as there is not a lot of traffic

Dissatisfaction with roadworks management usually driven by apparent absence of actual work, signage issues, and 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
Yorkshire and North East (71), 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

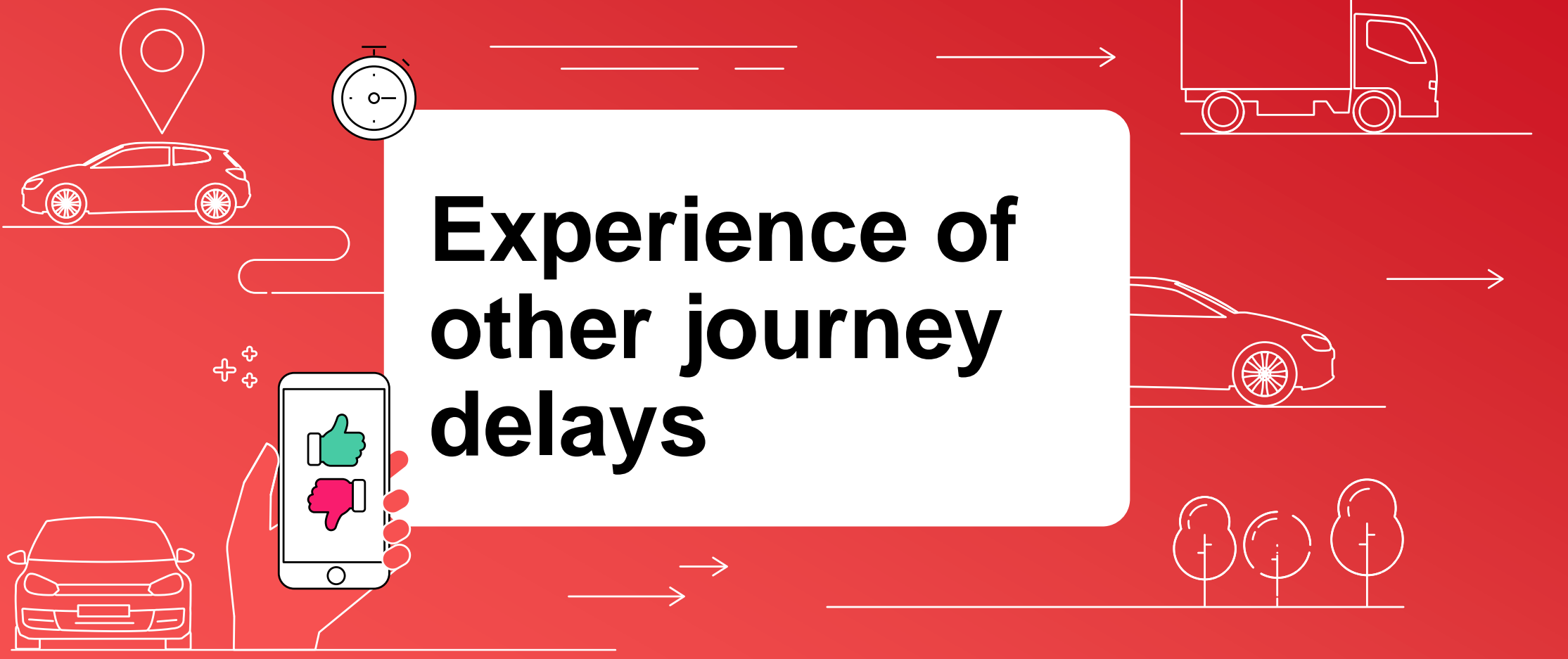
The works ...the lanes are extremely narrow, some vehicles drift in and out of the lanes next to them despite the 50mph restriction.

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.

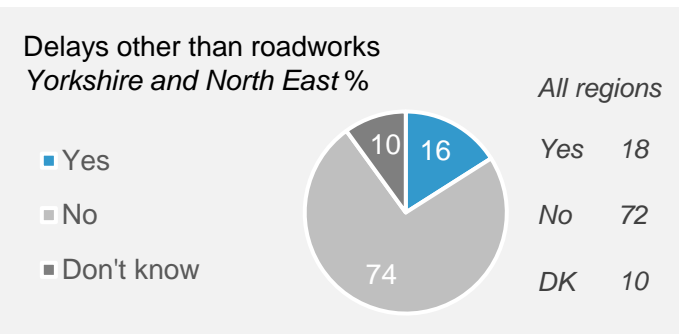
Also rubbish from construction on road made a driver stop and caused congestion.

Experience of other journey delays



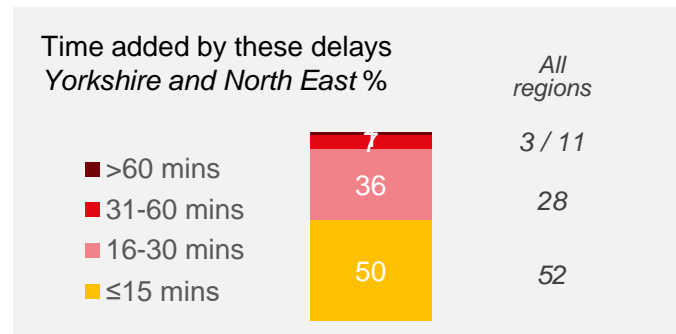
Users' experience of other journey disruption in Yorkshire and the North East

Relatively fewer journeys were affected by delays for other (non-roadworks) reasons



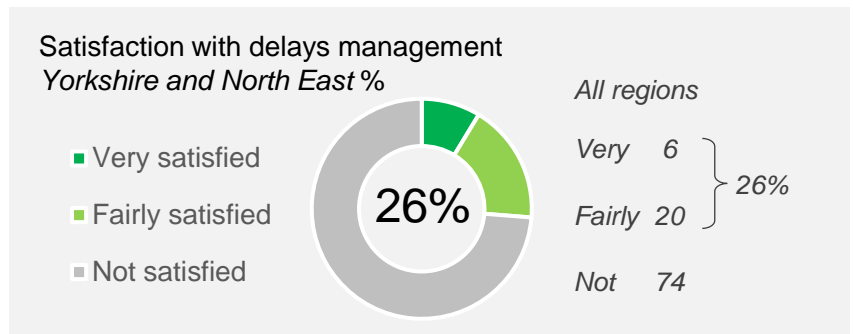
Similar by area within Yorkshire and North East, and for both motorways and major A roads in this region.

But these are longer than for roadworks, and above average in Yorkshire and North East

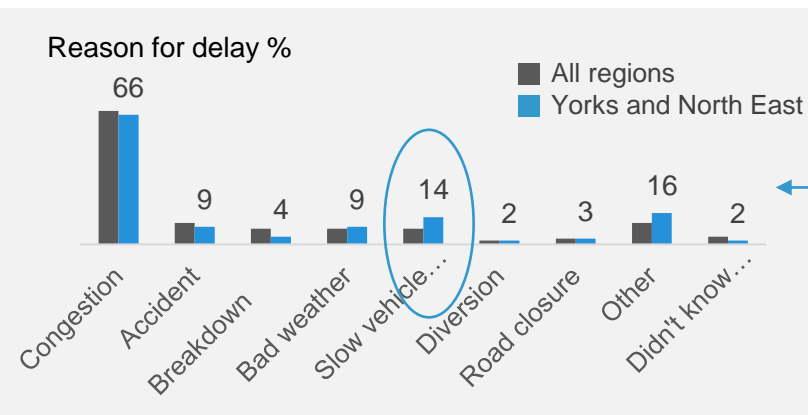


Delays add a little longer to journeys in Yorkshire and Humber, and (as nationally), on motorways compared to major A roads.

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



Despite slightly longer delays, satisfaction with their management is slightly better in Yorkshire and Humber (29%) than in the North East (17%), though still low overall.



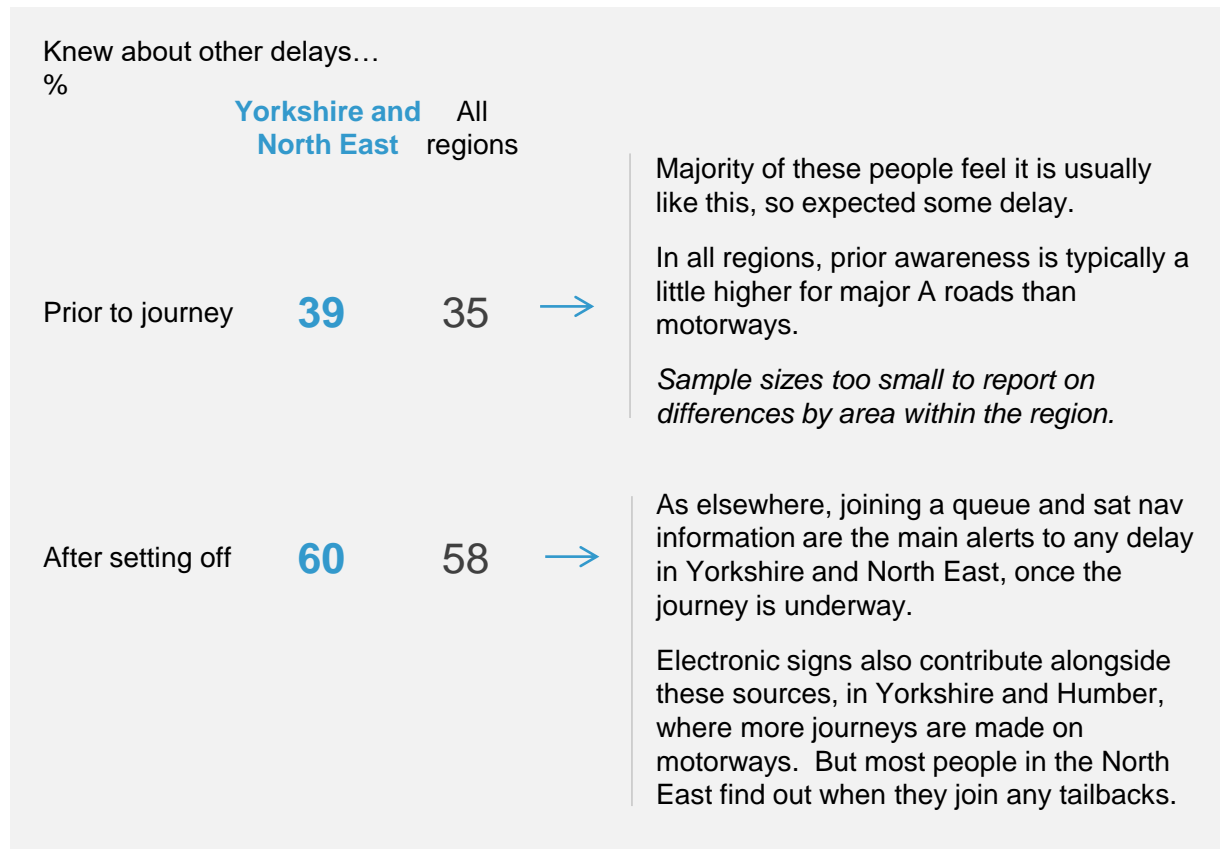
The reasons for delays follow a similar pattern to the all-region average, but with slow vehicles (especially in the North East) and weather contributing more than elsewhere.

The A1 is only dualled in some places. The traffic was very slow due to a tractor being on the road, with no option to pass due to the bends in the road. This is an ongoing problem with the A1.

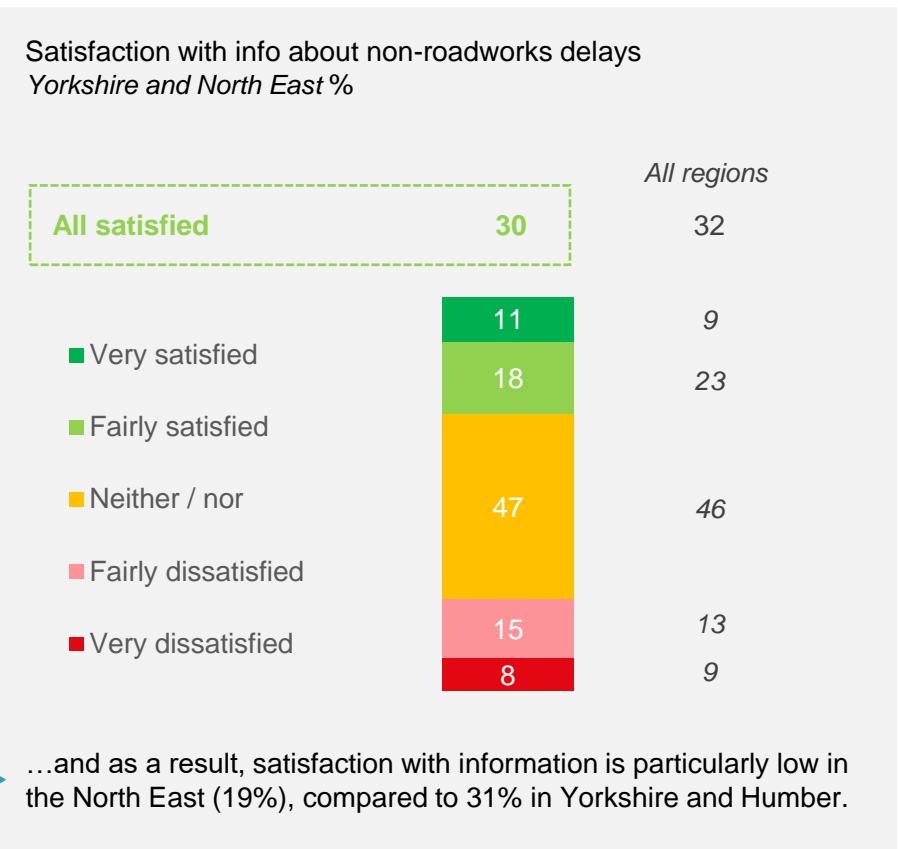
This road should be entirely dualled, and should have been done 50 years ago. It is a complete disgrace that we have to trundle for miles behind tractors and lorries.

Finding out about other types of delay in Yorkshire and the North East

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



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



Base: All affected by delays other than roadworks in Yorkshire and North East, Aug '22 – Jul '23 (209)

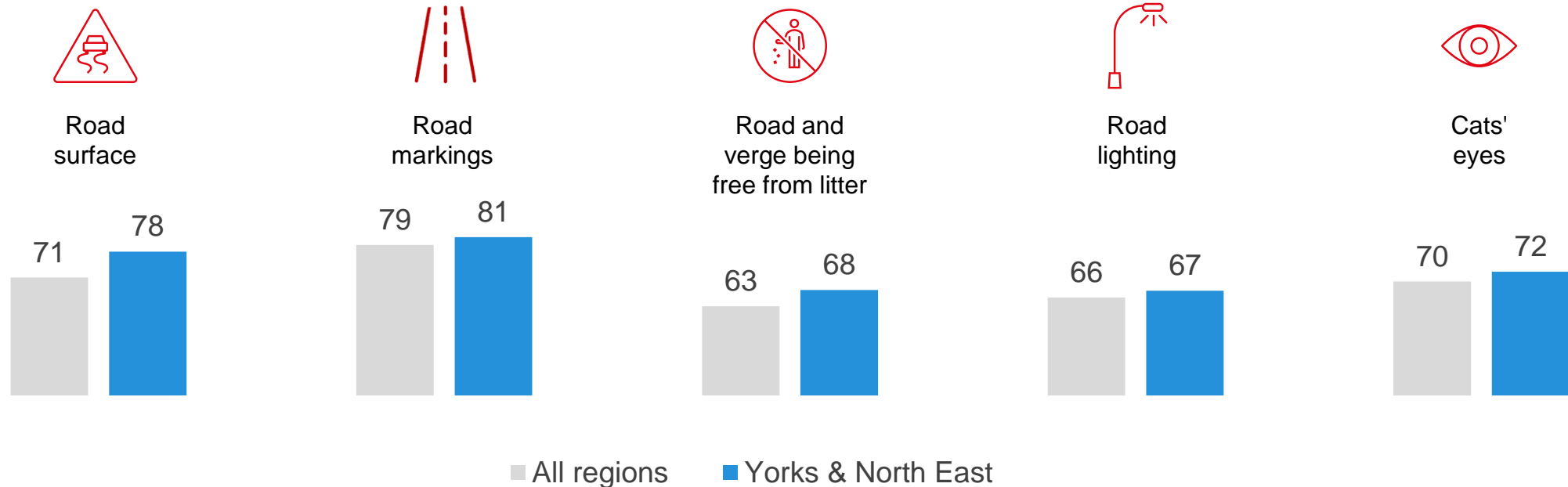
Day to day functioning of SRN



Presentation and condition of roads in Yorkshire and North East is typically rated better than in other regions. Nevertheless, litter and lighting need further attention.

Rating of road condition

% very/fairly satisfied, Yorkshire and North East vs all-region average

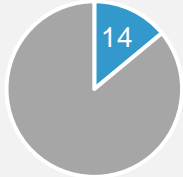


Both motorways and major A roads in this region perform a little above the national average for equivalent road types, on these measures

Base: Road surface / marking / litter, Aug '22 – Jul '23, all regions (7,694-8,907), Yorkshire and North East (1,244-1,429)
Lighting / cats eyes, among those travelling after dark, Aug '22 – Jul '23, all regions (1,542-1,699), Yorkshire and North East (216-240)

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 Yorkshire and North East



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 ”

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**

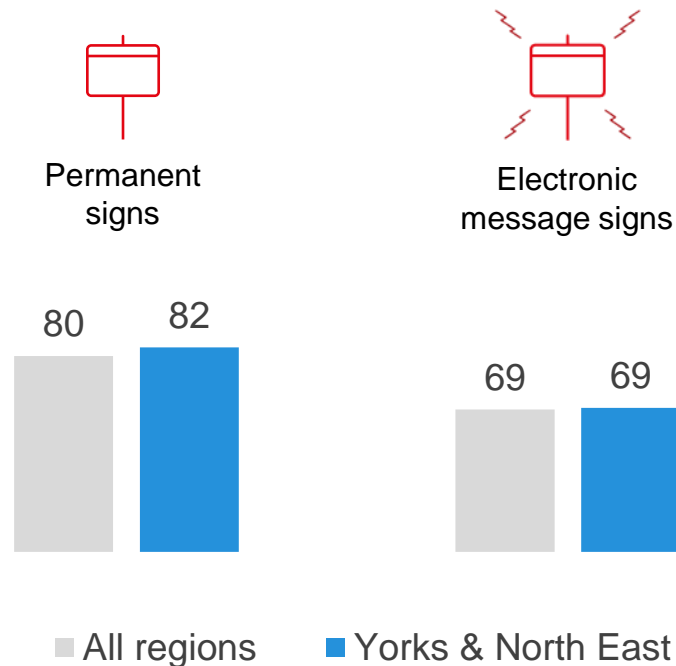
“ ...that section of road is appalling. It is unlit and there are hardly any lane markings ... It seems road repairs have been completed, but the safety features (cats eyes and dotted lines) have not been replaced, making driving in inclement weather dangerous. ”

“ Direction signs not always obvious and lighting not great ”

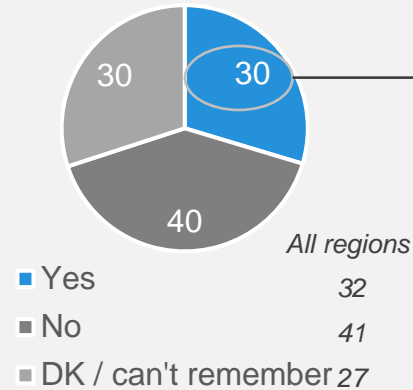
Signage in Yorkshire and the North East is felt to perform similarly to the national average

Rating of signage

% very/fairly satisfied, Yorkshire and North East vs all-region average

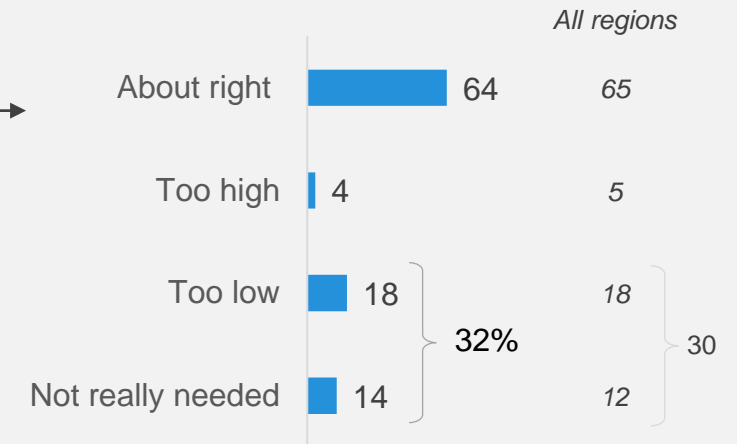


Saw electronic signs % Yorkshire and North East



Similar pattern across all regions

Appropriateness of electronic speed limits for conditions % Yorkshire and North East



Similar pattern across all regions

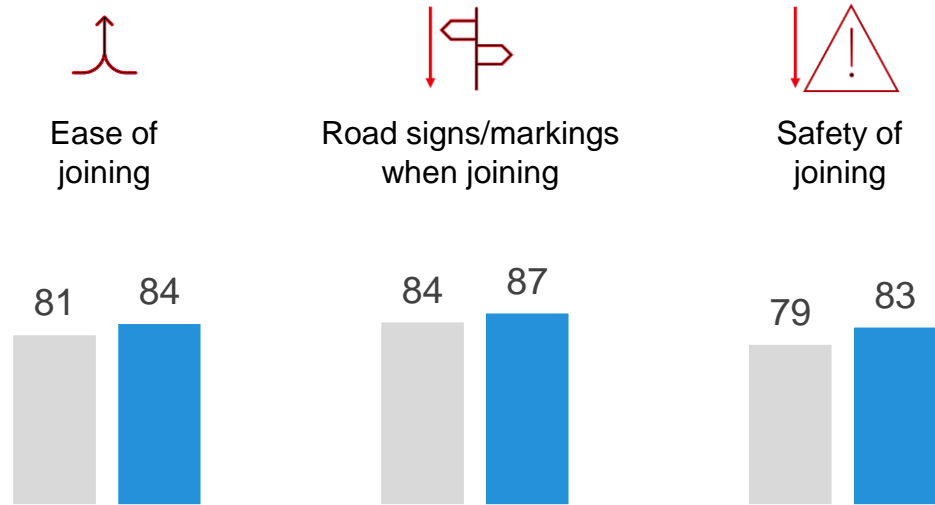
Similar by area and by road type within Yorkshire and North East

Base: Permanent signs (8,585), Aug '22 – Jul '23, Yorkshire and North East (1,372)
Electronic signs, among those having seen them, Aug '22 – Jul '23, all regions (6,195), Yorkshire and North East (1,027)

Most users satisfied with joining/leaving SRN; leaving a marginally smoother process. Yorkshire and North East a little higher than other regions

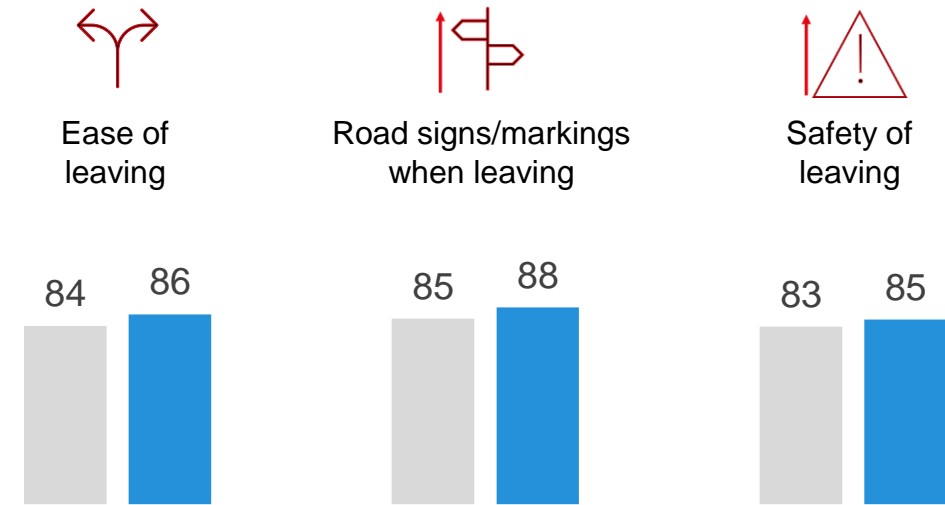
Rating of joining

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



Rating of leaving

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



■ All regions ■ Yorks & North East

Both motorways and major A roads in this region perform on average, or a little above the national average, for equivalent road types, on these measures

Base: all regions (8,908-9,010), Yorkshire and North East (1,423-1,438), Aug '22 – Jul '23

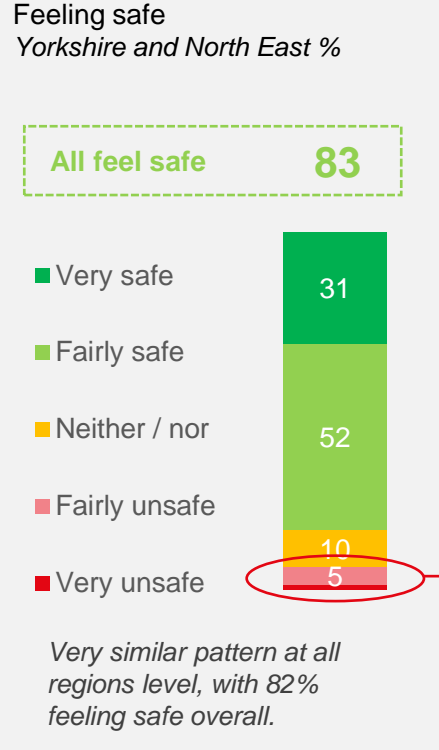


Focus on other topics

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 Yorkshire and North East similar to average



Base: All answering, Aug '22 – Jul '23, Yorks and North East (1,445), 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)

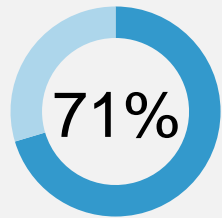
Findings in this column and box are at national level

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, Yorkshire and North East %

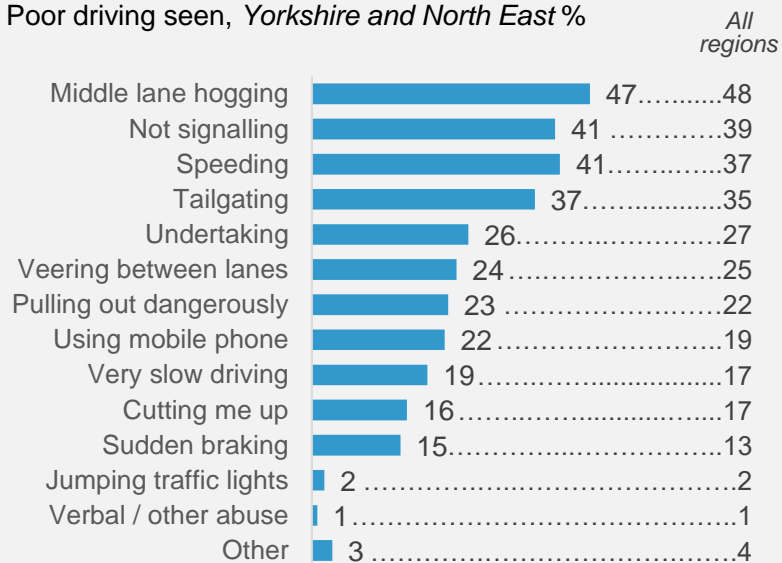


All-regions average: 70%

A little higher in Yorks and Humber (73%) than in the North East (69%).

This largely reflects that, in all regions, poor driving is reported more on motorways (76%) than major A roads (62%).

Poor driving seen, Yorkshire and North East %



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!

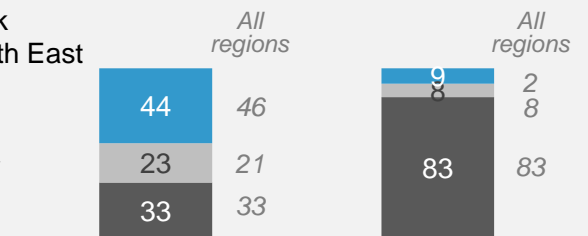
Roundabout ...has two lanes but as they are unpainted traffic weaves around, causing danger

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
Yorks and North East %

■ 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

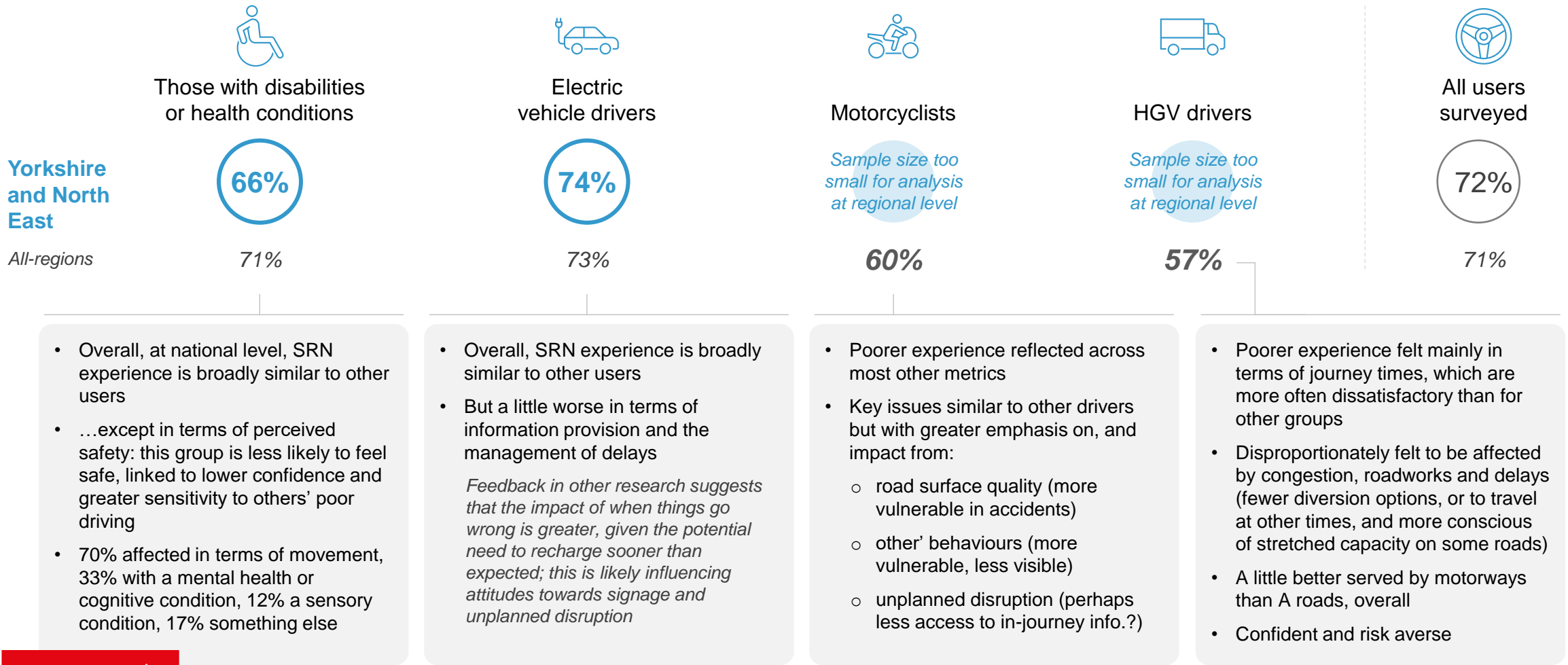
Those willing to drive fast and take risks are a little more likely to be:

- 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), Yorkshire and North East (1,449). Experienced others' poor driving behaviour (6,153), Yorkshire and North East (1,006)

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). Yorkshire and North East disabled drivers (119), EV drivers (74), all (1,985)
 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

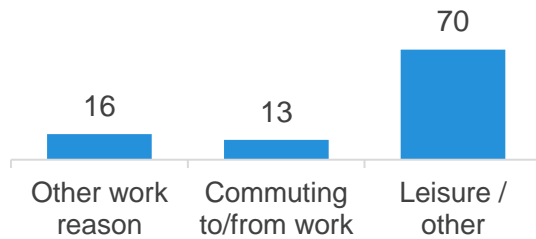
Context for the results and reporting conventions



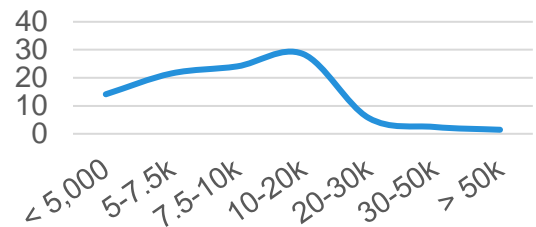
Users, and how they use the SRN in Yorkshire and the North East

Driving context

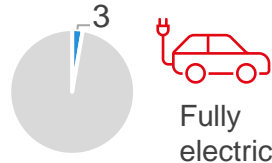
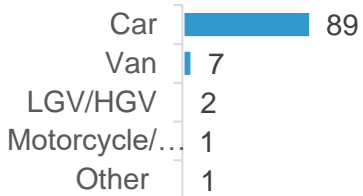
Journey purpose



Annual mileage (total)

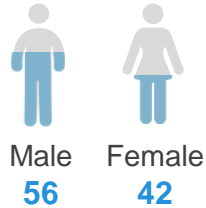


Vehicle type

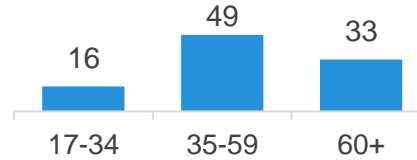


The traveller(s)

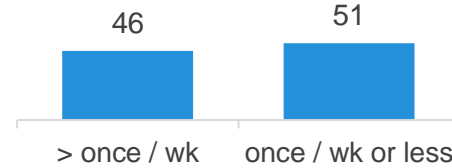
Gender



Age



Frequency on SRN



Any disability

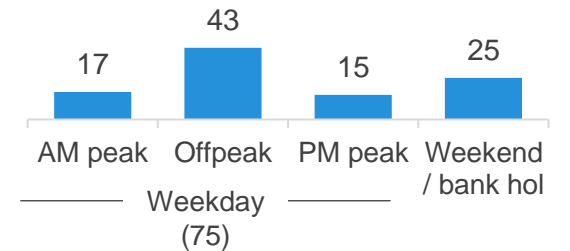


Travelling party



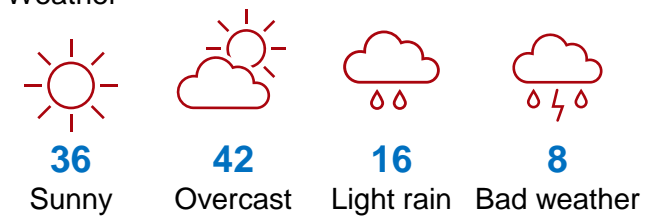
Environment

Journey time



17% journeys took place (partly) after dark

Weather



Figures shown are for Yorkshire and North East; patterns are very similar at all-regions level

Base: all SRN users surveyed, Yorkshire and North East, Aug '22 – Jul '23 (1,449)

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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Transport Focus is the operating name of the
Passengers' Council