

# Admiral Survey of British Motorists

2011



## Introduction

Welcome to the 2011 Admiral Survey of British Motorists. This is the eighth year we have conducted our survey to get an accurate snapshot of the opinions of British motorists on the issues that affect them. There are over 33 million motorists in the country and driving plays a major part in most of our day to day lives. It is also a hugely emotive issue, which is reflected in the response of motorists whenever there is an announcement in any changes to legislation or taxes related to driving.

We have made quite a few changes to the survey compared with last year. We have reviewed our questions, removed some and added a lot of new ones. For the fourth year, we have used YouGov to conduct our survey and 2,500 motorists from across the country were asked 80 questions on a range of topics. For each topic we have provided a breakdown of results overall and by gender. This provides an interesting insight into the different attitudes of male and female motorists. Where the question is the same as the 2010 survey, we have also included those percentages to illustrate how opinion has changed. We have also produced results for each region of the UK and these are available by visiting [www.admiral.com/surveyofmotorists](http://www.admiral.com/surveyofmotorists).



## Methodology

Admiral appointed YouGov to conduct this year's survey.

An email was sent to panellists selected at random from the base sample according to the sample definition, inviting them to take part in the survey and providing a link to the survey.

All figures, unless otherwise stated, are from YouGov plc. Total sample size was 2,500 adults who hold a current driving licence and have at least one car in their household. Fieldwork was undertaken between 6th and 9th May 2011. The survey was carried out online.

All results are based on 2,500 responses unless otherwise stated. In some tables, percentages equal 99 or 101 due to rounding to the nearest whole percentage number.

Admiral's Communications department wrote the report. All replies were treated confidentially.

## Contact Information

For more information on this survey, please contact a member of the Communications department on the details below:

### **Justin Beddows**

**Tel:** 029 2043 4224

**Email:** [justin.beddows@admiral.com](mailto:justin.beddows@admiral.com)

### **James Carnduff**

**Tel:** 029 2043 4232

**Email:** [james.carnduff@admiral.com](mailto:james.carnduff@admiral.com)

### **Natalie Grimshare**

**Tel:** 029 2043 4231

**Email:** [natalie.grimshare@admiral.com](mailto:natalie.grimshare@admiral.com)

The Admiral Group insures 2.75 million UK motorists and has operations in Spain, Italy, France and the USA.

## Summary of contents:

### Section 1 – Using your car..... Page 9

- How many cars do you have in your household?
- Which of these statements most closely matches the way you feel about your car?
- How many miles do you drive on average in a typical week?
- Is the number of miles you drive likely to increase, decrease or stay the same over the coming 12 months?
- Do you plan to change your car in the next 12 months?
- How old were you when you bought your first car?
- Do you tend to use a Sat Nav when driving?
- Which, if any, of the following have ever distracted you while driving?
- Have you ever ignored official advice and driven in extreme weather conditions in the UK?
- Do you agree or disagree with the statement: 'I drive more carefully when I have children in the car'
- What is the maximum number of children you have ever had in your car as passengers at one time?
- Do you ever watch motoring TV programmes such as Top Gear or Fifth Gear?

### Section 2 – The driving test ..... Page 14

- How many attempts did it take for you to pass your driving test?
- If you had to re-sit your driving test today, do you think you would pass?
- At what age do you think people should legally be allowed to drive a car in the UK?

**There are 32 million cars on UK roads and 34.5 million people with a driving licence.**

- Do you think motorists should have to re-sit their test when they reach the age of 70 if they are to keep their licence?
- Do you agree or disagree with the statement: 'Motorists should be required to re-sit their driving test every 10 years'
- Do you agree or disagree with the statement: 'People on provisional licenses and people who have just passed their driving test should only be allowed to drive during daytime hours (between 6.00am and 7.00pm)'

### **Section 3 – The rules of driving .....Page 17**

- Do you agree or disagree with the following statement: 'It should be illegal to eat while driving'
- Do you agree or disagree with the following statement: 'It should be illegal to drink (non-alcoholic drinks) while driving'
- Do you agree or disagree with the following statement: 'It should be illegal to smoke while driving'
- In your opinion, what should be the speed limit on residential streets?
- In your opinion, what should be the speed limit on motorways?
- Do you ever drive over the speed limit?
- Which of the following rules of the road have you ignored recently?
- Have you ever insured the car of a young person in your name in order to get a cheaper premium?
- Would you consider insuring the car of a young person in your name in order to get a cheaper premium in the future?

**Section 4 – Car crime.....Page 21**

- Do you ever worry about your car being stolen or broken into?
- Have you ever had your car vandalised or maliciously damaged?
- How many times have you had your motor vehicle stolen or taken away?
- How many times have you had your motor vehicle broken into?
- How many times have you had your motor vehicle vandalised?
- Do you think you have ever been a victim of a 'staged accident'?

**Section 5 – Drink driving .....Page 24**

- How many units of alcohol would you drink and still consider yourself safe to drive?
- Have you ever knowingly got into a car being driven by someone you suspected was over the drink-driving limit?
- Have you ever driven a car when you were over the drink driving limit?
- If you said you have driven a car when you were over the drink driving limit. How often have you done this over the past 12 months?
- Have you ever driven the morning after drinking heavily and suspected you were still over the drink drive limit?
- If you said you have driven the morning after drinking heavily and suspected you were still over the drink drive limit. How often would you say you have done this in the past 12 months?

**If you have any comments or suggestions about our survey, please contact someone in the Admiral Communications team.**

**Section 6 – The state of our roads..... Page 26**

- Have you damaged your car as a result of hitting a pothole during the past 12 months?
- Do you agree or disagree with the following statement: 'I would be willing to pay extra tax if I knew the money would be spent improving the roads'
- Have any potholes in your neighbourhood been filled in the last six months?
- Which, if any, of the following statements apply to your general feelings on road maintenance?
- Do you ever throw rubbish out of your car onto the road?
- Do you agree or disagree with the following statement: 'I am concerned about the amount of litter by the side of motorways in the UK'

**Section 7 – The stress of driving..... Page 28**

- Do you find driving generally more or less stressful now than a year ago?
- Have you or your car ever been attacked by another driver because of road rage?
- Do you ever feel angry with other motorists when you are driving?
- Do you ever shout at other drivers because you feel angry with them?

**Section 8 – Other road users .....Page 30**

- Which types of road users do you find the most irritating?
- Which of the following types of behaviour annoy you about other road users?
- Do you agree or disagree with the following statement: 'Other road users are generally less courteous than five years ago'

- Do you agree or disagree with the following statement: 'I get irritated by a lack of courtesy from other road users'
- Do you agree or disagree with the following statement: 'I always thank other road users if they give way or let me out of a side road'

### **Section 9 – Environmental issues ..... Page 33**

- Do you agree or disagree with the following statement: 'I am concerned about the damage my car does to the environment'
- Do you have a hybrid car?
- If you have a hybrid car. Is this because it is more environmentally friendly?
- Would you consider paying more to buy an environmentally friendly car?

### **Section 10 – Fuel and the cost of motoring.....Page 34**

- Do you agree or disagree with the following statement: 'I feel ripped off by the current cost of fuel'
- What percentage of fuel costs do you believe is made up of fuel duty and VAT?
- What percentage of fuel costs do you believe would be a fair amount to be made up of fuel duty and VAT?
- Which one of the following do you think is most to blame for the current cost of fuel?
- Do you agree or disagree with the following statement: 'The rising cost of insurance will result in more people driving uninsured'
- Do you agree or disagree with the following statement: 'I have reduced the amount of driving I do due to the cost of fuel'
- Do you agree or disagree with the following statement: 'I have cut back or stopped servicing my car during the past 12 months because of the cost of servicing'
- Do you agree or disagree with the following statement: 'I have ignored a fault or problem with my car during the past 12 months because of the cost of repairs'
- Do you agree or disagree with the following statement: 'I have ignored problems with my tyres during the past 12 months because of the cost of replacements'

- Do you agree or disagree with the following statement: 'I have been ripped-off by a garage in the past'
- Do you agree or disagree with the following statement: 'I sometimes feel intimidated by mechanics when I take my car to a garage'
- Do you agree or disagree with the following statement: 'The Government is trying to price motorists off the road'
- Do you agree or disagree with the following statement: 'The rising cost of driving will result in fewer vehicles on the road'

**Section 11 – Parking ..... Page 40**

- Have you ever argued with a neighbour over a parking space?
- Do you always try to park considerately in public car parks?
- How frequently, if ever, do you: 'Park in a disabled bay, when I don't have a permit to do so'
- How frequently, if ever, do you: 'Park in a mother and child bay even though I do not have a child with me'
- How frequently, if ever, do you: 'Park illegally on double yellow lines'
- How many parking tickets have you had in your lifetime?

**There are  
246,000 miles  
of road in  
the UK.**



## Section 1 – Using your car

In this section we find out how important cars and driving are to British motorists, how much they use their cars and whether they plan on changing them. We also see what distracts motorists and if they've ever taken risks driving in dangerous conditions.

### How many cars do you have in your household?

	Overall	2010	Men	Women
1	51%	49%	50%	52%
2	39%	40%	40%	38%
3	8%	8%	7%	8%
4	2%	2%	2%	2%
5	0%	1%	0%	0%
Mean	1.62	1.64	1.63	1.61

### Which of the following statements most closely matches the way you feel about your car?

	Overall	2010	Men	Women
It is an absolute necessity and I could never live without it	37%	36%	37%	37%
It is very useful and it would be difficult to live without it	52%	53%	53%	51%
I think I could possibly manage without it	9%	8%	9%	9%
I hardly use it and could definitely manage without it	2%	2%	1%	2%

### How many miles do you drive in a typical week?

	Overall	Men	Women
Fewer than 5 miles	3%	1%	4%
5 miles - 9 miles	3%	2%	4%
10 miles - 20 miles	9%	7%	12%
21 miles - 30 miles	9%	7%	13%
31 miles - 40 miles	8%	7%	10%
41 miles - 50 miles	12%	10%	14%
51 miles - 100 miles	24%	25%	22%
101 miles - 200 miles	19%	25%	12%
More than 200 miles	12%	15%	8%
Don't know	1%	1%	3%
Mean	89.77	103.44	69.34

### Is the number of miles you drive likely to increase, decrease or stay the same over the coming 12 months?

	Overall	2010	Men	Women
It will increase	10%	14%	9%	10%
It will stay about the same	82%	79%	81%	82%
It will decrease	9%	7%	9%	8%

### Do you plan to change your car in the next twelve months?

	Overall	2010	Men	Women
Yes, I plan to buy a brand new car	9%	9%	10%	7%
Yes, I plan to buy a second hand car	12%	17%	13%	11%
No	79%	74%	77%	83%

**How old were you when you bought your first car?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
17 years old	15%	18%	10%
18 – 20 years old	26%	29%	21%
21 – 25 years old	33%	33%	32%
26 – 30 years old	14%	12%	17%
30 – 39 years old	7%	4%	11%
40 or older	4%	2%	6%
Can't remember	2%	1%	4%
Mean	<b>23.65</b>	22.46	25.46

**Do you tend to use a Sat Nav when driving?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Yes	33%	37%	27%
No	67%	63%	73%

**The average Admiral customer drives nearly 8,000 miles a year.**



Which, if any, of the following have ever distracted you while driving?

	Overall	Men	Women
Incidents by the side of the road	46%	50%	40%
Changing the radio station/CD	39%	41%	36%
Other passengers	38%	40%	36%
Children in the back seat	36%	34%	37%
The temperature controls	18%	18%	17%
Attractive people	18%	29%	2%
Sat Nav	17%	18%	15%
Eating/drinking	14%	13%	14%
None of these	21%	20%	24%

Have you ever ignored official advice and driven in extreme weather conditions in the UK?

	Overall	Men	Women
Yes, I have	46%	55%	33%
No, I have not	54%	45%	67%



Do you agree or disagree with the following statement: 'I drive more carefully when I have children in the car'

	Overall	Men	Women
Strongly agree	24%	22%	27%
Somewhat agree	26%	26%	26%
Neither agree nor disagree	20%	22%	16%
Somewhat disagree	4%	4%	4%
Strongly disagree	4%	4%	2%
I never take children in the car with me	23%	21%	25%

What is the maximum number of children you have ever had in your car as passengers at one time? (Base: 1930 who have travelled with children in their car)

	Overall	Men	Women
None	1%	1%	1%
One	8%	7%	9%
Two	26%	25%	28%
Three	35%	37%	31%
Four	21%	20%	23%
Five	5%	5%	4%
More than five	4%	4%	4%

Do you ever watch motoring TV programmes such as Top Gear or Fifth Gear?

	Overall	Men	Women
Yes, frequently	20%	25%	13%
Yes, sometimes	46%	45%	48%
No, never	34%	30%	40%

## Section 2 – The driving test

It's one thing all motorists have in common; sitting their driving test. In this section we find out whether motorists think they would pass it today, if they think people should have to re-sit it and whether rules should be tougher for new drivers.

### How many attempts did it take for you to pass your driving test?

	Overall	2010	Men	Women
I passed first time	51%	50%	55%	46%
Two attempts	33%	31%	32%	34%
Three attempts	12%	13%	10%	14%
More than three attempts	5%	6%	3%	7%

### If you had to re-sit your driving test today, do you think you would pass?

	Overall	2010	Men	Women
Yes	58%	61%	61%	53%
No	19%	18%	17%	20%
Don't know	24%	20%	21%	27%

**Most countries have a minimum driving age of 18; in some US states including Arkansas, Iowa and Kansas it is 14.**

**At what age do you think people should legally be allowed to drive a car in the UK?**

	<b>Overall</b>	<b>2010</b>	<b>Men</b>	<b>Women</b>
<b>Under 16</b>	<b>0%</b>	0%	0%	0%
<b>16</b>	<b>3%</b>	3%	3%	2%
<b>17</b>	<b>20%</b>	21%	21%	19%
<b>18</b>	<b>48%</b>	47%	46%	50%
<b>19</b>	<b>2%</b>	3%	2%	2%
<b>20</b>	<b>7%</b>	7%	6%	8%
<b>21 or older</b>	<b>19%</b>	19%	19%	17%
<b>Not sure</b>	<b>1%</b>	1%	1%	1%

**Do you think motorists should have to re-sit their test when they reach the age of 70 if they are to keep their licence?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Yes</b>	<b>49%</b>	44%	56%
<b>No</b>	<b>41%</b>	48%	31%
<b>Don't know</b>	<b>9%</b>	7%	13%

Do you agree or disagree with the following statement: 'Motorists should be required to re-sit their driving test every 10 years'

	Overall	Men	Women
Strongly agree	6%	6%	6%
Somewhat agree	23%	21%	25%
Neither agree nor disagree	13%	12%	14%
Somewhat disagree	24%	23%	27%
Strongly disagree	33%	37%	27%
Don't know	1%	1%	1%

Do you agree or disagree with the following statement: 'People on provisional licenses and people who have just passed their driving test should only be allowed to drive during daytime hours (between 6.00am and 7.00pm)'

	Overall	Men	Women
Strongly agree	13%	14%	11%
Somewhat agree	30%	30%	30%
Neither agree nor disagree	14%	15%	13%
Somewhat disagree	26%	24%	29%
Strongly disagree	15%	16%	15%
Don't know	1%	1%	2%

**Using a hand-held phone while driving has been illegal since 2003, drivers caught face a £60 fine and 3 points.**



## Section 3 – The rules of driving

There are plenty of laws in place for road users, in this section we find out if motorists think there should be more, what they think should be the speed limit on our roads and whether they ever break it. We also find out what other driving rules motorists break.

**Do you agree or disagree with the following statement: 'It should be illegal to eat while driving'**

	Overall	2010	Men	Women
Strongly agree	25%	11%	27%	23%
Somewhat agree	24%	24%	24%	25%
Neither agree nor disagree	15%	16%	14%	16%
Somewhat disagree	21%	31%	19%	24%
Strongly disagree	14%	17%	15%	13%
Don't know	0%	1%	0%	0%

**Do you agree or disagree with the following statement: 'It should be illegal to drink (non-alcoholic drinks) while driving'**

	Overall	2010	Men	Women
Strongly agree	32%	22%	33%	31%
Somewhat agree	20%	22%	20%	21%
Neither agree nor disagree	13%	13%	13%	13%
Somewhat disagree	20%	28%	19%	22%
Strongly disagree	14%	14%	15%	13%
Don't know	0%	0%	0%	0%

Do you agree or disagree with the following statement: 'It should be illegal to smoke while driving'

	Overall	2010	Men	Women
Strongly agree	36%	27%	36%	37%
Somewhat agree	22%	23%	22%	22%
Neither agree nor disagree	14%	14%	13%	15%
Somewhat disagree	14%	19%	14%	15%
Strongly disagree	13%	15%	14%	11%
Don't know	1%	1%	1%	1%

In your opinion, what should be the speed limit on residential streets?'

	Overall	2010	Men	Women
20 mph	37%	38%	37%	37%
30 mph	60%	58%	59%	60%
40 mph	3%	3%	4%	3%
More than 40 mph	0%	0%	0%	0%
Mean	26.69	26.56	26.77	26.58

The Highway Code advises drivers avoid distractions including loud music, reading maps, smoking, eating and drinking.

**In your opinion, what should be the speed limit on motorways?**

	<b>Overall</b>	<b>2010</b>	<b>Men</b>	<b>Women</b>
60 mph	2%	2%	1%	3%
70 mph	24%	22%	17%	34%
80 mph	59%	59%	62%	55%
More than 80 mph	14%	17%	19%	8%
Mean	78.58	79.81	79.84	76.74

**Do you ever drive over the speed limit?**

	<b>Overall</b>	<b>2010</b>	<b>Men</b>	<b>Women</b>
Yes, frequently	12%	14%	14%	8%
Yes, sometimes	69%	73%	71%	65%
No, never	19%	14%	15%	26%



**Which of the following rules of the road have you ignored recently?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Driving over the speed limit</b>	<b>58%</b>	66%	48%
<b>Eating or drinking behind the wheel of the car</b>	<b>29%</b>	30%	29%
<b>Not using indicators</b>	<b>12%</b>	13%	9%
<b>Smoking behind the wheel of the car</b>	<b>7%</b>	7%	8%
<b>Parking in a restricted area</b>	<b>6%</b>	7%	5%
<b>Using a mobile phone</b>	<b>6%</b>	6%	7%
<b>Driving without a seatbelt</b>	<b>5%</b>	6%	4%
<b>Driving through a red light</b>	<b>3%</b>	4%	2%
<b>Driving in a bus lane</b>	<b>3%</b>	4%	2%
<b>Not stopping for pedestrians at a crossing</b>	<b>2%</b>	2%	2%
<b>Leaving fog lights on when not necessary</b>	<b>1%</b>	2%	1%
<b>None of these</b>	<b>28%</b>	22%	36%

**Have you ever insured the car of a young person in your name in order to get a cheaper premium?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Yes, I have</b>	<b>5%</b>	6%	4%
<b>No, I have not</b>	<b>95%</b>	94%	96%

Would you consider insuring the car of a young person in your name in order to get a cheaper premium in the future?

	Overall	Men	Women
Yes, I would	15%	15%	14%
No, I would not	85%	85%	86%

### Section 4 – Car crime

Levels of car crime have generally been falling in recent years, but that doesn't mean it's not a concern for motorists. In this section we find out what percentage of motorists have been victims of car crime, if people worry about it happening to them and if they have been a victim of a staged accident.

Do you ever worry about your car being stolen or broken into?

	Overall	2010	Men	Women
Yes, frequently	9%	11%	10%	9%
Yes, sometimes	65%	67%	64%	65%
No, never	26%	22%	26%	26%

Have you ever had your car vandalised or maliciously damaged?

	Overall	2010	Men	Women
Yes	46%	42%	48%	44%
No	54%	58%	52%	56%

**How many times have you had your motor vehicle stolen or taken away?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>0</b>	<b>78%</b>	77%	81%
<b>1</b>	<b>17%</b>	18%	15%
<b>2</b>	<b>3%</b>	4%	3%
<b>3</b>	<b>1%</b>	1%	1%
<b>4 or more</b>	<b>0%</b>	0%	0%
<b>Mean</b>	<b>0.29</b>	0.31	0.25

**How many times have you had your motor vehicle broken into?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>0</b>	<b>56%</b>	52%	62%
<b>1</b>	<b>29%</b>	30%	28%
<b>2</b>	<b>10%</b>	12%	7%
<b>3</b>	<b>3%</b>	4%	2%
<b>4</b>	<b>1%</b>	1%	0%
<b>5</b>	<b>1%</b>	1%	0%
<b>6 or more</b>	<b>1%</b>	0%	1%
<b>Mean</b>	<b>0.68</b>	0.77	0.56

**How many times have you had your motor vehicle vandalised?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>0</b>	<b>58%</b>	57%	59%
<b>1</b>	<b>27%</b>	26%	28%
<b>2</b>	<b>10%</b>	10%	9%
<b>3</b>	<b>3%</b>	3%	2%
<b>4</b>	<b>1%</b>	1%	1%
<b>5</b>	<b>1%</b>	1%	1%
<b>6 or more</b>	<b>1%</b>	1%	0%
<b>Mean</b>	<b>0.72</b>	0.78	0.63

**Do you think you have ever been a victim of a 'staged accident'?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Yes, definitely</b>	<b>1%</b>	1%	1%
<b>Yes, possibly</b>	<b>2%</b>	2%	3%
<b>No</b>	<b>97%</b>	97%	97%

**Some unusual items Admiral customers have claimed for include a cat flap, celery, leather shorts and homework.**

## Section 5 – Drink driving

As far as most people are concerned, drink driving is completely unacceptable. In this section we find out what percentage of motorists still do it, how much they would be willing to drink and still drive and if they have been a passenger in the car of a drink driver.

**How many units of alcohol would you drink and still consider yourself safe to drive?  
(one unit = half a pint of beer or a small glass of wine or a pub measure of spirits)**

	Overall	2010	Men	Women
Zero	46%	45%	36%	60%
Between 1 and 2 units	45%	45%	49%	39%
Between 3 and 4 units	9%	9%	14%	1%
5 or more units	1%	1%	2%	0%

**Have you ever knowingly got into a car being driven by someone you suspected was over the drink-driving limit?**

	Overall	2010	Men	Women
Yes	28%	30%	30%	25%
No	63%	64%	61%	67%
Don't know	8%	6%	9%	8%

**Nearly one in six of all deaths on the road involve drivers who are over the legal alcohol limit.**

Have you ever driven a car when you were over the drink driving limit?

	Overall	2010	Men	Women
Yes	28%	24%	37%	16%
No	72%	76%	63%	84%

If you said you have driven a car when you were over the drink driving limit. How often have you done this over the past 12 months? (Base: 704 who have driven over the drink driving limit)

	Overall	Men	Women
Zero times	80%	80%	80%
Once or twice	15%	15%	17%
Between three and five times	2%	2%	2%
Between six and ten times	1%	1%	-
More than ten times	0%	0%	-
More times than I can remember	0%	0%	-
Not sure	1%	1%	1%

Have you ever driven the morning after drinking heavily and suspected you were still over the drink drive limit?

	Overall	Men	Women
Yes, I have	24%	27%	19%
No, I have not	61%	57%	67%
Not sure	16%	16%	15%

If you said you have driven the morning after drinking heavily and suspected you were still over the drink drive limit. How often would you say you have done this in the past 12 months? (Base: 592 who have driven the morning after drinking heavily)

	Overall	Men	Women
Zero times	65%	68%	59%
Once or twice	29%	26%	34%
Between three and five times	3%	2%	4%
Between six and ten times	1%	1%	1%
More than ten times	1%	1%	1%
More times than I can remember	1%	1%	1%
Not sure	1%	1%	1%

## Section 6 – The state of our roads

The state of UK roads is something most motorists have an opinion on. In this section we find out if potholes are a problem, how motorists feel about roadworks and if they'd be willing to pay more for improved roads. We also find out if motorists are concerned about litter on the verges of our roads.

Have you damaged your car as a result of hitting a pothole during the past 12 months?

	Overall	Men	Women
Yes, I have	19%	20%	18%
No, I have not	67%	68%	65%
Not sure	14%	12%	17%

Do you agree or disagree with the following statement: 'I would be willing to pay extra tax if I knew the money would be spent improving the roads'

	Overall	Men	Women
Strongly agree	2%	3%	1%
Somewhat agree	20%	22%	18%
Neither agree nor disagree	19%	17%	22%
Somewhat disagree	25%	21%	30%
Strongly disagree	33%	36%	27%
Don't know	1%	0%	1%

Have any potholes in your neighbourhood been filled in the last six months?

	Overall	Men	Women
Yes, they have	61%	63%	58%
No, they have not	28%	27%	31%
There are no potholes in my neighbourhood	4%	4%	4%
Don't know	7%	6%	8%

Which, if any, of the following statements apply to your general feelings on road maintenance?

	Overall	Men	Women
It should be done overnight	51%	51%	52%
It is a necessary evil	56%	59%	53%
It is often done when not necessary	14%	14%	15%
I encounter road works every day	23%	23%	22%
None of these	3%	3%	3%

Do you ever throw rubbish out of your car onto the road?

	Overall	Men	Women
Yes, I do	2%	2%	2%
No, I do not	98%	98%	98%

Do you agree or disagree with the following statement: 'I am concerned about the amount of litter by the side of motorways in the UK'

	Overall	Men	Women
Strongly agree	37%	39%	35%
Somewhat agree	39%	38%	41%
Neither agree nor disagree	14%	14%	14%
Somewhat disagree	6%	5%	6%
Strongly disagree	2%	2%	1%
Don't know	2%	1%	3%

## Section 7 – The stress of driving

Feeling stressed is never good, but when you are driving a car it can be dangerous. In this section we find out how stressed UK motorists feel and if this manifests itself in road rage.

Do you find driving generally more or less stressful now than a year ago?

	Overall	2010	Men	Women
More stressful	29%	27%	28%	30%
About the same	68%	69%	68%	67%
Less stressful	3%	3%	4%	2%

**Have you or your car ever been attacked by another driver because of road rage?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Yes, my car	4%	5%	3%
Yes, me personally	6%	8%	4%
No, neither	91%	89%	93%

**Do you ever feel angry with other motorists when you are driving?**

	<b>Overall</b>	<b>2010</b>	<b>Men</b>	<b>Women</b>
Yes, often	14%	18%	14%	15%
Now and again	54%	56%	55%	51%
Very rarely	30%	24%	29%	31%
Never	3%	1%	2%	4%

**Do you ever shout at other drivers because you feel angry with them?**

	<b>Overall</b>	<b>2010</b>	<b>Men</b>	<b>Women</b>
Yes, frequently	5%	6%	5%	4%
Yes, sometimes	40%	43%	40%	39%
No	55%	51%	54%	57%

## Section 8 – Other road users

We have to share our roads with millions of users. In this section we find out which other road users irritate British motorists, what bad habits annoy them and how important courtesy is.

### Which types of road users do you find the most irritating?

	Overall	Men	Women
Elderly motorists	30%	28%	33%
Van drivers	29%	30%	29%
Caravanners	26%	29%	21%
Cyclists	25%	27%	23%
Male drivers aged 17 or 18	25%	24%	27%
4x4 drivers	24%	24%	23%
Taxi drivers	22%	22%	23%
Lorry drivers	14%	13%	14%
Motorcyclists	11%	9%	14%
Female drivers aged 17 or 18	8%	9%	5%
Bus drivers	8%	8%	8%
Sales reps	4%	5%	4%
None of these	8%	8%	8%
Don't know	3%	3%	3%

Which of the following types of behaviour annoy you about other road users?

	Overall	2010	Men	Women
Tailgating	79%	73%	79%	78%
Not indicating	70%	59%	69%	72%
Cutting up	64%	61%	62%	67%
Not paying attention	64%	65%	65%	63%
Hogging the middle lane	55%	48%	60%	47%
Driving too slowly	52%	47%	55%	49%
Not saying thank you when you give way	44%	40%	40%	49%
Speeding	30%	29%	26%	35%
Racing at traffic lights and junctions	22%	21%	20%	25%
None of these	0%	1%	0%	1%
Don't know	0%	-	0%	0%

Do you agree or disagree with the following statement: 'Other road users are generally less courteous than five years ago'

	Overall	Men	Women
Strongly agree	24%	25%	23%
Somewhat agree	38%	37%	40%
Neither agree nor disagree	31%	31%	31%
Somewhat disagree	6%	6%	6%
Strongly disagree	1%	1%	0%

The number of lorries travelling on the UK's roads had dropped by 30,000 since 1990, there are now 450,000.

**Do you agree or disagree with the following statement: 'I get irritated by a lack of courtesy from other road users'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>21%</b>	21%	22%
<b>Somewhat agree</b>	<b>48%</b>	46%	50%
<b>Neither agree nor disagree</b>	<b>22%</b>	24%	20%
<b>Somewhat disagree</b>	<b>7%</b>	8%	6%
<b>Strongly disagree</b>	<b>1%</b>	1%	1%

**Do you agree or disagree with the following statement: 'I always thank other road users if they give way or let me out of a side road'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>73%</b>	73%	74%
<b>Somewhat agree</b>	<b>23%</b>	24%	22%
<b>Neither agree nor disagree</b>	<b>3%</b>	3%	2%
<b>Somewhat disagree</b>	<b>0%</b>	0%	0%
<b>Strongly disagree</b>	<b>0%</b>	0%	1%



## Section 9 – Environmental issues

The environmental impact of driving is undeniable, but is it a concern for most motorists? In this section we find out about this, and whether motorists would be willing to pay more for a greener vehicle.

**Do you agree or disagree with the following statement: 'I am concerned about the damage my car does to the environment'**

	Overall	Men	Women
Strongly agree	4%	4%	5%
Somewhat agree	27%	24%	32%
Neither agree nor disagree	34%	33%	34%
Somewhat disagree	20%	21%	19%
Strongly disagree	15%	18%	9%

**Do you have a hybrid car?**

	Overall	Men	Women
Yes, I do	1%	1%	1%
No, I do not	98%	99%	97%
Not sure	1%	0%	1%

**You said you have a hybrid car. Is this because it is more environmentally friendly?**  
(Base: 29 respondents who have a hybrid car)

	Overall	Men	Women
Yes	79%	73%	86%
No	21%	27%	14%

**Would you consider paying more to buy an environmentally friendly car?**  
 (Base: 2,471 who do not have a hybrid car)

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Yes, I would</b>	<b>25%</b>	25%	25%
<b>No, I would not</b>	<b>57%</b>	62%	51%
<b>Not sure</b>	<b>18%</b>	13%	24%

## **Section 10 – Fuel and the other costs of motoring**

The cost of fuel is probably the single most important issue for road users. But it's not just the cost of fuel that concerns motorists. In this section we find out how concerned motorists are about the price of fuel and who they blame for it. We also find out how other motoring costs, such as repairs and insurance is impacting on motorists in these financially lean times.

**Do you agree or disagree with the following statement: 'I feel ripped off by the current cost of fuel'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>75%</b>	74%	77%
<b>Somewhat agree</b>	<b>17%</b>	17%	18%
<b>Neither agree nor disagree</b>	<b>5%</b>	5%	4%
<b>Somewhat disagree</b>	<b>2%</b>	2%	2%
<b>Strongly disagree</b>	<b>1%</b>	1%	0%

**What percentage of fuel costs do you believe is made up of fuel duty and VAT?  
If you are unsure, please provide your best guess.**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Less than 20%	1%	1%	1%
20 – 29%	3%	1%	5%
30% - 39%	6%	4%	9%
40% - 49%	8%	6%	12%
50% - 59%	13%	12%	15%
60% - 69%	35%	37%	31%
70% or more	34%	40%	26%
Mean	63.92	66.73	59.81

**What percentage of fuel costs do you believe would be a fair amount to be  
made up of fuel duty and VAT? If you are unsure, please provide your best guess.**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Less than 20%	21%	15%	29%
20 – 29%	30%	28%	34%
30% - 39%	24%	26%	21%
40% - 49%	15%	18%	11%
50% - 59%	6%	7%	3%
60% - 69%	2%	2%	1%
70% or more	2%	3%	0%
Mean	30.73	33.50	26.66

Which one of the following do you think is most to blame for the current cost of fuel?

	Overall	Men	Women
The UK Government	51%	54%	47%
Oil companies	24%	20%	29%
Petrol retailers	3%	2%	5%
World affairs out of our control	18%	21%	14%
Other	2%	2%	2%
Don't know	2%	1%	4%

Do you agree or disagree with the following statement: 'The rising cost of insurance will result in more people driving uninsured'

	Overall	Men	Women
Strongly agree	42%	45%	36%
Somewhat agree	51%	49%	54%
Neither agree nor disagree	6%	4%	7%
Somewhat disagree	2%	2%	2%
Strongly disagree	0%	0%	0%

Do you agree or disagree with the following statement: 'I have reduced the amount of driving I do due to the cost of fuel'

	Overall	Men	Women
Strongly agree	15%	14%	18%
Somewhat agree	35%	35%	36%
Neither agree nor disagree	20%	21%	19%
Somewhat disagree	19%	19%	21%
Strongly disagree	10%	12%	8%

**Do you agree or disagree with the following statement: 'I have cut back or stopped servicing my car during the past 12 months because of the cost of servicing'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>4%</b>	4%	5%
<b>Somewhat agree</b>	<b>11%</b>	10%	12%
<b>Neither agree nor disagree</b>	<b>14%</b>	13%	14%
<b>Somewhat disagree</b>	<b>28%</b>	25%	32%
<b>Strongly disagree</b>	<b>43%</b>	48%	37%

**Do you agree or disagree with the following statement: 'I have ignored a fault or problem with my car during the past 12 months because of the cost of repairs'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>5%</b>	4%	5%
<b>Somewhat agree</b>	<b>13%</b>	11%	15%
<b>Neither agree nor disagree</b>	<b>10%</b>	10%	9%
<b>Somewhat disagree</b>	<b>26%</b>	23%	30%
<b>Strongly disagree</b>	<b>48%</b>	52%	42%

**Do you agree or disagree with the following statement: 'I have ignored problems with my tyres during the past 12 months because of the cost of replacements'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	<b>2%</b>	2%	3%
<b>Somewhat agree</b>	<b>6%</b>	6%	6%
<b>Neither agree nor disagree</b>	<b>9%</b>	9%	8%
<b>Somewhat disagree</b>	<b>26%</b>	23%	32%
<b>Strongly disagree</b>	<b>57%</b>	60%	51%

**Do you agree or disagree with the following statement: 'I have been ripped-off by a garage in the past'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	22%	23%	20%
<b>Somewhat agree</b>	32%	33%	30%
<b>Neither agree nor disagree</b>	19%	20%	19%
<b>Somewhat disagree</b>	17%	15%	20%
<b>Strongly disagree</b>	10%	8%	11%

**Do you agree or disagree with the following statement: 'I sometimes feel intimidated by mechanics when I take my car to a garage'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	8%	6%	13%
<b>Somewhat agree</b>	26%	20%	34%
<b>Neither agree nor disagree</b>	21%	23%	19%
<b>Somewhat disagree</b>	25%	27%	21%
<b>Strongly disagree</b>	20%	24%	14%

**Do you agree or disagree with the following statement: 'The Government is trying to price motorists off the road'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	27%	27%	28%
<b>Somewhat agree</b>	37%	35%	39%
<b>Neither agree nor disagree</b>	20%	20%	19%
<b>Somewhat disagree</b>	12%	11%	12%
<b>Strongly disagree</b>	5%	6%	2%

**Do you agree or disagree with the following statement: 'The rising cost of driving will result in fewer vehicles on the road'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>Strongly agree</b>	10%	10%	9%
<b>Somewhat agree</b>	28%	29%	26%
<b>Neither agree nor disagree</b>	22%	21%	23%
<b>Somewhat disagree</b>	31%	29%	33%
<b>Strongly disagree</b>	10%	11%	9%

## Section 11 – Parking

Parking may appear to be an innocuous activity, but it certainly gets motorists hot under the collar. In this section we find out if people have argued with their neighbour over parking, if they ever park somewhere they shouldn't and how many parking tickets the average motorist has received in their lifetime.

**Have you ever argued with a neighbour over a parking space?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Yes, I have	16%	15%	16%
No, I have not	84%	85%	84%

**Do you always try to park considerately in public car parks?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Yes, I do	98%	98%	98%
No, I do not always do this	2%	2%	2%

**How frequently, if ever, do you: 'Park in a disabled bay, when I don't have a permit to do so'**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
Yes, frequently	0%	1%	0%
Yes, sometimes	4%	4%	3%
Never	96%	95%	97%

How frequently, if ever, do you: 'Park in a mother and child bay even though I do not have a child with me'

	Overall	Men	Women
Yes, frequently	1%	1%	0%
Yes, sometimes	12%	11%	13%
Never	87%	88%	87%

How frequently, if ever, do you: 'Park illegally on double yellow lines'

	Overall	Men	Women
Yes, frequently	0%	1%	0%
Yes, sometimes	18%	22%	13%
Never	81%	78%	87%



**How many parking tickets have you had in your lifetime?**

	<b>Overall</b>	<b>Men</b>	<b>Women</b>
<b>0</b>	<b>40%</b>	36%	47%
<b>1</b>	<b>27%</b>	28%	25%
<b>2</b>	<b>17%</b>	19%	14%
<b>3</b>	<b>7%</b>	7%	6%
<b>4</b>	<b>3%</b>	3%	2%
<b>5</b>	<b>3%</b>	3%	2%
<b>6</b>	<b>1%</b>	1%	1%
<b>7</b>	<b>0%</b>	0%	-
<b>8</b>	<b>0%</b>	0%	0%
<b>9</b>	<b>0%</b>	0%	-
<b>10</b>	<b>1%</b>	1%	0%
<b>10+</b>	<b>1%</b>	1%	1%
<b>Mean With Zero</b>	<b>1.66</b>	1.91	1.29
<b>Mean Without Zero</b>	<b>2.78</b>	2.97	2.44

# Notes

---

# Notes

---



