

GOFFREY BAITS 1996

## \* COST - ASK ALL

ASK ALL

Q11 Approximately how much did the car you drive most often cost? (WRITE IN AND CODE)

Base: All

1995  
(1,229)  
%1994  
(1,519)  
%

WRITE IN .....

Up to £1,000	13	12
£1,001 - £2,000	9	10
£2,001 - £3,000	9	9
£3,001 - £4,000	8	11
£4,001 - £5,000	8	8
£5,001 - £6,000	6	7
£6,001 - £7,000	6	6
£7,001 - £8,000	5	5
£8,001 - £9,000	5	4
£9,001 - £10,000	4	3
£10,001 - £11,000	3	4
£11,001 - £12,000	4	3
£12,001 - £13,000	2	2
£13,001 - £14,000	2	1
£14,001 - £15,000	2	1
£15,001 - £16,000	1	1
£16,001 - £17,000	1	1
£17,001 - £18,000	1	1
£18,001 - £19,000	1	*
£19,001 - £20,000	*	*
£20,001 - £21,000	*	*
£21,001 - £22,000	*	*
£22,001 - £23,000	*	*
£23,001 - £24,000	*	*
£24,001 - £25,000	*	*
Over £25,000	1	*
Don't know/refused	7	8
Mean	£6,250	£5,650

Base: 1,229 interviews, face-to-face, in-home.

Fieldwork: 1-19 October 1995.

 Data are weighted, but figures quoted in brackets are  
 unweighted, for measuring statistical reliability

**Telephone in home** 1995 %

Yes ..... 93

No ..... 7

IF YES, WRITE IN NUMBER:

    -      

**Sex** %

Male ..... 59

Female ..... 41

**Marital Status** %

Married ..... 67

Living together ..... 6

Single ..... 15

Widowed/divorced/separated ..... 8

Exact Age WRITE IN

 

**Work Status of respondent** %

Full-time (30hrs/wk+) ..... 53

Part-time (8-29hrs/wk) ..... 15

Not working but not seeking work ..... 8

Unemployed and seeking work ..... 4

Studying at school/college/  
university (full time) ..... 1

Retired ..... 17

Other ..... 2

**IF FULL-TIME. ASK:** %

Self-employed ..... 9

Not self-employed ..... 37

**Occupation of Chief Income Earner**

Position/rank/grade

Industry/type of firm

Quals/degrees/apprenticeships

Number of staff responsible for

REMEMBER TO PROBE PENSION

**Social class** %

A ..... 3

B ..... 26

C1 ..... 31

C2 ..... 24

D ..... 12

E ..... 4

**Rural/Urban (INTERVIEWER OBSERVATION)** %

City centre ..... 1

City suburb ..... 18

In town ..... 14

Edge of town ..... 45

In village ..... 15

Edge of village ..... 4

Rural ..... 2

 Start of Interview   :   am/pm

 End of Interview   :   am/pm

**Interviewer Declaration**

I confirm that I have conducted this interview face-to-face with the above named person and that I have asked all relevant questions fully, and recorded the answers in full conformance with the survey specifications and in accordance with the MRS/code of conduct.

**Interviewer Name**

.....

**Signature of Interviewer**

.....

**Interviewer Number**
    / 
**Date of Interview**
  /   / 95

**Exact length of interview**
  minutes

**PLEASE ALSO CODE QUOTA:**

PRIVATE CAR (QC, CODE 1) ..... 1

COMPANY CAR (QC, CODES 2-5) ..... 2

INTERVIEWER: ALL SHOWCARDS HAVE BEEN REVERSED, PLEASE BE CAREFUL TO CODE THE EXACT RESPONSE.

ONLY ASK OPEN-ENDED QUESTIONS OF ANY TWO OF YOUR INTERVIEWS

Good morning/afternoon/evening my name is . . . . from MORI the market research company. I wonder if I could ask you some questions about motoring in Britain today?

QA Do you personally hold a current driving licence?  
Base: All

	1995 (1,229) %	1994 (1,519) %	
Yes .....	100	100	GO TO QB
No .....	0	0	CLOSE AND
Don't know .....	0	0	DO NOT INCLUDE

QB And how often do you drive nowadays? DO NOT PROMPT  
Base: All

	1995 (1,229) %	1994 (1,519) %	
Every day/most days .....	88	85	
1-3 times a week .....	12	12	
✓ Less than once a week to once a month .....	1	7	GO TO QC
Less than once a month .....	0	0	CLOSE AND
Never .....	0	0	DO NOT
Don't know .....	0	0	INCLUDE

QC Was the car that you use most often bought privately, provided by an employer, or bought by you or someone in your household as a business expense? SINGLE CODE (IF 'EMPLOYER' OR 'BUSINESS EXPENSE' PROBE FOR WHETHER RESPONDENT'S EMPLOYER/BUSINESS EXPENSE OR SOMEONE ELSE'S EMPLOYER/BUSINESS-EXPENSE)  
Base: All

	1995 (1,229) %	
Bought privately .....	86	
Provided by respondent's employer .....	7	
Bought as respondent's business expense .....	4	CHECK
Provided by someone else's employer .....	1	QUOTAS
Bought as someone else's business expense .....	2	
Don't know .....	0	

# \* DRIVING TODAY

Q1 ASK ALL  
SHOWCARD A How strongly do you agree or disagree with the following statements?  
READ OUT A-B  
Base: All (1,229)

		Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	No opin./ Don't know
A) ✓	I would use my car less if public transport were better	1995 . 14	26	6	30	23	1
		1994 . 12	26	5	32	25	1
B) ✓	I would find it very difficult to adjust my lifestyle to being without a car	1995 . 61	21	3	12	3	*
		1994 . 54	27	3	11	4	1

Q2 What do you like most about driving and owning a car? PROBE FULLY

.....  
.....  
.....  
.....

Q3 And what do you dislike most about driving and owning a car? PROBE FULLY

.....  
.....  
.....  
.....

# \* CARS IN HOUSEHOLD

ASK ALL

Q4a How many cars are there in your household now?

Q4b How many cars do you expect there to be in your household in two years' time?

Q4c How many cars were there in this household one year ago in September/October 1994?

Base: All

	Q4a		Q4b		Q4c	
	Now		2 years' time		1 year ago	
	1995	1994	1995	1994	1995	1994
	(1,229)	(1,519)	(1,229)	(1,519)	(1,229)	(1,519)
	%	%	%	%	%	%
None	1	0	1	2	3	2
One	52	58	43	50	48	52
Two	37	34	38	37	34	35
Three	8	7	9	6	7	6
Four	2	1	2	2	2	1
Five	*	*	*	*	*	1
Six	0	*	*	*	*	0
Seven	0	*	0	0	0	0
Eight or more	0	0	0	0	*	*
Was not in this household	0	0	0	0	*	1
Don't know	0	0	7	2	5	*

ASK ALL

Q5 SHOWCARD B Which of these would be seriously disrupted for you if you did not have a car available in your household? Just read out the numbers that apply.

Base: All

		1995			
		(1,229)			
		%			
01	Your ability to carry out your work effectively	29	43	3	45
02	Your getting to and from work	49	49	4	5
03	The frequency with which you see family or friends	51			
04	Your sports, hobbies or leisure activities	38			
05	Your family commitments such as taking the children to and from school	23			
06	Your shopping pattern	57			
07	The general sense of freedom that comes from having your own transport	67			
08	Your personal safety	10			
09	Your physical fitness	7			
10	Your ability to fit in everything you want to do into the time you have available	50			
	None of these	1			
	Don't know/No opinion	*			

## \* DETAILS OF EACH CAR

READ OUT:

Now I am going to ask you a series of questions about the cars in your household. . .

IF ONE CAR IN HOUSEHOLD (CODE '1' AT Q4a) ASK Q6 TO Q10 AND CODE UNDER FIRST CAR. IF MORE THAN ONE CAR IN HOUSEHOLD ASK Q6 TO Q10 FIRST ABOUT THE CAR THE RESPONDENT DRIVES MOST OFTEN, THEN REPEAT Q6 TO Q10 FOR CAR WHICH IS USED NEXT MOST OFTEN IN THE HOUSEHOLD, UP TO THREE CARS

**Q6 Was the car you use most often/next most often bought new, or second hand?**  
Base:

	1st Car		All cars	
	1995	1994	1995	1994
	(1,229)	(1,519)	(1,978)	(2,353)
	%	%	%	%
New .....	29	29	29	29
Second hand .....	71	70	70	70
Don't know .....	*	1	1	1

**Q7 Was this car (the one you use most often/next often) bought privately, provided by an employer, or bought by you or someone in your household as a business expense? SINGLE CODE (IF 'EMPLOYER' OR 'BUSINESS EXPENSE' PROBE FOR WHETHER RESPONDENT'S EMPLOYER/BUSINESS EXPENSE OR SOMEONE ELSE'S EMPLOYER/BUSINESS EXPENSE**

CHECK RESPONSE FOR "1ST CAR - CAR USED MOST OFTEN" IS SAME AS IN QC (SCREENING QUESTION ON PAGE 2)

Base:

	1st Car		All cars	
	1995	1994	1995	1994
	(1,229)	(1,519)	(1,978)	(2,353)
	%	%	%	%
Bought privately .....	87	90	86	88
Provided by respondent's employer .	7	6	6	5
Bought as respondent's business expense .....	4	1	3	2
Provided by someone else's employer .....	1	1	3	3
Bought as someone else's business expense .....	1	1	1	1
Don't know .....	0	*	2	1

**Q8 What is the engine size of the car? SINGLE CODE**  
Base:

	1st Car		All cars	
	1995	1994	1995	1994
	(1,229)	(1,519)	(1,978)	(2,353)
	%	%	%	%
Up to 1,400cc (up to 1.4 litres) .....	39	43	41	44
1,401 - 2,000cc (1.401 - 2 litres) .	49	45	45	42
Over 2,000cc (over 2 litres) .....	10	9	11	10
Don't know .....	2	3	3	4

**Q9 Approximately how old is the car? SINGLE CODE**  
**Base:**

	<b>1st Car</b>		<b>All cars</b>	
	<b>1995</b>	<b>1994</b>	<b>1995</b>	<b>1994</b>
	<b>(1,229)</b>	<b>(1,519)</b>	<b>(1,978)</b>	<b>(2,353)</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Up to 1 year	9	8	9	9
Over 1 to 2 years	11	9	10	8
Over 2 to 3 years	9	8	9	7
Over 3 to 4 years	9	9	9	8
Over 4 to 5 years	10	10	10	10
Over 5 to 6 years	8	9	8	8
Over 6 to 7 years	8	9	8	8
Over 7 to 8 years	7	7	7	7
Over 8 to 9 years	5	5	5	6
Over 9 to 10 years	8	7	8	7
Over 10 years	15	16	16	17
Don't know	1	3	2	4

**Q10 How long have you had the car? SINGLE CODE**

	<b>1st Car</b>		<b>All cars</b>	
	<b>1995</b>	<b>1994</b>	<b>1995</b>	<b>1994</b>
	<b>(1,229)</b>	<b>(1,519)</b>	<b>(1,978)</b>	<b>(2,353)</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Up to 1 year	32	29	32	30
Over 1 to 2 years	23	22	22	21
Over 2 to 3 years	18	14	17	15
Over 3 to 4 years	10	12	9	11
Over 4 to 5 years	5	7	6	7
Over 5 to 6 years	3	4	4	4
Over 6 to 7 years	2	2	2	2
Over 7 to 8 years	2	2	2	2
Over 8 to 9 years	2	1	1	1
Over 9 to 10 years	2	2	2	1
Over 10 years	1	2	1	2
Don't know	1	3	2	4

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IF MORE THAN ONE CAR IN HOUSEHOLD (CODES '2' TO '8' AT Q4a) GO BACK TO Q6  
 AND REPEAT Q6 - Q10 FOR 2ND AND 3RD CARS

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- ASK ALL  
 Q12 SHOWCARD C Which, if any, of these statements apply to you? Please choose all the ones that apply. MULTICODE OK  
 Base: All

	1995 (1,229) %	1994 (1,519) %
A) My employer has provided me with a car for my use . . . . .	7	6
B) I bought a car as a business expense . . . . .	5	2
C) My employer has lent me money so I could buy a car to use for work-related travel . . . . .	*	*
D) I get paid a mileage allowance for using my own car for work-related travel (excluding travel to/from work) . . . . .	8	8
E) I am eligible to have a car provided by my employer, but I have opted for an increase in annual salary instead . . . . .	1	*
F) I am eligible to have a car provided by my employer, but I have opted for a lump sum cash alternative instead . . . . .	*	*
G) I have had a company car in the last two years, but I don't have one now . . . . .	2	2
None of these . . . . .	78	76
Don't know . . . . .	1	0

- ASK IF CURRENT CAR IS COMPANY CAR OR IF RESPONDENT HAS HAD COMPANY CAR  
 IN LAST 2 YEARS (Q12, CODES 1,2 OR 7). OTHERS TO FILTER AT Q15.  
 Q13 Thinking about your current/ex- (AS APPLICABLE) company car, who decided what make  
 and model of car you should have? Was the decision . . . READ OUT  
 Base: All had company car in last two years .

	1995 (321) %	1994 (400) %
Entirely your decision . . . . .	52	36
or Were you given a number of alternatives from which to choose . . . . .	16	20
or Was it chosen for you . . . . .	22	28
or Were you given a price ceiling/maximum price . . . . .	4	8
None of these . . . . .	3	4
Don't know . . . . .	3	5

- ASK ALL WHO HAD COMPANY CAR IN LAST 2 YEARS, BUT NOT NOW (Q12, CODE 7).  
 OTHERS TO FILTER AT Q15.  
 Q14 Why do you not have a company car now? DO NOT PROMPT. MULTICODE OK  
 Base: All had company car in last two years, but not now

	1995 (20) %	1994 (20) %
Changed job within same company, no longer eligible . . . . .	16	16
Opted for cash/salary increase now, in same company . . . . .	0	5
Company policy - reduced number of cars . . . . .	12	0
Car no longer needed in my job . . . . .	0	5
New job in different company, not eligible for car . . . . .	38	16
New job in different company, opted for cash/salary increase instead . . . . .	0	5
Don't have a job now/retired . . . . .	34	21
Other (WRITE IN) . . . . .	6	27
No opinion . . . . .	0	6

- ASK IF RESPONDENT TOOK SALARY INCREASE OR CASH LUMP SUM INSTEAD OF COMPANY CAR (CODES 5 & 6 AT Q12). OTHERS TO FILTER AT Q17
- Q15** You say that you were eligible to have a company car, but that you. . . (READ OUT (A) OR (B) AS APPROPRIATE)
- A) . . . . . opted for an increase in your annual salary instead
- B) . . . . . opted for a lump sum cash alternative instead.

Since choosing this option, have you bought or leased a car for your own use? SINGLE CODE ONLY

Base: All taken cash increase/lump sum

	1995
	(9)
	%
Yes . . . . .	46
No . . . . .	54
Don't know . . . . .	0

- ASK ONLY IF BOUGHT OR LEASED CAR FOR OWN USE AT Q15 ABOVE. OTHERS TO FILTER AT Q17
- Q16** SHOWCARD D Which of these statements, if any, describes how you bought or leased this car? SINGLE CODE ONLY
- Base: All taken cash increase/lump sum and bought/leased a car for own use

	1995
	(5)
	%
Bought new car outright . . . . .	0
Bought second-hand car outright . . . . .	86
Bought new car on hire-purchase scheme . . . . .	14
Bought second-hand car on hire-purchase scheme . . . . .	0
Bought new car on personal contract purchase scheme (eg Ford Options, Vauxhall Choices 1-2-3) . . . . .	0
Other (WRITE IN) . . . . .	0
	0
None of these . . . . .	0
Don't know . . . . .	0

- IF ANY FROM CODES 1-7 AT Q12, ASK Q17. OTHERS TO Q21
- Q17** SHOWCARD E Has your employer changed its policy on company cars in any of these respects within the last 12 months? MULTICODE OK
- Base: All eligible for company car in last two years

	1995	1994
	(413)	(493)
	%	%
No . . . . .	57	47
a) Reduced the categories of people eligible for company cars . . . . .	6	7
b) Increased the categories of people eligible for company cars . . . . .	2	2
c) Traded down/bought cheaper/smaller engine cars . . . . .	2	5
d) Upgraded/bought more expensive cars . . . . .	3	3
e) Delayed the renewal of company cars . . . . .	10	13
f) Now replacing company cars more frequently . . . . .	2	2
g) Company now leases instead of buying cars . . . . .	5	6
h) Company now buys instead of leasing cars . . . . .	1	3
i) Offered cash/salary alternatives to eligible employees . . . . .	4	9
j) Decided to phase out company cars altogether . . . . .	2	2
k) Now provides company cars . . . . .	*	*
l) Now leases cars to employees . . . . .	2	3
No opinion . . . . .	18	22

IF RESPONDENT HAS COMPANY CAR (Q12, CODES 1 or 2), ASK Q18a. OTHERS TO Q21.  
**Q18a If you no longer had a company car, do you think you would buy a car to replace it, or not? SINGLE CODE**  
 Base: All with company car

	1995 (304) %	1994 (382) %
Yes, would buy a car .....	78	76
No, would not buy a car .....	12	11
Don't know .....	10	13

IF YES (CODE '1' AT Q18a), ASK Q18b AND Q18c. OTHERS GO TO FILTER AT Q19  
**Q18b If you bought another car to replace it, do you think you would buy a new or second hand car? SINGLE CODE**  
 Base: All company car drivers who would buy another car to replace it

	1995 (243) %	1994 (302) %
New .....	22	28
Second hand .....	70	64
Don't know .....	8	8

**Q18c And would you replace it with a car of similar quality and type, lower quality and type or higher quality and type than your current company car? SINGLE CODE**  
 Base: All company car drivers who would buy another car to replace it

	1995 (243) %	1994 (302) %
Similar .....	73	71
Lower .....	19	20
Higher .....	8	8
No opinion .....	1	1

ASK ALL WITH COMPANY CAR (Q12, CODES 1 OR 2). OTHERS TO Q21.  
**Q19 Would you say that your car is essential for you to carry out your job, is it helpful in your job, or is it simply part of your remuneration package? SINGLE CODE**  
 Base: All with company car

	1995 (304) %	1994 (382) %
Essential part of the job .....	73	71
Helpful to your job .....	13	10
Part of remuneration package .....	7	8
No opinion .....	4	11

**Q20 ASK ALL WITH COMPANY CAR (CODES 1 OR 2 AT Q12). OTHERS TO Q21**  
**SHOWCARD F Which, if any, of these things have you ever done specifically in order**  
**to increase your company car mileage for tax purposes? MULTICODE OK**  
 Base: All with company car

	1995 (304) %
Driven your company car when you would normally have used another means of transport . . . . .	6
Taken a longer route than was necessary . . . . .	2
Made a journey that you would not otherwise have made . . . . .	3
Lent your company car to someone else . . . . .	3
Declared a company car mileage larger than the actual mileage . . . . .	1
None of these . . . . .	81
Don't know . . . . .	6

**Q21 ASK ALL**  
**SHOWCARD G In which of these situations, if any, do you sometimes exceed the speed**  
**limit? MULTICODE OK**  
 Base: All

	1995 (1,229) %
To get to work on time . . . . .	21
To get to a business appointment on time . . . . .	13
To fit in more business appointments than you otherwise would . . . . .	4
To get home earlier . . . . .	15
Most times that I drive . . . . .	20
Other occasions (WRITE IN) . . . . .	14
Never . . . . .	36
Don't know . . . . .	2

- Q22 ASK ALL (ABOUT CAR RESPONDENT DRIVES MOST OFTEN)**  
**(Thinking still about the car you drive most often) In total, how long do you think you will keep your current car? Please take into account how long you have already owned it and how much longer you are likely to keep it, and tell me the combined total (that is add the number of years you have owned it to the number of years you are likely to keep it). SINGLE CODE**  
 Base: All

	1995 (1,229) %	1994 (1,519) %
Up to 1 year	9	6
Over 1 to 2 years	12	14
Over 2 to 3 years	18	19
Over 3 to 4 years	15	13
Over 4 to 5 years	10	9
Over 5 to 6 years	7	8
Over 6 to 7 years	4	5
Over 7 to 8 years	3	3
Over 8 to 9 years	1	2
Over 9 to 10 years	2	2
Over 10 years	8	7
Don't know	11	12

- Q23a SHOWCARD H Approximately how many miles is the car (which you drive most) driven a year, on average? SINGLE CODE**  
 Base: All

- Q23b SHOWCARD H AGAIN And how many of these miles, if any, is the car driven in connection with your, or someone else's, work (not including driving to or from work)? SINGLE CODE**  
 Base: All saying any

	Total		Work	
	1995 (1,229) %	1994 (1,519) %	1995 (594) %	1994 (743) %
Up to 2,000 miles	6	5	26	31
2,001 to 4,000 miles	8	11	14	18
4,001 to 6,000 miles	14	13	15	13
6,001 to 8,000 miles	11	11	13	9
8,001 to 10,000 miles	13	14	7	6
10,001 to 12,000 miles	13	14	4	5
12,001 to 14,000 miles	8	8	2	3
14,001 to 16,000 miles	7	5	4	2
16,001 to 18,000 miles	2	2	2	1
18,001 to 20,000 miles	2	2	3	2
20,001 to 25,000 miles	3	3	4	3
25,001 to 30,000 miles	3	2	3	2
Over 30,000 miles	3	3	3	4
None	0	0	0	0
Don't know	6	7	0	0

# \* BUYING CARS

ASK ALL  
Q24 Have you personally been responsible for buying a car, either new or second hand, within the last two years? SINGLE CODE  
Base: All

	1995 (1,229) %	1994 (1,519) %
Yes .....	50	44
No .....	50	54
Don't know .....	*	2

ASK ALL WHO HAVE BOUGHT A CAR IN THE LAST TWO YEARS (Q24, CODE 1). OTHERS TO Q35.  
Q25 And was the car bought new, or second hand? SINGLE CODE  
Base: All bought car in last two years

	1995 (593) %	1994 (662) %
New .....	24	22
Second hand .....	75	76
Don't know .....	1	2

IF NEW (CODE '1' AT Q25) ASK Q26. OTHERS GO TO FILTER AT Q27.  
Q26 And did you buy this car from ... READ OUT a-c  
Base: All bought new car in last two years

	1995 (165) %	1994 (175) %
a) A franchise dealer specialising only in your make of car .....	80	82
b) A franchise dealer selling more than one make of car .....	11	15
c) Other dealer selling new cars .....	4	2
Cannot remember .....	4	1

IF BOUGHT 'SECOND HAND' (CODE '2' AT Q25) ASK Q27. OTHERS GO TO FILTER AT Q28.  
Q27 SHOWCARD I Which of these did you buy your car from?  
Base: All bought second hand car in last two years

	1995 (424) %	1994 (474) %
A) An individual selling privately whom you did not know .....	24	21
B) A friend or relative selling privately .....	17	19
C) Given/paid for by relative/friend .....	*	1
D) A car auction .....	4	2
E) A dealer selling only second hand cars .....	27	25
F) A franchise/new car dealer of your make of car .....	16	20
G) A franchise/new car dealer for another make of car .....	8	8

NB: IF RESPONDENT BOUGHT FROM A NEW CAR DEALER BUT DOES NOT KNOW IF THEY ARE FRANCHISE DEALERS OR NOT (F, G) THEN CODE (H) BELOW

H) A dealer/garage selling new cars .....	*	*
Other (WRITE) .....		
.....	3	2
Cannot remember/don't know .....	*	0

IF BOUGHT NEW (CODE '1' AT Q25) OR SECOND HAND FROM A DEALER (CODES '5' - '8' AT Q27) ASK Q28. OTHERS GO TO FILTER AT Q29.

**Q28 SHOWCARD J From this card please tell me how the car that you drive most often was bought?**

Base: All bought a car from a dealer in last 2 years

	1995		1994	
	New (165) %	S/h (226) %	New (119) %	S/h (330) %
a) Cash .....	44	50	42	47
b) Cash or loan from a member of family ..	2	2	2	3
c) Bank loan/Bank loan and cash .....	6	9	8	10
d) Building Society loan/Building Society loan and cash .....	*	2	0	3
e) Finance company loan/Finance company loan and cash .....	13	13	16	16
f) Hire Purchase/Hire purchase and cash ..	12	8	8	10
g) Finance leasing (monthly payment for use of car only) .....	4	1	3	2
h) Contract hire/full service leasing (monthly payment includes service and repairs etc) .....	4	*	4	*
i) Contract purchasing (eg. Ford Options/Vauxhall Choices 1-2-3) .....	5	1	9	*
Other (WRITE IN) .....				
Don't know .....	8	4	7	3
	4	11	3	7

ASK ALL WHO HAVE BOUGHT A SECOND-HAND CAR IN THE LAST TWO YEARS (Q25, CODE 2). OTHERS TO FILTER AT Q30

**Q29 How old was this car when you bought it? SINGLE CODE**

Base: All bought second-hand car in last 2 years

	1995 (424) %	1994 (474) %
Up to 1 year old .....	11	8
Over 1 to 2 years old .....	11	7
Over 2 to 3 years old .....	11	11
Over 3 to 4 years old .....	11	7
Over 4 to 5 years old .....	7	4
Over 5 to 6 years old .....	8	4
Over 6 to 7 years old .....	7	3
Over 7 to 8 years old .....	6	3
Over 8 to 9 years old .....	7	2
Over 9 to 10 years old .....	6	3
Over 10 years old .....	13	3
Don't know .....	2	45
Mean .....	5.29	4.12

ASK ALL BOUGHT NEW CAR (Q25, CODE '1') OR SECOND-HAND CAR LESS THAN THREE YEARS OLD (Q29, CODES 1-3) IN LAST TWO YEARS. OTHERS TO Q33

**Q30 Did you consider buying a 'nearly-new' car - that is, one less than six months old or with less than 5,000 miles on the clock? SINGLE CODE**

Base: All bought new car or second-hand car less than three years old

	1995 (308) %
Yes, considered buying a nearly-new car .....	27
Yes, actually bought a nearly-new car .....	11
No, did not consider buying a nearly-new car .....	58
Don't know/can't remember .....	5

IF CONSIDERED OR BOUGHT A NEARLY-NEW CAR (Q30, CODES 1-2), ASK Q31.  
OTHERS TO FILTER AT Q32

- Q31 What are the two or three main reasons for buying a NEARLY-NEW car rather than a new car? DO NOT PROMPT. MULTICODE OK UP TO THREE FROM LIST**  
Base: All who bought or considered a nearly-new car

	1995
	(117)
	%
Better value for money .....	62
Less depreciation than a brand new car .....	37
Couldn't afford a brand new one/could afford a nearly-new one .....	6
Got a good deal .....	11
Wider choice for the money .....	6
Reliability .....	7
New car may have teething problems .....	9
Bigger car for the money .....	4
Don't want to run a car in .....	*
Less risk .....	2
Company car - no choice .....	0
Prefer to have a car I know the history of .....	4
Other (WRITE IN) .....	17
Don't know .....	3

IF BOUGHT A NEW CAR (Q25, CODE 1) AND DID NOT CONSIDER BUYING NEARLY-NEW  
(Q30, CODE 3), ASK Q32. OTHERS TO Q33

- Q32 What are the two or three main reasons for buying a NEW car? DO NOT PROMPT.**  
MULTICODE OK UP TO THREE FROM LIST  
Base: All who bought a new car and did not consider buying nearly-new

	1995
	(191)
	%
Reliability .....	35
Guarantee .....	18
I could afford it/cost .....	9
Wanted the most up-to-date model .....	8
Less risk .....	6
Company car .....	4
Status .....	1
Fuel consumption .....	2
Got a good deal .....	5
I like the feel of a brand new car .....	7
I like to be the first person to drive my new car .....	5
Other (WRITE IN) .....	16
None .....	2
Don't know .....	42



ASK Q33 AND Q34 TO ALL WHO HAVE BOUGHT A CAR IN LAST TWO YEARS (Q24, CODE 1). OTHERS TO Q35

**Q33 What did you like best about the experience of buying a car?**

.....

.....

.....

.....

**Q34 And what did you like least about the experience of buying a car?**

.....

.....

.....

.....

# \* SERVICE AND REPAIRS

ASK ALL  
 Q35 Do you have primary responsibility for getting the car you use most often serviced or not? SINGLE CODE  
 Base: All

	1995 (1,229) %	1994 (1,519) %
Yes .....	75	78
No .....	25	22

ASK Q36 IF HAVE PRIMARY RESPONSIBILITY FOR SERVICING THEIR CAR (CODE '1' AT Q35). OTHERS GO TO Q49  
 Q36 SHOWCARD K Which of these do you do? MULTICODE OK  
 Base: All responsible for servicing

	1995 (950) %	1994 (1,193) %
01 Have the car serviced by a main dealer for your make of car .....	32	33
02 Have your car serviced by a main dealer for another make of car .....	3	2
03 Have your car serviced by a service centre (eg Halfords/Charlie Brown/Apple/SMC/Lex Autocentres) .....	3	2
04 Have the car serviced by a garage/workshop (which does not sell new cars) .....	30	27
05 Mobile service unit visits your home .....	2	2
06 Have your car serviced by a friend/acquaintance .....	17	12
07 Physically service the car by yourself/someone else in the household physically services the car .....	17	17
08 Collection, servicing and delivery service provided by dealership or company fleet provider .....	2	n/a
Other (WRITE IN) .....		
.....	1	1
Never get/got car serviced .....	3	3
Don't know .....	*	*

IF SERVICED AT MAIN DEALER (Q36, CODES 1 OR 2) ASK Q37. OTHERS GO TO FILTER AT Q38  
 Q37 You say you have the car serviced by a main dealer. Is this where you bought the car? SINGLE CODE  
 Base: All who get car serviced at a main dealer

	1995 (396) %
Yes .....	55
No .....	44
Don't know .....	1

ASK Q38 IF SERVICED BY A SERVICE CENTRE (Q36, CODE 3). OTHERS TO Q39.  
**Q38** You say you have your car serviced by a service centre, such as Halfords/Charlie Brown/Apple/SMC/Lex Autocentres. Which do you use? MULTICODE OK. DO NOT PROMPT  
 Base: All who get car serviced at a service centre

	1995 (24) %	1994 (25) %
Apple .....	2	n/a
Charlie Brown .....	0	4
Halfords .....	31	32
Lex Autocentres .....	22	23
SMC .....	2	0
Other (WRITE IN) .....		
.....	36	32
Don't know .....	7	9

ASK ALL WHO GET THEIR CAR SERVICED (Q36, CODES 1-9). OTHERS TO Q49.  
**Q39** Why do you. . . (READOUT ANSWERS TO Q36). . . ? PROBE FULLY

.....  
 .....  
 .....  
 .....

ASK ALL WHO GET THEIR CAR SERVICED (Q36, CODES 1-9). OTHERS TO Q49  
**Q40a** How many times has the car you drive most often been serviced in the last 12 months?  
 SINGLE CODE  
 Base: All who get car serviced

**Q40b** How many times has the car you drive most often been repaired in the last 12 months?  
 SINGLE CODE  
 Base: All who get car serviced

	Serviced		Repaired	
	1995 (926) %	1994 (810) %	1995 (926) %	1994 (810) %
None .....	9	8	53	53
One .....	46	50	28	27
Two .....	31	30	9	10
Three .....	7	4	3	3
Four .....	3	2	1	1
Five .....	*	1	*	*
More than five .....	1	1	1	1
Don't know .....	2	3	3	2
Mean .....	1.53	1.50	0.72	0.70

ASK Q41a TO Q48 IF SERVICED BY DEALER/GARAGE/SERVICE CENTRE/UNIT (Q36, CODES 1-5). OTHERS GO TO Q49.

**Q41a SHOWCARD L How satisfied or dissatisfied are you generally with the way your car is serviced? SINGLE CODE**

Base: All who get car serviced by dealer/garage/service centre/unit

	1995 (684) %	1994 (856) %
Very satisfied .....	58	59
Fairly satisfied .....	27	27
Neither satisfied nor dissatisfied .....	3	3
Fairly dissatisfied .....	4	2
Very dissatisfied .....	*	1
Don't know .....	7	7

**Q41b Why is that? PROBE FULLY**

.....

.....

.....

.....

**Q42 SHOWCARD M And which three, if any, of these things about a service centre or workshop are most important to you? CODE UP TO THREE ANSWERS ONLY**

Base: All who get car serviced by a dealer/garage/service centre/unit

**Q43 SHOWCARD M AGAIN Thinking about your car servicing over the last two years, have you at any time been dissatisfied with any of these? CODE BELOW. MULTICODE OK**

Base: All who get car serviced by a dealer/garage/service centre/unit

	Most Important 1995 (684)	Dis- satisfied 1995 (684)
The quality of work .....	70	7
The price of labour .....	29	5
The price of parts .....	15	3
The speed of servicing/repair .....	23	1
The extra services provided (valeting, free car replacement, etc.) .....	7	1
The politeness of staff .....	12	2
Completing the work on time .....	27	5
Parking and access .....	3	1
The availability of parts .....	4	3
The convenience of the location .....	24	1
The reception facilities .....	1	1
The technology and equipment in the workshop .....	7	*
Sticking to the quotes given .....	13	2
Guarantees on the work undertaken .....	26	2
The convenience of the timing of the service .....	19	1
Other (WRITE IN) .....		
.....	2	3
None .....	*	71
Don't know .....	3	6

ASK Q44 AND Q45 IF ANY AT Q43. OTHERS TO Q46a  
**Q44 Did you or will you change where you go to get your car serviced next time, specifically as a result of being dissatisfied, or did/will you stay with the original place? SINGLE CODE**

Base: All dissatisfied with any aspect of servicing in last 2 years

	1995 (177) %
Yes, changed next time as a result of being dissatisfied .....	33
No, stayed with them anyway .....	43
Changed next time, but NOT because of being dissatisfied (eg different car, moved house, etc) . . .	5
Have not had next service yet .....	5
Don't know .....	13

**Q45 What specifically prompted you to decide this? PROBE FULLY**

.....  
 .....  
 .....  
 .....

- Q46a** Last time you had your car serviced, approximately how much time IN TOTAL did you or someone else spend booking the service, taking your car to the garage and collecting it again? USE LEADING ZEROS. IF DON'T KNOW, CODE 'YYY'. IF NONE, CODE '000'  
Base: All who get car serviced by a dealer/garage/service centre/unit (684)

WRITE IN    minutes MEAN: 57 minutes

- Q46b** How much of this time was during your (or someone else's) work time?

WRITE IN    minutes MEAN: 15 minutes

- Q46c** And how much of this time was during your (or someone else's) leisure time?

WRITE IN    minutes MEAN: 41 minutes

- Q47** Would you recommend the garage you use to other members of your family or friends, or not? SINGLE CODE

Base: All who get car serviced by a dealer/garage/service centre/unit

	1995 (684)	1994 (856)
	%	%
Yes .....	84	83
No .....	8	8
Don't know .....	8	9

- Q48** What improvements, if any, would you like to see in the service offered by a service centre or workshop?

.....  
 .....  
 .....  
 .....  
 .....

- Q49** ASK ALL  
Have you taken a car to a garage or workshop to have the bodywork repaired as a result of an accident in the last five years? SINGLE CODE

Base: All

	1995 (1,229)
	%
Yes .....	29
No .....	70
Don't know/no answer .....	1

ASK ALL TAKEN CAR TO GARAGE FOR BODYWORK REPAIRS IN LAST 5 YEARS (Q49, CODE 1). OTHERS TO Q51

Q50 How did you decide which garage or workshop to take it to? MULTICODE OK. PROBE FULLY

Base: All taken car to garage for bodywork repairs in last five years

	1995
	(393)
	%
Recommended by someone .....	19
Was where it was bought .....	10
Cheapest/best value for money .....	7
Insurance company chose .....	26
Employer chose (company car) .....	3
Approved by car manufacturer .....	3
Closest/most convenient .....	12
Quickest .....	3
Best service/reliable .....	3
Trust them .....	5
Know the person .....	13
Always used that one .....	10
Yellow pages/telephone directory .....	1
Other (WRITE IN) .....	
.....	11
Don't know .....	1

## \* FUEL

- ASK ALL  
 Q51 Can your car (the car you drive most often) currently run on unleaded petrol, or can it not run on unleaded petrol, or is it diesel? SINGLE CODE ONLY  
 Base: All

	1995 (1,229)	1994 (1,519)
	%	%
Yes, can run on unleaded .....	61	60
No, cannot run on unleaded .....	28	32
Diesel .....	9	6
Don't know .....	1	2

- ASK ALL WHOSE CAR CAN RUN ON UNLEADED PETROL (CODE '1' AT Q51). OTHERS GO TO FILTER AT Q53  
 Q52 Do you normally buy unleaded petrol, or not? SINGLE CODE  
 Base: All whose car can run on unleaded petrol

	1995 (764)	1994 (932)
	%	%
Yes .....	93	92
No .....	7	7
Don't know .....	1	1

- ASK Q53 TO ALL WHOSE CAR CANNOT RUN ON UNLEADED PETROL (CODES '2' OR '4' AT Q51), BUT NOT DIESEL DRIVERS (Q51, CODE '3'). OTHERS GO TO Q54  
 Q53 If your car could run on unleaded petrol do you think you would buy unleaded petrol for it or not? SINGLE CODE  
 Base: All whose car cannot run on unleaded petrol, except diesel drivers

	1995 (323)	1994 (1,519)
	%	%
Yes, would .....	82	86
No, would not .....	11	8
Don't know .....	6	7

- ASK ALL  
 Q54 SHOWCARD N How likely are you to consider buying a diesel car in the future? SINGLE CODE  
 Base: All

	1995 (1,229)	1994 (1,519)
	%	%
Certain to .....	10	7
Very likely .....	14	15
Fairly likely .....	20	22
Fairly unlikely .....	14	15
Very unlikely .....	21	15
Certain not to .....	16	20
No opinion .....	5	5



**Q55 SHOWCARD O I am going to read out a list of several different types of journey that you may make from time to time. For each one please tell me, using the statements on this card, how you would NORMALLY make the MAIN part of that journey. Just read out the letter on the card. READOUT 01-06. SINGLE CODE EACH ONE**

H = Don't do journey/not applicable

READ OUT. . . .		A	B	STATEMENT					F	G	H	Don't know/ no answer
		%	%	C	D	E		%	%	%		
01	Travelling to or from work	1995	34	23	3	3	2	1	1	24	9	
02	Travelling in connection with work	1995	20	20	3	1	*	*	2	42	12	
03	Getting to your holiday destination in Britain	1995	60	21	6	0	*	*	4	6	2	
04	Visiting family or friends	1995	66	27	1	2	1	1	*	1	*	
05	Going out for leisure or entertainment (eg to the theatre, cinema, a sports centre etc)	1995	59	24	5	3	*	*	4	2	1	
06	Going shopping for groceries	1995	64	29	*	3	*	0	*	2	1	

ASK Q56 FOR EACH JOURNEY WHERE RESPONDENT USES CAR (CODES 1 OR 2 AT Q55). IF NONE CODED 1 OR 2 AT Q55, GO TO Q58

**Q56** SHOWCARD P I am now going to read out the same journeys, for which you go by car. This time, however, for each one please tell me, using the statements on this card, what you think you would do if traffic congestion was to double your normal journey time? READOUT FROM 01-06 AS APPLICABLE. SINGLE CODE EACH ONE

SHOWCARD:

A = I would go by car

B = I would go by public transport

C = I would walk

D = I would cycle

E = I would go by motorcycle/moped

F = I would go by another means

G = I would not do the journey/I would do the journey less often

H = Dont do journey/not applicable

Base: All making each journey by car

			STATEMENT								Don't know/ no answer	
READ OUT. . . .			A %	B %	C %	D %	E %	F %	G %	H %		
01	Travelling to or from work	1995	70	11	9	5	2	2	*	*	1	(779)
02	Travelling in connection with work	1995	80	11	3	1	*	2	*	1	1	(597)
03	Getting to your holiday destination in Britain	1995	67	21	1	0	1	6	2	*	2	(1,025)
04	Visiting family or friends	1995	69	15	6	1	*	2	4	*	2	(1,160)
05	Going out for leisure or entertainment (eg to the theatre, cinema, a sports centre etc)	1995	59	21	6	1	*	6	5	1	1	(1,018)
06	Going shopping for groceries	1995	74	10	9	1	*	2	2	*	1	(1,132)

ASK Q57 FOR EACH JOURNEY WHERE RESPONDENT USES CAR (CODES 1 OR 2 AT Q55). IF NONE CODED 1 OR 2 AT Q55, GO TO Q58.

**Q57** SHOWCARD P AGAIN And what do you think you would do if the price of petrol and diesel were to double, but the price of all other forms of transport remained the same? READOUT FROM 01-06 AS APPLICABLE. SINGLE CODE EACH ONE

Base: All making each journey by car

READ OUT. . . .			STATEMENT								Don't know/ no answer	
			A %	B %	C %	D %	E %	F %	G %	H %		
01	Travelling to or from work	1995	68	13	7	4	1	2	1	*	4	(779)
02	Travelling in connection with work	1995	78	13	2	1	0	2	*	*	3	(597)
03	Getting to your holiday destination in Britain	1995	59	25	1	*	*	6	4	*	4	(1,025)
04	Visiting family or friends	1995	60	20	5	2	'	2	7	*	3	(1,160)
05	Going out for leisure or entertainment (eg to the theatre, cinema, a sports centre etc)	1995	51	24	5	1	*	7	8	*	4	(1,018)
06	Going shopping for groceries	1995	68	14	9	2	*	2	2	*	2	(1,132)

# \* THE ENVIRONMENT

ASK ALL

**Q58a** You may have seen or read in the news about people who have been protesting against certain new roads being built through the countryside. Regardless of how they were protesting, do you agree or disagree with their cause? SINGLE CODE BELOW

**Q58b** To gain news coverage, some of these demonstrators were protesting by physically blocking the way of the construction vehicles or by climbing trees. Regardless of whether you agree with their cause or not, do you agree or disagree with their method of protesting? SINGLE CODE BELOW

Base: All

	Q58a Cause	Q58b Method of Protest
	1995 (1,229)	1995 (1,229)
	%	%
Agree .....	59	26
Disagree .....	26	66
Don't know .....	14	8

**Q59a** You may also have seen or read in the news about people who have been protesting about the amount of traffic congestion and pollution in cities. Again, regardless of how they were protesting, do you agree or disagree with their cause? SINGLE CODE BELOW

**Q59b** To gain news coverage, some of these demonstrators were protesting by physically blocking busy roads during the rush hour. Again, regardless of whether you agree with their cause or not, do you agree or disagree with their method of protesting? SINGLE CODE BELOW

Base: All

	Q59a Cause	Q59b Method of Protest
	1995 (1,229)	1995 (1,229)
	%	%
Agree .....	82	21
Disagree .....	11	73
Don't know .....	6	6

**Q60** SHOWCARD Q Certain options have been suggested in order to reduce the effects of cars on the environment. Which of these, if any, do you think you would accept as a way of significantly reducing damage to the environment? MULTICODE OK

Base: All

	1995 (1,229)
	%
70 mph speed limiting device on your car .....	31
Your car being powered by electricity, allowing journeys of 50 miles between recharging ..	33
Being unable to drive in town or city centres .....	54
Restricting access to main roads in rush hours to cars with two or more people .....	26
Double the price of petrol and diesel .....	9
None of these .....	8
Don't know .....	4

## \* TOWN CENTRES

ASK ALL  
Q61 During peak times, how much of a problem would you say road congestion is in the area 5 miles around where you live? Is it . . . READOUT AND SINGLE CODE  
Base: All

		1995 (1,229) %	1991 (1,277) %
✓	A very bad problem	25	37
	A fairly bad problem	31	33
	A minor problem	27	17
or	No problem at all	16	12
	Don't know/No opinion	1	1

## \* PUBLIC TRANSPORT

ASK ALL  
Q62 SHOWCARD R Here are some reasons people have given for not using public transport instead of their car. Which of these would you say are the main two or three reasons why you don't use public transport more? Just read out the numbers that apply. MULTICODE OK UP TO THREE ANSWERS  
Base: All

		1995 (1,229) %	1990 (1,564) %
01	Desired routes not covered by public transport	38	24
02	Infrequency of service	26	24
03	Heavy luggage/shopping	31	13*
04	Inconvenience of timetable	17	20
05	Inconvenience of getting to station/ bus stop/terminal	15	15
06	Unreliable service/unpunctual	23	22
07	Too crowded	8	13
08	Fares too high	23	28
09	Dirty	8	9
10	Takes too long to get to destination	31	28
11	Disabled/frail	3	3
12	Lack of car parking at station	4	5
13	Do not like having to wait for bus/train	27	32
14	Ignorance of routes/timetable	8	10
15	Don't feel safe using public transport	9	n/a
	None of these	1	4
	Don't know/No opinion	1	1

(\*NB: listed as 'heavy luggage' in 1990)

# \* TRANSPORT POLICY

**Q63 SHOWCARD S** Here is a list of several different problems linked with the development of the transport system in Britain today. LET RESPONDENT READ LIST

Firstly, please tell me. . . .

a) Which of these, if any, do you think are major problems in Britain today? MULTICODE  
OK Just read out the letter or letters.

b) And which one of these, if any, are you personally most concerned about? SINGLE  
CODE ONLY Again, just read out the letter.

Base: All

		<b>Q63a Major problems</b>	<b>Q63b Most concerned</b>
		<b>1995 (1,229) %</b>	<b>1995 (1,229) %</b>
A)	Traffic congestion in towns and cities . . . . .	72	16
B)	Traffic congestion on main roads and motorways . . . . .	49	10
C)	The destruction of the countryside . . . . .	36	8
D)	Air pollution . . . . .	71	35
E)	Global warming from car fumes and car production . .	39	8
F)	The safety of car users on the roads . . . . .	30	8
G)	The safety of pedestrians and cyclists on the roads . . . . .	46	13
	None of these . . . . .	1	1
	Don't know/No answer . . . . .	1	1

**Q64 SHOWCARD T** Now here is a list of several possible solutions to these and other problems. I would like you to think about what might happen if each of these were implemented. LET RESPONDENT READ LIST

Now please tell me which, if any, of these you think would benefit. . . . READ OUT A-C.  
Just read out all of the letters that you think apply. MULTICODE BELOW

- A) You personally
- B) The environment
- C) The British economy as a whole

**Q65a** Which of these ideas, if any, would you support? CODE BELOW. MULTICODE OK

**Q65b** And which, if any, would you oppose? CODE BELOW. MULTICODE OK  
Base: All

		Q64 Would benefit			Q65a Would Support	Q65b Would Oppose
		(A) You personally	(B) Environ- ment	(C) British Economy		
		1995 (1,229) %	1995 (1,229) %	1995 (1,229) %	1995 (1,229) %	1995 (1,229) %
A)	Build more main roads and motorways . . . . .	11	2	14	9	36
B)	Build more town and city bypasses, but no more motorways . . . . .	25	12	13	23	11
C)	Build more lanes onto existing main roads and motorways . . . . .	14	2	9	10	19
D)	Reduce speed limits in residential areas . . . . .	25	20	2	27	4
E)	60 mph motorway speed limit strictly enforced . . . . .	13	20	5	14	22
F)	Motorway tolls . . . . .	3	7	35	8	45
G)	Charge people who want to drive into town centres . . . . .	10	16	18	12	22
H)	Pedestrianise all town centres . . . . .	27	37	5	33	5
I)	Introduce more 'Park and Ride' schemes in major towns and cities	37	37	9	38	1
J)	Improve the bus, rail and tram networks . . . . .	43	39	24	47	1
K)	Reduce the prices on buses and trains . . . . .	35	24	14	39	*
L)	Provide more cycle lanes and cycle parking facilities . . . . .	18	30	5	29	1
	None of these . . . . .	7	2	6	2	8
	Don't know . . . . .	3	7	16	3	6

**Q66 SHOWCARD U** If investment was made to improve public transport substantially, how should this be financed? MULTICODE OK  
Base: All

	1995 (1,229) %
Higher fares . . . . .	4
General taxes . . . . .	24
Taxes on petrol . . . . .	16
Charges for car parking . . . . .	7
Charges levied on people who drive in city centres . .	18
Divert funds from road-building programme . . . . .	29
Toll charges for using motorways . . . . .	17
Some other means (WRITE IN)	
Don't know . . . . .	11
	13

## \* ROAD FREIGHT

- ASK ALL. READOUT SLOWLY AND CAREFULLY !!
- Q67 To handle the distribution of goods in Britain, do you think that in the future there should be FEWER lorries which are BIGGER than now, MORE lorries which are SMALLER than now or no change from the current situation? SINGLE CODE ONLY
- Base: All

	1995 (1,229) %
Fewer lorries bigger than now .....	31
More lorries smaller than now .....	14
No change .....	42
Don't know .....	13

## \* DRIVING FOR LEISURE

- ASK ALL
- Q68 SHOWCARD V When driving to a holiday destination or just going away for a day or two for leisure purposes, how do you usually decide which route to take to your destination? Please pick any that you think are particularly important. Just read out the letters. MULTICODE OK
- Base: All

	1995 (1,229) %
A) Getting there as quickly as possible .....	47
B) Avoiding motorways .....	11
C) Avoiding potential traffic jams .....	38
D) Easy route to navigate .....	33
E) Sticking to motorways as much as possible .....	27
F) Scenic route .....	28
G) Places of interest to stop on the way .....	20
H) Places to stop to eat on the way .....	22
I) Places to stop on the way that are suitable for children .....	17
Other (WRITE IN) .....	2
None .....	1
Don't know .....	1

# \* DRIVING INCIDENTS

ASK ALL  
Q69a SHOWCARD W Which, if any, of these have you ever experienced whilst in a car? Just read out the letter or letters. CODE BELOW. MULTICODE OK  
Base: All

IF ANY AT Q69a (CODES 1-6), ASK Q69b. OTHERS TO Q70  
Q69b SHOWCARD W AGAIN And which, if any, of these have you experienced in the last 12 months? Again, just read out the letter or letters. CODE BELOW. MULTICODE OK  
Base: All

	Q69a Ever	Q69b In last 12 months
	1995 (1,229) %	1995 (1,229) %
Specifically because of a driving incident.....		
A) Another driver got out of their car and physically threatened me .....	9	3
B) Another driver got out of their car and physically attacked me .....	2	1
C) Another driver got out of their car and deliberately damaged the car I was in .....	2	1
D) Another driver forced me to pull over or off the road .	17	7
E) Another driver deliberately hit the car I was in .....	6	2
F) Another driver verbally abused me or gestured at me while still in their own car .....	65	46
None of these .....	27	50
Don't know .....	1	1

ASK ALL  
Q70 SHOWCARD X Which, if any, of these types of drivers do you find most annoying? Just read out the letter or letters that apply. MULTICODE OK  
Base: All

	1995 (1,229) %
A) People who drive slowly on motorways .....	42
B) People who cruise in the outside lane of motorways when they could use the inside or middle lanes .....	55
C) People who cruise in the middle lane of motorways when they could use the inside lane .....	60
D) People who exceed the speed limit on motorways . . .	20
E) People who overtake on the inside lane on motorways	50
F) People who exceed the speed limit in towns and cities	45
G) Other (WRITE IN) .....	9
None of these .....	2
Don't know .....	1



# \* CAR MANUFACTURERS

**Q71** I would now like you to think about areas in which you think car manufacturers have improved or got worse over the last ten years in the quality of cars that they produce.

**SHOWCARD Y** For each area that I read out, please tell me to what extent you think that car manufacturers have generally got better or worse. **READOUT A-G. ALTERNATE ORDER. TICK START**  
Base: All (1,229)

			Got a lot better %	Got a little better %	Neither better nor worse %	Got a little worse %	Got a lot worse %	Don't know %
<input type="checkbox"/>	A) Value for money	1995	16	36	24	11	6	7
	B) Environmental friendliness	1995	29	60	7	1	1	3
	C) Handling and performance	1995	51	35	8	1	*	5
✓	D) Driver and passenger comfort	1995	50	40	7	1	*	2
	E) Driver and passenger safety	1995	61	32	5	*	*	2
	F) Car security	1995	33	43	19	2	1	3
<input type="checkbox"/>	G) Reliability	1995	44	34	14	2	*	6

**ASK ALL WHO HAVE BOUGHT A NEW CAR IN THE LAST 2 YEARS (Q25 CODE 1). OTHERS TO Q73a**

**Q72** **SHOWCARD Z** How much do you trust the claims made by the following when choosing a car? **READ OUT A-I. SINGLE CODE EACH BELOW**  
Base: All bought a new car in last 2 years (165)

			A lot %	A fair amount %	A little %	Not at all %	Don't know %
A)	Manufacturers	1995	9	47	31	6	7
B)	Dealers	1995	5	31	37	21	7
C)	Newspaper journalists who write about cars	1995	14	33	25	17	10
D)	Car advertisements	1995	*	19	40	31	10
E)	Friends/acquaintances	1995	26	39	23	4	8
F)	The magazine "What car?"	1995	13	26	14	15	32
G)	The consumer magazine "Motoring Which?"	1995	16	23	10	18	33
H)	Other car magazines	1995	4	24	18	19	35
I)	The television programme "Top Gear"	1995	14	27	21	14	24

# \* NEW ARRANGEMENTS

ASK ALL  
 Q73a SHOWCARD AA Recently car manufacturers and dealers have been offering several new ways of buying a new car. Before today, which, if any, of these new methods of buying a new car have you ever heard of? SINGLE CODE  
 Base: All

	1995 (1,229) %
Acumen .....	12
Options .....	59
50/50 .....	55
Cars Direct .....	16
Choices 1-2-3 .....	35
Other (WRITE IN)	
.....	2
None .....	24
Don't know .....	2

ASK ALL WHO HAVE BOUGHT NEW CAR IN LAST TWO YEARS (Q25 CODE 1) AND HEARD OF AT LEAST ONE METHOD AT Q73a (CODES 1-6). OTHERS GO TO Q74  
 Q73b SHOWCARD AA AGAIN Thinking of when you last bought a new car, which, if any, of these methods did you consider using? CODE BELOW. MULTICODE OK  
 Base: All bought new car in last 2 years and heard of one new way of buying

Q73c SHOWCARD AA AGAIN And thinking about when you next buy a new car, which, if any, of these methods that you have heard of would you NEVER consider using? MULTICODE OK  
 Base: All bought new car in last 2 years and heard of one new way of buying

	Q73b Would consider	Q73c Would never consider
	1995 (135) %	1995 (135) %
Acumen .....	1	17
Options .....	13	19
50/50 .....	4	30
Cars Direct .....	3	15
Choices 1-2-3 .....	4	16
Other (WRITE IN)		
.....	2	0
None .....	69	42
Don't know .....	6	19

- ASK ALL**
- Q74** At the moment, there is one particular car manufacturer that is offering people who buy new cars a different way of buying one. There is no car dealership, but you can order directly from the manufacturer's regional outlet, who will deliver the car to you. There is a fixed price which includes delivery and all servicing for 3 years. Before I just told you, had you heard about this? SINGLE CODE
- Base: All

	1995 (1,229) %
Yes .....	51
No .....	46
Don't know .....	3

- IF HEARD OF NEW OFFER, (Q74 CODE 1), ASK Q75. OTHERS TO Q76a**
- Q75** Which car manufacturer do you think is offering this arrangement? SINGLE CODE
- Base: All heard of new offer

	1995 (679) %
Citroen .....	*
Daewoo (PRONOUNCED "day-yoo") .....	78
Fiat .....	*
Ford .....	7
Honda .....	0
Hyundai .....	1
Kia .....	0
Mazda .....	0
Mitsubishi .....	*
Nissan .....	1
Peugeot .....	0
Proton .....	*
Renault .....	*
Rover .....	*
Seat .....	0
Skoda .....	0
Suzuki .....	0
Toyota .....	1
Vauxhall .....	*
Other (WRITE IN) .....	
.....	1
Don't know .....	10

ASK IF BOUGHT NEW CAR IN LAST TWO YEARS (Q25 CODE 1). OTHERS TO Q78a  
 Q76a IF 'DAEWOO' NOT CODED AT Q75 ABOVE, ADD:  
 Actually the arrangement is being offered by the car manufacturer Daewoo  
 (PRONOUNCED 'DAY-YOO')

THEN SAY TO ALL ASKED: Would this arrangement make you more interested in buying  
 a Daewoo next time you buy a new car, less interested, or would it make no difference?  
 SINGLE CODE BELOW

Base: All bought a new car in last two years

Q76b And what if other well-known manufacturers such as Ford or Vauxhall offered this type  
 of arrangement. Would it make you more interested in buying one of their cars, less  
 interested, or would it make no difference? SINGLE CODE BELOW  
 Base: All bought a new car in last two years

	Q76a Daewoo	Q76b Other Manufacturers
	1995 (165) %	1995 (165) %
More interested .....	26	45
Less interested .....	6	6
No difference .....	56	38
Don't know .....	11	11

ASK ALL WHO RESPOND (CODES 1-3) AT Q76a. OTHERS TO Q78a  
 Q77 You say this arrangement would make you less interested/more interested/no difference  
 (AS APPLICABLE) in buying a Daewoo next time you buy a new car. Why is this?  
 PROBE FULLY

.....  
 .....  
 .....  
 .....

ASK ALL  
 Q78a SHOWCARD BB Please read this list carefully. Before today, which, if any, of these car manufacturers had you heard of? MULTICODE BELOW  
 Base: All

ASK Q78b AND Q78c IF BOUGHT CAR IN LAST TWO YEARS (Q24 CODE 1). OTHERS TO FILTER AT Q80  
 Q78b SHOWCARD BB AGAIN Which, if any, do you think that you would consider buying? MULTICODE OK  
 Base: All bought a car in last two years

Q78c SHOWCARD BB AGAIN And which, if any, of those that you have heard of do you think you would never consider buying? MULTICODE OK  
 Base: All bought a car in last two years

	Q78a Heard of	Q78b Would consider	Q78c Would never consider
	1995 (1,229)	1995 (593)	1995 (593)
	%	%	%
Citroen	98	17	16
Daewoo	79	10	14
Fiat	97	9	22
Ford	98	46	7
Honda	97	25	6
Hyundai	88	7	16
Kia	39	3	18
Mazda	95	18	9
Mitsubishi	94	19	8
Nissan	96	21	9
Peugeot	97	27	7
Proton	84	7	22
Renault	97	22	8
Rover	98	40	5
Seat	84	6	19
Skoda	96	5	55
Suzuki	93	9	14
Toyota	97	30	5
Vauxhall	98	50	4
None of these	0	3	14
Don't know	1	11	14

IF HYUNDAI MENTIONED AT Q78c, ASK Q79. OTHERS TO FILTER AT Q80  
 Q79 Why would you never consider buying a Hyundai? DO NOT PROMPT. MULTICODE OK  
 Base: All who would not consider buying Hyundai

	1995 (102)	%	%
Don't know much about them	18	18	13
Don't trust/buy foreign cars <i>(not buying Hyundai &amp; Lexus)</i>	5	11	8
Asian/Korean etc	9	9	6
Japanese	12	12	9
Too cheap	8	8	6
Unreliable <i>(mostly)</i>	7	9	6
Tacky/bad image <i>(quality)</i>	22	30	21
It would fall apart	3	3	2
Not solid/it wouldn't stand an accident	5	5	3
Lack of dealers	2	2	1
Not fast enough	2	2	1
Looks bad/not modern <i>(not like style)</i>	19	29	21
Other (WRITE IN) <i>not a fan</i>			
Don't know	39		
	9		
<i>Price</i> Expense / recommended	11	4	3
<i>Depreciate</i>	11	4	3
<i>Parts</i>	1		
<i>Build</i>			

# \* DEALERSHIPS

ASK Q80-Q82 IF BOUGHT LAST CAR FROM DEALER (Q25 CODE 1, OR Q27 CODES 5-8).  
OTHERS GO TO Q83a.

- Q80 SHOWCARD CC I would like you to think now about the last time you bought a car from a dealership. How satisfied or dissatisfied were you overall with the dealership where you actually bought the car? SINGLE CODE ONLY**  
Base: All who bought last car from dealer

	1995 (391) %
Very satisfied .....	49
Fairly satisfied .....	36
Neither satisfied nor dissatisfied .....	3
Fairly dissatisfied .....	4
Very dissatisfied .....	2
Don't know .....	7

- Q81 SHOWCARD DD Thinking in more detail about this car dealership, were you at all dissatisfied with any of these? MULTICODE OK**  
Base: All who bought last car from dealer

	1995 (391) %
The amount and quality of information provided about the car .....	6
The politeness of staff .....	3
The sales person's understanding of your needs .....	4
The test driving arrangements offered .....	4
The explanation of the car's features and specifications .....	3
The negotiation techniques of the sales person .....	6
The convenience of the location .....	3
The after - sales service provided .....	12
The trade-in arrangements offered .....	6
The range of cars for sale .....	3
Other (WRITE IN) .....	
.....	3
None .....	61
Don't know .....	7

- IF DISSATISFIED WITH ANY AT Q81, ASK Q82. OTHERS TO Q83a
- Q82 SHOWCARD EE As a result of being dissatisfied, did you do any of these things? MULTICODE OK**  
Base: All dissatisfied with any aspect of car dealership

	1995 (125) %
Complained to the dealership or dealership chain .....	30
Demanded a refund or price reduction from the dealership .....	5
Decided to use another dealership next time .....	20
Warned other people not to use the dealership .....	9
Other (WRITE IN) .....	
.....	7
None .....	44
Don't know .....	4

ASK ALL

**Q83a Which companies can you think of that sell new or used cars through a chain of outlets?**  
**CODE BELOW. MULTICODE OK. DO NOT PROMPT**  
 Base: All

**Q83b SHOWCARD FF And which others do you know from this card? Just read out the numbers. MULTICODE OK. DO NOT CIRCLE AGAIN IF ALREADY MENTIONED AT SPONTANEOUS QUESTION.**  
 Base: All

		Q83a		Q83b	
		Spontaneous		Spont./Prompted	
		1995	1994	1995	1994
		(1,229)	(1,519)	(1,229)	(1,519)
		%	%	%	%
01	Appleyard	3	3	27	22
* 02	Arlington	1	1	11	10
* 03	Cowie	4	4	36	26
04	Currie Motors	3	3	26	20
* 05	Evans Halshaw	4	4	26	19
* 06	Hartwells	3	4	22	17
07	Henlys	3	3	37	32
* 08	Lex - any mention (including with other name)	8	7	53	38
09	Lookers	3	3	25	20
* 10	Mann Egerton	5	2	39	31
11	Perrys	2	3	21	19
12	Swan National	2	1	35	33
13	Wadham Kennings	3	5	23	20
	Other (WRITE IN)				
		41	49	41	49
	None	33	31	5	9
	No opinion	5	5	2	2

FOR EACH COMPANY WITH ASTERISK MENTIONED AT Q83a or Q83b (02, 03, 05, 06, 08 & 10) ASK Q84. IF 'NONE' AT Q83a AND Q83b, GO TO Q86a

**Q84 From what you know or have heard about (COMPANY MENTIONED) would you say they provide a high level of service to their customers or not? REPEAT FOR EACH COMPANY WITH ASTERISK MENTIONED AT Q83a OR Q83b**  
 Base for each: All heard of each

		Yes		No		No opinion	
		1995	1994	1995	1994	1995	1994
		%	%	%	%	%	%
02	Arlington	21	24	5	9	74	67
03	Cowie	33	24	2	6	65	70
05	Evans Halshaw	40	34	4	6	56	60
06	Hartwells	32	44	7	5	61	51
08	Lex	38	34	3	5	59	61
10	Mann Egerton	32	29	4	4	64	67

ASK ONLY OF THOSE WHO HAVE HEARD OF LEX AT Q83a OR Q83b. OTHERS GO TO Q86a

Q85 SHOWCARD GG Turning to Lex in particular, which, if any, of these products or services do you think Lex provides? MULTICODE OK  
Base: All heard of Lex

		1995 (697) %	1989 (467) %
01	Servicing or repairing cars	55	51
02	Selling spare parts for cars	46	43
03	Selling new cars	62	59
04	Selling second hand cars	54	48
05	Offering 'while you wait' servicing for quick car repairs	16	6
06	Short-term rental of car	28	25
07	Contract (long-term) hire of car	34	30
08	Selling or hiring commercial vehicles	18	18
09	Selling electronic components	4	6
10	Selling computers	2	1
11	Hotels	2	2
12	Transport/parcel distribution	4	6
13	Fork lift trucks	5	3
14	Travel agencies	1	1
15	Freight forwarding	5	6
16	Importing Hyundai cars	1	n/a
17	Importing Volvo cars	11	n/a
18	Accident Management	9	n/a
	None of these	2	1
	Don't know	21	25

Q86a ASK ALL SHOWCARD HH Lex has launched a chain of outlets which sell a wide range of quality used cars, with fixed prices, no haggling and fully supported with warranties. This card shows some possible advertising slogans. Which of these, if any, do you think would be the best one to use? SINGLE CODE BELOW  
Base: All

Q86b SHOWCARD HH AGAIN And which of these, of any, do you think would be the worst one to use? SINGLE CODE BELOW  
Base: All

		Best 1995 (1,229) %	Worst 1995 (1,229) %
A)	Lex - "The used car superstore"	11	71
B)	Lex - "Used cars you can trust"	33	10
C)	Lex - "Choice, trust and value in used cars"	48	10
	None of these	3	2
	Don't know	6	6



# \* OTHER MEMBERS OF HOUSEHOLD

- ASK ALL**  
**Q87 To analyse this survey, could you please tell me how many people there are in total, including yourself, any other adults or children, living in this household? SINGLE CODE**  
 Base: All

	1995 (1,229) %	1994 (1,519) %
One .....	9	8
Two .....	30	31
Three .....	23	20
Four .....	25	27
Five .....	9	9
Six .....	2	2
Seven .....	*	1
Eight .....	*	*
Nine .....	0	*
Ten or more .....	*	*
Don't know .....	*	0
Refused .....	1	0

- ASK ALL**  
**Q88 And could you please give me the details of each person's age and sex? WRITE IN AGE AND CODE SEX FOR EACH PERSON IN HOUSEHOLD NB CODE RESPONDENT AS PERSON 1. THEN RECORD EACH PERSON FROM YOUNGEST TO OLDEST.**

PERSON	AGE	SEX
Person 1 (RESPONDENT)	<input type="text"/>	Male... Female...
Person 2	<input type="text"/>	Male... Female...
Person 3	<input type="text"/>	Male... Female...
Person 4	<input type="text"/>	Male... Female...
Person 5	<input type="text"/>	Male... Female...
Person 6	<input type="text"/>	Male... Female...
Person 7	<input type="text"/>	Male... Female...
Person 8	<input type="text"/>	Male... Female...
Person 9	<input type="text"/>	Male... Female...
Person 10	<input type="text"/>	Male... Female...

- ASK ALL**  
**Q89 We may wish to call back to ask you a few more short questions sometime in the future. Would you be happy for us to do this, or not?**

Yes .....

No .....

THANK RESPONDENT AND GO TO DEMOGRAPHICS

**LEX NON-DRIVERS**

ASK ALL AGED 17+

**Q1 How often do you drive a car nowadays? SINGLE CODE ONLY**

	(10)	
Every day/most days .....	1	GO TO
1-3 times a week .....	2	NEXT
Less than once a week to once a month .....	3	SECTION
Less than once a month .....	4	ASK
Never/don't have a driving licence .....	5	Q2
No opinion .....	6	10

ASK ALL WHO DRIVE LESS THAN ONCE A MONTH (Q1, CODES 4-6). OTHERS TO NEXT SECTION

**Q2 And how often are you a passenger in a car these days? SINGLE CODE ONLY**

	(11)	
Every day/most days .....	1	
1-3 times a week .....	2	
Less than once a week to once a month .....	3	
Less than once a month .....	4	
Never .....	5	
No opinion .....	6	11

**Q3a** ASK THOSE WHO DO NOT DRIVE AT ALL (Q1 CODE 5). OTHERS TO FILTER AT Q3b  
**SHOWCARD V Which of these explain why you do not drive a car these days? Please read out all the numbers that apply to you. CODE BELOW. MULTICODE OK**

**Q3b** ASK THOSE WHO DRIVE, BUT LESS THAN ONCE A MONTH (Q1 CODE 4). OTHERS TO FILTER AT Q4  
**SHOWCARD V Which of these explain why you do not drive a car more often these days? Please read out all the numbers that apply to you. CODE BELOW. MULTICODE OK**

		<b>Q3a/b</b>
		<b>(12)</b>
01	Driven around by another member of household . . . . .	1
02	Driven around by another relative, not in household . . . . .	2
03	Driven around by friends/colleagues . . . . .	3
04	Used to drive, now too old . . . . .	4
05	Illness/disability, prevents me driving . . . . .	5
06	Banned from driving . . . . .	6
07	Cost/cannot afford to run a car . . . . .	7
08	Never learnt how to drive . . . . .	8
09	Learnt how to drive, but never taken/failed test . . . . .	9
10	Do not see need to drive . . . . .	0
11	Do not enjoy driving . . . . .	X
12	By not driving you help to protect the environment . . . . .	Y
		<b>(13)</b>
13	By not driving you help to reduce congestion . . . . .	1
14	Drive a van rather than a car . . . . .	2
15	Prefer other means of road transport eg motorbike/bicycle . . . . .	3
16	Prefer to use public transport . . . . .	4
17	Used to have a car but not got round to replacing it yet . . . . .	5
18	Some other reason (WRITE IN AND CODE '6')	
	. . . . .	6
	None of these . . . . .	7
	Don't know/no opinion . . . . .	8

ASK Q4a-Q6b TO ALL WHO DRIVE LESS THAN ONCE A MONTH OR NOT AT ALL (Q1, CODES 4-6). OTHERS TO NEXT SECTION

**Q4a** You may have seen or read in the news about people who have been protesting against certain new roads being built through the countryside. Regardless of how they were protesting, do you agree or disagree with their cause? SINGLE CODE BELOW

**Q4b** To gain news coverage, some of these demonstrators were protesting by physically blocking the way of the construction vehicles or by climbing trees. Regardless of whether you agree with their cause or not, do you agree or disagree with their method of protesting? SINGLE CODE BELOW

	<b>Q4a Cause</b>	<b>Q4b Method of Protest</b>	
	(14)	(15)	
Agree .....	1	1	
Disagree .....	2	2	
Don't know .....	3	3	14/15

**Q5a** You may also have seen or read in the news about people who have been protesting about the amount of traffic congestion and pollution in cities. Again, regardless of how they were protesting, do you agree or disagree with their cause? SINGLE CODE BELOW

**Q5b** To gain news coverage, some of these demonstrators were protesting by physically blocking busy roads during the rush hour. Again, regardless of whether you agree with their cause or not, do you agree or disagree with their method of protesting? SINGLE CODE BELOW

	<b>Q5a Cause</b>	<b>Q5b Method of Protest</b>	
	(16)	(17)	
Agree .....	1	1	
Disagree .....	2	2	
Don't know .....	3	3	16/17

**Q6 SHOWCARD W Here is a list of several different problems linked with the development of the transport system in Britain today. LET RESPONDENT READ LIST**

**Firstly, please tell me. . . .**

- a) **Which of these, if any, do you think are major problems in Britain today? MULTICODE OK Just read out the letter or letters.**
- b) **And which one of these, if any, are you personally most concerned about? SINGLE CODE ONLY Again, just read out the letter.**

		<b>Q6a Major problems (18)</b>	<b>Q6b Most concerned (19)</b>	
A	Traffic congestion in towns and cities . . . . .	1	1	
B	Traffic congestion on main roads and motorways . . . . .	2	2	
C	The destruction of the countryside . . . . .	3	3	
D	Air pollution . . . . .	4	4	
E	Global warming from car fumes and car production . .	5	5	
F	The safety of car users on the roads . . . . .	6	6	
G	The safety of pedestrians and cyclists on the roads . . . . .	7	7	
	None of these . . . . .	8	8	
	Don't know/No answer . . . . .	9	9	<b>18/19</b>

**Q7** SHOWCARD X Now here is a list of several possible solutions to these and other problems. I would like you to think about what might happen if each of these were implemented. LET RESPONDENT READ LIST

Now please tell me which, if any, of these you think would benefit. . . . READ OUT A-C.  
Just read out all of the letters that you think apply. MULTICODE BELOW

- A) You personally
- B) The environment
- C) The British economy as a whole

**Q8a** Which of these ideas, if any, would you support? CODE BELOW. MULTICODE OK  
**Q8b** And which, if any, would you oppose? CODE BELOW. MULTICODE OK

		(Q7) Would benefit			(Q8a) Would Support	(Q8b) Would Oppose
		(A) You personally (20)	(B) Environ- ment (22)	(C) British Economy (24)	(26)	(28)
A)	Build more main roads and motorways . . . . .	1	1	1	1	1
B)	Build more town and city bypasses, but no more motorways . . . . .	2	2	2	2	2
C)	Build more lanes onto existing main roads and motorways . . . . .	3	3	3	3	3
D)	Reduce speed limits in residential areas . . . . .	4	4	4	4	4
E)	60 mph motorway speed limit strictly enforced . . . . .	5	5	5	5	5
F)	Motorway tolls . . . . .	6	6	6	6	6
G)	Charge people who want to drive into town centres . . . . .	7	7	7	7	7
H)	Pedestrianise all town centres . . . . .	8	8	8	8	8
I)	Introduce more 'Park and Ride' schemes in major towns and cities . . . . .	9	9	9	9	9
J)	Improve the bus, rail and tram networks . . . . .	0	0	0	0	0
K)	Reduce the prices on buses and trains . . . . .	X	X	X	X	X
L)	Provide more cycle lanes and cycle parking facilities . . . . .	Y	Y	Y	Y	Y
		(21)	(23)	(25)	(27)	(29)
	None of these . . . . .	1	1	1	1	1
	Don't know . . . . .	2	2	2	2	2

20/29

SKIP TO END OF CARD