

Strategic Roads User Survey quarterly report : Q1 2026-27

September 2026



Key findings

- Overall satisfaction (annual rolling score) sits at 71 per cent in June 2026, consistent with recent annual rolling scores, but just below National Highways' KPI (*to be above 71 per cent by the end of 2030/31*). The Q1 26/27 score is 73 per cent.
- Overall satisfaction with motorways this quarter is 72 per cent, broadly in line with recent quarters. 'A' roads rose to a score of 77 per cent, this is above recent levels.
- The proportion of drivers passing through roadworks remains fairly flat, at 23 per cent this quarter, but satisfaction with the management of the roadworks has fallen from 51 per cent to 48 per cent this quarter.
- The proportion of drivers experiencing delays other than roadworks is low this quarter (16 per cent, as it was last quarter). However, satisfaction with their management has also dropped (26 per cent).
- While the South West region remains the highest scoring region for overall satisfaction this quarter, it is now joined at the top by East and South East. The South West is no longer top for other key metrics though. The East now scores highest for satisfaction with journey time and feeling safe.

About this report

Within the report we cover the following areas:

- Overall satisfaction trends
- Trends for key drivers of overall satisfaction (including journey time, journey time compared to expectations, traffic levels, delays other than roadworks, feelings of safety, road surface, roadworks). Key drivers are the aspects of the journey that have the greatest influence on road users' overall satisfaction.
- A quarterly focus
- Regional satisfaction

In this report we show rolling annual data, the mutually agreed way of looking at the KPI, along with in-month data. However, for the majority of the report results are shown for discrete financial quarterly periods. This allows us to see more clearly where movement is occurring, while maintaining robust sample sizes.

This report contains data up to 30 June 2026. The report will be updated quarterly and complements our [annual SRUS reports](#).

Journey satisfaction on England's motorways and major 'A' roads



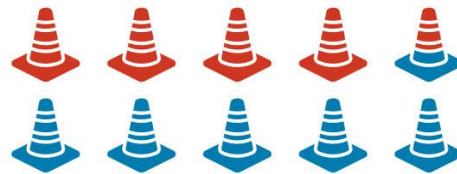
71% overall satisfaction



69% journey time



69% road surface



49% management of roadworks



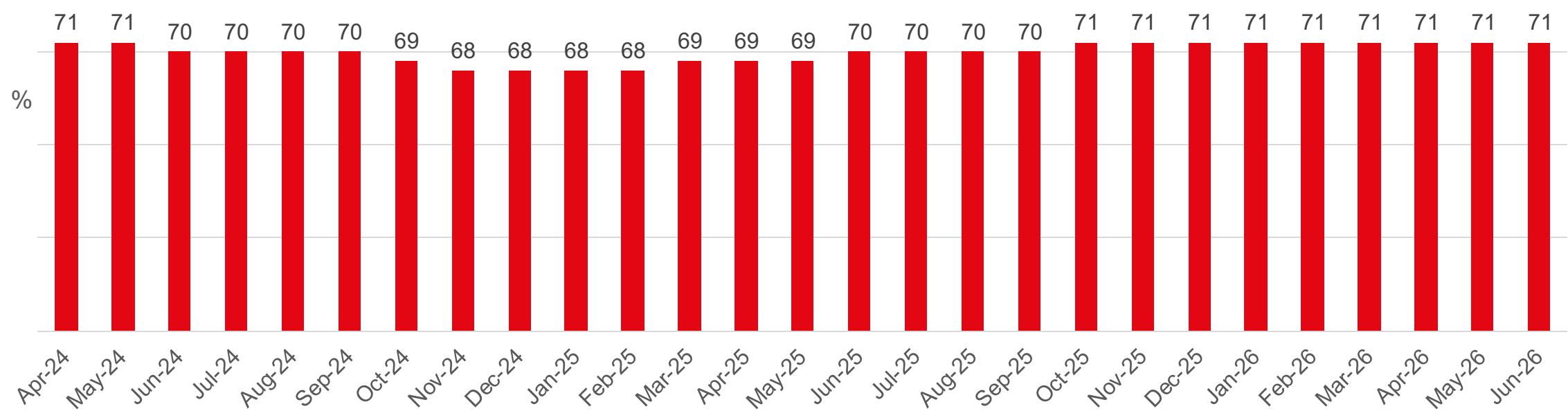
81% feeling safe



Focus on trends –
overall satisfaction

Overall satisfaction – rolling annual scores

Overall satisfaction is stable at 71 per cent, the current satisfaction target for National Highways is to improve on this within 2030/31.

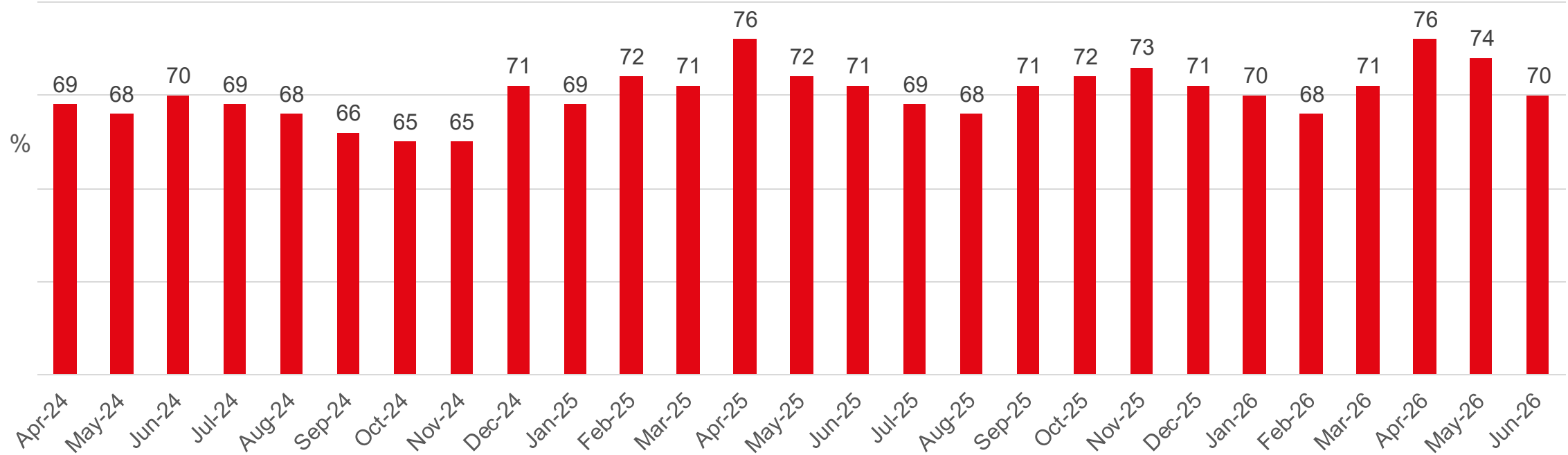


% very/fairly satisfied; rolling annual data
Base: All respondents giving a rating (base sizes range from 9138 to 9520)

Current annual KPI target is to be higher than 71% in 2030-31

Overall satisfaction – in-month scores

Looking at in-month scores, the latest three months have recovered from the low satisfaction level seen during the exceptionally wet February

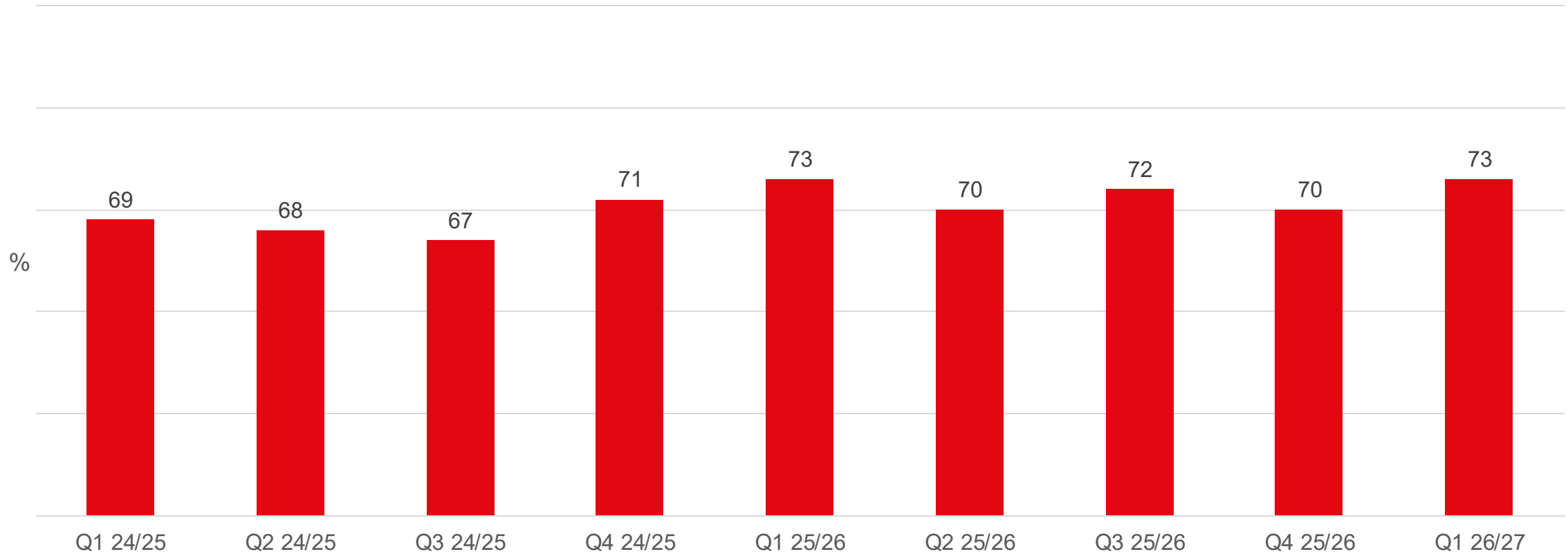


% very/fairly satisfied; in-month data
Base: All respondents giving a rating (base sizes range from 683 to 893)

Current annual KPI target is to be higher than 71% in 2030-31

Overall satisfaction – quarterly scores

Focusing on discrete quarterly data, overall satisfaction in Q1 is 73 per cent; higher than Q4 25/26 and above the annual KPI target.

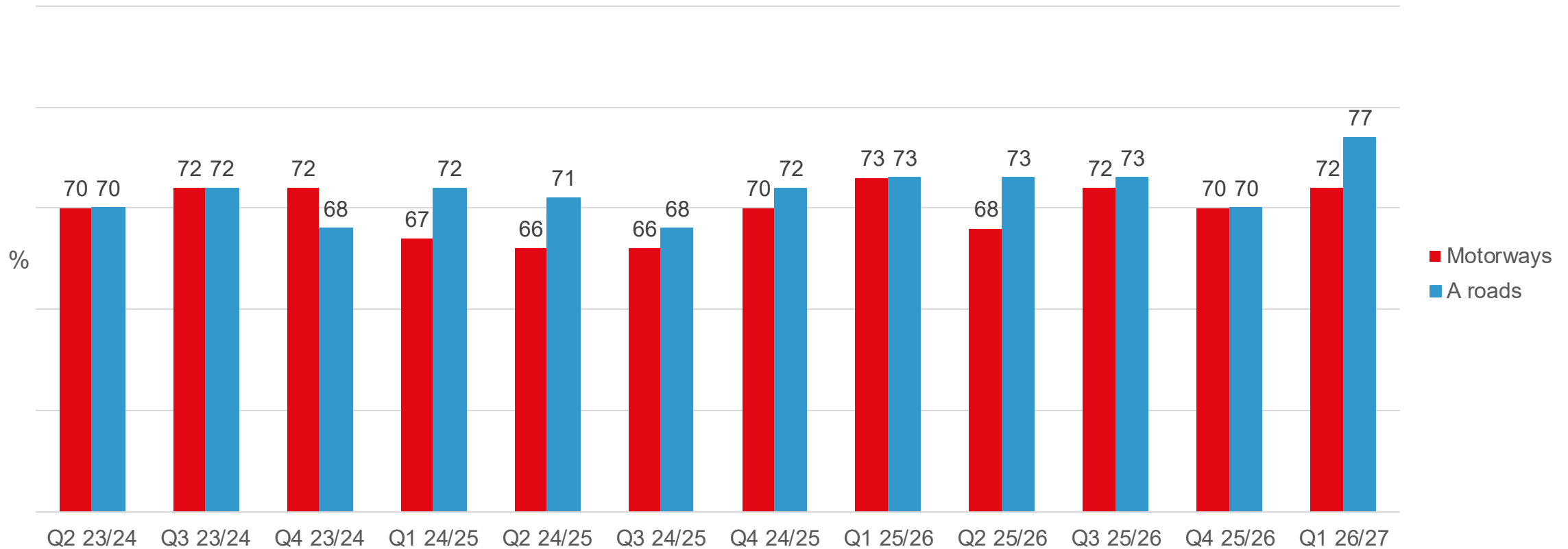


% very/fairly satisfied; discrete quarterly data
Base: All respondents giving a rating (base sizes range from 2130 to 2560)

Current annual KPI target is to be higher than 71% in 2030-31

Overall satisfaction – motorways vs 'A' roads

Overall satisfaction with motorways has been fairly stable in recent quarters, but satisfaction with A roads is higher this quarter.



% very/fairly satisfied. Discrete quarterly data

Base: All respondents giving a rating (base sizes range from: motorways 1147 to 1383; A roads 983 to 1177)

Overall satisfaction by sub-group: Q1 26/27 (%)

 **Overall satisfaction** **73**

 Motorway 72

 Major 'A' road 77

 Motorway journey
- included a 'smart' section 66

 All-lane running 70

 Dynamic hard shoulder 66

 Controlled 61

 Motorway journey
- no 'smart' section 76

 Male 74

 Female 76

 Age 17-34 75

 Age 35-59 72

 Age 60+ 76

 Disabled people 63

 Non-disabled people 75

 Passed through roadworks 64

 Did not pass through roadworks 78

 Commuter 74

 Any work reason 66

 Leisure 75

 Car 74

 Vans 68

 Battery electric cars 72

 Weekday AM peak 71

 Weekday PM peak 70

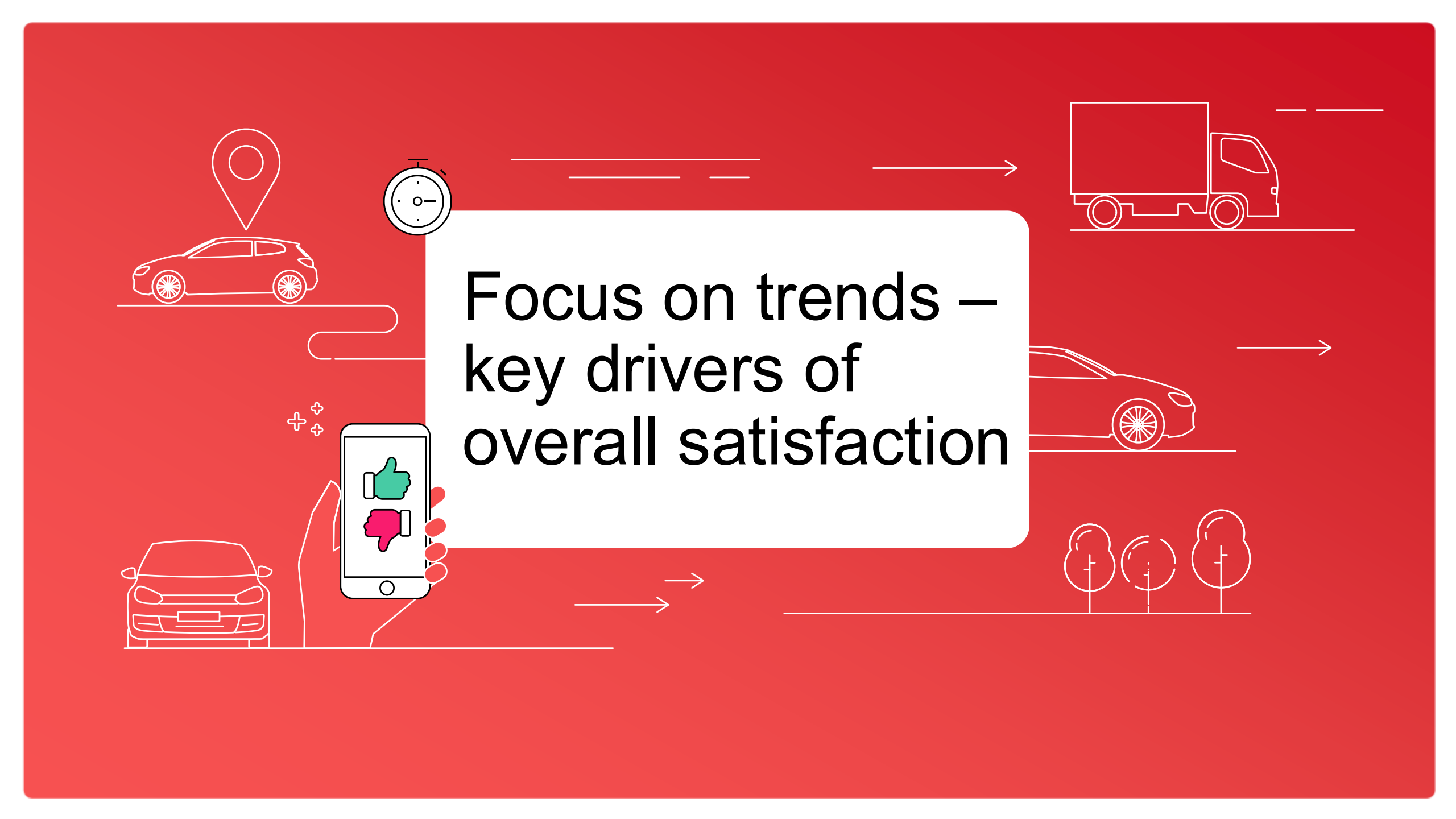
 Weekday off-peak 72

 Weekend/bank holiday 78

% very/fairly satisfied. Quarterly data

Base: All respondents giving a rating (base sizes for sub-groups range from 112 (vans), 117 (disabled people) to 1,000+)

Quarterly sample sizes too low to show satisfaction among LGV/HGV drivers

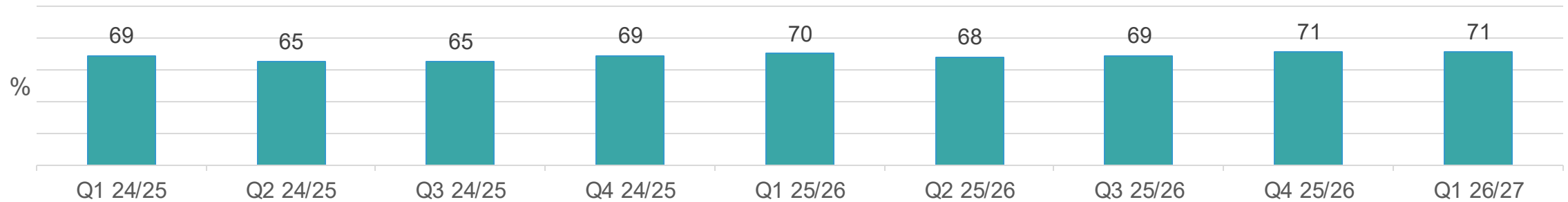


Focus on trends –
key drivers of
overall satisfaction

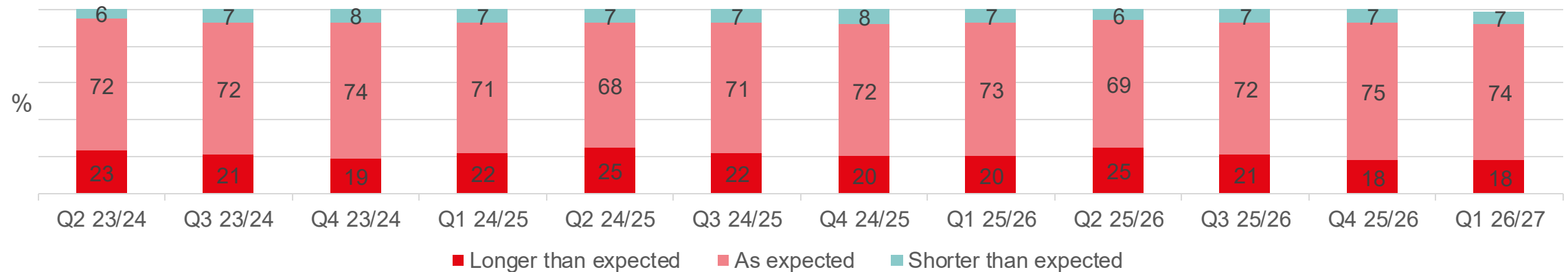
Journey time

Journey time has improved slightly over the last two quarters, with 71 per cent satisfied. Over the same period, 82 per cent rated their journey time as expected or shorter, representing an improvement in recent scores.

Journey time satisfaction - % very/fairly satisfied



Journey time vs expectations



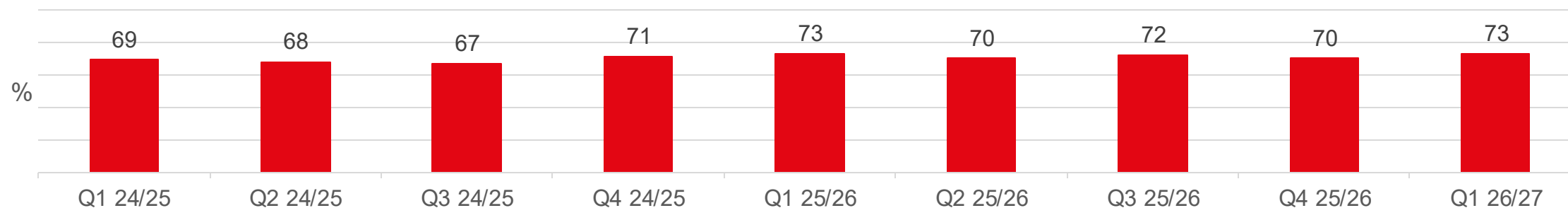
Discrete quarterly data

Base: All respondents giving a rating (base sizes range from: journey time 2128 to 2557; journey time vs. expectations 2014 to 2407)

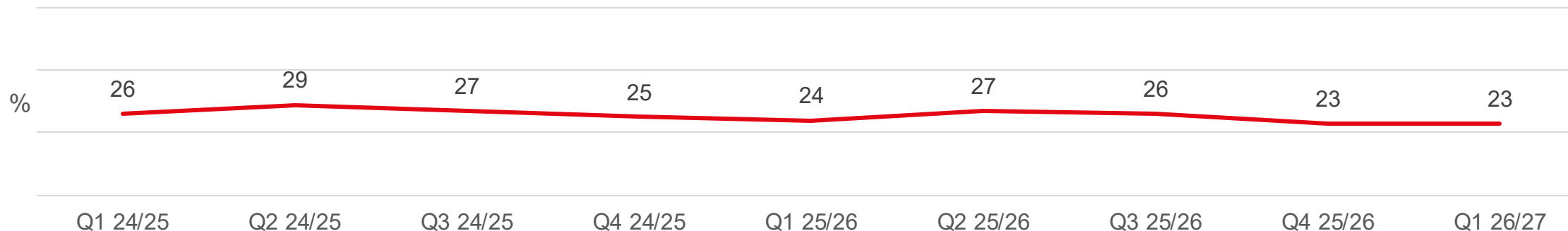
Overall satisfaction vs traffic levels

Reported traffic levels this quarter are the lowest seen for two years, with less than a quarter of drivers experiencing congestion/heavy traffic. Traffic levels remain a key driver of overall satisfaction.

Overall satisfaction - % very/fairly satisfied



Level of traffic - % congested/heavy



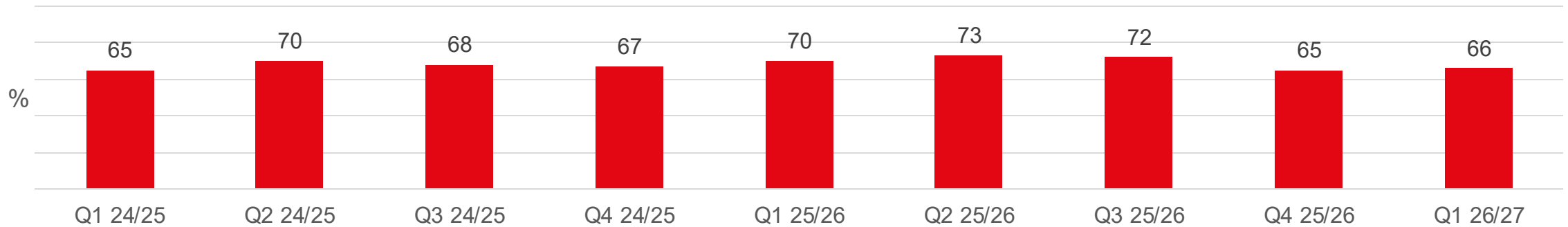
Discrete quarterly data

Base: All respondents giving a rating (base sizes range from: overall satisfaction 2130 to 2560; traffic 2103 to 2540)

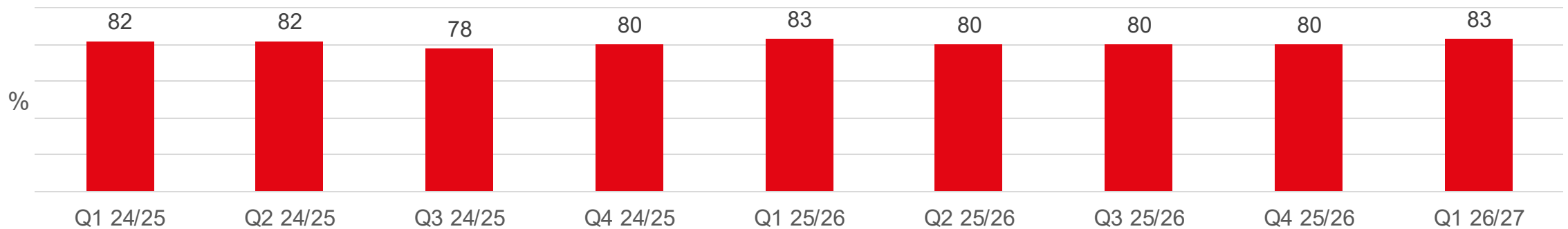
Road surface and feelings of safety

Satisfaction with road surface fell sharply last quarter and has remained broadly stable this quarter, reflecting the usual seasonal impact of poorer weather and potholes. Feelings of safety are at the same level as last year with 83 per cent feeling safe.

Road surface - % very/fairly satisfied



Safety - % feel very/fairly safe

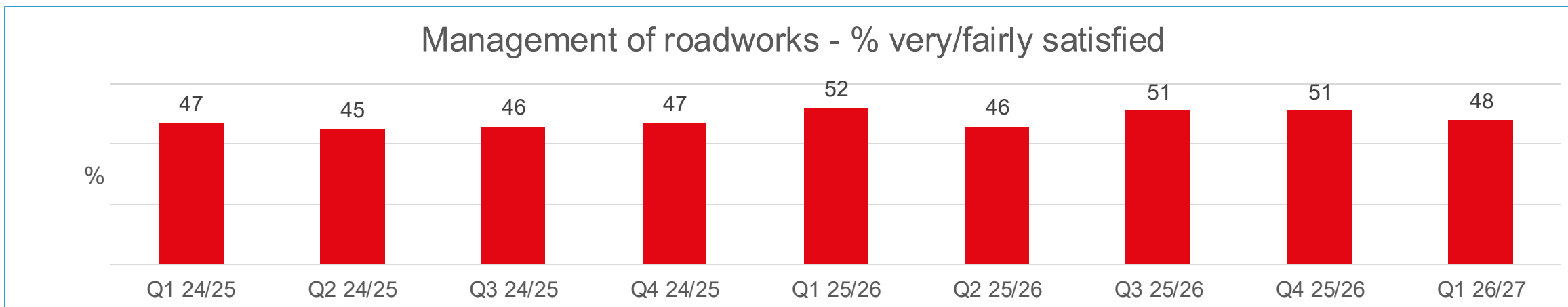
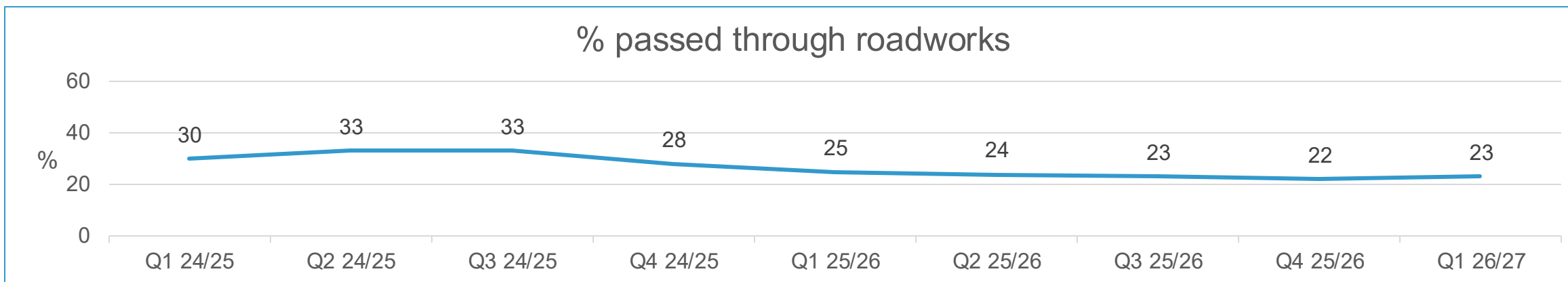


Discrete quarterly data

Base: All respondents giving a rating (base sizes range from: road surface 2107 to 2526; safety 2128 to 2559)

Roadworks

The proportion of drivers passing through roadworks has stabilised at less than a quarter. Satisfaction with their management is 48 per cent this quarter.



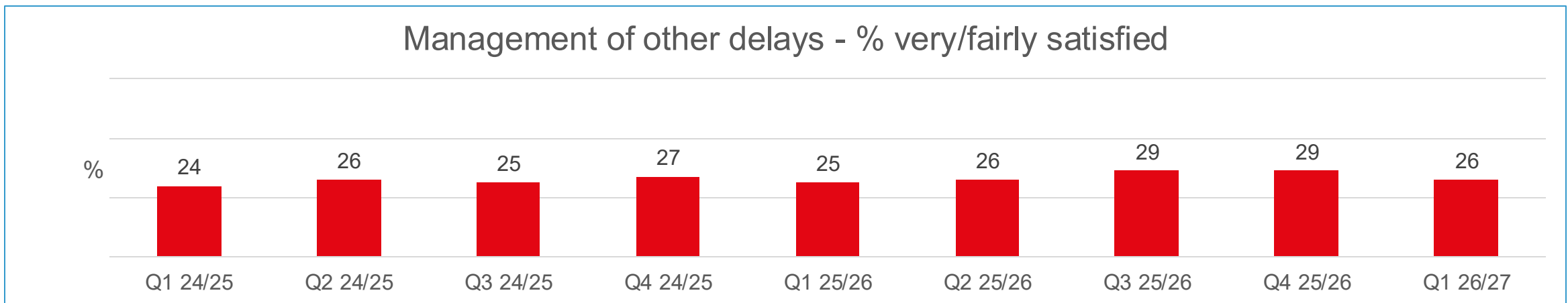
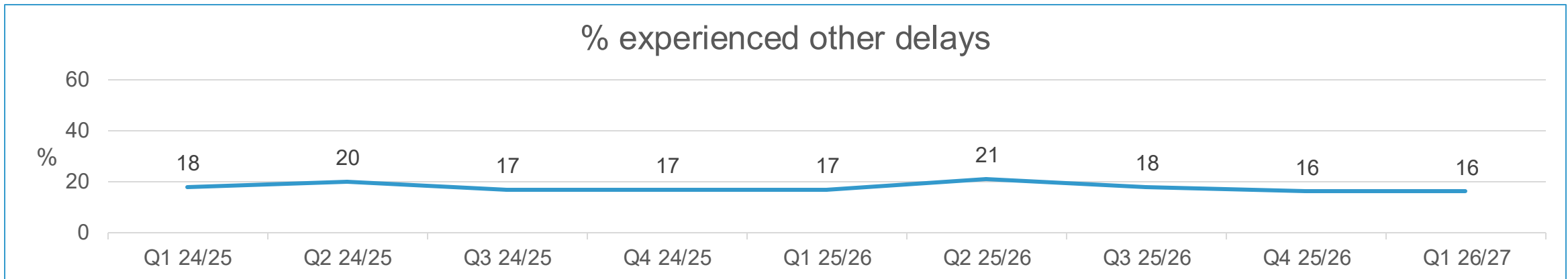
Discrete quarterly data.

Base: Passed through roadworks - all respondents (base sizes range from 2140 to 2567);

Management of roadworks - those giving a rating who passed through roadworks (base sizes range from 458 to 751)

Delays other than roadworks

The proportion of drivers experiencing delays (other than roadworks) was the lowest seen for some time, with 16 per cent reporting such delays over each of the last two quarters. Satisfaction with the management of these delays returned to more usual levels this quarter.

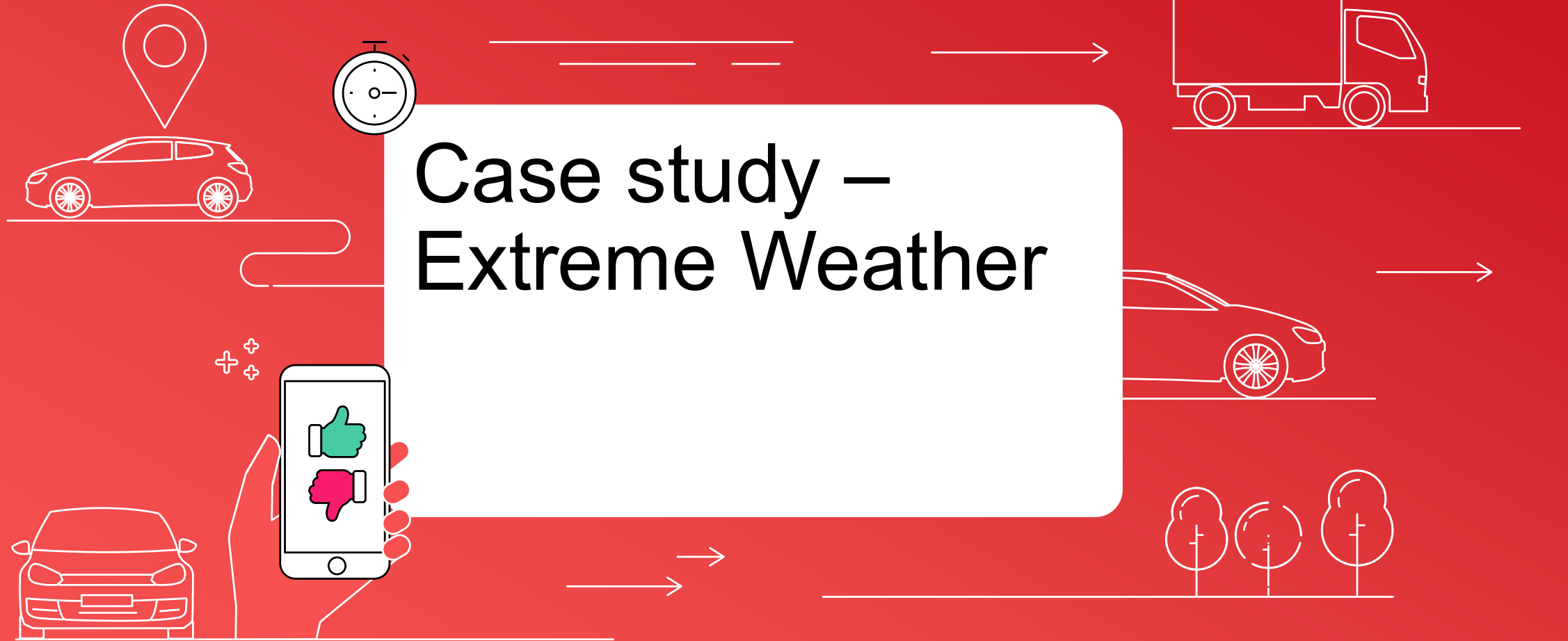


Discrete quarterly data.

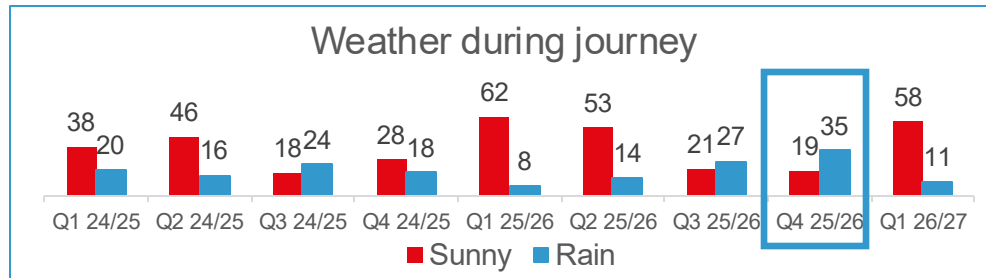
Base: Experienced other delays - all respondents (base sizes range from 2140 to 2567);

Management of other delays - those giving a rating who experienced other delays (base sizes range from 320 to 460)

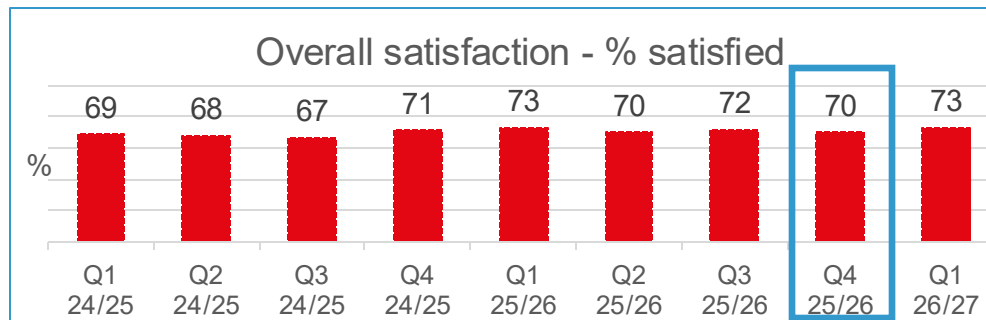
Case study – Extreme Weather



Extreme weather has an effect on satisfaction



In-month scores –
% rainy journeys:
Jan 26: 41%
Feb 26: 50%



In-month scores:
Jan 26: 70%
Feb 26: 68%

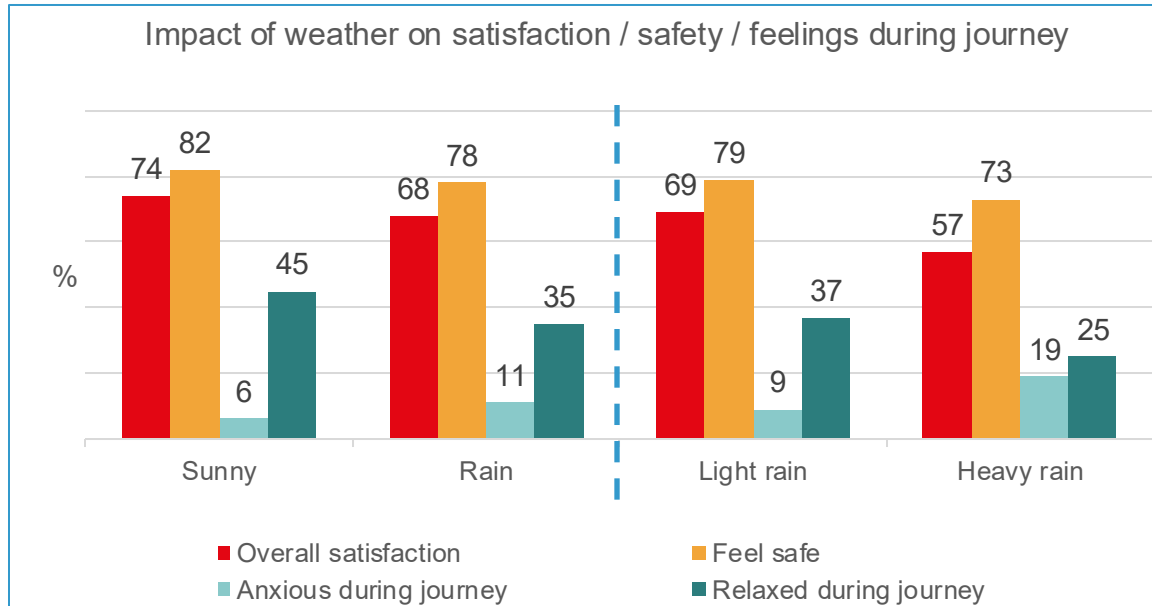
- We are experiencing extreme weather increasingly frequently.
- January and February this year saw record breaking levels of rain, with 50 per cent of February journeys in rainy conditions. This resulted in lower-than-average satisfaction scores (70 per cent in January, 68 per cent in February).
- The much drier, sunnier weather in Q1 (April to June) sees the scores returning to more usual levels. While we don't have figures yet for July and August, those were exceptionally dry, sunny months.
- However, it should be remembered that continued extreme heat could have a negative impact on the challenges users face.

Discrete quarterly data.

Base: Weather during journey - all respondents (base sizes range from 2140 to 2567);

Overall satisfaction - those giving a rating (base sizes range from 2130 to 2560)

- As well as affecting overall satisfaction the extreme weather impacts on how drivers feel during the journey.

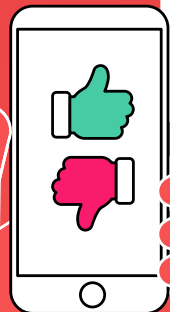
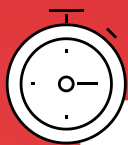


- When looked at across a year, heavy rain in particular has a very negative impact on overall satisfaction, with 57 per cent satisfied versus 74 per cent in sunny weather. Heavy rain also raises levels of anxiety substantially, to three times that of sunny journeys. Feelings of safety are also impacted, with 73 per cent feeling safe during heavy rain versus 82 per cent during sunny journeys.
- While National Highways clearly can't do anything about the weather, it is important for them to plan how best to deal with these more extreme conditions in future and mitigate the impact where possible. For example, putting measures in place to prevent flooding, making sure street lighting is effective, communicating the importance of driving appropriately in wet conditions and being prepared for the effects of hot weather.

Annual data for Jul 25 – Jun 26

Base: Impact of rain on satisfaction/safety/anxiety/relaxation – all experiencing sunny/rainy conditions during journey (base sizes: sunny 3522, rain (net) 2023, light rain 1746, heavy rain 360)

Regional satisfaction



Satisfaction - breakdown by National Highways regions

Although the South West region still has the joint highest levels of overall satisfaction (with East and South East), it is no longer top for other metrics this quarter. The East has seen significant increases and now scores highest for journey time and feeling safe. Satisfaction levels for road surface have declined significantly in three regions.

Overall rank	Region	 Overall satisfaction	 Overall satisfaction: motorways	 Overall satisfaction: A-roads	 Journey time	 Road surface	 Management of roadworks	 Feeling safe
1	South West	1 73 (75)	2 74 (76)	2 73 (73)	2 71 (73)	2 71 (72)	2 50 (52)	2 83 (84)
1	East	1 73 (72)	1 75 (73)	6 71 (70)	1 72 (70) ↑	6 67 (66)	5 47 (44)	1 84 (82) ↑
1	South East	1 73 (72) ↑	3 72 (71)	1 74 (73)	3 70 (69)	3 70 (70)	2 50 (52)	3 82 (81)
4	Yorks & North East	4 72 (72)	4 71 (71)	2 73 (72)	3 70 (71)	1 74 (77) ↓	2 50 (49)	4 81 (82)
5	Midlands	5 70 (69)	6 67 (66)	1 74 (73)	6 67 (66)	6 67 (69) ↓	5 47 (51) ↓	5 79 (79)
6	North West	6 68 (69)	5 68 (69)	6 71 (69)	5 68 (68)	4 69 (71) ↓	5 47 (52) ↓	6 77 (78)
5	M25	6 68 (69)	6 67 (69)	2 73 (70) ↑	7 66 (67)	5 68 (68)	1 51 (51)	6 77 (78)
	All regions	71 (71)	70 (70)	73 (72)	69 (69)	69 (70) ↓	49 (50)	81 (81)

Data shown is rolling annual data and shows ranking and per cent satisfied
↑ denotes a significant increase in score (at a 95 per cent level) versus March 2026 score in brackets
↓ denotes a significant decrease in score (at a 95 per cent level) versus March 2026 score in brackets

About the survey

- SRUS uses a 'push to web' method where households within a representative sample of the driving population in England are sent a letter inviting them to complete the survey, which they then do online.
- The survey asks about various aspects of journey experience.
- An interactive map is integrated into the questionnaire and 'understands' which part of a journey is on the Strategic Road Network.
- Results are weighted to ensure they are representative of vehicle mileage across the Strategic Road Network.
- Since April 2021 the delivery of the survey has been supported by the research agency BMG Research.
- Satisfaction = very satisfied and fairly satisfied combined.
- More information, including drivers' comments, can be viewed in the Transport Focus data hub – new data is added each month.

Contact Transport Focus

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Transport Focus is the operating name of the Passengers' Council