

## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 1

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Summary Table****Base: All respondents**

	Penalty		
	Parking ticket	Bus lane penalty	Box junction penalty
Base	16772	16772	16772
I've never had a ticket for this offence	10703 64%	14646 87%	15882 95%
I was unaware I'd done anything wrong until the penalty arrived	3559 21%	1541 9%	434 3%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 4%	104 1%	46 *
I saw the signs and knew I was in the wrong at the time but did it regardless	291 2%	64 *	25 *
Other	1686 10%	359 2%	264 2%
Not applicable I do not drive	93 1%	126 1%	146 1%



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Absolutes/col percents

Table 2

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Parking ticket**

**Base: All respondents**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
I've never had a ticket for this offence	10703 64%	7195 63%	3457 65%	156 69%	537 58%	1026 61%	2176 62%	2904 63%	3904 67%	945 69%	391 65%	1002 63%	844 69%	941 68%	896 69%	490 69%	961 66%	567 47%	2088 60%	1389 65%	189 74%	4608 63%	3516 64%	1620 64%	959 65%
I was unaware I'd done anything wrong until the penalty arrived	3559 21%	2431 21%	1105 21%	46 20%	229 25%	407 24%	781 22%	984 22%	1112 19%	250 18%	144 24%	338 21%	233 19%	268 19%	245 19%	141 20%	293 20%	391 32%	806 23%	412 19%	38 15%	1587 22%	1149 21%	531 21%	292 20%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 4%	469 4%	159 3%	9 4%	68 7%	81 5%	137 4%	156 3%	181 3%	62 4%	15 2%	56 4%	27 2%	47 3%	30 2%	30 4%	41 3%	81 7%	153 4%	85 4%	5 2%	291 4%	190 3%	100 4%	51 3%
I saw the signs and knew I was in the wrong at the time but did it regardless	291 2%	223 2%	66 1%	5 2%	26 3%	35 2%	53 2%	79 2%	93 2%	29 2%	7 1%	25 2%	15 1%	19 1%	11 1%	8 1%	15 1%	43 4%	80 2%	36 2%	3 1%	111 2%	108 2%	43 2%	29 2%
Other	1686 10%	1133 10%	537 10%	11 5%	85 9%	161 10%	360 10%	475 10%	594 10%	100 7%	52 9%	167 11%	102 8%	124 9%	124 10%	50 7%	152 10%	154 13%	409 12%	232 11%	20 8%	748 10%	555 10%	242 10%	141 10%
Not applicable I do not drive	93 1%	75 1%	18 *	1 *	3 *	8 *	12 *	23 1%	46 1%	4 *	4 1%	7 *	5 *	8 1%	5 *	2 *	11 1%	10 1%	21 1%	15 1%	1 *	30 *	32 1%	21 1%	10 1%



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## AA Survey - July 2017 - Penalties and Paying for Parking

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Absolutes/col percents

Table 3

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Bus lane penalty**

**Base: All respondents**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
I've never had a ticket for this offence	14646 87%	9856 87%	4711 89%	205 90%	817 88%	1484 88%	3011 86%	3947 86%	5182 89%	1194 87%	549 91%	1385 87%	1072 88%	1237 89%	1160 89%	661 93%	1326 91%	851 70%	3061 87%	1913 89%	237 93%	6304 86%	4857 89%	2194 87%	1291 88%
I was unaware I'd done anything wrong until the penalty arrived	1541 9%	1101 10%	430 8%	20 9%	75 8%	164 10%	357 10%	465 10%	460 8%	141 10%	37 6%	145 9%	107 9%	112 8%	110 8%	34 5%	81 6%	275 23%	318 9%	166 8%	15 6%	759 10%	437 8%	232 9%	113 8%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	104 1%	87 1%	17 *	- -	8 1%	11 1%	23 1%	27 1%	35 1%	16 1%	3 *	13 1%	7 1%	5 *	5 *	4 1%	6 *	18 1%	16 *	11 1%	- -	43 1%	28 1%	20 1%	13 1%
I saw the signs and knew I was in the wrong at the time but did it regardless	64 *	52 *	12 *	- -	6 1%	2 *	11 *	16 *	29 *	5 *	2 *	9 1%	5 *	1 *	5 *	2 *	2 *	10 1%	15 *	8 *	- -	28 *	21 *	12 *	3 *
Other	359 2%	253 2%	103 2%	1 *	23 2%	24 1%	76 2%	101 2%	134 2%	23 2%	10 2%	36 2%	27 2%	26 2%	17 1%	8 1%	25 2%	68 6%	79 2%	40 2%	- -	164 2%	103 2%	55 2%	37 3%
Not applicable I do not drive	126 1%	94 1%	30 1%	1 *	2 *	11 1%	24 1%	35 1%	53 1%	4 *	5 1%	10 1%	6 *	11 1%	10 1%	5 1%	17 1%	6 *	26 1%	22 1%	4 2%	37 1%	50 1%	23 1%	16 1%



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 4

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Box junction penalty**

**Base: All respondents**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
I've never had a ticket for this offence	15882 95%	10728 94%	5066 96%	222 98%	882 95%	1620 96%	3301 95%	4307 94%	5550 95%	1350 98%	592 98%	1534 97%	1189 98%	1348 97%	1261 97%	694 97%	1389 95%	919 76%	3285 94%	2071 96%	250 98%	6924 95%	5209 95%	2379 94%	1370 93%
I was unaware I'd done anything wrong until the penalty arrived	434 3%	325 3%	107 2%	3 1%	25 3%	39 2%	100 3%	131 3%	136 2%	15 1%	3 *	15 1%	9 1%	14 1%	16 1%	10 1%	29 2%	187 15%	106 3%	28 1%	2 1%	212 3%	123 2%	61 2%	38 3%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	46 *	31 *	15 *	- -	6 1%	8 *	5 *	13 *	14 *	3 *	2 *	2 *	- -	3 *	2 *	- -	5 *	17 1%	11 *	1 *	- -	22 *	15 *	5 *	4 *
I saw the signs and knew I was in the wrong at the time but did it regardless	25 *	17 *	8 *	- -	1 *	2 *	6 *	4 *	12 *	1 *	- -	5 *	1 *	1 *	- -	- -	1 *	5 *	6 *	5 *	- -	13 *	6 *	4 *	2 *
Other	264 2%	188 2%	73 1%	1 *	14 2%	14 1%	65 2%	77 2%	93 2%	6 *	4 1%	20 1%	10 1%	12 1%	14 1%	4 1%	16 1%	80 7%	72 2%	26 1%	- -	98 1%	75 1%	55 2%	36 2%
Not applicable I do not drive	146 1%	113 1%	32 1%	1 *	3 *	11 1%	22 1%	45 1%	64 1%	5 *	4 1%	14 1%	9 1%	14 1%	9 1%	5 1%	17 1%	12 1%	30 1%	23 1%	4 2%	47 1%	54 1%	27 1%	18 1%



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 5

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

#### Summary Table

**Base: All respondents excl. those who do not drive**

	Penalty		
	Parking ticket	Bus lane penalty	Box junction penalty
Base	16679	16646	16626
I've never had a ticket for this offence	10703 64%	14646 88%	15882 96%
I was unaware I'd done anything wrong until the penalty arrived	3559 21%	1541 9%	434 3%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 4%	104 1%	46 *
I saw the signs and knew I was in the wrong at the time but did it regardless	291 2%	64 *	25 *
Other	1686 10%	359 2%	264 2%



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 6

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Parking ticket**

**Base: All respondents excl. those who do not drive**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16679	11312	5273	226	926	1686	3481	4551	5809	1375	601	1578	1213	1383	1297	711	1444	1205	3481	2136	255	7272	5444	2507	1456
I've never had a ticket for this offence	10703 64%	7195 64%	3457 66%	156 69%	537 58%	1026 61%	2176 63%	2904 64%	3904 67%	945 69%	391 65%	1002 63%	844 70%	941 68%	896 69%	490 69%	961 67%	567 47%	2088 60%	1389 65%	189 74%	4608 63%	3516 65%	1620 65%	959 66%
I was unaware I'd done anything wrong until the penalty arrived	3559 21%	2431 21%	1105 21%	46 20%	229 25%	407 24%	781 22%	984 22%	1112 19%	250 18%	144 24%	338 21%	233 19%	268 19%	245 19%	141 20%	293 20%	391 32%	806 23%	412 19%	38 15%	1587 22%	1149 21%	531 21%	292 20%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 4%	469 4%	159 3%	9 4%	68 7%	81 5%	137 4%	156 3%	181 3%	62 5%	15 2%	56 4%	27 2%	47 3%	30 2%	30 4%	41 3%	81 7%	153 4%	85 4%	5 2%	291 4%	190 3%	100 4%	51 4%
I saw the signs and knew I was in the wrong at the time but did it regardless	291 2%	223 2%	66 1%	5 2%	26 3%	35 2%	53 2%	79 2%	93 2%	29 2%	7 1%	25 2%	15 1%	19 1%	11 1%	8 1%	15 1%	43 4%	80 2%	36 2%	3 1%	111 2%	108 2%	43 2%	29 2%
Other	1686 10%	1133 10%	537 10%	11 5%	85 9%	161 10%	360 10%	475 10%	594 10%	100 7%	52 9%	167 11%	102 8%	124 9%	124 10%	50 7%	152 11%	154 13%	409 12%	232 11%	20 8%	748 10%	555 10%	242 10%	141 10%



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Absolutes/col percents

Table 7

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Bus lane penalty**

**Base: All respondents excl. those who do not drive**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16646	11293	5261	226	927	1683	3469	4539	5802	1375	600	1575	1212	1380	1292	708	1438	1209	3476	2129	252	7265	5426	2505	1450
I've never had a ticket for this offence	14646 88%	9856 87%	4711 90%	205 91%	817 88%	1484 88%	3011 87%	3947 87%	5182 89%	1194 87%	549 92%	1385 88%	1072 88%	1237 90%	1160 90%	661 93%	1326 92%	851 70%	3061 88%	1913 90%	237 94%	6304 87%	4857 90%	2194 88%	1291 89%
I was unaware I'd done anything wrong until the penalty arrived	1541 9%	1101 10%	430 8%	20 9%	75 8%	164 10%	357 10%	465 10%	460 8%	141 10%	37 6%	145 9%	107 9%	112 8%	110 9%	34 5%	81 6%	275 23%	318 9%	166 8%	15 6%	759 10%	437 8%	232 9%	113 8%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	104 1%	87 1%	17 *	- -	8 1%	11 1%	23 1%	27 1%	35 1%	16 1%	3 1%	13 1%	7 1%	5 *	5 *	4 1%	6 *	18 1%	16 *	11 1%	- -	43 1%	28 1%	20 1%	13 1%
I saw the signs and knew I was in the wrong at the time but did it regardless	64 *	52 *	12 *	- -	6 1%	2 *	11 *	16 *	29 *	5 *	2 *	9 1%	5 *	1 *	5 *	2 *	2 *	10 1%	15 *	8 *	- -	28 *	21 *	12 *	3 *
Other	359 2%	253 2%	103 2%	1 *	23 2%	24 1%	76 2%	101 2%	134 2%	23 2%	10 2%	36 2%	27 2%	26 2%	17 1%	8 1%	25 2%	68 6%	79 2%	40 2%	- -	164 2%	103 2%	55 2%	37 3%



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### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 8

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Box junction penalty**

**Base: All respondents excl. those who do not drive**

	Gender		Age							Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16626	11274	5259	226	926	1683	3471	4529	5791	1374	601	1571	1209	1377	1293	708	1438	1203	3472	2128	252	7255	5422	2501	1448
I've never had a ticket for this offence	15882 96%	10728 95%	5066 96%	222 98%	882 95%	1620 96%	3301 95%	4307 95%	5550 96%	1350 98%	592 99%	1534 98%	1189 98%	1348 98%	1261 98%	694 98%	1389 97%	919 76%	3285 95%	2071 97%	250 99%	6924 95%	5209 96%	2379 95%	1370 95%
I was unaware I'd done anything wrong until the penalty arrived	434 3%	325 3%	107 2%	3 1%	25 3%	39 2%	100 3%	131 3%	136 2%	15 1%	3 *	15 1%	9 1%	14 1%	16 1%	10 1%	29 2%	187 16%	106 3%	28 1%	2 1%	212 3%	123 2%	61 2%	38 3%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	46 *	31 *	15 *	- -	6 1%	8 *	5 *	13 *	14 *	3 *	2 *	2 *	- -	3 *	2 *	- -	5 *	17 1%	11 *	1 *	- -	22 *	15 *	5 *	4 *
I saw the signs and knew I was in the wrong at the time but did it regardless	25 *	17 *	8 *	- -	1 *	2 *	6 *	4 *	12 *	1 *	- -	5 *	1 *	1 *	- -	- -	1 *	5 *	6 *	5 *	- -	13 *	6 *	4 *	2 *
Other	264 2%	188 2%	73 1%	1 *	14 2%	14 1%	65 2%	77 2%	93 2%	6 *	4 1%	20 1%	10 1%	12 1%	14 1%	4 1%	16 1%	80 7%	72 2%	26 1%	- -	98 1%	75 1%	55 2%	36 2%



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### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 9

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

#### Summary Table

**Base: All respondents who have ever had a ticket**

	Penalty		
	Parking ticket	Bus lane penalty	Box junction penalty
Base	5976	2000	744
I was unaware I'd done anything wrong until the penalty arrived	3559 60%	1541 77%	434 58%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 11%	104 5%	46 6%
I saw the signs and knew I was in the wrong at the time but did it regardless	291 5%	64 3%	25 3%
Other	1686 28%	359 18%	264 35%



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### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 10

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Parking ticket**

**Base: All respondents who have ever had a ticket**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	5976	4117	1816	70	389	660	1305	1647	1905	430	210	576	369	442	401	221	483	638	1393	747	66	2664	1928	887	497
I was unaware I'd done anything wrong until the penalty arrived	3559 60%	2431 59%	1105 61%	46 66%	229 59%	407 62%	781 60%	984 60%	1112 58%	250 58%	144 69%	338 59%	233 63%	268 61%	245 61%	141 64%	293 61%	391 61%	806 58%	412 55%	38 58%	1587 60%	1149 60%	531 60%	292 59%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	632 11%	469 11%	159 9%	9 13%	68 17%	81 12%	137 10%	156 9%	181 10%	62 14%	15 7%	56 10%	27 7%	47 11%	30 7%	30 14%	41 8%	81 13%	153 11%	85 11%	5 8%	291 11%	190 10%	100 11%	51 10%
I saw the signs and knew I was in the wrong at the time but did it regardless	291 5%	223 5%	66 4%	5 7%	26 7%	35 5%	53 4%	79 5%	93 5%	29 7%	7 3%	25 4%	15 4%	19 4%	11 3%	8 4%	15 3%	43 7%	80 6%	36 5%	3 5%	111 4%	108 6%	43 5%	29 6%
Other	1686 28%	1133 28%	537 30%	11 16%	85 22%	161 24%	360 28%	475 29%	594 31%	100 23%	52 25%	167 29%	102 28%	124 28%	124 31%	50 23%	152 31%	154 24%	409 29%	232 31%	20 30%	748 28%	555 29%	242 27%	141 28%



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Absolutes/col percents

Table 11

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Bus lane penalty**

**Base: All respondents who have ever had a ticket**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	2000	1437	550	21	110	199	458	592	620	181	51	190	140	143	132	47	112	358	415	216	15	961	569	311	159
I was unaware I'd done anything wrong until the penalty arrived	1541 77%	1101 77%	430 78%	20 95%	75 68%	164 82%	357 78%	465 79%	460 74%	141 78%	37 73%	145 76%	107 76%	112 78%	110 83%	34 72%	81 72%	275 77%	318 77%	166 77%	15 100%	759 79%	437 77%	232 75%	113 71%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	104 5%	87 6%	17 3%	- -	8 7%	11 6%	23 5%	27 5%	35 6%	16 9%	3 6%	13 7%	7 5%	5 3%	5 4%	4 9%	6 5%	18 5%	16 4%	11 5%	- -	43 4%	28 5%	20 6%	13 8%
I saw the signs and knew I was in the wrong at the time but did it regardless	64 3%	52 4%	12 2%	- -	6 5%	2 1%	11 2%	16 3%	29 5%	5 3%	2 4%	9 5%	5 4%	1 1%	5 4%	2 4%	2 2%	10 3%	15 4%	8 4%	- -	28 3%	21 4%	12 4%	3 2%
Other	359 18%	253 18%	103 19%	1 5%	23 21%	24 12%	76 17%	101 17%	134 22%	23 13%	10 20%	36 19%	27 19%	26 18%	17 13%	8 17%	25 22%	68 19%	79 19%	40 19%	- -	164 17%	103 18%	55 18%	37 23%



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Absolutes/col percents

Table 12

**Q.1 If you've ever had a fixed penalty or penalty charge for parking in a council car park, driving in a bus lane or stopping in a yellow box junction, which of the following best describes the circumstances?**

**Box junction penalty**

**Base: All respondents who have ever had a ticket**

	Gender		Age						Region										SEG						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	744	546	193	4	44	63	170	222	241	24	9	37	20	29	32	14	49	284	187	57	2	331	213	122	78
I was unaware I'd done anything wrong until the penalty arrived	434 58%	325 60%	107 55%	3 75%	25 57%	39 62%	100 59%	131 59%	136 56%	15 63%	3 33%	15 41%	9 45%	14 48%	16 50%	10 71%	29 59%	187 66%	106 57%	28 49%	2 100%	212 64%	123 58%	61 50%	38 49%
I saw the signs but thought I would get away with it given the time of day and/or the traffic conditions	46 6%	31 6%	15 8%	- -	6 14%	8 13%	5 3%	13 6%	14 6%	3 13%	2 22%	2 5%	- -	3 10%	2 6%	- -	5 10%	17 6%	11 6%	1 2%	- -	22 7%	15 7%	5 4%	4 5%
I saw the signs and knew I was in the wrong at the time but did it regardless	25 3%	17 3%	8 4%	- -	1 2%	2 3%	6 4%	4 2%	12 5%	1 4%	- -	5 14%	1 5%	1 3%	- -	- -	1 2%	5 2%	6 3%	5 9%	- -	13 4%	6 3%	4 3%	2 3%
Other	264 35%	188 34%	73 38%	1 25%	14 32%	14 22%	65 38%	77 35%	93 39%	6 25%	4 44%	20 54%	10 50%	12 41%	14 44%	4 29%	16 33%	80 28%	72 39%	26 46%	- -	98 30%	75 35%	55 45%	36 46%



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 13

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**Summary Table****Base: All respondents**

	Statements						
	I pay for most things with cash so I would find this change a problem	I pay for most things by card so would be happy paying for parking this way	It's often a challenge to find the right change for parking	I am sceptical about paying for parking by phone as most services seem to carry an additional administration fee	I don't care how I pay, as long as it is simple and easy to do	I'm less likely to use a car park that only has 'pay by phone' machines	I already use pay-by-phone wherever I can
Base	16772	16772	16772	16772	16772	16772	16772
NET: Agree	7435 44%	6574 39%	10693 64%	11820 70%	8774 52%	11822 70%	1856 11%
Agree strongly (+2)	4353 26%	3036 18%	4388 26%	6968 42%	4672 28%	7915 47%	908 5%
Agree slightly (+1)	3082 18%	3538 21%	6305 38%	4852 29%	4102 24%	3907 23%	948 6%
Neither agree nor disagree (0)	4124 25%	3681 22%	2967 18%	2444 15%	3423 20%	2054 12%	2667 16%
Disagree slightly (-1)	2215 13%	2136 13%	1603 10%	720 4%	1915 11%	1149 7%	1582 9%
Disagree strongly (-2)	2830 17%	4148 25%	1389 8%	765 5%	2479 15%	1590 9%	9896 59%
NET: Disagree	5045 30%	6284 37%	2992 18%	1485 9%	4394 26%	2739 16%	11478 68%
Don't know	168 1%	233 1%	120 1%	1023 6%	181 1%	157 1%	771 5%
Mean	0.24	-0.05	0.64	1.05	0.40	0.93	-1.16
Standard deviation	1.41	1.44	1.20	1.10	1.39	1.32	1.23

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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 14

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**Summary: NET Agree**

**Base: All respondents**

	Gender		Age						Region										SEG						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
I pay for most things with cash so I would find this change a problem	7435 44%	5214 46%	2168 41%	54 24%	207 22%	544 32%	1340 38%	2213 48%	3077 53%	609 44%	312 52%	703 44%	549 45%	649 47%	552 42%	310 43%	664 46%	463 38%	1521 43%	992 46%	111 43%	2896 40%	2424 44%	1264 50%	851 58%
I pay for most things by card so would be happy paying for parking this way	6574 39%	4374 38%	2174 41%	159 70%	595 64%	890 53%	1455 42%	1580 35%	1895 32%	538 39%	189 31%	642 41%	463 38%	534 38%	527 40%	292 41%	573 39%	517 43%	1391 40%	804 37%	104 41%	3220 44%	2161 39%	831 33%	362 25%
It's often a challenge to find the right change for parking	10693 64%	7047 62%	3594 68%	192 85%	740 80%	1232 73%	2322 66%	2766 60%	3441 59%	893 65%	379 63%	1068 67%	777 64%	897 64%	825 63%	479 67%	900 62%	768 63%	2246 64%	1306 61%	155 61%	4889 67%	3445 63%	1514 60%	845 58%
I am sceptical about paying for parking by phone as most services seem to carry an additional administration fee	11820 70%	8091 71%	3657 69%	152 67%	563 61%	1121 66%	2367 68%	3285 72%	4332 74%	952 69%	437 72%	1128 71%	858 70%	974 70%	931 72%	524 73%	1063 73%	776 64%	2478 71%	1521 71%	178 70%	5009 69%	3866 71%	1826 72%	1119 76%
I don't care how I pay, as long as it is simple and easy to do	8774 52%	5927 52%	2810 53%	150 66%	605 65%	1024 60%	1868 53%	2275 50%	2852 49%	722 52%	273 45%	832 52%	614 50%	707 51%	676 52%	371 52%	747 51%	708 58%	1865 53%	1120 52%	139 54%	4101 56%	2845 52%	1190 47%	638 44%
I'm less likely to use a car park that only has 'pay by phone' machines	11822 70%	8082 71%	3669 69%	131 58%	473 51%	979 58%	2284 65%	3328 73%	4627 79%	980 71%	446 74%	1129 71%	867 71%	992 71%	943 72%	525 74%	1070 74%	739 61%	2431 69%	1524 71%	176 69%	4970 68%	3892 71%	1809 72%	1151 79%
I already use pay-by-phone wherever I can	1856 11%	1227 11%	623 12%	52 23%	222 24%	345 20%	481 14%	440 10%	316 5%	110 8%	40 7%	124 8%	120 10%	131 9%	106 8%	43 6%	120 8%	281 23%	501 14%	252 12%	28 11%	966 13%	560 10%	247 10%	83 6%



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 15

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I pay for most things with cash so I would find this change a problem**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	7435 44%	5214 46%	2168 41%	54 24%	207 22%	544 32%	1340 38%	2213 48%	3077 53%	609 44%	312 52%	703 44%	549 45%	649 47%	552 42%	310 43%	664 46%	463 38%	1521 43%	992 46%	111 43%	2896 40%	2424 44%	1264 50%	851 58%
Agree strongly (+2)	4353 26%	3102 27%	1216 23%	19 8%	92 10%	266 16%	704 20%	1319 29%	1953 33%	340 25%	197 33%	405 26%	337 28%	385 28%	330 25%	190 27%	391 27%	260 21%	876 25%	578 27%	64 25%	1612 22%	1379 25%	781 31%	581 40%
Agree slightly (+1)	3082 18%	2112 19%	952 18%	35 15%	115 12%	278 16%	636 18%	894 20%	1124 19%	269 20%	115 19%	298 19%	212 17%	264 19%	222 17%	120 17%	273 19%	203 17%	645 18%	414 19%	47 18%	1284 18%	1045 19%	483 19%	270 18%
Neither agree nor disagree (0)	4124 25%	2815 25%	1285 24%	62 27%	229 25%	424 25%	966 28%	1088 24%	1355 23%	309 22%	147 24%	400 25%	295 24%	325 23%	349 27%	197 28%	368 25%	274 23%	879 25%	513 24%	68 27%	1799 25%	1344 25%	665 26%	316 22%
Disagree slightly (-1)	2215 13%	1373 12%	838 16%	37 16%	189 20%	274 16%	526 15%	561 12%	628 11%	214 16%	55 9%	204 13%	162 13%	157 11%	181 14%	91 13%	200 14%	207 17%	438 13%	279 13%	27 11%	1095 15%	767 14%	233 9%	120 8%
Disagree strongly (-2)	2830 17%	1863 16%	955 18%	69 30%	292 31%	436 26%	624 18%	678 15%	731 12%	231 17%	85 14%	265 17%	202 17%	243 17%	206 16%	106 15%	211 15%	251 21%	635 18%	348 16%	47 18%	1452 20%	902 16%	321 13%	155 11%
NET: Disagree	5045 30%	3236 28%	1793 34%	106 47%	481 52%	710 42%	1150 33%	1239 27%	1359 23%	445 32%	140 23%	469 30%	364 30%	400 29%	387 30%	197 28%	411 28%	458 38%	1073 31%	627 29%	74 29%	2547 35%	1669 30%	554 22%	275 19%
Don't know	168 1%	122 1%	45 1%	5 2%	12 1%	16 1%	37 1%	34 1%	64 1%	16 1%	6 1%	13 1%	10 1%	17 1%	14 1%	9 1%	12 1%	20 2%	29 1%	19 1%	3 1%	60 1%	39 1%	45 2%	24 2%
Mean	0.24	0.29	0.12	-0.46	-0.52	-0.20	0.08	0.36	0.51	0.20	0.47	0.24	0.26	0.28	0.22	0.28	0.30	0.01	0.20	0.28	0.21	0.07	0.23	0.47	0.69
Standard deviation	1.41	1.41	1.41	1.31	1.32	1.40	1.37	1.40	1.38	1.41	1.39	1.40	1.42	1.43	1.39	1.38	1.38	1.43	1.42	1.41	1.42	1.42	1.40	1.36	1.35



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 16

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I pay for most things by card so would be happy paying for parking this way**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	6574 39%	4374 38%	2174 41%	159 70%	595 64%	890 53%	1455 42%	1580 35%	1895 32%	538 39%	189 31%	642 41%	463 38%	534 38%	527 40%	292 41%	573 39%	517 43%	1391 40%	804 37%	104 41%	3220 44%	2161 39%	831 33%	362 25%
Agree strongly (+2)	3036 18%	1986 17%	1036 20%	85 37%	325 35%	477 28%	656 19%	673 15%	820 14%	232 17%	80 13%	300 19%	205 17%	265 19%	234 18%	126 18%	262 18%	264 22%	635 18%	386 18%	47 18%	1592 22%	955 17%	338 13%	151 10%
Agree slightly (+1)	3538 21%	2388 21%	1138 22%	74 33%	270 29%	413 24%	799 23%	907 20%	1075 18%	306 22%	109 18%	342 22%	258 21%	269 19%	293 23%	166 23%	311 21%	253 21%	756 22%	418 19%	57 22%	1628 22%	1206 22%	493 20%	211 14%
Neither agree nor disagree (0)	3681 22%	2591 23%	1070 20%	35 15%	169 18%	338 20%	832 24%	1022 22%	1285 22%	299 22%	140 23%	340 21%	257 21%	296 21%	272 21%	156 22%	337 23%	282 23%	769 22%	477 22%	56 22%	1582 22%	1174 21%	580 23%	345 24%
Disagree slightly (-1)	2136 13%	1392 12%	728 14%	20 9%	68 7%	193 11%	445 13%	638 14%	772 13%	189 14%	88 15%	184 12%	155 13%	176 13%	162 12%	75 11%	175 12%	147 12%	457 13%	297 14%	31 12%	892 12%	728 13%	323 13%	193 13%
Disagree strongly (-2)	4148 25%	2865 25%	1254 24%	11 5%	88 9%	250 15%	720 21%	1280 28%	1799 31%	332 24%	176 29%	397 25%	323 27%	359 26%	323 25%	182 26%	348 24%	245 20%	859 25%	541 25%	63 25%	1540 21%	1354 25%	733 29%	521 36%
NET: Disagree	6284 37%	4257 37%	1982 37%	31 14%	156 17%	443 26%	1165 33%	1918 42%	2571 44%	521 38%	264 44%	581 37%	478 39%	535 38%	485 37%	257 36%	523 36%	392 32%	1316 38%	838 39%	94 37%	2432 33%	2082 38%	1056 42%	714 49%
Don't know	233 1%	165 1%	65 1%	2 1%	9 1%	23 1%	41 1%	54 1%	104 2%	21 2%	12 2%	22 1%	20 2%	26 2%	18 1%	8 1%	22 2%	24 2%	26 1%	32 1%	2 1%	68 1%	59 1%	61 2%	45 3%
Mean	-0.05	-0.07	*	0.90	0.73	0.40	0.07	-0.21	-0.29	-0.06	-0.29	-0.02	-0.11	-0.07	-0.04	-0.03	-0.03	0.12	-0.04	-0.09	-0.02	0.12	-0.06	-0.25	-0.51
Standard deviation	1.44	1.44	1.45	1.15	1.27	1.39	1.40	1.42	1.44	1.42	1.41	1.46	1.45	1.47	1.45	1.45	1.43	1.43	1.44	1.44	1.44	1.44	1.43	1.42	1.39



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 17

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**It's often a challenge to find the right change for parking**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	10693 64%	7047 62%	3594 68%	192 85%	740 80%	1232 73%	2322 66%	2766 60%	3441 59%	893 65%	379 63%	1068 67%	777 64%	897 64%	825 63%	479 67%	900 62%	768 63%	2246 64%	1306 61%	155 61%	4889 67%	3445 63%	1514 60%	845 58%
Agree strongly (+2)	4388 26%	2789 24%	1578 30%	98 43%	397 43%	583 34%	908 26%	1082 24%	1320 23%	359 26%	147 24%	433 27%	308 25%	389 28%	337 26%	206 29%	369 25%	339 28%	902 26%	532 25%	67 26%	2067 28%	1377 25%	606 24%	338 23%
Agree slightly (+1)	6305 38%	4258 37%	2016 38%	94 41%	343 37%	649 38%	1414 40%	1684 37%	2121 36%	534 39%	232 38%	635 40%	469 39%	508 37%	488 37%	273 38%	531 36%	429 35%	1344 38%	774 36%	88 34%	2822 39%	2068 38%	908 36%	507 35%
Neither agree nor disagree (0)	2967 18%	2161 19%	786 15%	20 9%	109 12%	226 13%	614 18%	893 20%	1105 19%	263 19%	103 17%	270 17%	212 17%	232 17%	225 17%	118 17%	277 19%	223 18%	605 17%	384 18%	55 21%	1174 16%	988 18%	515 20%	290 20%
Disagree slightly (-1)	1603 10%	1057 9%	538 10%	9 4%	47 5%	136 8%	289 8%	452 10%	670 11%	127 9%	62 10%	130 8%	115 9%	131 9%	129 10%	66 9%	125 9%	121 10%	338 10%	230 11%	29 11%	655 9%	564 10%	224 9%	160 11%
Disagree strongly (-2)	1389 8%	1026 9%	350 7%	4 2%	24 3%	86 5%	247 7%	439 10%	589 10%	85 6%	54 9%	102 6%	106 9%	119 9%	114 9%	45 6%	144 10%	88 7%	296 8%	220 10%	16 6%	546 7%	445 8%	242 10%	156 11%
NET: Disagree	2992 18%	2083 18%	888 17%	13 6%	71 8%	222 13%	536 15%	891 19%	1259 22%	212 15%	116 19%	232 15%	221 18%	250 18%	243 19%	111 16%	269 18%	209 17%	634 18%	450 21%	45 18%	1201 16%	1009 18%	466 18%	316 22%
Don't know	120 1%	96 1%	23 *	2 1%	9 1%	14 1%	21 1%	24 1%	50 1%	11 1%	7 1%	15 1%	8 1%	12 1%	9 1%	5 1%	9 1%	15 1%	17 *	11 1%	1 *	38 1%	34 1%	33 1%	15 1%
Mean	0.64	0.60	0.75	1.21	1.13	0.90	0.70	0.55	0.50	0.70	0.60	0.74	0.63	0.66	0.62	0.75	0.59	0.68	0.64	0.55	0.63	0.72	0.62	0.57	0.49
Standard deviation	1.20	1.21	1.18	0.90	0.99	1.12	1.15	1.23	1.24	1.14	1.22	1.14	1.21	1.22	1.22	1.16	1.23	1.19	1.21	1.26	1.17	1.18	1.20	1.22	1.26



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 18

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I am sceptical about paying for parking by phone as most services seem to carry an additional administration fee**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	11820 70%	8091 71%	3657 69%	152 67%	563 61%	1121 66%	2367 68%	3285 72%	4332 74%	952 69%	437 72%	1128 71%	858 70%	974 70%	931 72%	524 73%	1063 73%	776 64%	2478 71%	1521 71%	178 70%	5009 69%	3866 71%	1826 72%	1119 76%
Agree strongly	(+2) 6968 42%	4862 43%	2058 39%	80 35%	280 30%	573 34%	1294 37%	1977 43%	2764 47%	553 40%	267 44%	646 41%	507 42%	610 44%	553 42%	318 45%	625 43%	418 34%	1471 42%	896 42%	104 41%	2781 38%	2278 42%	1147 45%	762 52%
Agree slightly	(+1) 4852 29%	3229 28%	1599 30%	72 32%	283 30%	548 32%	1073 31%	1308 29%	1568 27%	399 29%	170 28%	482 30%	351 29%	364 26%	378 29%	206 29%	438 30%	358 29%	1007 29%	625 29%	74 29%	2228 31%	1588 29%	679 27%	357 24%
Neither agree nor disagree	(0) 2444 15%	1653 15%	782 15%	40 18%	140 15%	244 14%	603 17%	656 14%	761 13%	227 16%	89 15%	224 14%	175 14%	229 16%	184 14%	109 15%	190 13%	197 16%	488 14%	300 14%	32 13%	1098 15%	797 15%	375 15%	174 12%
Disagree slightly	(-1) 720 4%	456 4%	261 5%	14 6%	95 10%	127 7%	165 5%	181 4%	138 2%	41 3%	19 3%	59 4%	51 4%	41 3%	47 4%	25 4%	55 4%	90 7%	174 5%	106 5%	12 5%	361 5%	248 5%	79 3%	32 2%
Disagree strongly	(-2) 765 5%	528 5%	235 4%	10 4%	91 10%	109 6%	176 5%	182 4%	197 3%	62 4%	24 4%	61 4%	56 5%	56 4%	52 4%	15 2%	61 4%	93 8%	174 5%	101 5%	10 4%	386 5%	214 4%	112 4%	53 4%
NET: Disagree	1485 9%	984 9%	496 9%	24 11%	186 20%	236 14%	341 10%	363 8%	335 6%	103 7%	43 7%	120 8%	107 9%	97 7%	99 8%	40 6%	116 8%	183 15%	348 10%	207 10%	22 9%	747 10%	462 8%	191 8%	85 6%
Don't know	1023 6%	659 6%	356 7%	11 5%	40 4%	93 5%	182 5%	270 6%	427 7%	97 7%	36 6%	113 7%	78 6%	91 7%	88 7%	40 6%	86 6%	59 5%	188 5%	123 6%	24 9%	448 6%	351 6%	136 5%	88 6%
Mean	1.05	1.07	1.01	0.92	0.64	0.84	0.95	1.10	1.21	1.05	1.12	1.08	1.05	1.10	1.10	1.17	1.10	0.79	1.03	1.04	1.08	0.97	1.07	1.12	1.26
Standard deviation	1.10	1.10	1.10	1.11	1.30	1.19	1.12	1.07	1.02	1.08	1.06	1.06	1.10	1.07	1.07	0.98	1.07	1.24	1.13	1.12	1.09	1.13	1.08	1.08	1.02



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 19

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I don't care how I pay, as long as it is simple and easy to do**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	8774 52%	5927 52%	2810 53%	150 66%	605 65%	1024 60%	1868 53%	2275 50%	2852 49%	722 52%	273 45%	832 52%	614 50%	707 51%	676 52%	371 52%	747 51%	708 58%	1865 53%	1120 52%	139 54%	4101 56%	2845 52%	1190 47%	638 44%
Agree strongly (+2)	4672 28%	3209 28%	1444 27%	75 33%	316 34%	516 30%	980 28%	1177 26%	1608 27%	374 27%	153 25%	458 29%	316 26%	389 28%	361 28%	185 26%	367 25%	382 31%	1007 29%	599 28%	81 32%	2253 31%	1424 26%	636 25%	359 24%
Agree slightly (+1)	4102 24%	2718 24%	1366 26%	75 33%	289 31%	508 30%	888 25%	1098 24%	1244 21%	348 25%	120 20%	374 24%	298 24%	318 23%	315 24%	186 26%	380 26%	326 27%	858 25%	521 24%	58 23%	1848 25%	1421 26%	554 22%	279 19%
Neither agree nor disagree (0)	3423 20%	2410 21%	993 19%	38 17%	152 16%	296 17%	699 20%	957 21%	1281 22%	282 20%	127 21%	334 21%	246 20%	277 20%	265 20%	143 20%	306 21%	219 18%	707 20%	463 22%	54 21%	1433 20%	1101 20%	569 23%	320 22%
Disagree slightly (-1)	1915 11%	1209 11%	696 13%	14 6%	85 9%	193 11%	426 12%	541 12%	656 11%	144 10%	84 14%	164 10%	151 12%	163 12%	148 11%	86 12%	177 12%	122 10%	397 11%	250 12%	29 11%	789 11%	652 12%	306 12%	168 11%
Disagree strongly (-2)	2479 15%	1712 15%	743 14%	21 9%	78 8%	170 10%	467 13%	758 17%	985 17%	220 16%	107 18%	237 15%	193 16%	231 17%	193 15%	107 15%	207 14%	151 12%	501 14%	300 14%	32 13%	926 13%	834 15%	413 16%	306 21%
NET: Disagree	4394 26%	2921 26%	1439 27%	35 15%	163 18%	363 21%	893 26%	1299 28%	1641 28%	364 26%	191 32%	401 25%	344 28%	394 28%	341 26%	193 27%	384 26%	273 22%	898 26%	550 26%	61 24%	1715 23%	1486 27%	719 28%	474 32%
Don't know	181 1%	129 1%	49 1%	4 2%	9 1%	11 1%	33 1%	43 1%	81 1%	11 1%	14 2%	18 1%	14 1%	13 1%	20 2%	6 1%	18 1%	15 1%	32 1%	18 1%	2 1%	53 1%	44 1%	50 2%	34 2%
Mean	0.40	0.40	0.40	0.76	0.74	0.60	0.43	0.31	0.32	0.37	0.22	0.42	0.33	0.34	0.39	0.36	0.36	0.56	0.42	0.41	0.50	0.51	0.36	0.28	0.15
Standard deviation	1.39	1.39	1.38	1.25	1.25	1.30	1.37	1.41	1.42	1.40	1.44	1.39	1.40	1.43	1.39	1.38	1.36	1.36	1.39	1.37	1.37	1.36	1.38	1.40	1.47



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 20

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I'm less likely to use a car park that only has 'pay by phone' machines**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	11822 70%	8082 71%	3669 69%	131 58%	473 51%	979 58%	2284 65%	3328 73%	4627 79%	980 71%	446 74%	1129 71%	867 71%	992 71%	943 72%	525 74%	1070 74%	739 61%	2431 69%	1524 71%	176 69%	4970 68%	3892 71%	1809 72%	1151 79%
Agree strongly (+2)	7915 47%	5505 48%	2354 44%	71 31%	263 28%	561 33%	1350 39%	2285 50%	3385 58%	657 48%	309 51%	760 48%	590 48%	700 50%	638 49%	376 53%	701 48%	465 38%	1603 46%	994 46%	122 48%	3209 44%	2574 47%	1269 50%	863 59%
Agree slightly (+1)	3907 23%	2577 23%	1315 25%	60 26%	210 23%	418 25%	934 27%	1043 23%	1242 21%	323 23%	137 23%	369 23%	277 23%	292 21%	305 23%	149 21%	369 25%	274 23%	828 24%	530 25%	54 21%	1761 24%	1318 24%	540 21%	288 20%
Neither agree nor disagree (0)	2054 12%	1381 12%	661 12%	34 15%	168 18%	287 17%	521 15%	517 11%	527 9%	172 12%	80 13%	192 12%	156 13%	171 12%	155 12%	90 13%	165 11%	164 13%	412 12%	261 12%	36 14%	885 12%	651 12%	376 15%	142 10%
Disagree slightly (-1)	1149 7%	746 7%	399 8%	19 8%	101 11%	165 10%	282 8%	310 7%	272 5%	99 7%	34 6%	113 7%	85 7%	77 6%	84 6%	40 6%	89 6%	105 9%	253 7%	150 7%	20 8%	564 8%	402 7%	126 5%	57 4%
Disagree strongly (-2)	1590 9%	1070 9%	516 10%	40 18%	171 18%	250 15%	371 11%	387 8%	371 6%	115 8%	41 7%	131 8%	102 8%	134 10%	105 8%	53 7%	120 8%	186 15%	381 11%	200 9%	22 9%	831 11%	488 9%	179 7%	92 6%
NET: Disagree	2739 16%	1816 16%	915 17%	59 26%	272 29%	415 24%	653 19%	697 15%	643 11%	214 16%	75 12%	244 15%	187 15%	211 15%	189 15%	93 13%	209 14%	291 24%	634 18%	350 16%	42 16%	1395 19%	890 16%	305 12%	149 10%
Don't know	157 1%	108 1%	46 1%	3 1%	16 2%	13 1%	35 1%	32 1%	58 1%	13 1%	4 1%	20 1%	8 1%	17 1%	15 1%	5 1%	11 1%	21 2%	25 1%	16 1%	2 1%	52 1%	43 1%	38 2%	24 2%
Mean	0.93	0.95	0.88	0.46	0.32	0.52	0.75	1.00	1.21	0.96	1.06	0.97	0.97	0.98	1.00	1.07	1.00	0.61	0.87	0.92	0.92	0.82	0.94	1.04	1.23
Standard deviation	1.32	1.31	1.32	1.46	1.46	1.42	1.33	1.29	1.18	1.29	1.22	1.28	1.29	1.32	1.27	1.25	1.26	1.46	1.36	1.31	1.31	1.37	1.30	1.23	1.17



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 21

**Q.9 Since the new £1 coin came into circulation, some local authorities have decided to replace 'pay by cash' car park ticket machines with 'pay by card' or account-based 'pay by phone' machines. To what extent do you agree or disagree with each of the following?**

**I already use pay-by-phone wherever I can**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
NET: Agree	1856 11%	1227 11%	623 12%	52 23%	222 24%	345 20%	481 14%	440 10%	316 5%	110 8%	40 7%	124 8%	120 10%	131 9%	106 8%	43 6%	120 8%	281 23%	501 14%	252 12%	28 11%	966 13%	560 10%	247 10%	83 6%
Agree strongly (+2)	908 5%	605 5%	299 6%	24 11%	118 13%	167 10%	229 7%	206 5%	164 3%	48 3%	22 4%	58 4%	56 5%	60 4%	46 4%	19 3%	64 4%	150 12%	240 7%	129 6%	16 6%	497 7%	250 5%	123 5%	38 3%
Agree slightly (+1)	948 6%	622 5%	324 6%	28 12%	104 11%	178 11%	252 7%	234 5%	152 3%	62 4%	18 3%	66 4%	64 5%	71 5%	60 5%	24 3%	56 4%	131 11%	261 7%	123 6%	12 5%	469 6%	310 6%	124 5%	45 3%
Neither agree nor disagree (0)	2667 16%	1849 16%	803 15%	39 17%	177 19%	328 19%	648 19%	706 15%	769 13%	191 14%	91 15%	246 16%	179 15%	233 17%	204 16%	123 17%	240 16%	219 18%	558 16%	345 16%	38 15%	1161 16%	839 15%	452 18%	215 15%
Disagree slightly (-1)	1582 9%	998 9%	577 11%	29 13%	132 14%	224 13%	391 11%	388 8%	418 7%	121 9%	59 10%	131 8%	97 8%	112 8%	119 9%	52 7%	148 10%	124 10%	379 11%	222 10%	18 7%	732 10%	550 10%	201 8%	99 7%
Disagree strongly (-2)	9896 59%	6740 59%	3097 59%	95 42%	373 40%	743 44%	1846 53%	2855 62%	3984 68%	863 63%	377 62%	1000 63%	760 62%	844 61%	812 62%	452 63%	886 61%	542 45%	1951 56%	1255 58%	154 60%	4182 57%	3301 60%	1450 57%	963 66%
NET: Disagree	11478 68%	7738 68%	3674 69%	124 55%	505 54%	967 57%	2237 64%	3243 71%	4402 75%	984 71%	436 72%	1131 71%	857 70%	956 69%	931 72%	504 71%	1034 71%	666 55%	2330 67%	1477 69%	172 67%	4914 67%	3851 70%	1651 65%	1062 72%
Don't know	771 5%	573 5%	191 4%	12 5%	25 3%	54 3%	127 4%	185 4%	368 6%	94 7%	38 6%	84 5%	62 5%	71 5%	61 5%	43 6%	61 4%	49 4%	113 3%	77 4%	18 7%	261 4%	226 4%	178 7%	106 7%
Mean	-1.16	-1.17	-1.15	-0.67	-0.60	-0.73	-1.00	-1.24	-1.44	-1.31	-1.32	-1.30	-1.25	-1.22	-1.28	-1.33	-1.25	-0.67	-1.04	-1.13	-1.18	-1.08	-1.21	-1.16	-1.40
Standard deviation	1.23	1.22	1.23	1.43	1.44	1.39	1.29	1.18	1.03	1.12	1.09	1.12	1.19	1.18	1.13	1.07	1.15	1.47	1.30	1.25	1.26	1.29	1.19	1.21	1.04



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 22

**Q.D1 Please select which age band you fall into****Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
18 to 24	227 1%	97 1%	129 2%	227 100%	-	-	-	-	-	11 1%	4 1%	25 2%	25 2%	26 2%	19 1%	11 2%	13 1%	13 1%	42 1%	35 2%	3 1%	63 1%	94 2%	58 2%	12 1%
25 to 34	929 6%	430 4%	492 9%	-	929 100%	-	-	-	-	73 5%	42 7%	84 5%	78 6%	95 7%	72 6%	30 4%	67 5%	87 7%	171 5%	120 6%	10 4%	301 4%	393 7%	182 7%	53 4%
35 to 44	1694 10%	950 8%	729 14%	-	-	1694 100%	-	-	-	125 9%	63 10%	182 11%	129 11%	156 11%	133 10%	82 12%	133 9%	134 11%	338 10%	196 9%	23 9%	645 9%	665 12%	287 11%	97 7%
45 to 54	3493 21%	2234 20%	1237 23%	-	-	-	3493 100%	-	-	281 20%	126 21%	343 22%	250 21%	269 19%	291 22%	153 21%	299 21%	251 21%	733 21%	433 20%	64 25%	1314 18%	1263 23%	651 26%	265 18%
55 to 64	4574 27%	3077 27%	1463 28%	-	-	-	-	4574 100%	-	404 29%	163 27%	440 28%	343 28%	371 27%	352 27%	179 25%	397 27%	338 28%	935 27%	580 27%	72 28%	1915 26%	1513 28%	753 30%	393 27%
65 or older	5855 35%	4599 40%	1241 23%	-	-	-	-	-	5855 100%	485 35%	207 34%	511 32%	393 32%	474 34%	435 33%	258 36%	546 38%	392 32%	1283 37%	787 37%	84 33%	3064 42%	1548 28%	597 24%	646 44%

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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 23  
**Q.D2 Are you....?**  
**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
Male	11387	11387	-	97	430	950	2234	3077	4599	951	437	1081	850	928	909	504	1014	815	2317	1394	187	4959	3439	1928	1061
	68%	100%	-	43%	46%	56%	64%	67%	79%	69%	72%	68%	70%	67%	70%	71%	70%	67%	66%	65%	73%	68%	63%	76%	72%
Female	5291	-	5291	129	492	729	1237	1463	1241	422	161	499	356	458	387	203	437	387	1168	745	68	2296	2004	590	401
	32%	-	100%	57%	53%	43%	35%	32%	21%	31%	27%	31%	29%	33%	30%	28%	30%	32%	33%	35%	27%	31%	37%	23%	27%
Other (Please specify)	14	-	-	-	1	2	6	2	3	-	3	1	3	1	-	1	-	1	4	-	-	7	5	1	1
	*	-	-	-	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*	-	-	*	*	*	*
Prefer not to say	80	-	-	1	6	13	16	32	12	6	4	4	9	4	6	5	4	12	13	12	1	40	28	9	3
	*	-	-	*	1%	1%	*	1%	*	*	1%	*	1%	*	*	1%	*	1%	*	1%	*	1%	1%	*	*



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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 24

Q.D3 Which of the following describes where you live?

Base: All respondents

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	Northern Ireland	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
Scotland	1379	951	422	11	73	125	281	404	485	1379	-	-	-	-	-	-	-	-	-	-	-	591	447	218	123
	8%	8%	8%	5%	8%	7%	8%	9%	8%	100%	-	-	-	-	-	-	-	-	-	-	-	8%	8%	9%	8%
North East	605	437	161	4	42	63	126	163	207	-	605	-	-	-	-	-	-	-	-	-	-	230	212	103	60
	4%	4%	3%	2%	5%	4%	4%	4%	4%	-	100%	-	-	-	-	-	-	-	-	-	-	3%	4%	4%	4%
North West	1585	1081	499	25	84	182	343	440	511	-	-	1585	-	-	-	-	-	-	-	-	-	649	534	255	147
	9%	9%	9%	11%	9%	11%	10%	10%	9%	-	-	100%	-	-	-	-	-	-	-	-	-	9%	10%	10%	10%
Yorkshire and the Humber	1218	850	356	25	78	129	250	343	393	-	-	-	1218	-	-	-	-	-	-	-	-	487	412	199	120
	7%	7%	7%	11%	8%	8%	7%	7%	7%	-	-	-	100%	-	-	-	-	-	-	-	-	7%	8%	8%	8%
West Midlands	1391	928	458	26	95	156	269	371	474	-	-	-	-	1391	-	-	-	-	-	-	-	556	434	255	146
	8%	8%	9%	11%	10%	9%	8%	8%	8%	-	-	-	-	100%	-	-	-	-	-	-	-	8%	8%	10%	10%
East Midlands	1302	909	387	19	72	133	291	352	435	-	-	-	-	-	1302	-	-	-	-	-	-	514	430	224	134
	8%	8%	7%	8%	8%	8%	8%	8%	7%	-	-	-	-	-	100%	-	-	-	-	-	-	7%	8%	9%	9%
Wales	713	504	203	11	30	82	153	179	258	-	-	-	-	-	-	713	-	-	-	-	-	302	215	120	76
	4%	4%	4%	5%	3%	5%	4%	4%	4%	-	-	-	-	-	-	100%	-	-	-	-	-	4%	4%	5%	5%
East of England	1455	1014	437	13	67	133	299	397	546	-	-	-	-	-	-	-	1455	-	-	-	-	645	460	224	126
	9%	9%	8%	6%	7%	8%	9%	9%	9%	-	-	-	-	-	-	-	100%	-	-	-	-	9%	8%	9%	9%
London	1215	815	387	13	87	134	251	338	392	-	-	-	-	-	-	-	-	1215	-	-	-	606	401	139	69
	7%	7%	7%	6%	9%	8%	7%	7%	7%	-	-	-	-	-	-	-	-	100%	-	-	-	8%	7%	5%	5%
South East	3502	2317	1168	42	171	338	733	935	1283	-	-	-	-	-	-	-	-	-	3502	-	-	1671	1135	440	256
	21%	20%	22%	19%	18%	20%	21%	20%	22%	-	-	-	-	-	-	-	-	-	100%	-	-	23%	21%	17%	17%
South West	2151	1394	745	35	120	196	433	580	787	-	-	-	-	-	-	-	-	-	-	2151	-	921	725	317	188
	13%	12%	14%	15%	13%	12%	12%	13%	13%	-	-	-	-	-	-	-	-	-	-	100%	-	13%	13%	13%	13%
Northern Ireland	256	187	68	3	10	23	64	72	84	-	-	-	-	-	-	-	-	-	-	-	256	130	71	34	21
	2%	2%	1%	1%	1%	1%	2%	2%	1%	-	-	-	-	-	-	-	-	-	-	-	100%	2%	1%	1%	1%

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## AA Survey - July 2017 - Penalties and Paying for Parking

### ONLINE Fieldwork Dates: 12th - 19th July 2017

Absolutes/col percents

Table 25

**Q.D4 Which of these best describes the occupation of the chief income earner in your household, or their previous occupation before they retired if you or they are still receiving a pension from their job?**

**Base: All respondents**

	Gender			Age						Region										SEG					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Scot-land	North East	North West	York-shire & Hum-ber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	North-ern Ire-land	AB	C1	C2	DE
Base	16772	11387	5291	227	929	1694	3493	4574	5855	1379	605	1585	1218	1391	1302	713	1455	1215	3502	2151	256	7302	5476	2528	1466
Higher or middle level managerial, administrative or professional position	7302 44%	4959 44%	2296 43%	63 28%	301 32%	645 38%	1314 38%	1915 42%	3064 52%	591 43%	230 38%	649 41%	487 40%	556 40%	514 39%	302 42%	645 44%	606 50%	1671 48%	921 43%	130 51%	7302 100%	-	-	-
Supervisor or clerical position - junior managerial, administrative or professional position - self-employed - student living away from home	5476 33%	3439 30%	2004 38%	94 41%	393 42%	665 39%	1263 36%	1513 33%	1548 26%	447 32%	212 35%	534 34%	412 34%	434 31%	430 33%	215 30%	460 32%	401 33%	1135 32%	725 34%	71 28%	-	5476 100%	-	-
Skilled manual or service worker	2528 15%	1928 17%	590 11%	58 26%	182 20%	287 17%	651 19%	753 16%	597 10%	218 16%	103 17%	255 16%	199 16%	255 18%	224 17%	120 17%	224 15%	139 11%	440 13%	317 15%	34 13%	-	-	2528 100%	-
Semi skilled or unskilled manual or service worker - dependent on state benefits - unemployed for six months or longer - or state pensioner with no earnings	1466 9%	1061 9%	401 8%	12 5%	53 6%	97 6%	265 8%	393 9%	646 11%	123 9%	60 10%	147 9%	120 10%	146 10%	134 10%	76 11%	126 9%	69 6%	256 7%	188 9%	21 8%	-	-	-	1466 100%



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