


M25 J12 Research
Final Report

Highways Agency
Summer 2007

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Executive Summary

Introduction

In March 2007 the Highways Agency made changes to the layout of the M25/M3 junction in order to improve the flow of traffic around the M25/M3 junction, particularly for traffic travelling anti clockwise on the M25 joining the M3 coast bound. Prior to the changes traffic travelling in this direction would often form queues of up to 4km. The changes specifically reduced the number of lanes on the M3 Coast bound past the M25 from two to one; giving priority to traffic joining the M3 Coast bound from the M25.

Research was commissioned to assess the public opinion and awareness of the changes. The results of this survey are summarised here under the following headings.

- Methodology;
- Changes to their journeys;
- Effect of the changes; and
- Opinions about the changes.

Methodology

622 interviews were carried out with people making the following journeys, during the Monday to Friday afternoon peak [with the proportion of respondents for each direction of travel (Dr) shown in brackets]:

- M25 Clockwise (CW) join M3 Coast bound (Dr 1, 17%);
- M25 Anti Clockwise (ACW) joining M3 Coast bound (Dr 2, 30%);
- M25 Clockwise (CW) joining M3 London bound (Dr 3, 11%);
- M25 Anti Clockwise (ACW) joining M3 London bound (Dr 4, 11%);
- M3 Coast bound past M25 (Dr 5, 6%);
- M25 Anti Clockwise (ACW) past J12 (Dr 6, 19%); and
- M25 Clockwise (CW) past J12 (Dr 7, 7%).

Figure 1 shows the movements graphically. It would be expected that those travellers making movements 2, 1, 6 and 7 would benefit more from the junction changes than those making movement 5 (M3 coast bound).

Figure 1 Map of M25/M3 Junction



Note: in the analysis of the survey data no weighting to actual traffic flows in the evening peak has been applied. Results for each movement are presented separately.

Awareness of the Changes to Their Journeys

Respondents were asked if they had noticed any changes to their journeys when travelling through the M25/ M3 junction.

Half or more of respondents making the following movements had noticed changes to their journey through this junction:

- M25 ACW join M3 Coast bound (Dr 2, 66%);
- M3 Coast bound past M25 (Dr 5, 56%);
- M25 CW join M3 London bound (Dr 3, 55%);
- M25 ACW past J12 (Dr 6, 53%);
- M25 CW join M3 Coast bound (Dr 1, 53%); and
- M25 ACW join M3 London bound (Dr 4, 50%).

Those travelling on the M25 CW past the M3 (Dr 7) were the least likely to have noticed any changes to their journey (38%).

Effect of the Changes

The effect most noticed by respondents travelling in all directions was slower journey times. This was experienced most by those travelling on the M3 Coast bound (Dr 5, 41%) as might be expected. Those who experienced slower journeys the least were those travelling on the M25 ACW joining M3 London bound (Dr 4, 25%).

Over a third (35%) of respondents travelling on the M25 ACW and joining the M3 Coast bound (Dr 2) reported that their journey had become slower, contrary to what might be expected; while a quarter (25%) of those travellers making the same movement reported that their journey had become quicker.

Respondents who had noticed changes to their journey were asked if they knew why their journey had changed. Respondents travelling on the M25 CW joining the M3 Coast bound (Dr 1) and those travelling on the M25 ACW joining the M3 Coast bound (Dr 2) associated the changes to the journey with the extra lane leaving the M25 and joining the M3 (20% and 36% respectively) and the reduced speed limit on the slip road between the M25 and M3 (20% and 17% respectively).

20% of respondents travelling on the M25 ACW past the M3 (Dr 6) had also noticed that two lanes now left the M25 to join the M3.

Opinions of the Changes

Respondents were briefed about the changes and asked if they thought these were a good or bad idea. For the following movements the changes were considered mostly to be a good idea:

- M25 ACW joining M3 Coast bound (Dr 2, 57%);
- M25 ACW joining the M3 London bound (Dr 4, 51%); and
- M25 CW join M3 Coast bound (Dr 1, 51%).

Respondents travelling on the M3 Coast bound past the M25 (Dr 5) were the most likely to say the changes were a bad idea (41%), as might be expected.

Respondents were asked to comment on the junction changes. Not everyone provided a comment, particularly if they thought the changes were a good idea. 58% of respondents who thought the changes were a good idea provided a comment and comments included;

- Better flow of traffic/more reliable (25%);
- Slower traffic is safer/better/safer in general (9%);
- Increase speed limit/variable speed limit but keep layout (5%); and
- Chaotic/ drivers cutting in/queue jumping (5%).

75% of respondents who thought the changes were a bad idea provided a comment. These included:

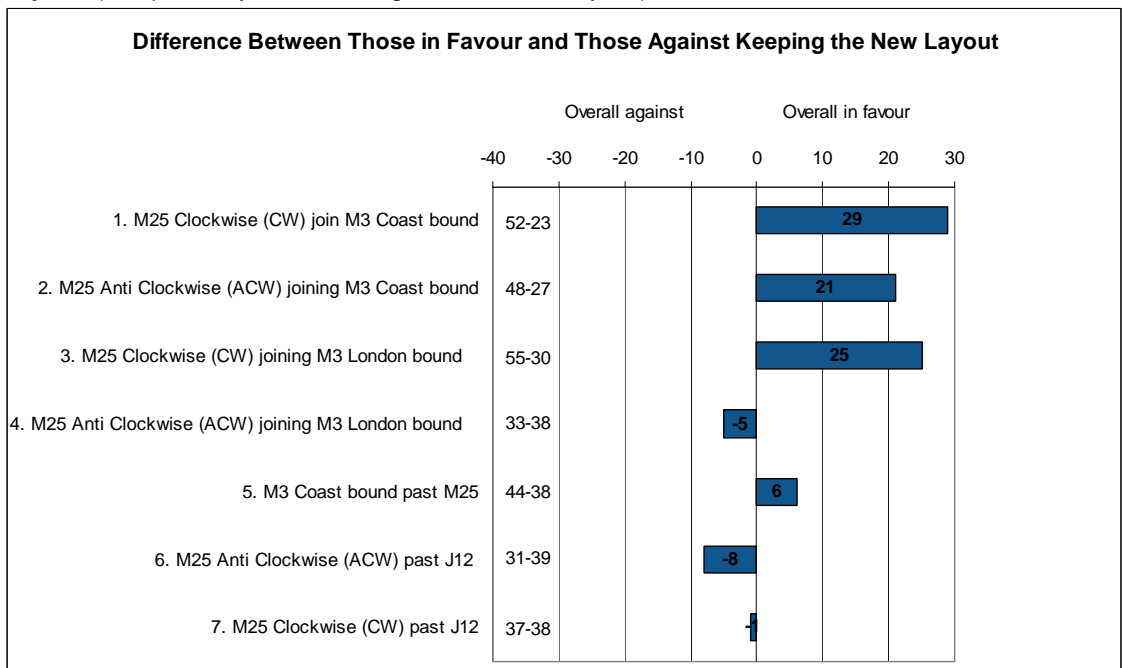
- Increased journey times (22%);
- Increase speed limit/variable speed limit but keep layout (12%);
- Always traffic jams/no difference (8%);
- Better as it was/ put it back/ worse now (8%); and
- Chaotic/ drivers cutting in/ queue jumping (6%).

Respondents were asked if they felt the changes should remain. The response varied by the direction of travel as might be expected. Most in favour of retaining the changes were those travelling;

- M25 CW joining the M3 to London (Dr 3, 55%);
- M25 CW joining the M3 Coast bound (Dr 1, 52%); and
- M25 ACW joining the M3 Coast bound (Dr 2, 48%).

Figure 2 shows the difference between the proportions in favour of retaining the new layout and those who prefer the previous arrangements and shows that in general more users interviewed were in favour of retaining the new layout. For those using the M25 CW and joining the M3 Coast bound (Dr 1) 29% more people preferred the new layout (52%) to the old (23%). Of those using the M25 ACW not joining the M3 (Dr 6) 8% more people preferred the old layout (39%) to the new (31%).

Figure 2 Difference Between Those in Favour and Those Against Keeping the New Layout (Keep the layout minus against the new layout)



Base: M25 CW join M3 Coast bound (106), 2. M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Conclusions

On the basis of the survey sample, the majority of people think that the new junction layout is preferable to the old, with more users overall being in favour of the revised junction.

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1 Introduction

1 Introduction

1.1 Introduction

On 5 March 2007 the Highways Agency started a scheme designed to reduce congestion on the M25 at junction 12 (M3 Junction 2) and give road users a consistent and reliable journey time.

The overall aim of this project was to reduce the high level of congestion that regularly impacts the interchange of the M25 and M3 Motorways. This is at its worst on the southbound (anti-clockwise) approach to the M3 from the M25; where traffic wishing to leave the M25 to join the M3 coast bound carriageway often forms a slow moving queue extending up to 4km. This generates many thousands of hours of vehicle delays and represents a safety risk at the point where motorists encounter stationary traffic on the M25.

The root cause of problems at this junction is a large imbalance in traffic flows. There is significantly more traffic trying to join the M3 Coast bound carriageway from the M25 than continues through on the M3 itself. On a typical weekday there will be 32,000 vehicles joining the M3 from the M25 but only 20,000 continuing through on the M3 itself. However, all the traffic from the M25 joining the M3 has to feed into a single lane to get on to the M3. At peak times this results in traffic queuing back along both slip-roads between the M25 and M3 Coast bound onto the M25 carriageways. This imbalance is most pronounced during the evening peak period.

In order to address the problems at this junction the Highways Agency have changed the priorities on a trial basis to allow two dedicated lanes for M25 traffic joining the M3. In order to achieve this it has been necessary to restrict through traffic on the M3 to a single lane, and to impose 50mph speed restrictions to the M3 coast bound carriageway and to both exit slip-roads from the M25. This layout is better able to accommodate traffic demand at this location by allocating the available lanes in a way which more accurately reflects observed traffic flows.

Initial feedback suggested that while benefiting many drivers, others may be adversely affected by the new layout. Research was therefore commissioned to understand the opinions of members of the public travelling through this junction during the afternoon peak. This report presents the findings of this research.

1.2 Objectives

The overall objective of the research was to assess public opinion and awareness of the new road layout at junction 12 on their journey times and on road safety. In particular the research aimed to consult with drivers travelling in the following directions (Dr) during the afternoon peak Monday to Friday (See Figure 1.1):

- Dr 1:M25 Clockwise (CW) join M3 Coast bound;
- Dr 2:M25 Anti Clockwise (ACW) join M3 Coast bound;
- Dr 3:M25 Clockwise (CW) join M3 London bound;
- Dr 4:M25 Anti Clockwise (ACW) join M3 London bound;
- Dr 5:M3 Coast bound past M25;
- Dr 6:M25 Anti Clockwise (ACW) past J12; and
- Dr 7:M25 Clockwise (CW) past J12.

1.3 Format of report

The remainder of this chapter describes the methodology used and the sample achieved. Chapter 2 describes the findings of the research and Chapter 3 provides a summary and conclusions of the research.

1.4

Methodology

A range of locations at which users of the M3/M25 junction might originate from or travel to were identified, eg employment sites such as Heathrow Airport. Interviewers were posted at each location for a minimum of 2 days. Potential respondents were approached and asked how often they travel through the M3/M25 junction during the evening peak (3pm – 8pm), Monday to Friday. Only respondents that travelled through this junction regularly (at least once a fortnight) were included in the research and asked the remainder of the questionnaire. In total 622 on street interviews were achieved.

Fieldwork took place between Saturday 30th June and Friday 20th July at the following locations:

- Abbots Langley;
- Amersham;
- Barehamwood;
- Basingstoke;
- Camberley;
- Chertsey;
- Esham;
- Farnborough;
- Fleet;
- Gerrards Cross;
- Guildford;
- Hemel Hempstead;
- Hounslow;
- Kings Langley;
- Heathrow;
- Rickmansworth;
- Slough;
- Sunbury;
- Uxbridge;
- Watford;
- Winchester;
- Woking; and
- Roadchef at Winchester.

1.5

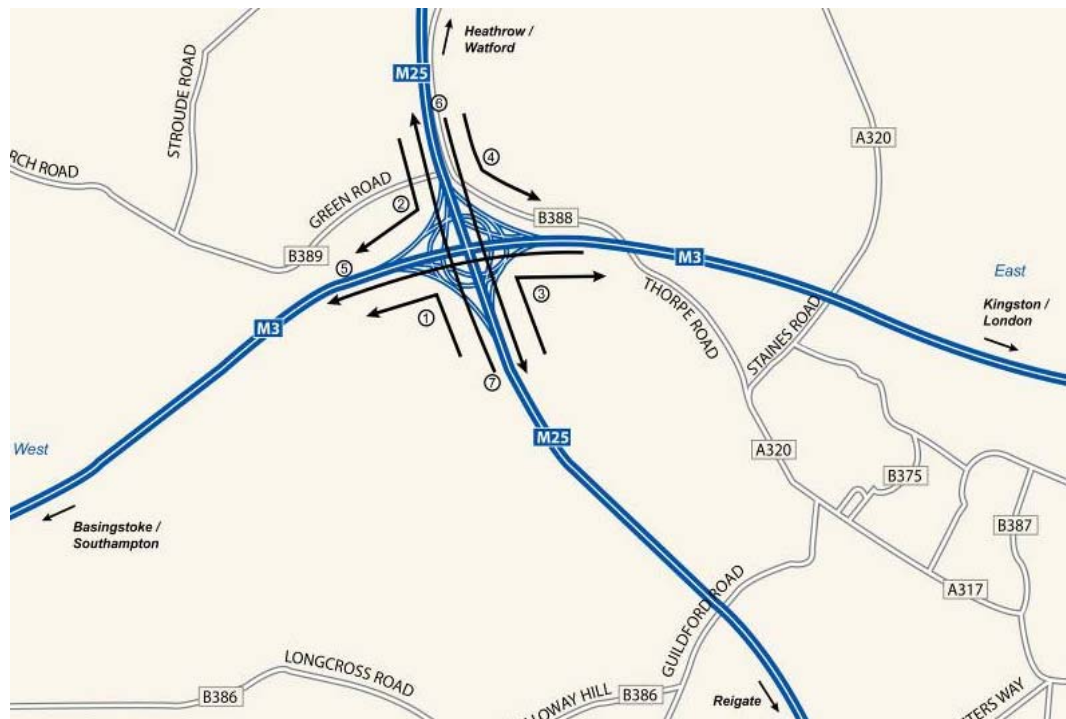
Sample

The wide range of interview locations used allowed a wide variety of movements at the M3/M25 junction to be represented in the survey. Respondents making the following movements at the M25/M3 junction were surveyed:

- M25 CW join M3 Coast bound (Dr 1, 17%);
- M25 ACW join M3 Coast bound (Dr 2, 30%);
- M25 CW join M3 London bound (Dr 3, 11%);
- M25 ACW join M3 London bound (Dr 4, 11%);
- M3 Coast bound past M25 (Dr 5, 6%);
- M25 ACW past J12 (Dr 6, 19%); and
- M25 CW past J12 (Dr 7, 7%).

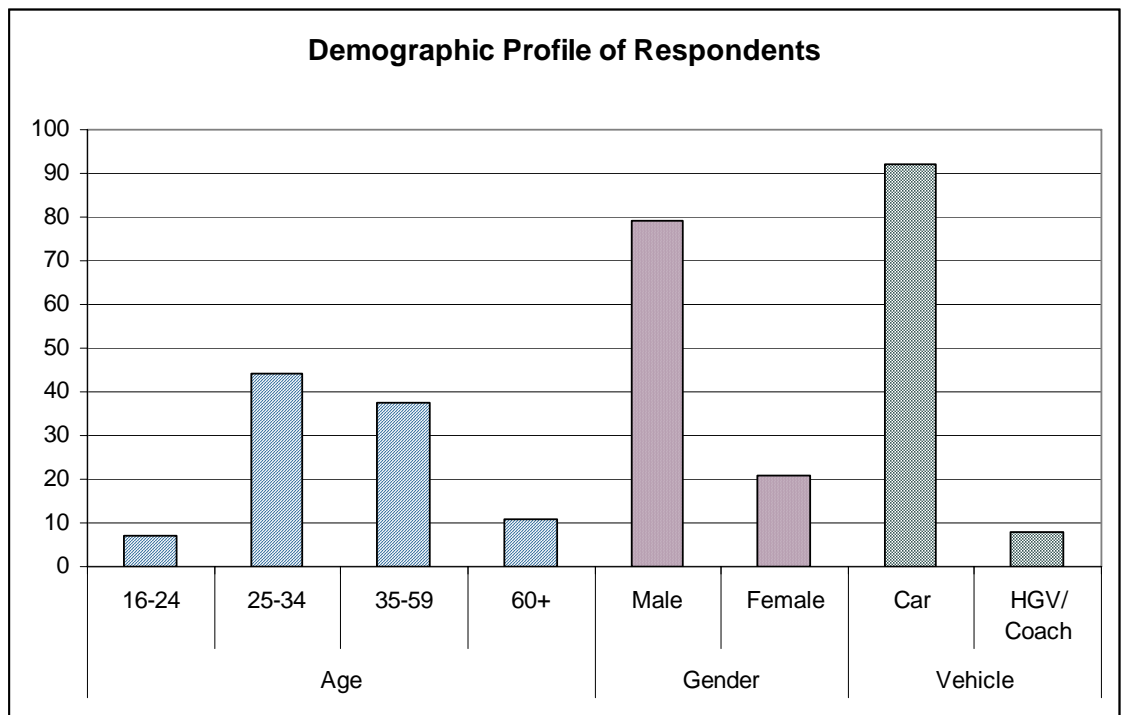
The numbers 1 to 7 represent the direction (Dr) of travel listed above correspond to the map below. These numbers are shown on future charts and tables to aid interpretation.

Figure 1.1 M25/M3 Junction



Respondents also represented a wide range of ages; 7% were aged 16-24, 44% were aged 25-34, 38% were aged 35-59 and 11% were aged 60+. 79% of respondents were male and 8% were HGV/ Coach Drivers.

Figure 1.2 Demographic Profile of Respondents



Base: all respondents (622)

1.6 Questionnaire

A copy of the questionnaire used can be found in Appendix A. Topics included:

- 1 Frequency of using or travelling through the M3/M25 junction, and direction of travel;
- 2 Changes noticed to their journey, if any;
- 3 Awareness of what has caused the changes to their journey (unprompted);
- 4 Whether the changes were a good or bad idea; and
- 5 Whether the changes should be made permanent or not.

1.7 Presentation of Findings

In the following chapters we present findings from this survey disaggregated by the direction of travel at the M3/M25 junction. Because the number of people making journeys in each of the seven directions varies, an overall response is not meaningful as it may result in responses from one direction being disproportionately represented in the total. Therefore, the findings are analysed separately for each movement and it is up to policy makers to decide who should benefit most from any changes made to the junction layout.

Any changes between groups may at times be explained by sampling error. The sampling error is dependent on the sample size, which determines how confident we can be that the survey findings reflect the views of the wider population - confidence in the data increases with sample size. For example, with a sample of 600 respondents we can be broadly confident (at the 95% confidence level) that any statistic quoted will be correct within a range of +/-4%.

The level of sampling error increases for questions answered by sub-samples of all respondents. For example, there were around 100 respondents travelling on the M25 clockwise joining M3 coast bound, gives a confidence interval of +/-9.8%. This means that any differences in responses between respondents travelling clockwise on the M25 and joining the M3 coast bound and the overall sample within a 10% range may be due to sampling error.

In the tables and charts that follow, the abbreviation 'N=' gives the number of responses being analysed. Percentages may occasionally exceed 100% due to rounding effects or where multiple responses were allowed to a question. The symbol * is used for a finding mentioned by less than 0.5% of the population but greater than zero.

In the tables, graphs and charts that follow we present the most significant and interesting findings.

2 M25/M3 Junction

2 M25/M3 Junction

2.1 Introduction

622 respondents travelled through this junction between 3pm and 8pm Monday to Friday at least once a fortnight. In this section we describe:

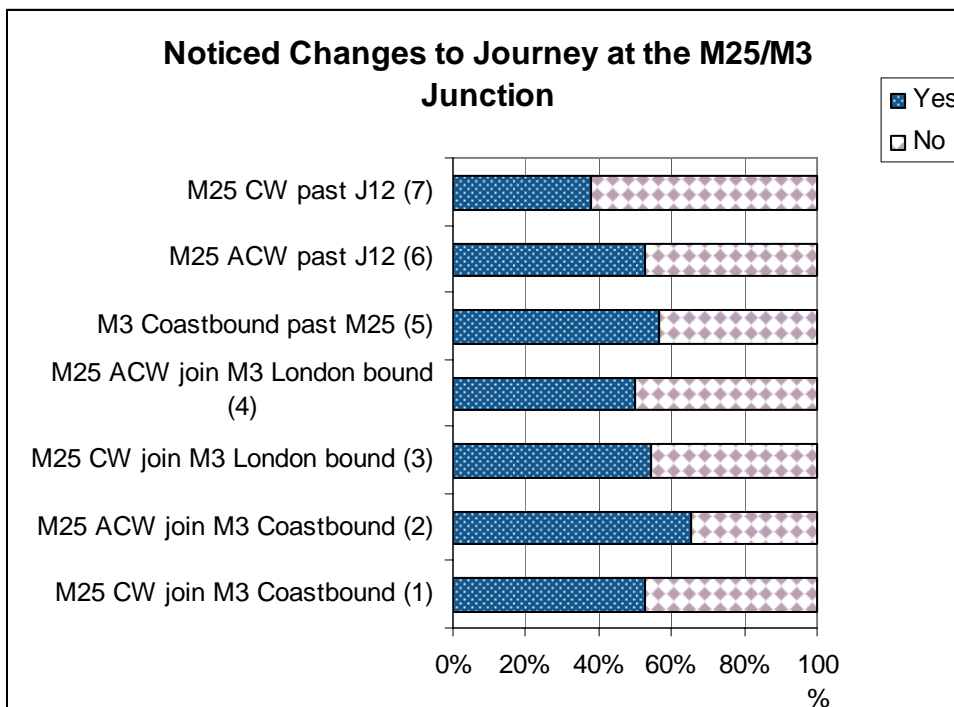
- What changes they have noticed to their journey at the M25/ M3 junction;
- Their awareness of what has caused these changes to their journey;
- Their reaction to the changes to this junction; and
- Opinions recorded of whether the changes should remain.

2.2 Changes to Journeys at the M25/ M3 Junction

Respondents were asked if they had noticed any changes to their journey at the M25/M3 junction.

Respondents travelling on M25 ACW joining M3 London bound (Dr 4) were the least likely to have noticed any changes (50%) whereas respondents travelling on the M25 ACW joining M3 Coast bound (Dr 2) were the most likely to have noticed a change to their journey (66%).

Figure 2.2 Noticed Changes to their Journey at M25/M3 Junction



Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Respondents travelling through this junction most often, five or more days a week, were the most likely to have noticed changes to their journey (70%); whereas those that travel through this junction once a fortnight were less likely to have noticed any changes (41%).

Table 2.1 Noticed Changes to their Journey by Frequency of Travelling Through M25/M3 Junction

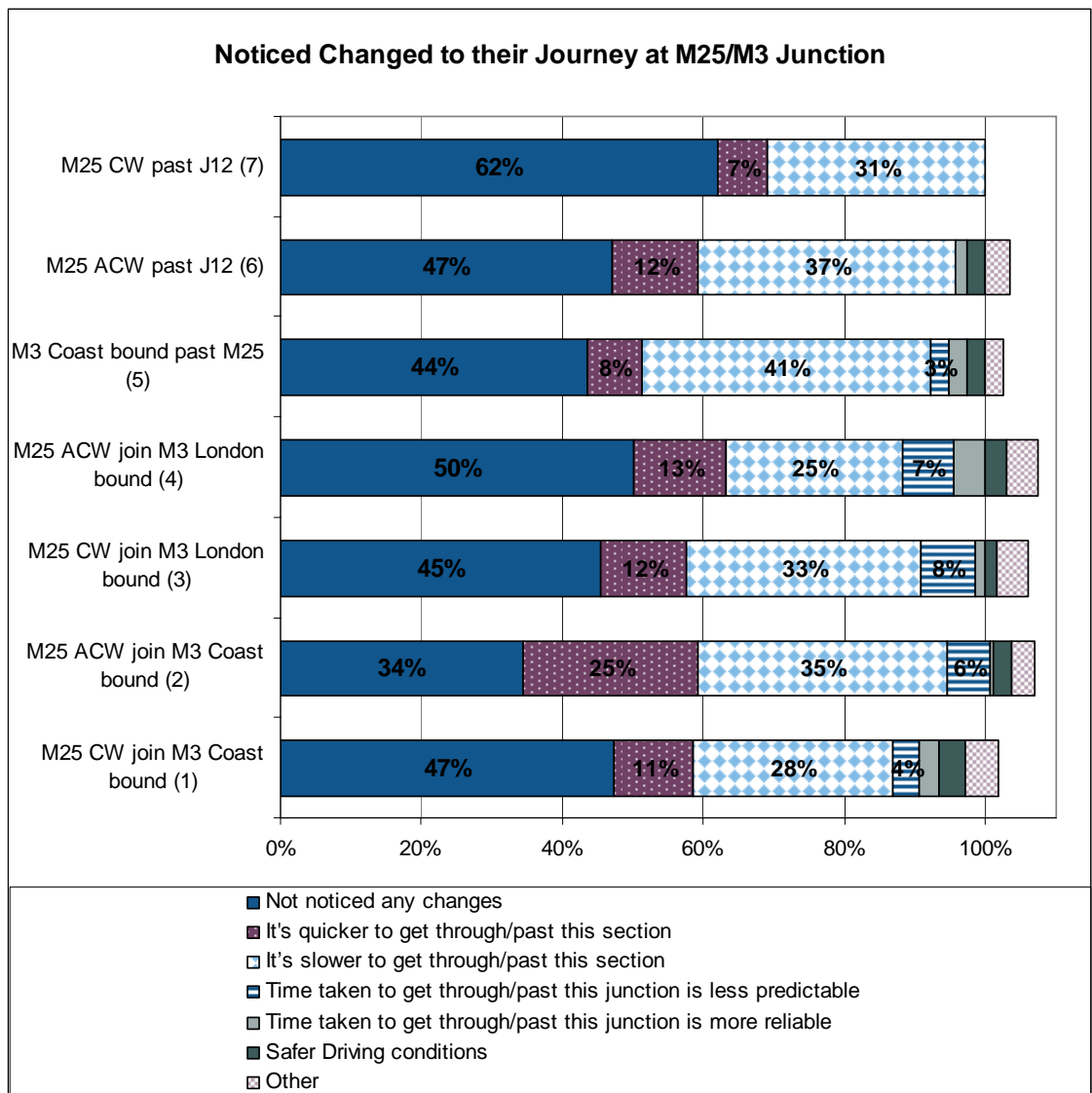
		5 or more days a week	2-4 days a week	Once a week	Once a fortnight
Noticed Changes to Journey	Yes	70%	59%	55%	41%
	No	30%	41%	46%	59%
Base		146	185	123	168

Respondents that had noticed a change to their journey at the M25/M3 junction were asked what effects these changes had had. Over a quarter of respondents travelling in all directions felt their journey had got slower, particularly those making the following movements:

- M3 Coast bound past M25 (Dr 5, 41%);
- M25 ACW past J12 (Dr 6, 37%);
- M25 ACW join M3 Coast bound (Dr 2, 35%); and
- M25 CW join M3 London bound (Dr 3, 33%).

However, some respondents reported their journeys had become quicker particularly those travelling on the M25 ACW and joining the M3 Coast bound (Dr 2, 25%). One possible explanation for this split in results could be that some respondents have noticed they are moving more freely through the junction and hence saying their journey is quicker whereas as others although they may be moving more freely feel they are being slowed down by the 50mph speed limit imposed.

Figure 2.3 Noticed Changes to their Journey at M25/M3 Junction



Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Note: Figures sum to over 100 as more than one response could be given.

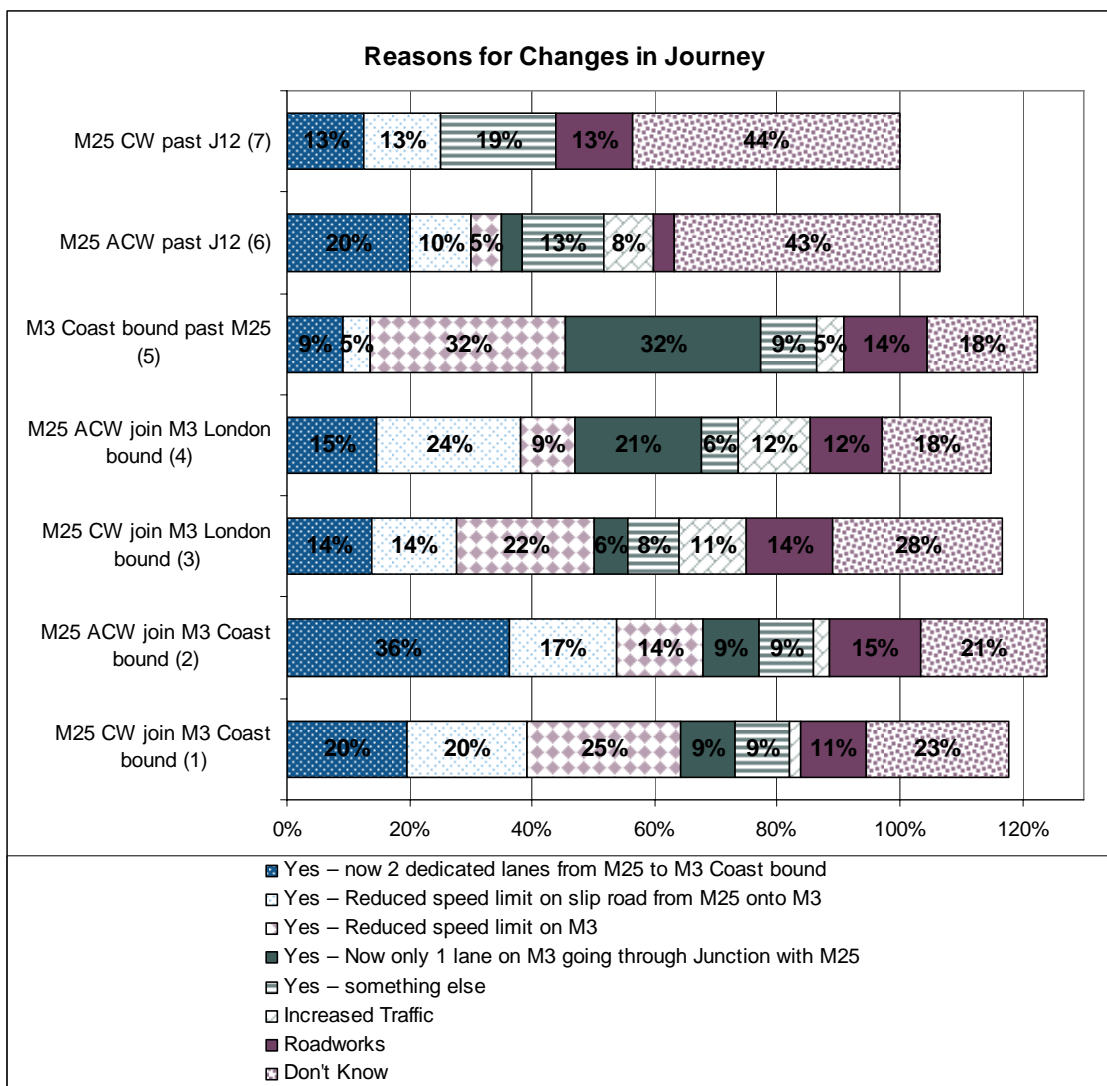
2.3 Awareness of Changes to the M25/M3 Junction

Respondents were asked, unprompted, if they knew what had caused these changes.

Respondents travelling on the M25 ACW joining M3 Coast bound (Dr 2) were more likely to associate the changes to their journey with the fact that there are now two lanes joining the M3 from the M25 (36%) where as respondents travelling on the M3 Coast bound (Dr 5) were more likely to associate the changes with the reduction of the M3 to one lane (32%) and the reduced speed limit (32%).

Respondents travelling on the M25 ACW (Dr 6) and CW (Dr 7) past the M3 junction were the least likely to know what had caused the changes to their journey (43% and 44% respectively).

Figure 2.4 Reasons for Changes to Journey



Base: all respondents that had noticed a change to their journey at M25 CW join M3 Coast bound (56), M25 ACW join M3 Coast bound (121), M25 CW join M3 London bound (36), M25 ACW join M3 London bound (34), M3 Coast bound past M25 (22), M25 ACW past J12 (60), M25 CW past J12 (16)

2.4 Reaction to the Changes to the M25/ M3 Junction

The following description was then read to respondents:

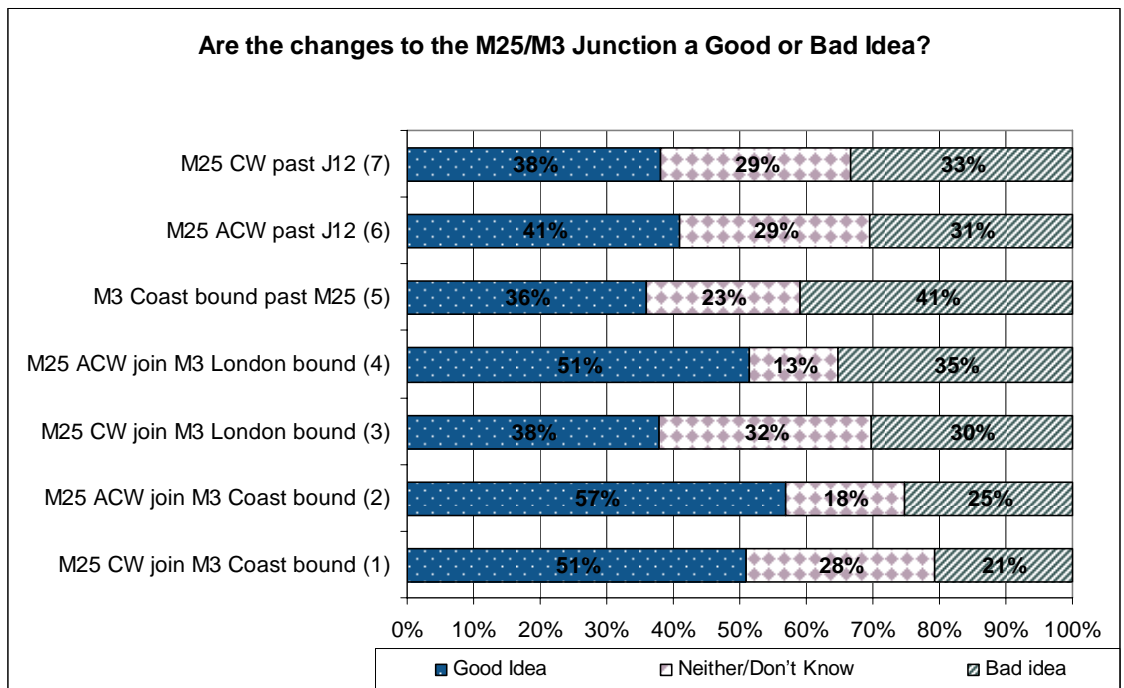
“The road layout at the M25/M3 junction was changed at the beginning of March 2007. There are now two dedicated lanes for M25 traffic joining the M3 coast bound/ westbound. Traffic on the M3 coast bound/ westbound has been reduced to a single lane and has a 50mph speed limit until after the M25 junction (J2). There is also a 50mph speed limit on the slip road from the M25 to the M3 coast bound/ westbound”

Respondents were then asked if they felt the changes were a good or bad idea. For the following movements the changes were considered mostly to be a good idea:

- M25 ACW joining M3 Coast bound (Dr 2, 57%);
- M25 ACW joining the M3 London bound (Dr 4, 51%); and
- M25 CW join M3 Coast bound (Dr 1, 51%).

Respondents travelling on the M3 Coast bound past the M25 (Dr 5) were the most likely to say the changes were a bad idea (41%).

Figure 2.5 Are the Changes to the M25/M3 Junction a Good or Bad Idea?

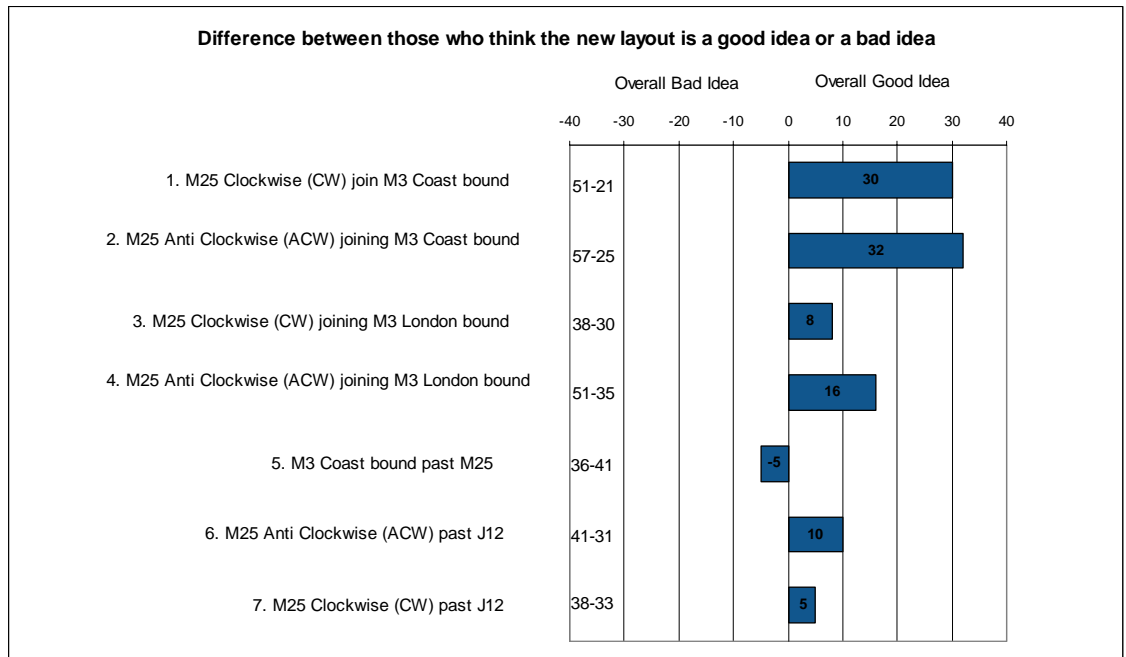


Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Figure 2.6 shows the difference between the proportions who consider the new layout a good or a bad idea, and shows that in general more users interviewed thought it a good idea.

Only with those travelling on the M3 Coastbound past the M25 (Dr 5) did the proportion of respondents saying the changes were a bad idea (46%) outweigh the proportion saying they were a good idea (36%)

Figure 2.6 Difference Between Those who Think the Changes are a Good or Bad Idea (Good idea minus Bad idea)

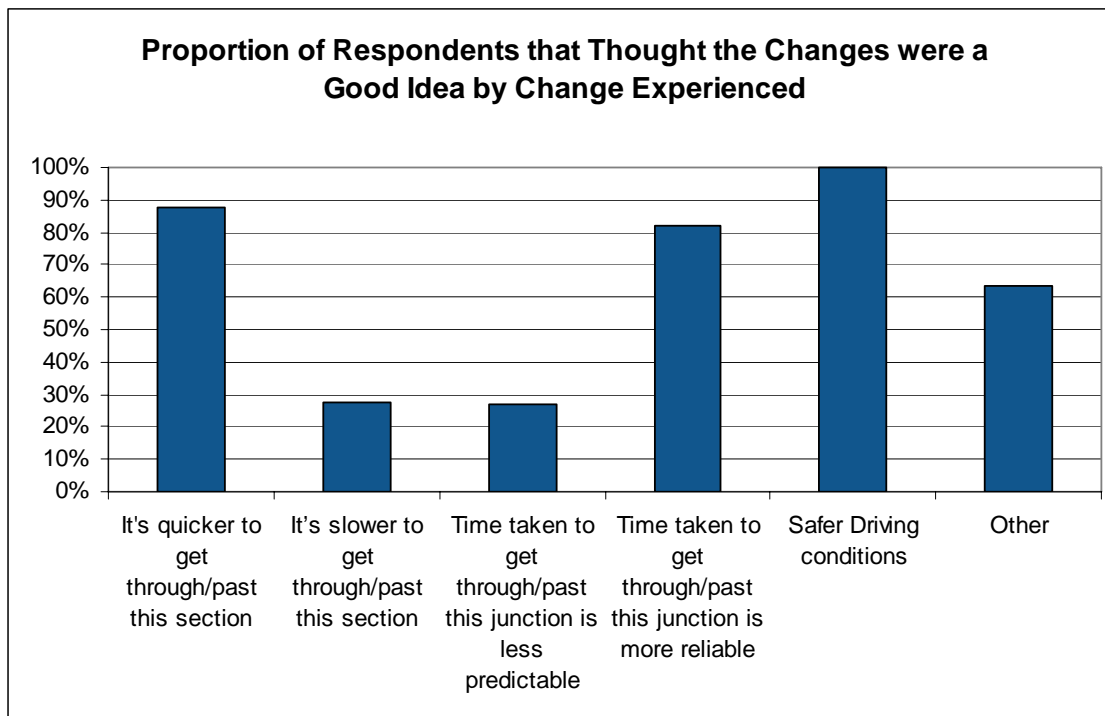


Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Respondents who had felt their journey through the M25/M3 junction had become quicker (87%), safer (100%) and were experiencing more reliable journeys (82%) were much more likely to say the changes to the junction were a good idea.

A few respondents (28%) thought the changes were a good idea even though their journeys had become slower. For some drivers slower speeds are not always perceived negatively; slower speeds and mean safer, calmer and smoother journeys. Respondents travelling on the M25 ACW joining the M3 Coast bound (Dr 2) and those travelling on the M25 ACW past J12 (Dr 6) were the most likely to say their journey had become slower and that that the changes were a good idea (35% and 33%).

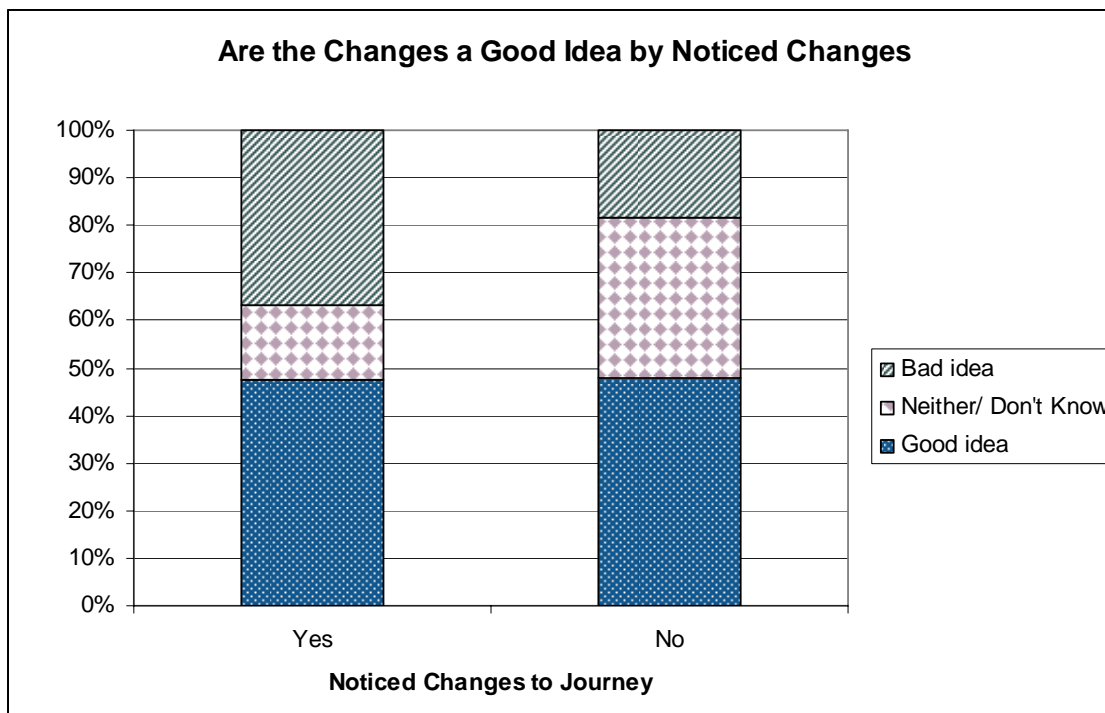
Figure 2.7 Proportion of Respondents that Thought the Changes were a Good Idea by Change Experienced



Base: It's quicker to get through/past this section (95), It's slower to get through/past this section (206), Time taken to get through/past this junction is less predictable (26), Time taken to get through/past this junction is more reliable (22), Safer Driving conditions (16), Other (22)

Respondents who had noticed changes to their journey and those who had not were equally likely to say the changed layout at the M25/M3 junction was a good idea (48%); however, those that had noticed a difference were much more likely to say the changes to this junction were a bad idea (37%) than those that had not noticed a change to their journey (18%).

Figure 2.8 Are the Changes a Good Idea by Noticed Changes



Base: Noticed changes to journey (347), not noticed changes to journey (275)

Respondents were asked if they had any comments about the M25/M3. Overall 60% of respondents provided a comment. Respondents who thought the changes were a good idea were less likely to provide a comment (58%) than those who thought the new layout was bad idea (75%).

Respondents who thought the changes to the layout of the M3/M25 junction were a good idea thought the changes had resulted in a better flow of traffic/more reliable journeys (25%) and that the reduced speed limit had made their journeys safer (9%).

“there are less accidents on the M3/M25 joining although it is slower; I think it is a good idea”

A few (5%) felt that now the changes had been implemented the speed limit restrictions should be removed. 5% of respondents also felt that better signage at this junction would help drivers understand the new layout.

“The layout is confusing for many car drivers as they don’t seem to know when to switch lanes.”

“Could be better sign posted, I got stuck on the inside lane and ended up going to London instead of Woking”

Respondents who thought the new layout of the M3/M25 junction was a bad idea felt that the changes had resulted in increased journey times (22%) and that the speed limit should be increased (12%). 8% of respondents thought the changed layout had made no difference to the movement of traffic and a further 8% thought the old layout was better.

“The 50mph speed limit with its speed trap is unfair for a professional driver. The new layout seems to work but I would prefer 60mph”.

“Because at quiet periods it’s a lot slower because of reduced speed limit”

Regardless of whether respondents thought the changes were a good or bad idea, 5% of respondents felt there was a problem at this junction with the lane drivers should be in, moving slower than other lanes on the motorway. It was reported that some drivers would stay for as long as possible in the faster moving lane and then cut in at the last minute to the lane they needed to be. This was considered dangerous as well as annoying.

“People know there is a speed limit onto M3 and the M25 traffic moving faster. This means drivers stay on the M25 and scoot across three lanes to turn off for the M3.”

“Should be made permanent but something must be done to stop drivers coming down M25 inside lane and then cutting across at the last minute.”

2.5

Should the Changes Remain?

Respondents were then asked if they felt the changes should remain or go back to the way it was. Those making the following journeys were most in favour of the changes:

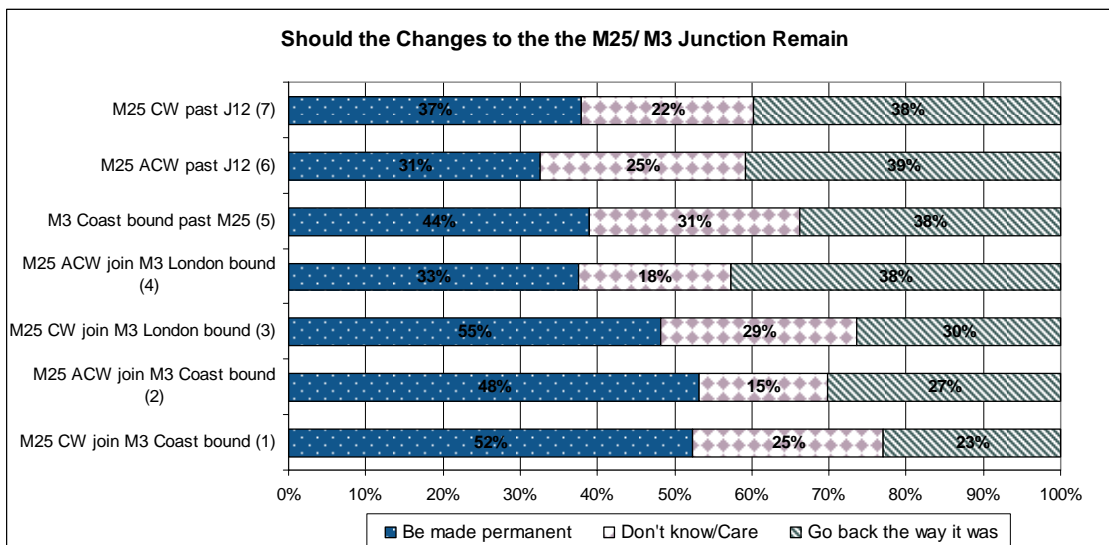
- M25 CW join M3 London bound (Dr 3, 55%);
- M25 CW join M3 Coast bound (Dr 1, 52%); and
- M25 ACW join M3 Coast bound (Dr 2, 48%).

Respondents least in favour of the changes were those travelling:

- M25 ACW past J12 (Dr 6, 39%);
- M25 CW past J12 (Dr 7, 38%);
- M3 Coast bound past M25 (Dr 5, 38%); and
- M25 ACW join M3 London bound (Dr 4, 38%).

Around a quarter of respondents did not feel strongly about the changes either way.

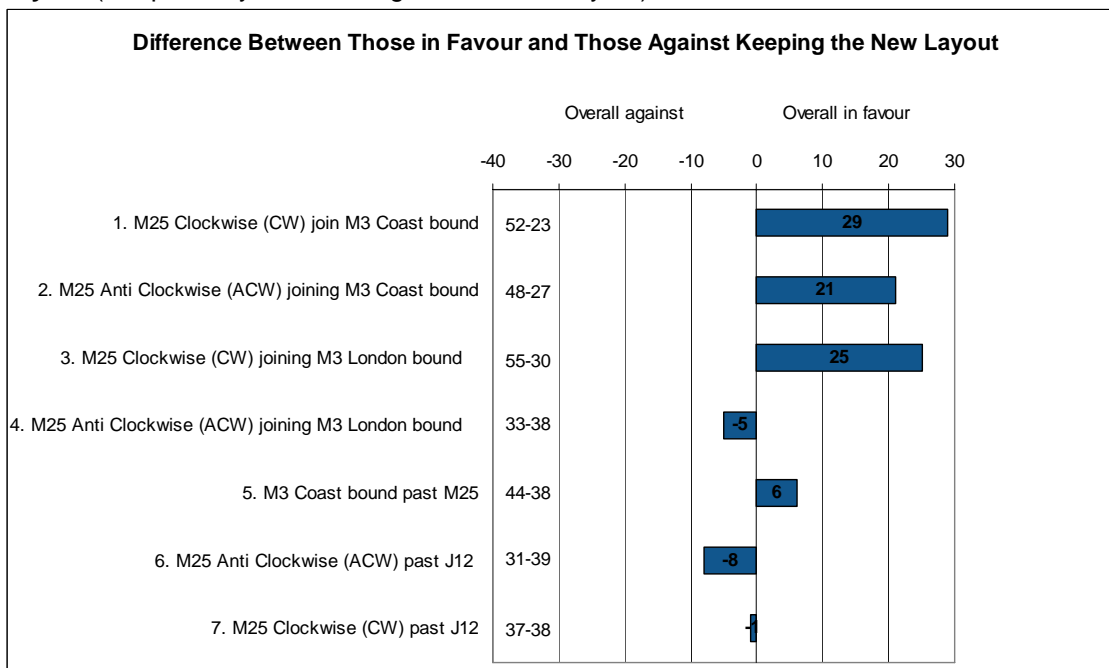
Figure 2.9 Should the Changes to the the M25/ M3 Junction Remain



Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

Figure 2.10 shows the difference between the proportions in favour of retaining the new layout and those who prefer the previous arrangements and shows that in general more users interviewed were in favour of retaining the new layout. For those using the M25 CW and joining the M3 Coast bound (Dr 1) 29% more people preferred the new layout (52%) to the old (23%). Of those using the M25 ACW (Dr 6) not joining the M3 8% more people preferred the old layout (39%) to the new (31%).

Figure 2.10 Difference Between those in Favour and those Against Keeping the New Layout (Keep the layout minus against the new layout)



Base: M25 CW join M3 Coast bound (106), M25 ACW join M3 Coast bound (186), M25 CW join M3 London bound (66), M25 ACW join M3 London bound (68), M3 Coast bound past M25 (39), M25 ACW past J12 (115), M25 CW past J12 (42)

3 Summary and Conclusion

3 Summary and Conclusion

- 3.1 Summary and Conclusion**
- On a typical weekday significantly more vehicles travel on the M25 and join the M3 Coast bound (32,000 vehicles) than travel on the M3 past the M25/M3 junction (20,000 vehicles). Previously, only one lane of traffic leaving the M25 and joining the M3 did not reflect the amount of traffic using it. Long queues would therefore develop, particularly in the afternoon peak. A scheme was implemented to address this imbalance in traffic movements by providing two lanes from the M25 joining the M3. However, to allow this the M3 was reduced to one lane until the M25 traffic had joined it.
- Respondents on the M25 ACW joining the M3 Coast bound (Dr 2) were most likely to have noticed changes to their journey (66%) at this junction and form the largest movement of traffic interchanging at this junction. These respondents were generally in favour of the changes (57%).
- As expected those travelling on the M3 Coast bound (Dr 5) were least in favour of the changes (41% thought it was a bad idea). However, vehicles travelling on the M3 Coast bound are in a minority when compared the volume of M25 traffic and a significant proportion (44%) had not actually noticed any significant change to their journeys.
- The scheme has therefore met its objectives. However, better signing and publicity of the changes may reduce the confusion that a few drivers seem to be experiencing at this junction. It would increase understanding and therefore satisfaction with the reduced speed limit.
- On the basis of the survey sample, the consensus is that the new junction layout is preferred to the old, with more users overall being in favour of the revised junction.

Table 2.2 Summary of Results

		M25 CW join M3 Coast bound (1)	M25 ACW join M3 Coast bound (2)	M25 CW join M3 London bound (3)	M25 ACW join M3 London bound (4)	M3 Coast bound past M25 (5)	M25 ACW past J12 (6)	M25 CW past J12 (7)
Noticed changes to their journey		53%	66%	55%	50%	56%	53%	38%
Are the Changes a Good or Bad Idea	Good Idea	51%	57%	38%	51%	36%	41%	38%
	Bad idea	21%	25%	30%	35%	41%	31%	33%
	Neither/Don't Know	28%	18%	32%	13%	23%	29%	29%
	Overall Good Idea	30%	32%	8%	16%	-5%	10%	5%
Should Changes Remain	Be made permanent	52%	48%	55%	33%	44%	31%	37%
	Go back the way it was	23%	27%	30%	38%	38%	39%	38%
	Don't know/Care	25%	15%	29%	18%	31%	25%	22%
	Overall – make Permanent	29%	21%	25%	-5%	6%	-8%	-1%
Base		106	186	66	68	39	115	42

Appendix A - Questionnaire

M25 Questionnaire J12 & J19 Survey

Sample Information

Date	___/___			Trip Type	
Mon	1			J12	1
Tue	2	Fri	5	J19	2
Wed	3	Sat	6	Resident near J19	3
Thur	4	Sun	7		

Section A: Screening

Good Morning / Afternoon / Evening, my name is from Quality Fieldwork. We are helping Faber Maunsell, a national market research company to conduct research on behalf of the Highways Agency. Could I please ask you a few questions regarding the journeys you make.

The interview will only take a few minutes. Your answers will be treated in strict confidence.

S1 Do you make any of the following journeys as a driver or a passenger once a fortnight or more often? SHOWCARD A. Code all that apply

- A Through/past M25/M3 junction. Monday – Friday between 3pm and 8pm either: 1
- M25 CW join M3 Coast bound/Westbound at J12
 - M25 ACW join M3 Coast bound/Westbound at J12
 - M25 CW join M3 London bound/Eastbound at J12
 - M25 ACW join M3 London bound/Eastbound at J12
 - M3 coast bound joining at J1 and getting off at or after J3
 - M25 ACW past J12
 - M25 CW past J12
- B On M25 ACW on section south of J19 (e.g. J19-17) between 7am and 10am Monday to Friday? 2
- C Lives locally to J19 on M25 uses local roads (see map) A405/A41/A411 (or others) 3
- D None 4

If NONE CODED Thank & Close

OTHERWISE ASK SECTIONS A, B C AS APPROPRIATE

NOTE: YOU MAY BE ASKING MORE THAN ONE SECTION

Section A – J12 ONLY ASK IF CODED A AT S1

A1 How often do you travel on the M25 or M3 through/past the M3 / M25 junction (J3/J12) between 3 pm and 8pm?

SHOWCARD B & Map A on showcard A. code one only

- 5 or more days a week 1 Go to A2
- 2-4 days a week 2 Go to A2
- Once a week 3 Go to A2
- Once a fortnight 4 Go to A2
- Once a month 5 Go to Section B
- Less than once a month 6 Go to Section B
- Never 7 Go to Section B

A2a Which of these best describes the direction/movement you are usually making at J12 M25/ J2 M3 between 3pm and 8pm Monday to Friday

SHOWCARD C. Showcard A map A. Use Area 5 map to get bearings. Code one only

- M25 CW join M3 Coast bound/Westbound at J12 1
- M25 ACW join M3 Coast bound/Westbound at J12 2
- M25 CW join M3 London bound/Westbound at J12 3
- M25 ACW join M3 London bound/ Eastbound at J12 4
- M3 coast bound joining at J1 and getting off at or after J3 5
- M25 ACW past J12 6
- M25 CW past J12 7

A2b When making this journey (At A2a) are you usually the driver or the passenger?

Code one only

- Driver 1 Passenger 2

A3 Since March this year have you noticed any changes to your journey, e.g. in the way traffic moves, at J12 M25/ J2 M3 between 3pm and 8pm Monday to Friday (as described at A2)?

(Code one only)

- Yes 1 Go to A4 No 2 Go to A6

A4 What effects have you noticed to your journey at J12 M25/ J2 M3 between 3pm and 8pm Monday to Friday (as described at A2)?

If respondent gives an answer about a physical change eg roadworks ask - What effect have these changes had on your journey?

Do not prompt. Use pre-coded list where possible. Code all that apply.

Otherwise write in. Probe fully

- It's quicker to get through/past this section 1
- It's slower to get through/past this section 2
- Time taken to get through/past this junction is less predicable 3
- Time taken to get through/past this junction is more reliable 4
- Safer Driving conditions 5
- Other (please specify) 6

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A5 Do you know what has caused these changes to your journey through J12 M25/ M3 J2?

Do not prompt. Use pre-coded list where possible. Code all that apply. Otherwise write in. Probe fully

- Yes – now 2 dedicated lanes from M25 to M3 coast bound 1
- Yes – Reduced speed limit on slip road from M25 onto M3 2
- Yes – Reduced speed limit on M3 3
- Yes – Now only 1 lane on M3 going through Junction with M25 4
- Yes – something else (write in) 5
-
- No 6
- Don't know 7

A6 READ OUT:

The road layout at the M25/M3 junction was changed at the beginning of March 2007. There are now two dedicated lanes for M25 traffic joining the M3 coast bound/ westbound. Traffic on the M3 coast bound/ westbound has been reduced to a single lane and has a 50mph speed limit until after the M25 junction (J3). There is also a 50mph speed limit on the slip road from the M25 to the M3 coast bound/ westbound.

Overall, do you think the changes that have been made to this junction are a good or bad idea?

SHOWCARD D code one only

- Very Good idea 1
- Good idea 2
- Neither 3
- Bad idea 4
- Very bad idea 5
- Don't Know 6
- Don't Care 7

A7 Do you think these changes should remain or would you prefer the junction to go back to the way it was before March 2007?

- Be made permanent 1
- Go back to the way it was 2
- Don't Know 3
- Don't Care 4

A8 Do you have any other comments about this junction?

Record Verbatim. Probe Fully

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Section B – J19 ONLY ASK IF CODED B AT S1

B1a How often do you travel on the M25 ACW on the stretch south of J19 (e.g. J19-17) between 7am and 10am Monday to Friday?

Showcard E. Use Map B on showcard A. Code one only

- | | | |
|------------------------|---|-----------------|
| 5 or more days a week | 1 | Go to B1b |
| 2-4 days a week | 2 | Go to B1b |
| Once a week | 3 | Go to B1b |
| Once a fortnight | 4 | Go to B1b |
| Once a month | 5 | Go to Section C |
| Less than once a month | 6 | Go to Section C |
| Never | 7 | Go to Section C |

B1b When making this journey (At B1a) are you usually the driver or the passenger?

Code one only

- | | |
|-----------|---|
| Driver | 1 |
| Passenger | 2 |

B2 At which junction do you usually join the M25 ACW on this journey between 7am and 10am Monday to Friday?

Use Area 5 map to help get bearings. If use more than one ask 'Which do you use most often?' Code one only

- | | | |
|-------------------------|---|-----------|
| J17 – Maple Cross | 1 | Go to B3 |
| J18 – Chorley Wood | 2 | Go to B3 |
| J19 – Watford | 3 | Go to B5a |
| J20 – Watford/ Hemel | 4 | Go to B3 |
| J21/21a – M1/ St Albans | 5 | Go to B3 |
| Other (write in) | 6 | Go to B5 |

B3 Have you changed the Junction you use to get on the M25 ACW between 7am and 10am Monday to Friday in the last few months?

Code one only

- | | | |
|-----|---|-----------|
| Yes | 1 | Go to B4a |
| No | 2 | Go to B5a |

B4a Which Junction did you used to use?

Code one only

- | | | |
|-------------------------|---|-----------|
| J17 – Maple Cross | 1 | Go to B5a |
| J18 – Chorley Wood | 2 | Go to B5a |
| J19 – Watford | 3 | Go to B4b |
| J20 – Watford/ Hemel | 4 | Go to B5a |
| J21/21a – M1/ St Albans | 5 | Go to B5a |

B4b Why did you change the junction you usually use to get on the M25 ACW between 7am and 10am Monday to Friday ?

Record Verbatim. Probe Fully

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B5a And at which junction do you normally leave the M25 on this journey?

Write in

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B5b Since February this year have you noticed any changes to your journey, e.g. in the way traffic moves, on the M25 ACW going past J19 (Watford) or joining at J19 (Watford) between 7am and 10am Monday to Friday?

Code one only

- Yes 1 Go to B6
- No 2 Go to B8

B6 What effects to your journey have you noticed (on the M25 ACW going past J19 (Watford) or joining at J19 (Watford) between 7am and 10am Monday to Friday?)

If respondent gives an answer about a physical change eg roadworks ask - What effect have these changes had on your journey?

Do not prompt. Use pre-coded list where possible. Code all that apply. Otherwise write in. Probe fully

- Greatly increased traffic speeds on M25 past J19 (Watford) 1
- Slightly increased traffic speeds on M25 past J19 (Watford) 2
- Quicker to get on to the M25 at J18 (Chorley Wood) 3
- Quicker to get on to the M25 at J19 (Watford) 4
- Quicker to get on to the M25 at J20 (Watford/ Hemel) 5
- Quicker to get on to the M25 at J21/21a (M1/St Albans) 6
- Greatly decreased traffic speeds on M25 past J19 (Watford) 7
- Slightly decreased traffic speeds on M25 past J19 (Watford) 8
- Slower getting on to the M25 at J18 (Chorley Wood) 9
- Slower getting on to the M25 at J19 (Watford) 10
- Slower getting on to the M25 at J20 (Watford Hemel) 11
- Slower getting on to the M25 at J21/21a (M1/ St Albans) 12
- Greatly increased traffic congestion on local roads on approach to M25 13
- Slightly increased traffic congestion on local roads on approach to M25 14
- Safer conditions on M25 going past J19 (Watford) 15
- Safer conditions on M25 on slip road joining at J19 (Watford) 16
- Other (specify) 17

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B7 Do you know what has caused these changes to your journey on the M25 ACW going past J19 (Watford) or joining at J19 (Watford)?

Do not prompt. Use pre-coded list where possible. Code all that apply. Otherwise write in. probe fully

- Yes – Roadworks/cones at J19 (Watford) making one lane joining M25 at J19 1
- Yes – slip road at J19 (Watford) been reduced to one lane 2
- Yes – something else (write in)3
- No 4
- Don't know 5

B8 READ OUT:

At the end of February 2007, the slip road joining the M25 at J19 (Watford) was temporarily reduced from two lanes to one, for traffic management purposes.

Overall, do you think the changes that have been made to this junction are a good or bad idea?

SHOWCARD F code one only

- Very Good idea 1
- Good idea 2
- Neither 3
- Bad idea 4
- Very bad idea 5
- Don't Know 6
- Don't Care 7

B9 Do you think these changes should remain or would you prefer the junction to go back to the way it was?

- Be made permanent 1
- Go back to the way it was 2
- Don't Know 3
- Don't Care 4

B10 Do you have any other comments about this junction?

Record Verbatim. Probe Fully

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Section C – J19 Residents ONLY ASK IF CODED C AT S1

C1a How often do you travel on local roads in the are shown on this map, either as a driver or passenger?

SHOWCARD G. Use map C, Showcard A. Code one only

- 5 or more days a week 1 Go to C1b
- 2-4 days a week 2 Go to C1b
- Once a week 3 Go to C1b
- Once a fortnight 4 Go to C1b
- Once a month 5 Go to Section D

- Less than once a month 6 Go to Section D
- Never 7 Go to Section D

C1b When travelling on these roads are you usually the driver or the passenger?

Code one only

- Driver 1
- Passenger 2

C2 Since February this year have you noticed any changes to your journey, e.g. in the way traffic moves, on these roads?

Code one only

- Yes 1 Go to C3
- No 2 Go to C5

C3 What changes have you noticed to you journeys on these roads?

If say physical change eg road works probe where? What effect has had on journeys? Record Verbatim. Probe Fully

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C4 Do you know what has caused these changes to your journey on local roads?

Do not prompt. Use pre-coded list where possible. Code all that apply. Otherwise write in. probe fully

- Yes – Roadworks/cones at J19 (Watford) making one lane joining at J19 1
- Yes – slip road at J19 (Watford) been reduced to one lane 2
- Yes – something else (write in)3
-
- No 4
- Don't know 5

C5 READ OUT

At the end of February 2007, the slip road joining the M25 at J19 (Watford) was temporarily reduced from two lanes to one.

Overall, do you think the changes that have been made to this junction are a good or bad idea?

SHOWCARD H code one only

Very Good idea	1
Good idea	2
Neither	3
Bad idea	4
Very bad idea	5
Don't Know	6
Don't Care	7

C6 Do you think these changes should be made permanent or would you prefer the junction to go back to the way it was?

Be made permanent	1
Go back to the way it was	2
Don't Know	3
Don't Care	4

C7 Do you have any other comments about this junction?

Record Verbatim. Probe Fully

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Section D – ASK ALL

D1 To which of these age groups do you belong?

SHOWCARD I Code one only

16-17	1	45-54	5
18-24	2	55-59	6
25-34	3	60-64	7
35-44	4	65+	8

D2 What is your employment status?

SHOWCARD J Code one only

Employed full or part time	1	Retired	5
Self employed	2	Homemaker	6
Student	3	Other (specify)	7
Unemployed	4	

D3 Record respondent gender

Code one only

Male 1
 Female 2

D4 What type of vehicle do you usually travel in?

Code one only

Car 1
 Van 2
 Lorry 3
 Coach/bus 4
 Car + caravan/trailer 5
 Motorbike 6

D5 What is your home postcode

Write in _____

If not given record nearest town

Write in _____

D6 In the past 6 months have you contacted any of the following to complain about local issues? Code one for each. If coded 2 or 3 record nature of complaint.

	Not at all	Once	More than Once	Nature of Complaint (<i>write in</i>)
Local council/ Councillors	1	2	3	
MP	1	2	3	
Police	1	2	3	
Local paper	1	2	3	
Highways Agency	1	2	3	
Other (specify)	1	2	3	

D7 Would you be willing to take part in further research.

Code one only

Yes 1 No 2

Appendix B – Verbatim Comments

Appendix B – Verbatim Comments

2 slip roads - rushing, chaotic.

50mph speed limited is helping traffic flow. Bad lane approaching junction 12. Drivers are using M3 lanes to cut back in to M25 further along. There are quite a lot of foreign Lorries. There needs to be a continuous white line barrier between M25 and M3 lanes at junction 12 and/or cameras.

60mph better for filtering.

70 mph.

It is a bit better, j12 is flowing better.

It is a nightmare at those times.

Accept traffic jams are part of life. No idea how they can improved.

There is always a queue for the exit when travelling on M25.

It has always been painful, hope this makes it better.

Always long queues from M25 to M3.

It always seems to be chocker block, once you get passed Staines and Chertsey it clears.

It is always very bad on Friday pm.

As the slipway joins M3 the 2 lane splits and needs a further lane.

At j12 people slow down jumping in and out of lanes.

At roundabout not signposted to get back on to M3, always pile ups as people try to cut across to get to the spur road, 1 lane would have been ample.

Average speed cameras catch you before seeing any speed signs, so people are breaking really heavily so they are not caught speeding, it's dangerous.

It is bad northbound, in the morning it is worst. You need to be doing this research about morning rush hour, the time when it is worst.

At quiet periods it's a lot slower because of the reduced speed limit.

Because at that particular time people are used to the motorway standard white collar workers motorway it should go back to 70 mph.

Because I am going past M3/M25 slow and it holds things up because of the changes.

Because I only go one way M3 after J3 not sure maybe it's to balance the traffic.

Because I thought it was all roadworks

Because it reduces the dangers for me. It is difficult to switch lanes. I am nervy

Because it's more reliable onto M25

It takes much longer to get back to the M25, from M3 junction.

Because more of traffic comes M25 on to M3. Filter out more traffic.

Because slower on M3 due to 50 mph speed, the traffic slows right up due to average speed cameras on that link.

Because the traffic on the M25 is bad you can get on M3 and by pass the slower traffic.

Because when people get used to the new layout they will know which lane to get into for best traffic flow M25, M3.

Because it is slowing everyone down the queue to join the M3 is slower and longer.

Because people use the outside filter lane to M3 to get along faster. They change lanes at last minute. 50mph limit on M3 is too long.

Before 4pm and after 8pm is fine. But at rush hour traffic here is a nightmare.

Better flow of traffic.

Big improvement

But they should really enforce the 50mph. people think are boy races on those new slip roads.

Can't think of anything.

Can be improved the junction is now slower since new arrangement

Can be standstill some days no coning on M25 causes so many problems getting on.

Can not really say if there is any improvement until the roadworks finished.

Can not get anywhere quickly

Causes major congestion, rush hour. When none previously

Causes more blockages than anywhere else

Change back when experiment is finished

Change it to better way

Changes to be implemented ASAP to hopefully discourage other drivers from cutting lanes.

Should have 70mph speed limit

Coming off the lane is ridiculous

Constant roadworks! How can it possibly be necessary, do out of hours roadworks!!!

Cost too much to revert. Toll the motorway.

Could be better sign posted, I got stuck on inside lane and ended up going to London instead of Woking

Currently working well frees up traffic along 2 inside lane towards junction. Now flow freely.

Dangerous people see sign queue in our lane - swearing and more speed.

Definitely put speed limit back to 70mph. Put up variable signage to warn if problems ahead.

Didn't get so congested before.

Didn't widen M25 far enough

Do better to what they've done now M25

Do something about traffic entering M3 southbound on to M25 anticlockwise. Build up traffic M25 junction 11 backwards at junction 12 needs cone segregate the two turn of junction as drivers cut across.

Does go more slowly

Doesn't bother me too much, go back if it causes traffic problems

Doesn't seem so much traffic coming down as before/light traffic

Don't interfere with road

Don't like it when you are in slow lane

Don't think there needs to be a speed restriction unto junction 3 but I think the lanes are good idea.

Earlier signage of the M3 split would make it easier for those unfamiliar with the junction.

Educate the drivers

Elongate the slip road

Everything fine. Good the speed slows down. Speed cameras good deterrent much safer.

Feels speed limited is not necessary

Filtering on to M3 better needs clearer road markings M3 only.

Find this junction is now much faster flowing going in either direction on M25

Finish road works ASAP

Finish the roadworks

For my journeys coming in direct to London now, its much worse, there's one lane closed and they (drivers) don't obey the warning about fast lane closed, idiots jam up the junction.

For no apparent reason traffic slows down then speeds up after junction similar to rubber necking.

Get on the motorway - sign of 50 mph.

Get rid of 50mph cameras - people see them and slam brakes on - congestion and people/drivers bunch up. - Police people "undertaking" along the slip roads (M3/M25) more. (You can't do this along the m40/m4 M25 junctions)

Get rid of all speed cameras.

Glad I don't have to drive it more often.

Good idea traffic moves smoother than before.

Good if the 50mph is kept, but it isn't and will be

Good that 2 lanes go to M3.

Good that there is a speed restriction speed restriction introduces better traffic.

Great for junction, problems further on M3

Has certainly improved junction

Has eased the congestion now flow seems much quicker even though 50mph.

Has made M25 traffic extremely slow at that junction. Jams up every night.

Hasn't made any difference.

Hasn't made much difference it's always busy

Have not noticed anything different.

Help traffic move better

Holds up traffic. Causes backups on M25 slip road.

I'm still learning how to negotiate this junction M3/M25 - its complicated

I am glad they took the opportunity to trial it to see if it works before spending a lot of money

I am not sure what is going on at this junction, some parts of the M25 have been made wider, and I think past junction 12 some lanes have been narrowed.

I can't understand slowing the traffic down, keep it moving while you can.

I didn't see many problems

I don't agree with a 50mph speed limit unless there is a reason.

I don't like the 50mph short speed limit, however sort it seems to bunch up the traffic. I would like it back to 70mph

I don't like the change to speed limit.

I don't use it that often.

I feel you can go easier and avoid the flow

I find it much better

I hate the motorways!

I have noticed more traffic leaving M25 - to join M3 then going down M3.

I just drive, get held up anyway on that junction with all the road works, always have.

I know they've done people complaining about M3, more free flow

I think it controls the traffic and stops speeding

I think it now flows better

I think it stop; Lorries coming up it is safer.

I think the traffic is definitely flowing a little more freely when you join the M3 southbound.

I travel when there is no need for a 50 mile speed limit. Cannot afford the fine or points so keep 50 mph. it certainly slows traffic down

I try to avoid j12 if possible - it always gets snarled up

If all the traffic kept to it, it would be nice to keep to it

If every one gets used to the system it will work as I think the traffic is better at the M3/M25 junctions but it will probably take time for everyone to get used to the system.

If it eases congestion- if it works then it should be made permanent. No nothing else.

If it helps congestion it should be made permanent, people always abuse traffic rules, the speed should be reduced to 50 gets a better flow.

If it keeps the traffic running the speed limit it's good

If speed limit was enforced would be ok, but as its not, I end up hemmed in the outside lane of M3 while M25 traffic speeds past me undertaking me on the inside lane

If they up the speed restriction the layout would work better. As cars crawl at the moment.

In principle it works but in practice it doesn't. Theory with lanes is nice but it never works.

Increase lanes at this junction.

Is it always going to be 50 mph as affects traffic further down

It's quicker, there are fewer tailbacks.

It's working.

It causes hold ups

It causes the traffic to be slower so traffic builds up

It congests all the traffic. It costs millions of pounds to build so it needs to be better than what it is pointless and a waste of money.

It controls the speed of the traffic. Makes it quicker to get on to M3.

It depends what they're going to do. No more than 70mph and be struck with cameras

It flows ok most of the time. People not sure because the average speed cameras.

It has definitely helped the flow of traffic

It has made the flow of traffic better joining M3 from M25 going towards Southampton

It has slowed my entire journey down when going M25/M3 clockwise.

It holds up the traffic badly/ the speed limit/ motorists exiting hold up the traffic.

It is a lot better now than it was. Free flowing.

It is always busy M25-M3 is always busy

It is better since it has been filtered. The traffic travels swifter/faster to get to the M3

It is busy all the time M25/M3, people use the inside lanes at the last minute they cut back onto the M25.

It is affecting the M25

It is flowing better. Earlier lane dedication would be better.

It is safe now before Lorries would pull out on to M25 very quickly

It is working in making traffic flow

It makes traffic too slow. No, roadworks make it slow too. No

It needs looking at

It probably helps M25 traffic, but it has caused me stress and delays. The M25 traffic comes speeding past me and ends undertaking me on the M3 so I can't get back in lane when I'm past the junction.

It really slows the traffic down, if you not on the M25/M3 by 2.30pm 'forget it' long delays

It reduces the speed, should be 70mph as normal motorway speed

It reduces traffic to flow smoothly. It would not allow emergency services to attend accidents

It seems that it is a shorter queue to join M25/M3 this is because of the changes but there are not enough lanes on the M3 to take traffic off M25. It can't handle the volume of traffic it needs 4 lanes.

It seems to be working

It seems to slow the traffic right down as they filter into lanes M3 and 50 mph doesn't tell.

It should be 2 lanes both ways. The dotted lane slip road at the M3 London bound going off to M25 starts too early what causes problems.

It should be a 70mph motorway. It's a motorway according to Highway Code.

It should go back to the way it was at the moment it's dangerous

It should have had more lanes on both motor ways, when been built originally

It slows everyone down on M3 because of 50 mph.

It slows everything down silly idea M25 needs to move and flow

It slows people down and gives them time to think.

It slows things down / traffic tails back on motorway.

It slows traffic down; people would speed up to 80 so this slows them down and is safer as people are frightened of being nicked or of receiving a fine

It slows traffic down too much - takes too long.

It slows traffic on M25 going past that junction, so another solution needed

It stops people from breaking the limits. Slows them down. Slams breaks if 70. Constant speed at 50 is good idea

It will make no difference; just build extra lanes or a new road.

It won't work

Its safer like this the flow is better with 2 lanes in the slip road and the speed limited

It's a bottleneck.

It's a cheap solution - improvement is needed on the whole junction - there is little happening - needs to be more like the a3 junction to create more lanes, but it's safer with the 50 mph speed limit

It's a good way of travelling see if it works

It's a nightmare

It's a nightmare don't know what to do about it

It's a nightmare especially at these times; it takes almost double the time.

It's a nightmare for all drivers

It's alright

It's always full. It should be used only for business people.

It's better because it's safer. Before it was life or death trying to get onto M3.

It's busy all the time

It's easier to get onto now the traffic has slowed down.

It's good leaving M25 onto M3 going away. But coming from M3 onto the M25 towards London is really bad late afternoon /early morning

Its helps traffic flow better

It's horrendous- change it back

It's just safer it allows for the movement off and on. They know it will be coming up and aware saves slamming on brakes, no

It's normally very slow at this junction

It's ok

It's quicker to get through now.

It's roughly the same

It's safer now there is a speed limit on the M25 at this junction

It's slow going through this junction.

It's slowing traffic too much - need to get traffic moving off M25 ASAP this change slows exiting traffic on to M3 down.

Its terrible and dangerous if your have got a volume of traffic on M3 - they you have suddenly got to slow down that causes accidents. Every motorway should have 3 lanes at least.

The M25 is always very busy.

I've not monitored it so depends on weather late or early

J12 always seems busy

J12 appalling cut it down to 2 lanes. Made it worse. Near misses

J12 flows a lot easier

J12 is much worse and slower one lane instead of two lanes - just moved the problem

J12 reduces the speed people slowing down don't what they're doing

J12 slowed things down. I thought the speed restrictions would only stay while they were doing the works - it should go back

J12 somewhat better helps to direct traffic but snarls up at 5 o'clock

J12. Absolutely silly idea! Made it more congested

Journey takes me 2 hours instead of 1 half it slows me down.

Junctions M3/M25 have always been bad but M3 mornings are much worse now it makes going through a lot harder.

Just a bit slow - especially at rush hour

Just a fact of life, huge delays at j12 to j10 on M25, don't think much can be done.

Just always a lot of traffic.

Just extremely busy M25 stretch one of the biggest dangers are the speed cameras when traffic goes from 60 - 30 everybody breaks, they don't monitor them properly

Just is a vast improvement and much safer.

Just moving the traffic around not creating any easier access there is still a bottle neck. The same amount of lanes in a different layout.

Just too much hold ups

Keep 2 lanes but keep 70mph which is normal motorway speed

Keep experimenting

Keep layout same but up speed restriction

Keeps traffic moving sometimes well, sometimes slower.

Kept the traffic flowing better as it was? Don't like the way they have altered it.

Fewer delays at this junction.

Load of rubbish - I hope it is changed back to the way it was.

Long queues extending back on to M25 from coast bound slip

Lot easier to understand.

M25 into one lane at the end of the curve cause a bit of a pinch - 2 lanes all the way thro would solve this problem

Made it a lot quicker so if it tails back between 1 + 2 on M3

Made j12 more congested

Make it 3 lanes

Make it 3 lanes to get on and 6 lanes for M25.

Make the speed cameras work around this junction M3/M25

Maybe better some weekday, but can be hard work on Saturdays

More lanes.

more traffic off M25 than coming from London now flow faster, but should do variable speed limited north bound M3 from j4a right way to London.

Motorists use these lanes then cut across back onto the M25, mostly lorry drivers.

Motorway should stay like a motorway with 70 mph speed limit

Much better now

Much better than before

Much slower and more traffic queues and longer queues now but suppose better than previously

Must be safer - to slow down traffic.

Need more lanes on M25. Not speed limit

Need to change did not realise change would be permanent.

Needs extra lanes

Needs to be improved even the other way wasn't very clever

Never seen road works been done, speed limited could be faster.

No better

No information warning to drivers. The system has changed so they slow down - thinking it is the old system and this makes it chaos for all.

No it is far easier and quicker than it has been over the last few years

No more just the traffic is generally bad on this part of M25.

No need for the speed cameras or speed restriction

Nobody sticks to speed limited I don't think the M25 was widened enough

Nobody takes any notice of the lanes. They go into the lane with less traffic on, just changing lanes.

None. Still lots of traffic

Normally too many accidents with European left hand drive Lorries as traffic moves and swaps lanes.

Not a good idea to make it a single lane. It causes delay to reduce the lane from 2 to one

Not a good idea. It actually slows traffic down when coming off the slip roads.

Not noticed any impact

Not really as now arranged- don't want more roadworks M25 'messed' as of now

Not really they are doing roadworks it's slower it's a fact of life traffic

Now safer, less congestion.

Only Friday pm when M3 busy does it work.

Only that it is a better situation than before

Only the fact there are roadworks on M3

Only that it's now easier to get from M25 - to M3

Open speed, limit too slow 50mph

People get confused. Don't know which lane to be in as they come off the M25, whether they are going e/w on M3. Because it goes into 4 lanes causes confusion. If it was just two lanes at this point it would be easier.

People go too slowly on the slip road. Too much traffic. Causes disruption when joining the main motorway.

People know there is a speed limit onto M3 + M25 traffic moving faster + then drivers cut across 3 lanes to M3 turn off.

People leave lane change to last minute. People slam on brakes. Too dangerous

People need educating on how to use the lanes. If 4 lanes or more - people don't use for left lane - why not

People staying on inside lanes (M3) until last minute then moving over to M25 at last minute. Needs to have bigger diamonds at division, to stay now on M3 not M25.

People still on outside lane cross in front of you at the last moment, very worrying. M25

People switching lanes to go east/west too late because of last minute notification of e/w M3

People try to push in where the on e lane is on M3 which is dangerous.

Probably safer to have just one lane on the M3 at this junction

Problems further up past Dummer M25/M3 though a problem clears quickly.

Put more lights down their by the road

Re-instate 50mph speed back to 70mph

Recently the traffic at j12 has been flowing better

Reduced lanes causes traffic lines and people cut in. very impatient drivers always cut in.

Remove the cameras on M3 there is never anything happening.

Road widening is good will help the congestion there. 50 mile is a bit unhelpful though.

Roadworks

Rush hour is a problem between 7 and 9

Seems better in rush hour

Seems to be flowing, no traffic problems now

Should be made permanent but something must be done to stop driver coming down M25 inside line and then cutting across at the last minute

Should calm all traffic. Should enforce and educate people so that then its 2 into 1, teach people to merge. Put new signs up "merge in turn" rather than jostling to get in.

Should go slower on slip road as often come off motorway too fast it gives drivers time to think.

Should make M25 traffic suffer - it's been easier for them and made my journey

Slip road from M25 to M3 can still be the same as 50mph.

Slow junction in rush hour

Slowing down has made it safer; 50mph is a realistic speed.

Slows everyone down. 50mph limit carries on too far past junction. Needs road lighting as very dark/dangerous at night. Speed camera in 70mph to close to 50mph limit.

Slows its up too much, I don't expect many stick to it any way

Slows more control of traffic. No

Slows traffic down takes me longer to get anywhere

Slows traffic down. People speed. So there are fewer accidents

Something needed to be done.

Something needed to be done.

Sometimes no traffic sometimes it causes congestion

Speed limit should go back to 70 mph at the bend.

Speed limits are a nightmare at times as they seem to be on for no apparent reason.

Speed limits are not gradual deceleration and so people change speed abruptly

Speed limits don't work - they are an unnecessarily left on when there is no traffic build - sometimes wonder why they are on.

Speed restrictions at the junction are a good idea to prevent lunatics driving too fast at that junction.

Stay 2 lanes on to M3, keep at 50 from slip road to M3 as soon as you get to M3 go to natural speed.

Still remains congested on M25

Stop drivers coming up on lanes on M3 branching off then cutting in at last minute onto M25

Split the lanes further back going north on M3.

That stretch of M3 doesn't need to go down to 50mph needs more lanes.

The 50 mph speed limit is ignored by most drivers so there's still a tailback on the M25 trying to go on the M3 - now its worse. It adds 10-15 mins a day each way to my journey

The 50mph speed limit with its speed trap is unfair for a professional driver. The new layout seems to work but I would prefer 60mph.

The 50mph speed limited

The a3 Guildford is becoming increasingly congested as people avoid M3/M25 congestion

The alterations/repairs should be quicker.

The automatic speed restriction works, keep it permanent.

The back up on the M25 lane before reaching the double lane slip road can be severe

The flow of traffic would be better if it was the national speed limited. Stopping people for no reason apart from speeding. No

The greatest flow is off M25 helps feed it on. It improves movement by cutting people's speed gradually, so people are not breaking sharply. That's all

The improvements they made were good up till March, after which they have been a nuisance. There is no warning on the M25 that the speed limit is going down - you don't realise this until you see speed cameras which cause traffic to slam on brakes, it is dangerous.

The inter changes needs to be fast, everyone into single lane is too time consuming M3 section of M25 coast bound

The junction is worse for traffic since the widening of the junction/exit

The layout is confusing for many car drivers as they don't seem to know when to switch lanes.

The one lane out on M3 is bad. Restricts coming out 3 mile tail back and slows down traffic.

The sheer weight of traffic is now very congested due to this 50 mph limit this causes far slower after 70 mph. M25 people jump about from lane to lane, dangerous slower at the j12.

The signage on M25 north is confusing at junction three.

The speed restriction should be made faster 70mph

The speed limit adds delay to the traffic in my experience - they could make the lanes have wider white lines to stop lane changing

The traffic flow is better than it was as some months ago.

The traffic goes too fast - changing lanes - sometimes do not have time - people - honking at me. Traffic should slow down - give you time to think to get in right lane.

The traffic used to flow quicker before March however because of reduced speed limit there may be fewer accidents.

The traffic used to move better.

The two lanes are good but the 50mph speed limit will be hard to enforce as its mostly 70mph.

There's always hold ups/accidents there on Friday nights (on M3 side)

There has been a lot of traffic jams here.

There is less accidents M3/M25 joining although it is slower, I think it is a good idea.

The traffic moves a lot easier M25/M3 since the changes.

They have got the best intentions but they should leave the road system as it is.

They need lots more 50 mph road signs as I feel pressured to stay at 50 mph as drivers are driving faster needs to be made formal I have never seen the speed cameras flash, are they working? Drivers feel they can get away with going over 50 mph at the moment.

They should have done it years ago, it was absolute nightmare before. Very rarely now do I queue to get onto the M3

They should do the same as a404/m40 junction - a new road going from M25 going south on M3.

Think 50mph limit should be 60mph. if on M3 going under the M25 junction at peak times causes long queues and delays to those travelling on M3.

Think it's was quicker before.

This change has added 10-15 minutes per day to my journey from M25 it's the wrong solution to this problem. Retain 2 lanes on slip road - into M3

This junction is awful, very slow.

I thought road works too long.

Time is money-I am slowed down now driving through this junction.

To get traffic flow better on M3 less frustration and less road rage.

To make people speed - must keep to it because of the cameras, need to make it safe.

Too many roadworks

Too many lanes merge at one point.

Too slow merging into the main flow on the M25 or M3

Traffic conditions are bad - it is good to reduce speed.

Traffic flow a little better.

Traffic flow better j12 speed limit makes them get onto slip road a lot quicker not so congested

Traffic flowed more freely before. Less happy with actual point of joining M3, slip roads merge together dangerously.

Traffic flows quicker.

Traffic has slowed down. People do not know which their dedicated lane is.

Traffic just doesn't move from j13

Traffic slow but keeps moving don't know how it could be improved but still roadworks so should be better when that goes.

Up to them, have to make sure it works though

Used to go round blocked all the time

Useless so you will get an accumulation of traffic. Good when it works otherwise it's useless.

Variable speed limits work to certain degree, but not down to 40mph.

It is very slow particularly at rush hour and weekends when people are going to the coast.

Very frustrating

Was faster before

Waste of money

We live near here is made no difference. Not noticed

When filter left on to M3 there is 1 lane left, 1 right, then lane that turns right towards Kingston splits into 2, but the lane going to Southampton stays as one so is more congested, so people are going into other lane and trying to cut in so makes more congestion.

When speed limit is as 60 all is well but at 40 drivers speed up between gantries and then weary braking. Very frustrating.

Who decided to do this? I'm very cross

Who suggested this change, going to take train instead.

Why 50mph speed limit

Why have they got a 50mph speed limit and cameras at this junction?

Will take more notice reset time.

Works better with traffic.

Worse than before

You have to build extra lanes

You need more lanes but you are creating more problems