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INTRODUCING THIS RESEARCH

This research was carried out on behalf of a non-profit organisation (NGO) composed of two associations: “Responsible Young Drivers” (RYD) and “Secura Forum” (SF). The RYD/SF foundation is dedicated to road safety and heightening public awareness, especially among the young, of the dangers of the road with the underlying objective of reducing the number of traffic accident victims. In light of this mission, “Responsible Young Drivers” and “Secura Forum” wanted to know more about the public at large experience of “Aggressive behaviour behind the Wheel”.

The main objectives of this survey are to analyse drivers’ perceptions and experiences of aggressive behaviour on the roads, identify the most irritating forms of aggression, measure the frequency of its occurrence and finally collect information on the frequency of traffic accidents. The underlying aim of these objectives is to improve our understanding of the incidence and causes of aggressive driving behaviour.

The first wave of this survey was held in Belgium in May 1999 and was subsequently carried out by the EOS GALLUP EUROPE network in 15 other European countries including: Germany, Greece, Spain, France, Ireland, Luxembourg, the Netherlands, Austria, Portugal, Finland, the United Kingdom, Hungary, Poland, the Czech Republic, and Switzerland. This study enabled “Responsible Young Drivers” and “Secura Forum” to heighten the awareness of both authorities and the general public all over Europe to the behaviour of dangerous drivers. Therefore, in September 2002, “Responsible Young Drivers” and “Secura Forum” decided to conduct a follow-up study prior to their new communication campaign and once again alert and inform the public of the seriousness of this issue.

For this survey, 13,673 citizens across the globe were polled by telephone or face-to-face between November 2002 and January 2003. Driving-licence holders who have driven a car in the last twelve months were targeted. This study was conducted in 23 countries: Belgium, Denmark, Germany, Greece, Spain, Finland, France, Ireland, Italy, Luxembourg, the Netherlands, Austria, Portugal, Sweden, the United Kingdom, the Czech Republic, Cyprus, Slovenia, Argentina, Russia, Japan, Australia and the United States. A technical note, attached to this document, describes the method for conducting interviews followed by the EOS GALLUP EUROPE partner institutes involved. This technical note also provides further details on confidence intervals (also called statistical margins of error) and weighting factors applied.

Before analysing the results it is necessary to define “aggressive behaviour”. We have found that there is no one standard definition for aggressive driving. The Merriam Webster dictionary defines “*aggressive behaviour*” as “*tending toward or exhibiting aggression*” and the word “*aggression*” as “*hostile, injurious or destructive behaviour especially when caused by frustration*”. In a review of the “*Literature on Aggressive Driving Research*” by the Ontario Ministry of Transportation in Canada, the author Leo Tasca observes that definitions of aggressive driving have been general and have tended to distinguish themselves from “road rage”, i.e. violent exchanges arising from traffic disputes where the intent is to harm another road user; a criminal offence as opposed to a traffic offence. A more precise definition of aggressive driving would focus on deliberate and wilful driving behaviours that while not intended to physically harm another road user show disregard for their safety and well-being. The following definition is suggested: “*a driving behaviour is aggressive if it is deliberate, likely to increase the risk of collision and is motivated by impatience, annoyance, hostility and/or an attempt to save time*”. The New York State Governor’s Traffic Safety Committee defines aggressive driving as “*the operation of a motor vehicle in an unsafe and hostile manner without regard for others*”. These definitions of aggressive driving will be further developed when we examine specific examples of behaviours considered to be aggressive.

The pages following present the main results obtained:

- For the European Union as a whole, three of the countries due to join the European Union in May 2004 (the Czech Republic, Slovenia and Cyprus), as well as the United States, Argentina, Russia, Japan and Australia.
- For each individual EU Member State
- Some socio-demographic and other characteristics of respondents including:
 - ✓ gender
 - ✓ age
 - ✓ accident record
 - ✓ aggressive behaviour shown in the past
 - ✓ irritability score

1a) As a driver, I am sometimes very annoyed by the other drivers

1a) En tant que conducteur, je suis quelque fois très agacé par les autres automobilistes

	Total	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree
USA	522	32%	45%	18%	5%	1%	77%	22%
ARGENTINA	333	38%	23%	13%	26%	0%	61%	39%
RUSSIA	348	56%	29%	9%	5%	0%	86%	14%
JAPAN	835	28%	48%	20%	3%	0%	76%	24%
AUSTRALIA	507	32%	48%	13%	6%	0%	80%	19%
Total UE 15	9273	37%	42%	14%	6%	0%	79%	21%
BELGIQUE	521	23%	31%	25%	19%	1%	55%	45%
DANMARK	511	41%	32%	16%	11%	1%	73%	26%
DEUTSCHLAND	716	36%	39%	19%	6%	0%	75%	24%
ELLAS	500	45%	31%	15%	9%	0%	76%	24%
ESPANA	544	24%	48%	17%	10%	1%	72%	27%
FRANCE	808	45%	37%	12%	5%	0%	82%	18%
IRELAND	625	38%	44%	11%	6%	1%	82%	17%
ITALIA	500	33%	52%	10%	4%	0%	85%	15%
LUXEMBOURG	432	44%	31%	12%	12%	1%	75%	24%
NEDERLANDS	687	49%	37%	10%	3%	1%	86%	13%
OSTERREICH	440	31%	48%	16%	4%	1%	79%	20%
PORTUGAL	500	22%	50%	23%	5%	0%	72%	28%
FINLAND	1280	22%	38%	27%	12%	1%	60%	40%
SWEDEN	500	25%	34%	17%	23%	0%	59%	41%
UNITED KINGDOM	709	45%	43%	8%	4%	0%	87%	12%
CZECH REP	539	13%	37%	35%	14%	2%	49%	48%
CYPRUS	550	67%	21%	6%	6%	0%	88%	12%
SLOVENIA	766	32%	28%	23%	16%	2%	60%	38%

1. PERCEPTIONS OF AGGRESSIVE BEHAVIOUR BEHIND THE WHEEL

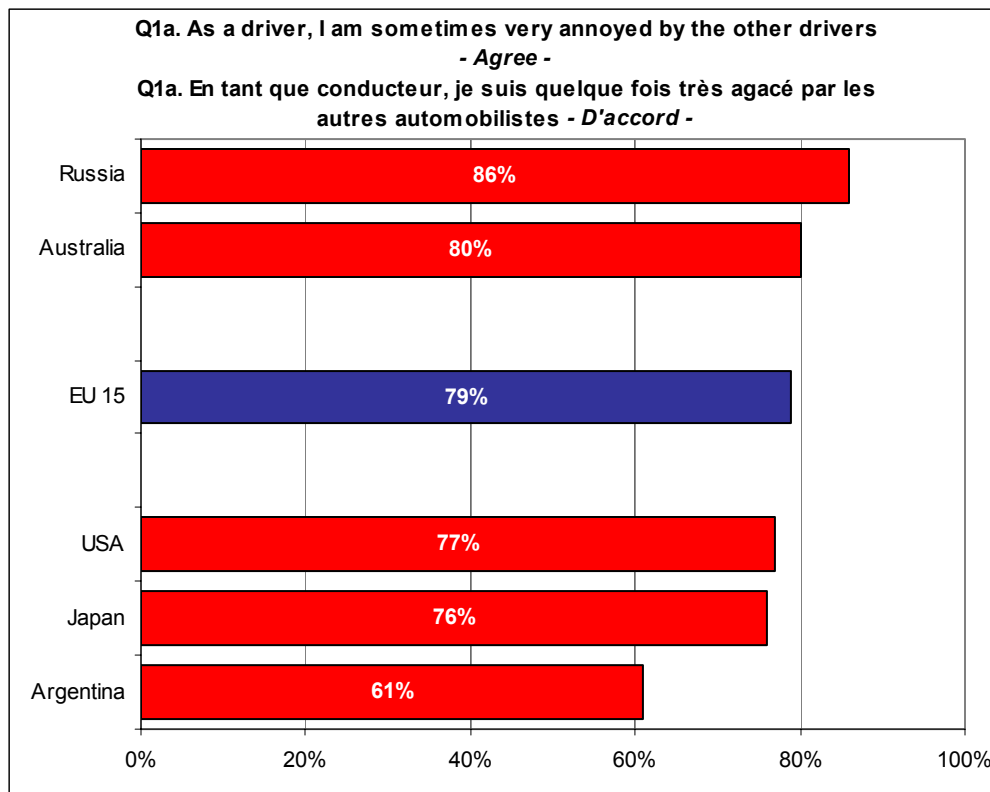
1.1 Personal irritation of drivers

Source Questionnaire: question 1a

- The vast majority of respondents confirm that other drivers irritate them: a clear sign that aggressive behaviour needs to be addressed -

Overall picture (EU v. non-European countries)

The first step to conquering aggressive behaviour begins with drivers acknowledging feelings of irritation, annoyance or frustration. In this section we compare the proportion of respondents in the European Union admitting to being irritated by other drivers with the proportion of respondents from other continents acknowledging such feelings.



March 2003 – Fig. 1A

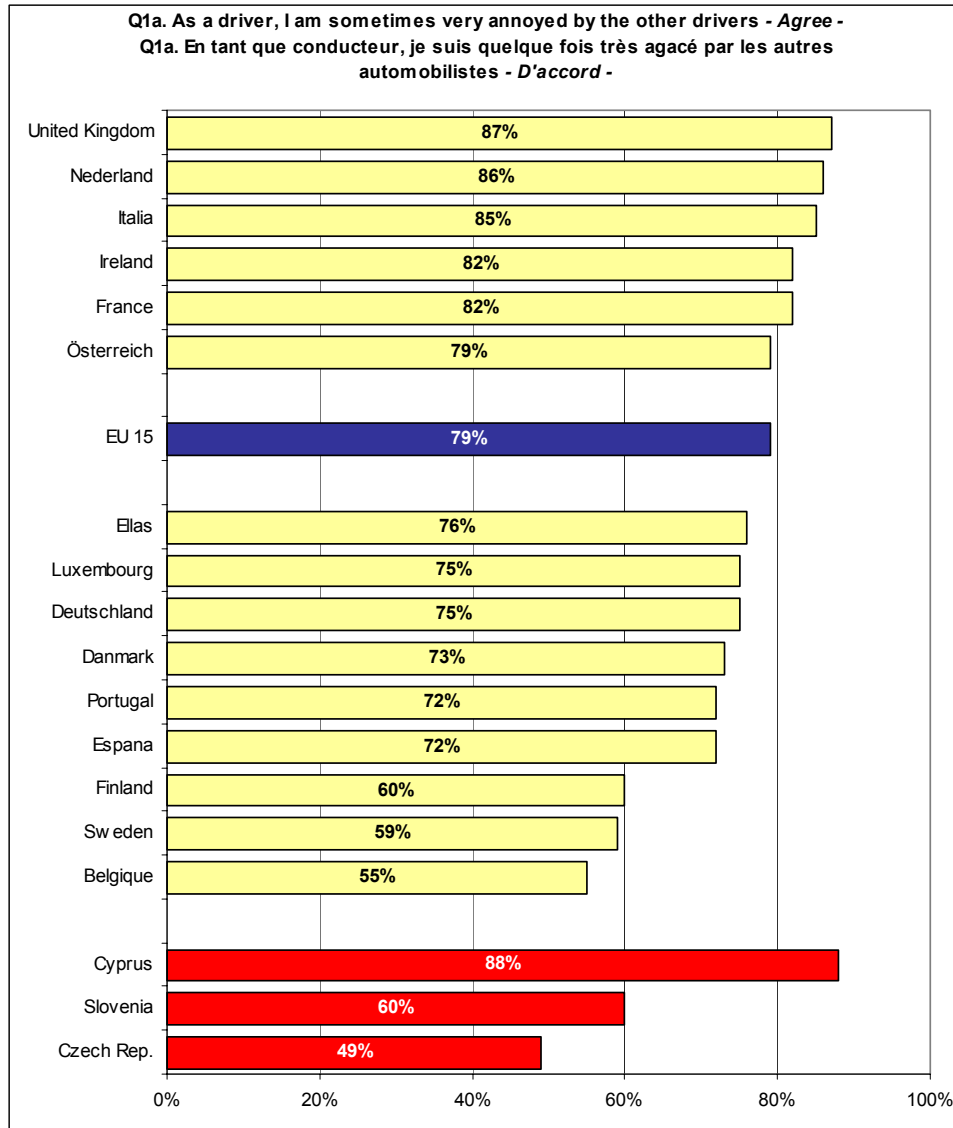
In the **European Union** 79% of respondents are sometimes very annoyed by other drivers. This is close to the results in **Australia** (80%), the **United States** (77%) and **Japan** (76%). In **Russia** (86%), the proportion of respondents being annoyed by other drivers is much higher (or at least more drivers recognise such feelings). However, in **Argentina** only 61% of respondents declare that sometimes other drivers annoy them. Could this mean that in this regard there is a higher level of “tolerance” in **Argentina**?

Q1a. As a driver, I am sometimes very annoyed by the other drivers - Agree - Q1a. En tant que conducteur, je suis quelque fois très agacé par les autres automobilistes - D'accord -			
	Nov / Dec 1999	Dec 2002 / Jan 2003	Evolution
Ireland	69%	82%	+13
Österreich	66%	79%	+13
France	76%	82%	+6
Espana	72%	72%	0
Nederland	86%	86%	0
Deutschland	76%	75%	-1
Luxemburg	77%	75%	-2
Portugal	74%	72%	-2
United Kingdom	90%	87%	-3
Ellas	80%	76%	-4
Finland	64%	60%	-4
Belgique	78%	55%	-23

March 2003 – Fig. 1B

Breakdown by European Country

In nine Member States, at least 75% of respondents confirm that they sometimes feel annoyed by other drivers.



March 2003 – Fig. 1C

There are particularly high proportions of respondents in the **United Kingdom** (87%), the **Netherlands** (86%) and **Italy** (85%) annoyed by other drivers. At the other end of the scale, drivers in **Belgium** (55%), **Sweden** (59%) and **Finland** (60%) seem to be either more tolerant on the roads or perhaps drivers in these countries are “better behaved”. That said, in each Member State the majority still confirm sometimes feeling very irritated by other drivers.

Close to one in two respondents in the **Czech Republic** admit to feelings of irritation vis-à-vis other drivers, while in **Cyprus**, 88% of respondents confirm that they feel annoyed by other drivers.

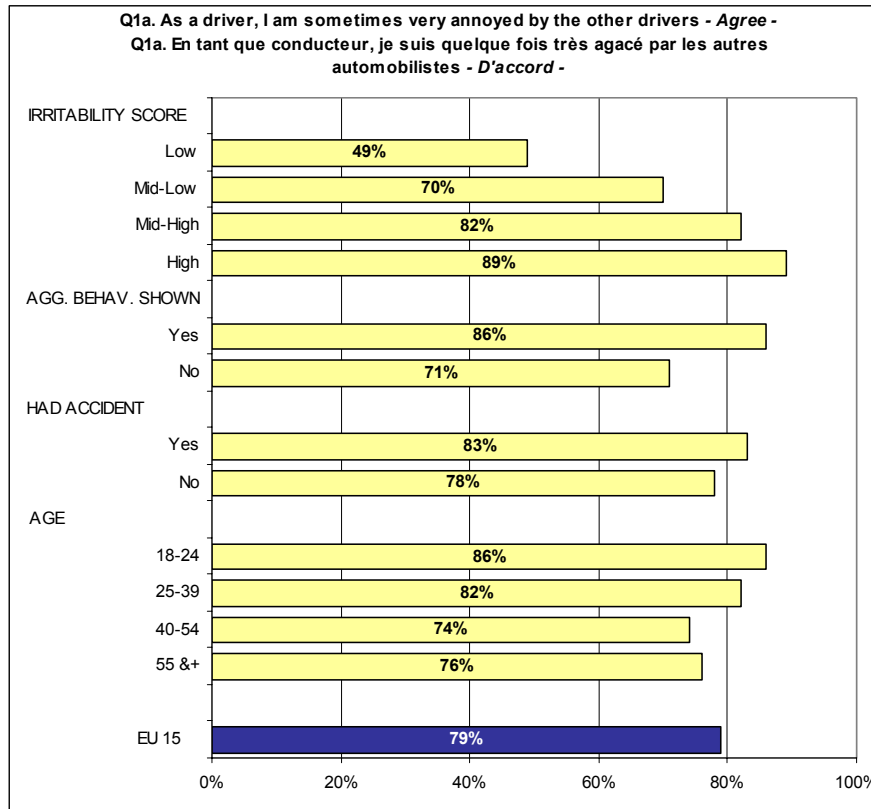
As this question remained identical to the one posed in 1999, we can compare the evolution in feelings of irritability in countries involved in both waves of this study (see Fig. 1B). Over the past three years, the greatest increase in the proportion of drivers recognising that other drivers annoy them was in **Ireland** and **Austria** (+13 points in both).

1a) As a driver, I am sometimes very annoyed by the other drivers

1a) En tant que conducteur, je suis quelque fois très agacé par les autres automobilistes

UE 15 – EU 15								
Total UE 15	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree	
Total UE 15	9273	37%	42%	14%	6%	0%	79%	21%
SEXE - SEX								
Homme / Male	5119	38%	40%	15%	7%	0%	78%	22%
Femme / Female	4154	36%	44%	14%	6%	0%	80%	20%
AGE								
18 - 24	740	42%	44%	10%	4%	0%	86%	14%
25 - 39	3096	41%	41%	12%	5%	0%	82%	17%
40 - 54	2861	33%	42%	18%	7%	0%	74%	25%
55 & +	2576	34%	42%	15%	8%	1%	76%	23%
ACCIDENT								
Oui / Yes	1719	42%	40%	11%	6%	0%	83%	17%
Non / No	7367	35%	43%	15%	7%	0%	78%	22%
AG. BEHAVIOUR SHOWN								
Oui / Yes	4553	45%	41%	10%	4%	0%	86%	14%
Non / No	4439	28%	43%	19%	9%	1%	71%	28%
IRRITABILITY								
Bas / Low	449	12%	37%	29%	21%	0%	49%	50%
Moyen bas / Mid Low	2635	26%	44%	20%	9%	1%	70%	29%
Moyen haut / Mid High	4576	39%	43%	13%	5%	0%	82%	18%
Haut / high	1613	51%	38%	7%	4%	0%	89%	11%

Breakdown by socio-demographic category within the EU



March 2003 – Fig. 1D

While there is no significant difference between men and women on this issue (similar proportions of both sexes are very annoyed by other drivers), it seems as if driver-tolerance improves with age: younger drivers, falling under the “18-24” and “25-39” age categories, are more likely to sometimes feel annoyed by other drivers.

In order to facilitate the analysis of aggressive driving, we converted the level of annoyance of respondents for each of the 20 types of aggressive behaviour covered in question 4 into an “irritability score”. This score was calculated as follows: very irritated = 100, mildly irritated = 50, not irritated at all = 0. Based on the total “irritability score” obtained for each respondent for the 20 items (excluding items where the respondent answered “dk/na”), their overall degree of irritation was measured: low irritation = 0 - 25, mid-low irritation = 25 - 50, mid-high irritation = 50 - 75, high irritation = 75 - 100. This “irritability score” is then used to analyse all questions and provides us with a means of grouping drivers according to their overall degree of irritability and thereby come closer to understanding the profile of aggressive drivers. As we would expect in this instance, those who have “mid-high” or “high” scores are more likely to be very annoyed by other drivers.

We have created two groups of drivers according to past displays of aggression: those who have admitted to showing aggressive behaviour on the roads and those who have not (based on the results for question 5). This gives us yet another incite into the profile of respondents. We can see from the results table that those who have shown aggressive behaviour in the past acknowledge feelings of irritation towards other drivers (86%) as opposed to those who have not (71%).

The accident history of drivers could also be an insightful indicator for analysing aggressive behaviour. In this instance, it is clear that those who have had an accident in the past are more likely to be irritated by other drivers.

1b) During the last twelve months, I have been subject to aggressive behaviour from other drivers

1b) Au cours de ces douze derniers mois, il m'est arrivé de ressentir des comportements agressifs de la part d'autres conducteurs

	Total	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree
USA	522	32%	34%	21%	13%	0%	66%	33%
ARGENTINA	333	24%	13%	13%	49%	0%	37%	63%
RUSSIA	348	39%	26%	20%	14%	1%	65%	34%
JAPAN	835	10%	17%	30%	43%	0%	26%	73%
AUSTRALIA	507	27%	24%	21%	28%	0%	51%	49%
Total UE 15	9273	25%	23%	24%	27%	1%	48%	52%
BELGIQUE	521	37%	26%	16%	20%	1%	63%	36%
DANMARK	511	41%	12%	13%	34%	1%	52%	47%
DEUTSCHLAND	716	29%	29%	25%	17%	0%	57%	43%
ELLAS	500	25%	16%	24%	33%	1%	41%	58%
ESPANA	544	15%	18%	24%	43%	0%	33%	67%
FRANCE	808	37%	30%	22%	11%	0%	67%	33%
IRELAND	625	18%	20%	29%	28%	5%	38%	57%
ITALIA	500	10%	17%	30%	43%	0%	27%	73%
LUXEMBOURG	432	33%	29%	19%	19%	1%	62%	38%
NEDERLANDS	687	27%	27%	25%	18%	3%	55%	43%
OSTERREICH	440	32%	39%	17%	8%	4%	71%	24%
PORTUGAL	500	8%	27%	51%	13%	0%	35%	65%
FINLAND	1280	13%	19%	25%	40%	3%	32%	65%
SWEDEN	500	14%	10%	11%	65%	0%	23%	76%
UNITED KINGDOM	709	28%	20%	20%	31%	1%	48%	51%
CZECH REP	539	9%	24%	36%	27%	4%	33%	63%
CYPRUS	550	20%	10%	6%	64%	0%	30%	70%
SLOVENIA	766	16%	22%	23%	37%	3%	38%	60%

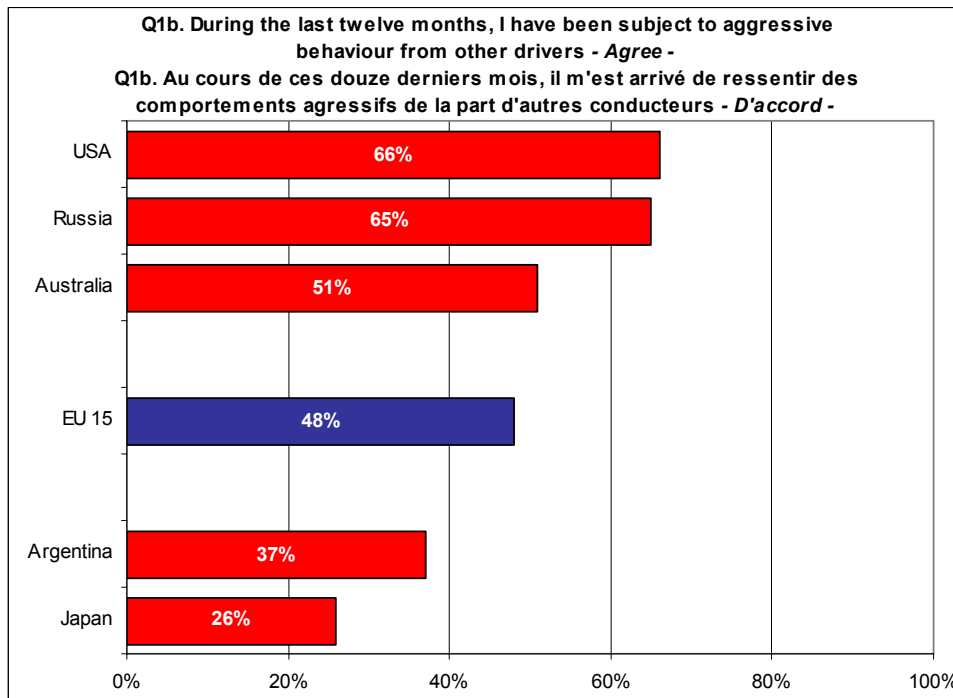
1.2 Victims of aggressive behaviour

Source Questionnaire: question 1b

- The proportion of aggressive driving experiences varies considerably between countries -

Overall picture (EU v. non-European countries)

It is perhaps easier for respondents to perceive themselves as the victim of aggressive driving than admit to showing such behaviour themselves. Later on in our analysis we will see the results for those acknowledging past displays of aggressive behaviour (subsection 4).



March 2003 – Fig. 2A

A considerably higher proportion of drivers in the **United States** (66%) and **Russia** (65%) personally experienced aggressive behaviour over the last year compared to drivers in the **European Union** (48%). Driving in **Japan** seems to be much less stressful as only one in four respondents reported being at the receiving end of aggressive behaviour.

We should not lose sight of the fact that differences in results between continents could be explained in part by the culture that influences the perception of aggressive behaviour as well as the driving style. Consequently, what may be considered “acceptable driving” in one country may not necessarily be so in another.

Perceptions of irritability are based on experiences over the course of the last twelve months. In fact, 52% of respondents in the **European Union** who claim to be sometimes very annoyed by other drivers have actually been subject to aggressive driving. In other words, their irritability is justified (see Fig. 2B).

It is also worth noting that no less than 32% of respondents in the **European Union** who claim not to be annoyed by other drivers have nevertheless experienced aggressive behaviour over the past year. We can thereby conclude that there is a certain level of tolerance among the driving population with regard to aggressive behaviour on the roads.

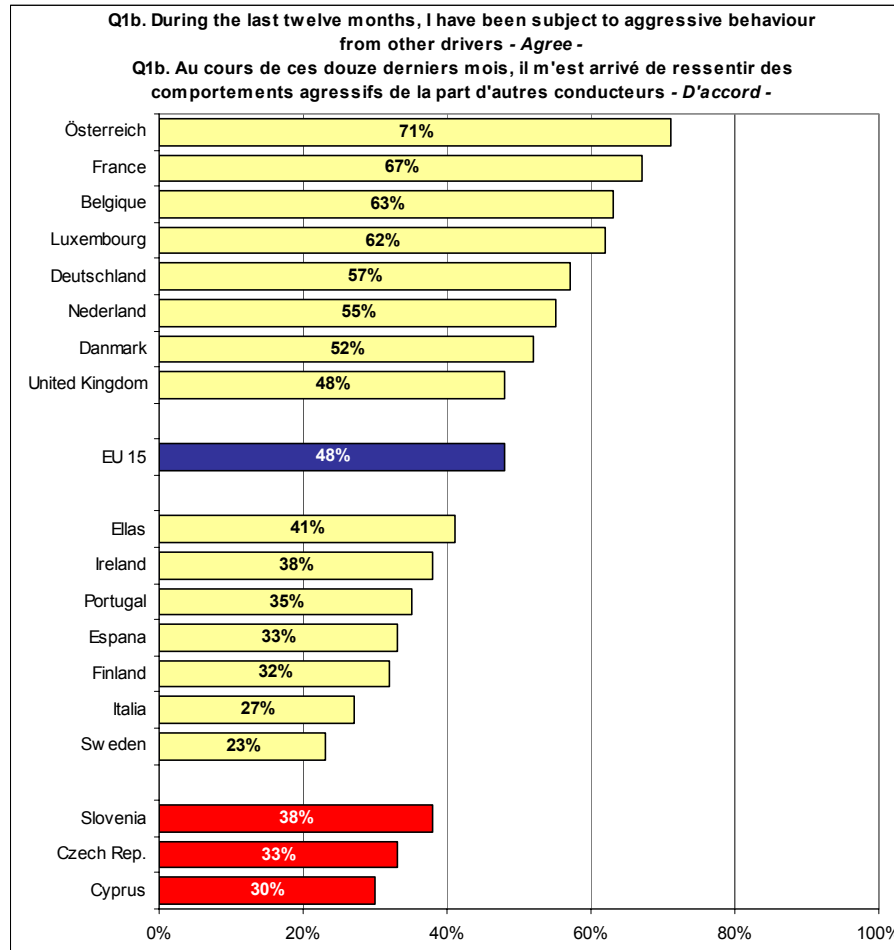
EU 15	Very annoyed by other drivers			
		Total	Agree	Disagree
Experience of aggressive behaviour from other drivers	Agree	48%	52%	32%
	Disagree	52%	47%	68%

March 2003 – Fig. 2B

Q1b. During the last twelve months, I have been subject to aggressive behaviour from other drivers - Agree - Q1b. Au cours de ces douze derniers mois, il m'est arrivé de ressentir des comportements agressifs de la part d'autres conducteurs - D'accord -			
	Nov / Dec 1999	Dec 2002 / Jan 2003	Evolution
Belgique	46%	63%	+17
United Kingdom	36%	48%	+12
Österreich	59%	71%	+12
France	64%	67%	+3
Ireland	36%	38%	+2
Finland	31%	32%	+1
Deutschland	56%	57%	+1
Luxemburg	63%	62%	-1
Nederland	60%	55%	-5
Espana	39%	33%	-6
Portugal	42%	35%	-7
Ellas	49%	41%	-8

March 2003 – Fig. 2C

Breakdown by European Country



March 2003 – Fig. 2D

The proportion of drivers stating that they have been subject to aggressive behaviour over the last twelve months varies considerably from one Member State to the other. In **Austria** and **France**, aggressive behaviour on the roads appears to be particularly high with close to seven in ten drivers confirming their personal recent experience of this. Close to one in four respondents in **Sweden** and **Italy** claim to have been subject to aggressive driving.

The table across (Fig. 2C) shows the evolution in the personal experience of drivers of aggressive behaviour on the roads for countries involved in both waves. In **Austria**, the rise in the proportion of drivers who admit to being “sometimes very annoyed” by other drivers (+13 points since 1999; Fig 1B) is perhaps explained by the rise in the proportion of drivers who declare that they have been a recent victim of aggressive driving (+12 points since 1999; Fig 2C). On the other hand in **Ireland**, there is a sharp increase in the proportion of respondents who are “sometimes very annoyed” by other drivers, yet the proportion of aggressive incidents experienced has not risen in similar proportions (+2 points since 1999; Fig. 2C).

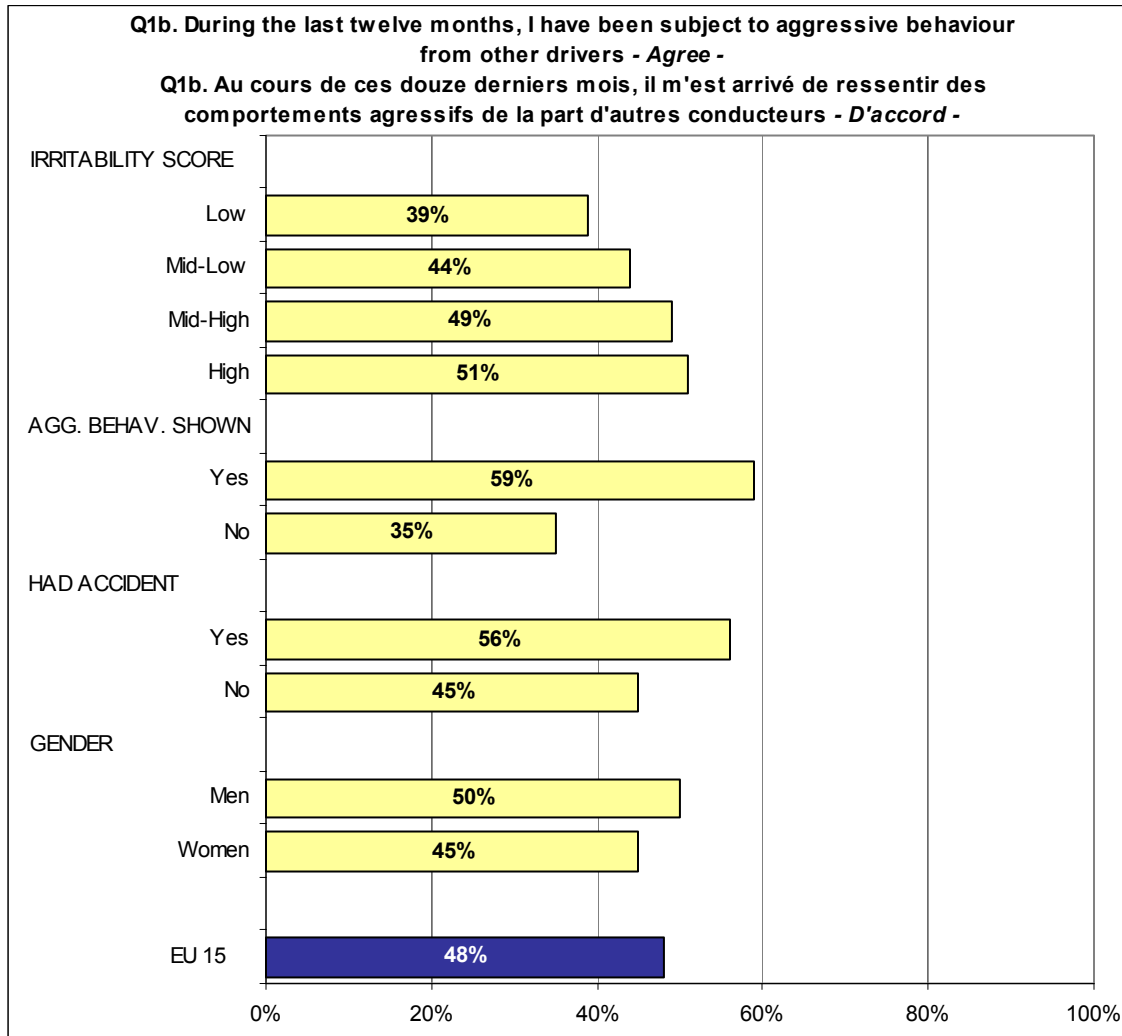
Looking at the results for **Belgium** more closely, we could wonder if “aggressive behaviour” is simply becoming a banal reality? Tolerance levels seem to be on the rise. When we cross the results for both questions 1a and 1b, it is clear that 81% of **Belgians** claiming to be sometimes very annoyed by other drivers have reason to be so as they have been victims of aggressive driving. However, a staggering 42% of respondents in **Belgium** claiming not to be annoyed by other drivers have been victims of aggressive driving: a result that clearly demonstrates the high level of acceptance among **Belgians** of this serious issue.

1b) During the last twelve months, I have been subject to aggressive behaviour from other drivers

1b) Au cours de ces douze derniers mois, il m'est arrivé de ressentir des comportements agressifs de la part d'autres conducteurs

UE 15 – EU 15								
Total UE 15	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree	
Total UE 15	9273	25%	23%	24%	27%	1%	48%	52%
SEXE - SEX								
Homme / Male	5119	26%	24%	24%	25%	0%	50%	49%
Femme / Female	4154	22%	22%	24%	30%	1%	45%	55%
AGE								
18 - 24	740	26%	27%	26%	21%	0%	53%	47%
25 - 39	3096	28%	23%	24%	25%	0%	51%	49%
40 - 54	2861	24%	25%	24%	27%	1%	49%	50%
55 & +	2576	21%	21%	25%	33%	1%	42%	57%
ACCIDENT								
Oui / Yes	1719	29%	27%	22%	22%	0%	56%	44%
Non / No	7367	23%	22%	25%	29%	1%	45%	54%
AG. BEHAVIOUR SHOWN								
Oui / Yes	4553	32%	28%	23%	18%	0%	59%	40%
Non / No	4439	17%	18%	26%	38%	1%	35%	64%
IRRITABILITY								
Bas / Low	449	22%	16%	26%	35%	1%	39%	61%
Moyen bas / Mid Low	2635	21%	23%	26%	29%	0%	44%	55%
Moyen haut / Mid High	4576	24%	25%	24%	26%	1%	49%	50%
Haut / high	1613	30%	21%	22%	26%	0%	51%	48%

Breakdown by socio-demographic category within the EU



March 2003 – Fig. 2E

As we might expect, respondents who have “mid-high” or “high” irritability scores are more likely to have been subject to aggressive behaviour over the last twelve months compared to those who score low.

Respondents who admit to showing aggressive behaviour themselves are, in parallel, much more likely to have been the victims of aggressive behaviour from other drivers.

Drivers who have had at least one accident over the course of the past three years are more likely to have been subject to aggressive behaviour on the roads, compared to those who have not had an accident.

Men are more likely than women to have been subject to “aggressive behaviour” from other drivers over the last twelve months. We could wonder if the age of chivalry is still alive on our roads today?

1c) The aggressiveness of drivers has increased over the last few years

1c) L'agressivité des conducteurs augmente depuis ces dernières années

	Total	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree
USA	522	47%	33%	14%	4%	2%	80%	18%
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RUSSIA	348	42%	23%	22%	5%	8%	65%	27%
JAPAN	835	13%	34%	39%	14%	0%	47%	53%
AUSTRALIA	507	46%	34%	11%	5%	4%	80%	16%
Total UE 15	9273	42%	34%	14%	7%	4%	75%	21%
BELGIQUE	521	49%	32%	11%	6%	2%	81%	17%
DANMARK	511	46%	19%	14%	16%	4%	66%	30%
DEUTSCHLAND	716	45%	28%	17%	6%	4%	73%	23%
ELLAS	500	57%	24%	11%	6%	2%	81%	18%
ESPANA	544	28%	36%	17%	12%	6%	64%	30%
FRANCE	808	39%	36%	18%	4%	2%	75%	23%
IRELAND	625	39%	40%	10%	5%	5%	79%	16%
ITALIA	500	32%	42%	14%	9%	3%	74%	23%
LUXEMBOURG	432	53%	25%	11%	6%	5%	78%	17%
NEDERLANDS	687	45%	40%	6%	1%	8%	84%	7%
OSTERREICH	440	35%	36%	17%	6%	6%	71%	23%
PORTUGAL	500	30%	52%	13%	1%	4%	82%	14%
FINLAND	1280	23%	38%	20%	6%	13%	61%	26%
SWEDEN	500	26%	25%	11%	28%	10%	52%	39%
UNITED KINGDOM	709	61%	28%	8%	3%	1%	88%	11%
CZECH REP	539	30%	41%	19%	6%	4%	71%	25%
CYPRUS	550	52%	22%	10%	9%	7%	74%	19%
SLOVENIA	766	35%	27%	19%	11%	8%	62%	30%

1.3 Evolution of aggressive behaviour

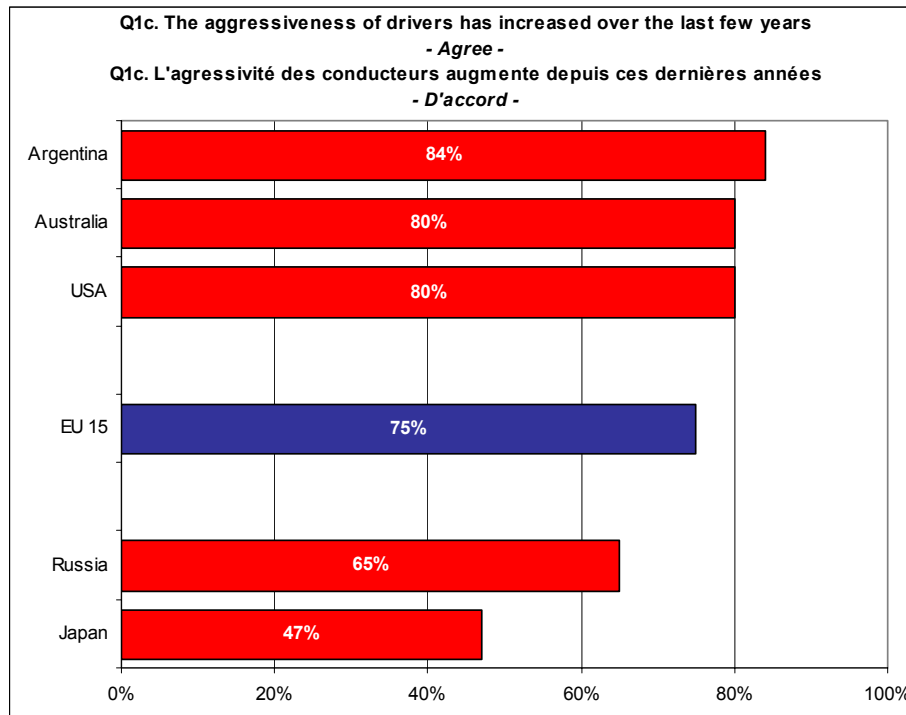
Source Questionnaire: question 1c

- Although not a new phenomenon, aggressive behaviour on the roads is on the increase -

Overall picture (EU v. non-European countries)

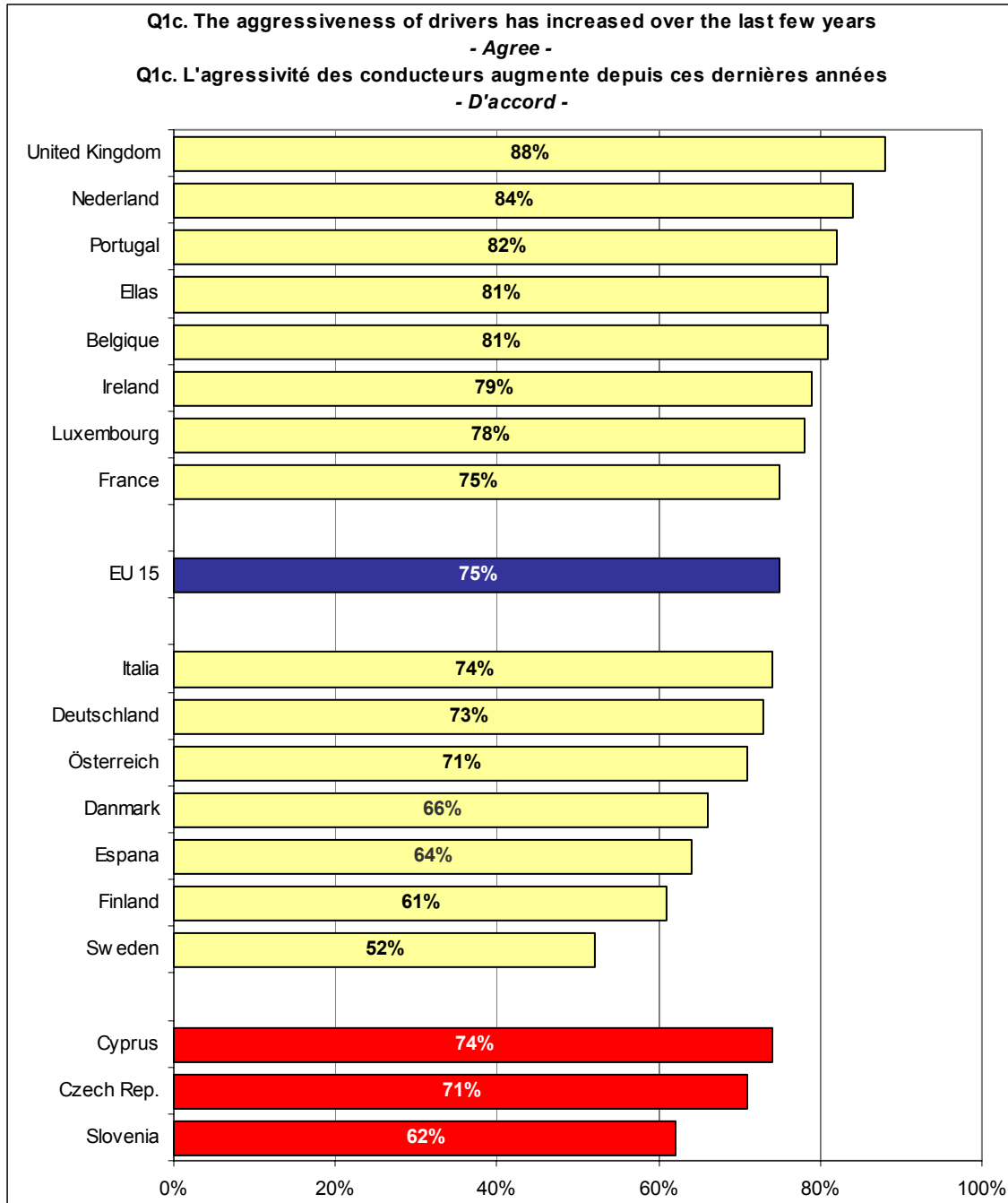
Has aggressive behaviour on the roads increased over the last few years? Formal interest in aggressive driving behaviour can be traced back to the late 1960s when Meyer Parry wrote a short monograph entitled “Aggression on the Road” (1968). He stated that the “*increasing stress involved in motoring nowadays makes the psychological efficiency of the driver a more important factor than the mechanical efficiency of the vehicle he drives*”. This indeed demonstrates that aggressive driving is not a new phenomenon.

The question in our study focuses on drivers’ perception of the increase in the problem. In most non-European countries, the vast majority of respondents consider that aggressiveness of drivers has increased over the last few years. The exception being **Japan** where less than one in two drivers are of this opinion. This result is not surprising given the fact that only one in four have been victims of aggressive behaviour (see results in subsection 1.2).



March 2003 – Fig. 3A

Breakdown by European Country



March 2003 – Fig. 3B

In all Member States, most drivers are of the opinion that aggressive behaviour on the roads has increased over the last few years. **British** (88%) and **Dutch** drivers (84%) are strong in their conviction that the aggressiveness of drivers has increased; a result that is equally high for the question on feeling irritated towards other drivers (subsection 1.1). While only a minority of drivers confirmed that they have been subject to aggressive behaviour in **Greece**, **Ireland**, **Portugal** and **Italy**, more than (or close to) three out of four drivers believe that aggressive behaviour on the roads has increased.

1c) The aggressiveness of drivers has increased over the last few years

1c) L'agressivité des conducteurs augmente depuis ces dernières années

UE 15 – EU 15								
Total UE 15	Tout à fait d'accord / Agree totally	Plutôt d'accord / Inclined to agree	Plutôt pas d'accord / Inclined to disagree	Pas d'accord du tout / Totally disagree	(NSP&SR) / (DK&NA)	D'accord / Agree	Pas d'accord / Disagree	
Total UE 15	9273	42%	34%	14%	7%	4%	75%	21%
SEXE - SEX								
Homme / Male	5119	42%	33%	15%	7%	3%	75%	22%
Femme / Female	4154	41%	35%	13%	6%	4%	76%	19%
AGE								
18 - 24	740	26%	38%	17%	7%	12%	64%	24%
25 - 39	3096	43%	33%	15%	6%	3%	76%	21%
40 - 54	2861	44%	32%	15%	7%	2%	76%	22%
55 & +	2576	44%	34%	12%	7%	3%	78%	19%
ACCIDENT								
Oui / Yes	1719	40%	32%	16%	7%	5%	72%	23%
Non / No	7367	42%	34%	14%	6%	3%	76%	21%
AG. BEHAVIOUR SHOWN								
Oui / Yes	4553	45%	32%	15%	5%	3%	77%	20%
Non / No	4439	38%	35%	14%	8%	4%	74%	22%
IRRITABILITY								
Bas / Low	449	25%	25%	24%	18%	7%	51%	42%
Moyen bas / Mid Low	2635	33%	34%	18%	10%	6%	67%	28%
Moyen haut / Mid High	4576	42%	35%	14%	5%	3%	77%	19%
Haut / high	1613	57%	30%	7%	4%	2%	87%	12%

By comparing the results for countries involved in this study in 1999 we can identify countries where aggressive behaviour is perceived to be increasing or decreasing.

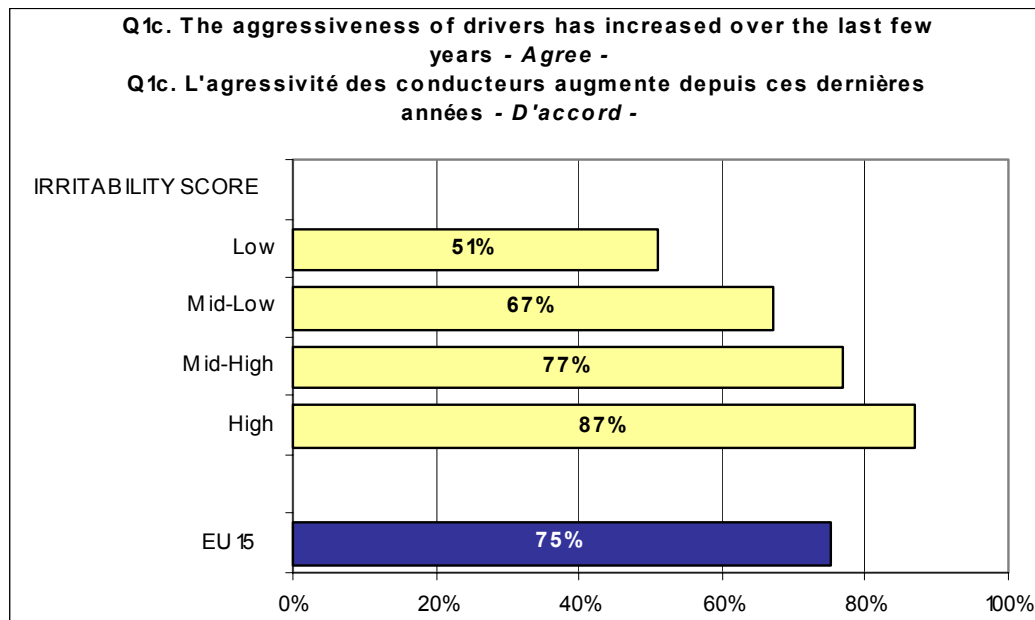
Q1c. The aggressiveness of drivers has increased over the last few years - Agree - Q1c. L'agressivité des conducteurs augmente depuis ces dernières années - D'accord -			
	Nov / Dec 1999	Dec 2002 / Jan 2003	Evolution
Portugal	68%	82%	+14
Finland	50%	61%	+11
Österreich	62%	71%	+9
Ireland	71%	79%	+8
United Kingdom	81%	88%	+7
Ellas	75%	81%	+6
Belgique	78%	81%	+3
France	72%	75%	+3
Nederland	83%	84%	+1
Espana	65%	64%	-1
Deutschland	75%	73%	-2
Luxemburg	80%	78%	-2

March 2003 – Fig. 3C

In most countries included in the initial and latest wave of this survey there is a rise in the proportion of respondents believing that aggressive driving is increasing. In **Portugal** (+14 points) and **Finland** (+11 points) the proportion of respondents believing that aggressive driving rose more than in any other Member State. This clearly indicates the importance of this issue in our countries and the increasing need for education on “correct driving behaviour”.

Breakdown by socio-demographic category within the EU

Once again, as we might expect, drivers who have a high irritability score are most convinced that the aggressiveness of drivers has increased over the last few years.



March 2003 – Fig. 3D

2) Amongst drivers, which of the following types of aggressive behaviour have you been subject to in the last 12 months ?

(asked to those who felt aggressive behaviour from Q1B)

2) Entre automobilistes, quels sont les comportements agressifs que vous avez ressentis ces 12 derniers mois ?

(posé à ceux ayant ressenti des comportements agressifs du Q1B)

	Total	Attaques verbales / Verbal abuse	Gestes agressifs ou obscènes / Aggressive or obscene gestures	Attaques ou tentatives d'attaques physiques / Attacks or attempted physical attacks	Avoir été délibérément obstrué ou empêché de circuler / Deliberately being obstructed or stopped from moving	Avoir été talonné (collé) / Agressivement / Being aggressively pursued (østuck toø)	Avoir reçu des appels de phares agressifs / Subjected to aggressive flashing of lights	(Autres) / (Others)	(NSP&SR) / (DK&NA)
USA	348	30%	56%	3%	25%	61%	36%	8%	0%
ARGENTINA	136	70%	52%	7%	32%	16%	24%	2%	5%
RUSSIA	226	47%	43%	2%	36%	6%	23%	3%	8%
JAPAN	220	11%	9%	2%	18%	70%	35%	9%	0%
AUSTRALIA	254	54%	77%	10%	37%	57%	38%	1%	0%
Total UE 15	4289	37%	58%	4%	29%	46%	60%	3%	3%
BELGIQUE	331	23%	63%	5%	51%	65%	68%	1%	3%
DANMARK	268	11%	58%	4%	42%	16%	72%	13%	3%
DEUTSCHLAND	402	35%	54%	2%	21%	78%	77%	5%	3%
ELLAS	207	64%	53%	6%	21%	9%	29%	0%	4%
ESPANA	178	47%	45%	5%	40%	12%	29%	2%	0%
FRANCE	542	40%	58%	4%	24%	52%	56%	2%	3%
IRELAND	238	21%	50%	3%	13%	8%	35%	5%	7%
ITALIA	125	54%	50%	2%	27%	7%	44%	0%	2%
LUXEMBOURG	269	13%	41%	4%	33%	28%	68%	8%	7%
NEDERLANDS	368	9%	59%	2%	25%	67%	62%	2%	1%
OSTERREICH	314	42%	60%	6%	34%	40%	59%	1%	3%
PORTUGAL	177	44%	53%	8%	20%	16%	42%	6%	5%
FINLAND	411	3%	42%	1%	27%	71%	43%	17%	1%
SWEDEN	117	9%	57%	3%	17%	11%	56%	0%	0%
UNITED KINGDOM	342	37%	77%	4%	44%	29%	63%	3%	3%
CZECH REP	177	20%	58%	3%	53%	44%	57%	6%	1%
CYPRUS	167	61%	50%	5%	11%	5%	16%	1%	6%
SLOVENIA	295	29%	43%	5%	39%	13%	60%	9%	2%

2. EXPERIENCE OF AGGRESSIVE BEHAVIOUR BEHIND THE WHEEL

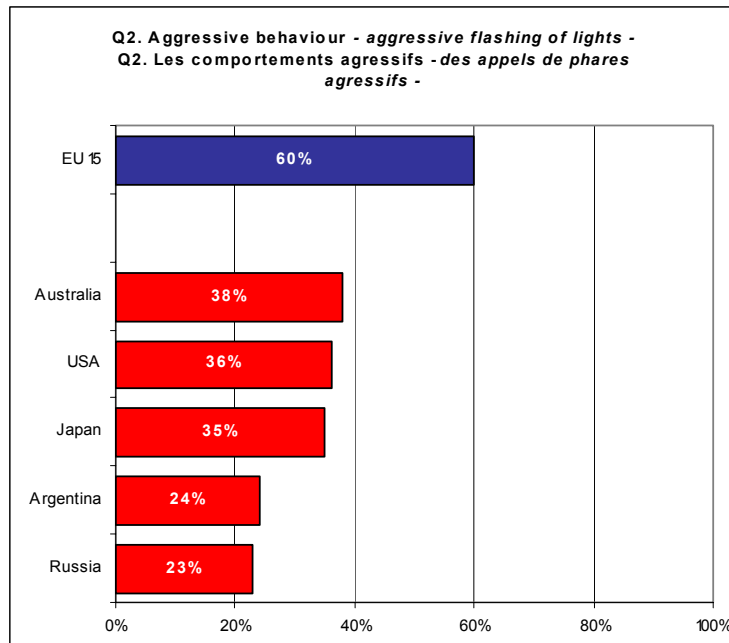
2.1 Aggressive behaviour in its different forms

Source Questionnaire: question 2

- Can culture explain the differences in how aggressive driving is manifested? -

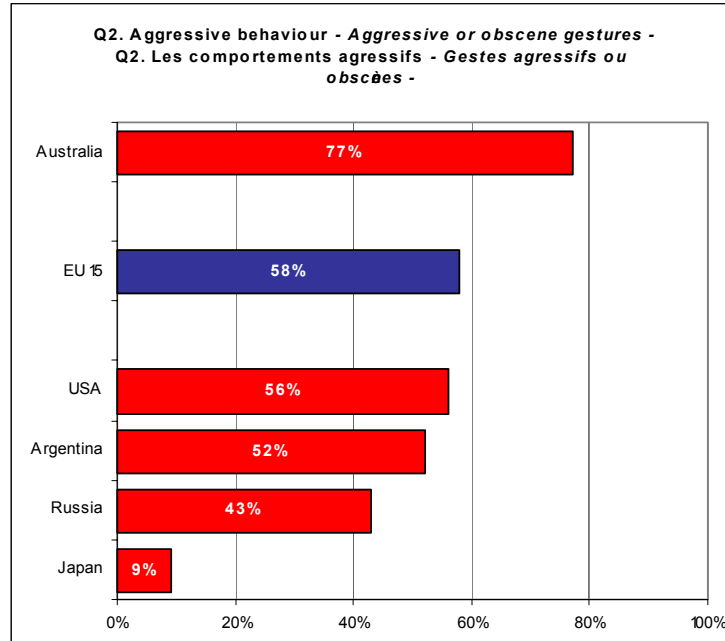
Overall picture (EU v. non-European countries)

This question on the various types of aggressive behaviour manifested by drivers was only put to respondents who confirmed in a previous question (Q1b) that they have been subject to aggressive behaviour from other drivers over the last twelve months. Consequently, the results presented in this section do not refer to the total sample of drivers, but rather, those who have been subject to aggressive behaviour in the last year.



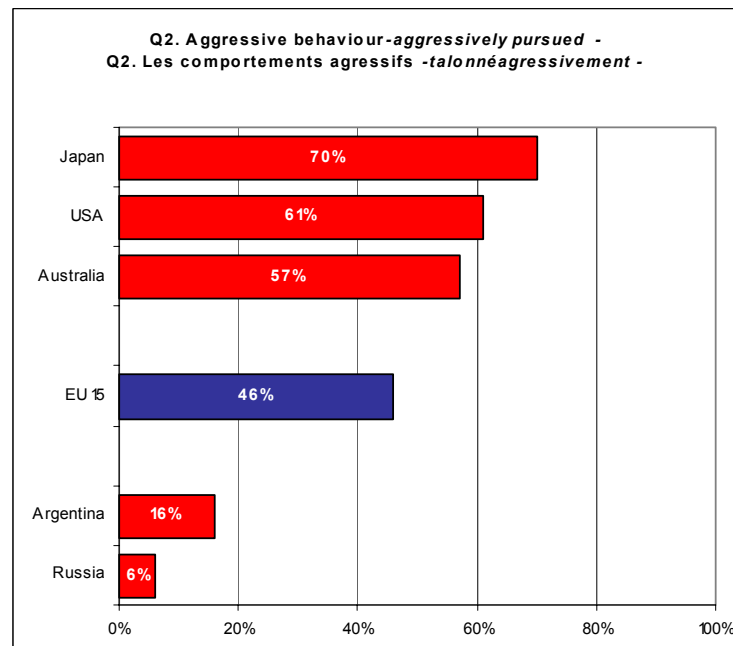
March 2003 – Fig. 4A

“Aggressive flashing of lights” definitely seems to be more of a European phenomenon with an average of 60% of respondents in the **European Union** claiming to have been subjected to this form of aggression.



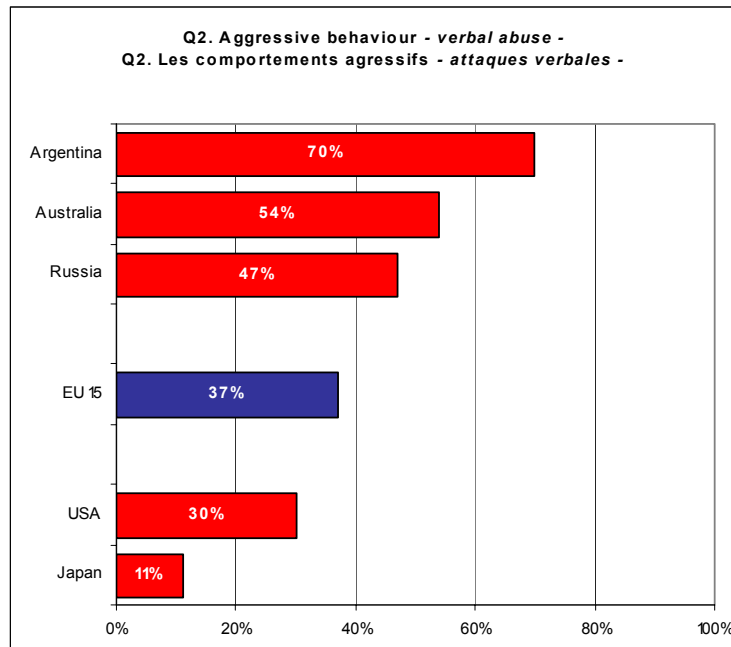
March 2003 – Fig. 4B

77% of **Australians** claim to have been subject to “aggressive or obscene gestures”, corresponding to the most widespread form of aggression in **Australia**. The result in the **United States** (56%) is almost identical to that of the **European Union** (58%). At the other end of the scale, a very low proportion of **Japanese** respondents (9%) have personally experienced “aggressive or obscene gestures”.



March 2003 – Fig. 4C

Following too closely or “tailgating” is always included in lists of specific aggressive driving behaviours. However, it would be necessary to develop a more precise definition based on the size of the gap between the two vehicles. Based on respondents’ interpretation of “aggressively pursued”, we see that **Japan** ranks highest with seven in ten respondents claiming to have been subject to this, representing by far the most common form of aggression in **Japan**. This result is also relatively high in the **United States** (61%) and **Australia** (57%). In sharp contrast, we see that this form of aggression is practically non-existent in **Russia** (6%).



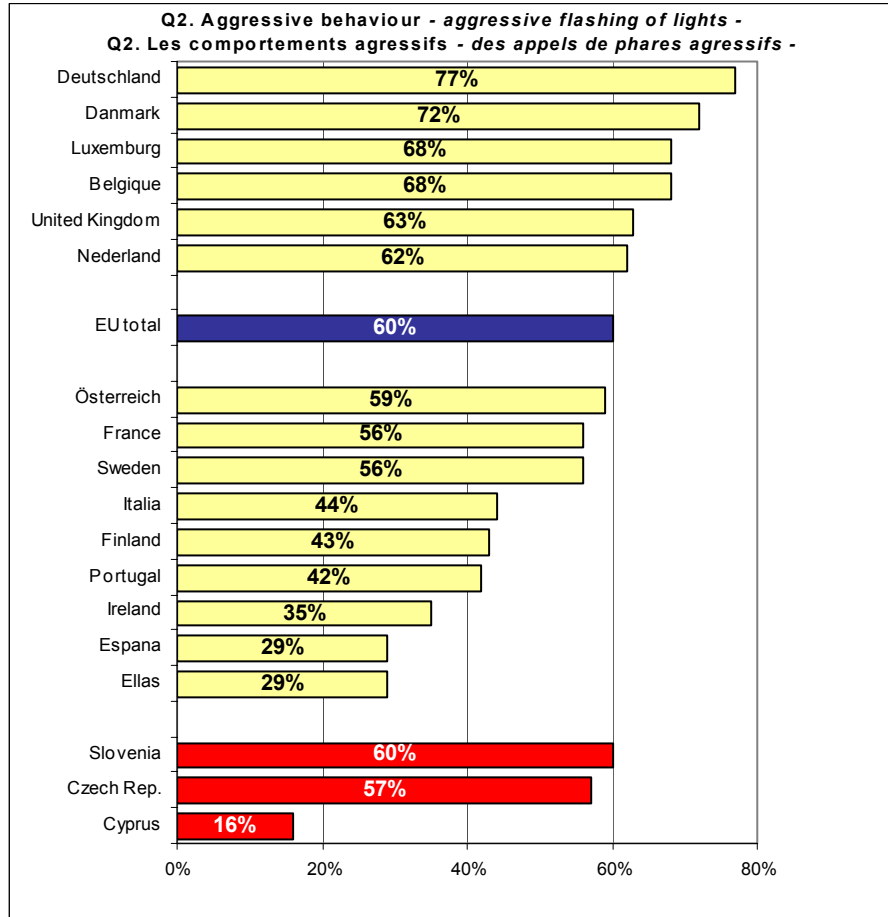
March 2003 – Fig. 4D

“Verbal abuse” is the most common form of aggression in **Argentina** and seems to occur more here than in any other country, being confirmed by seven in ten respondents. More than one in two claim to have been subject to verbal attacks in **Australia** (54%). This form of aggression is considerably lower in **Japan** (11%).

Breakdown by European Country

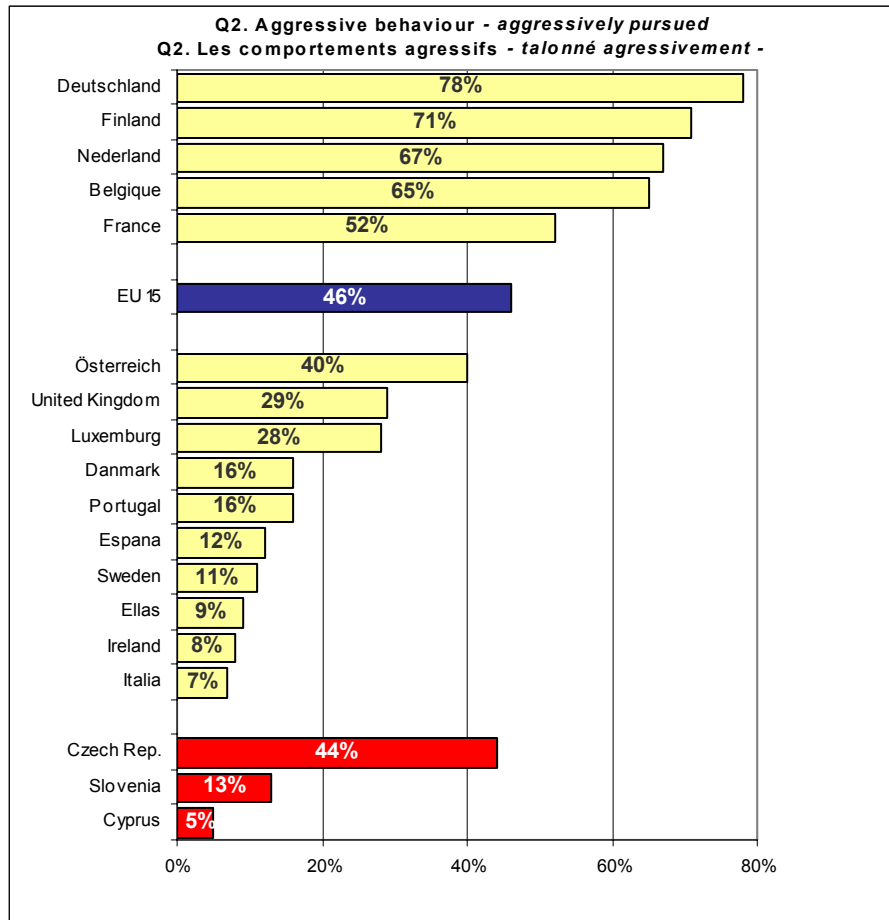
Looking at the experiences of drivers subjected to aggressive driving over the last twelve months, it seems that the type of aggressive behaviour varies considerably across European countries.

The graph below shows the type of behaviour ranking highest at the EU level: “aggressive flashing of lights”.



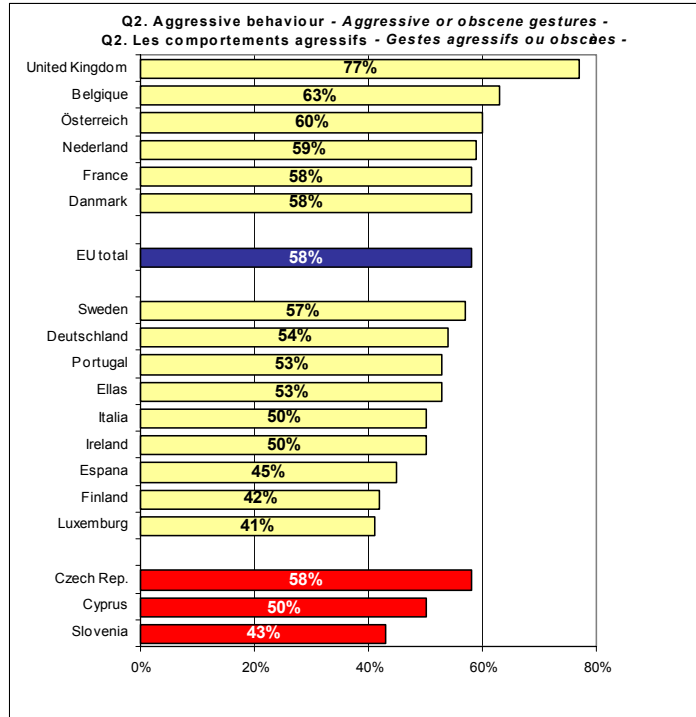
March 2003 – Fig. 4E

A large proportion of drivers who have experienced aggressive behaviour on the roads in **Germany** (77%) and **Denmark** (72%) confirm that they have been subject to “aggressive flashing of lights”. At the other end of the scale, it seems that far fewer drivers in **Greece** and **Spain** (29% in both) have experienced this form of aggression.



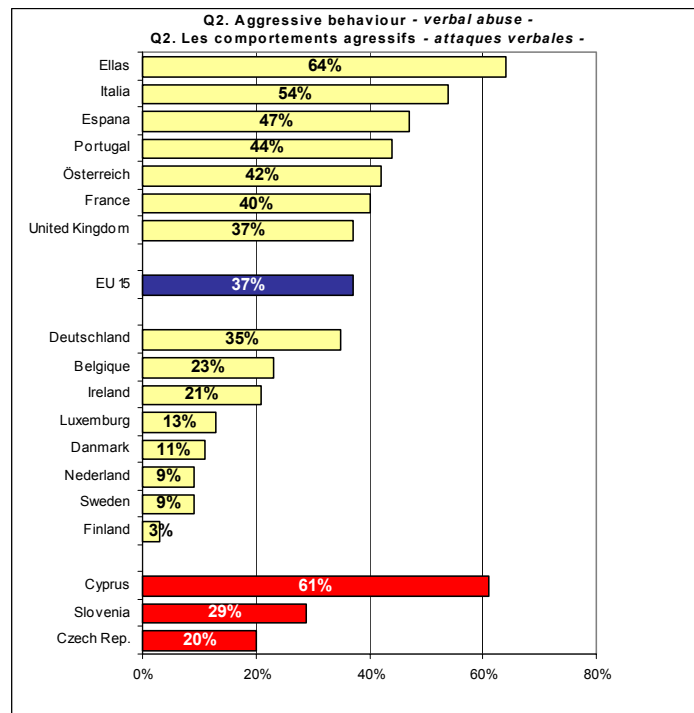
March 2003 – Fig. 4F

Drivers in **Germany** (78%) once again rank highest with more than three in four drivers (who recently experienced aggression on the roads), claiming to have been “*aggressively pursued*”; a result that is practically identical to the closely linked item, “*aggressive flashing of lights*”. 71% of **Finnish** respondents state that they have been “*aggressively pursued*”, being by far the most common form of aggressive behaviour in **Finland**. In **Cyprus, Italy, Ireland** and **Greece** less than one in ten respondents claim to have been subject to this form of aggression.



March 2003 – Fig. 4G

More than three in four **British** respondents claim to have been subject to “aggressive or obscene gestures”; a result that stands out from all other European countries. That said, at least four in ten respondents in each country have experienced such displays of aggression: **Luxembourg** (41%) and **Finland** (42%) being the lowest.



March 2003 – Fig. 4H

It is interesting to note a reversal in the ranking order of countries here: the **Mediterranean** countries stand out with a relatively high proportion of respondents claiming to have been subject to “verbal abuse”. In **Greece**, **Italy** and **Spain**, this is the most widespread form of aggressive behaviour.

2) Amongst drivers, which of the following types of aggressive behaviour have you been subject to in the last 12 months ?

(asked to those who felt aggressive behaviour from Q1B)

2) Entre automobilistes, quels sont les comportements agressifs que vous avez ressentis ces 12 derniers mois ?

(posé à ceux ayant ressenti des comportements agressifs du Q1B)

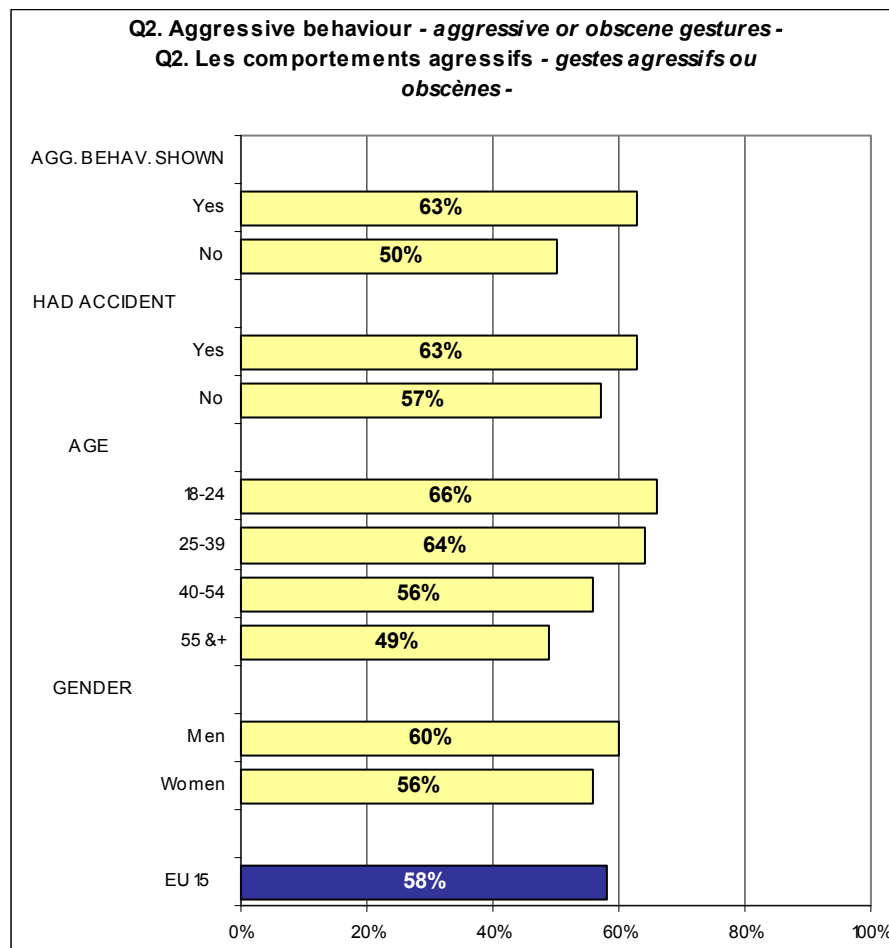
UE 15 – EU 15									
Total UE 15	Attaques verbales / Verbal abuse	Gestes agressifs ou obscènes / Aggressive or obscene gestures	Attaques ou tentatives d'attaque physiques / Attacks or attempted physical attacks	Avoir été délibérément obstrué ou empêché de circuler / Deliberately being obstructed or stopped from moving	Avoir été talonné (collé) / Agressivement / Being aggressively pursued (ôstuck toô)	Avoir reçu des appels de phares agressifs / Subjected to aggressive flashing of lights	(Autres) / (Others)	(NSP&SR) / (DK&NA)	
Total UE 15	4289	37%	58%	4%	29%	46%	60%	3%	3%
SEXE - SEX									
Homme / Male	2488	41%	60%	4%	29%	44%	60%	3%	3%
Femme / Female	1801	33%	56%	3%	29%	49%	59%	3%	2%
AGE									
18 - 24	383	46%	66%	4%	28%	44%	60%	1%	1%
25 - 39	1513	45%	64%	3%	34%	43%	61%	3%	2%
40 - 54	1336	32%	56%	3%	28%	49%	62%	3%	2%
55 & +	1057	29%	49%	5%	24%	48%	55%	4%	5%
ACCIDENT									
Oui / Yes	924	42%	63%	4%	33%	47%	63%	2%	1%
Non / No	3261	36%	57%	4%	28%	45%	59%	3%	3%
AG. BEHAVIOUR SHOWN									
Oui / Yes	2679	41%	63%	4%	31%	47%	61%	3%	1%
Non / No	1498	31%	50%	3%	26%	45%	57%	4%	5%
IRRITABILITY									
Bas / Low	148	51%	52%	6%	28%	46%	57%	11%	3%
Moyen bas / Mid Low	1066	32%	56%	4%	27%	42%	59%	2%	4%
Moyen haut / Mid High	2230	36%	60%	3%	29%	49%	60%	3%	2%
Haut / high	845	46%	58%	4%	32%	45%	58%	3%	2%

Breakdown by socio-demographic category within the EU

Drivers who have had at least one accident over the last three years are more likely to have been subject to aggressive behaviour compared to those who have not had an accident (see subsection 1.2). This hypothesis stands true for each of the different types of aggressive behaviour.

Respondents who admitted to showing aggressive behaviour themselves are more likely to have been subject to each of the types of aggressive driving covered in this question.

The graph below shows the socio-demographic characteristics of respondents who have been subject to “aggressive or obscene gestures”.



March 2003 – Fig. 41

It is clear from this graph that respondents who have admitted to showing aggressive behaviour themselves are more likely to have been subject to “aggressive or obscene gestures”. Those who had at least one accident confirm that they have been at the receiving end of “aggressive or obscene gestures” more often than those who have a clean accident record. There is also a decreasing relationship between age and those who have been subject to “aggressive or obscene gestures”. Finally, men are more likely than women to have been subject to this form of aggressive behaviour.

Q3. On what type of road did the last aggressive incident occur ?
(asked to those who felt aggressive behaviour from Q1B)

Q3. Sur quel type de route s'est produit le dernier incident agressif ?
(posé à ceux ayant ressenti des comportements agressifs du Q1B)

	Total	En circulation non-urbaine /	En ville / In town	Dans un parking / In a car park	Autre / Other	(NSP&SR) / (DK&NA)
		In non-urban traffic				
USA	348	46%	48%	4%	1%	2%
ARGENTINA	136	15%	77%	1%	0%	7%
RUSSIA	226	18%	67%	3%	0%	12%
JAPAN	220	32%	58%	2%	1%	7%
AUSTRALIA	254	34%	60%	5%	0%	1%
Total UE 15	4289	47%	47%	3%	0%	3%
BELGIQUE	331	50%	42%	3%	0%	5%
DANMARK	268	54%	40%	2%	0%	3%
DEUTSCHLAND	402	65%	31%	2%	1%	2%
ELLAS	207	29%	65%	3%	0%	3%
ESPANA	178	45%	53%	1%	0%	2%
FRANCE	542	32%	62%	2%	1%	4%
IRELAND	238	48%	36%	4%	5%	7%
ITALIA	125	31%	63%	3%	0%	2%
LUXEMBOURG	269	66%	22%	5%	3%	5%
NEDERLANDS	368	65%	30%	2%	0%	3%
OSTERREICH	314	48%	42%	6%	0%	4%
PORTUGAL	177	57%	38%	1%	0%	4%
FINLAND	411	48%	43%	5%	1%	2%
SWEDEN	117	43%	50%	4%	0%	3%
UNITED KINGDOM	342	43%	50%	4%	1%	2%
CZECH REP	177	41%	50%	7%	1%	1%
CYPRUS	167	21%	70%	1%	0%	8%
SLOVENIA	295	44%	39%	12%	0%	4%

2.2 Context of aggressive behaviour

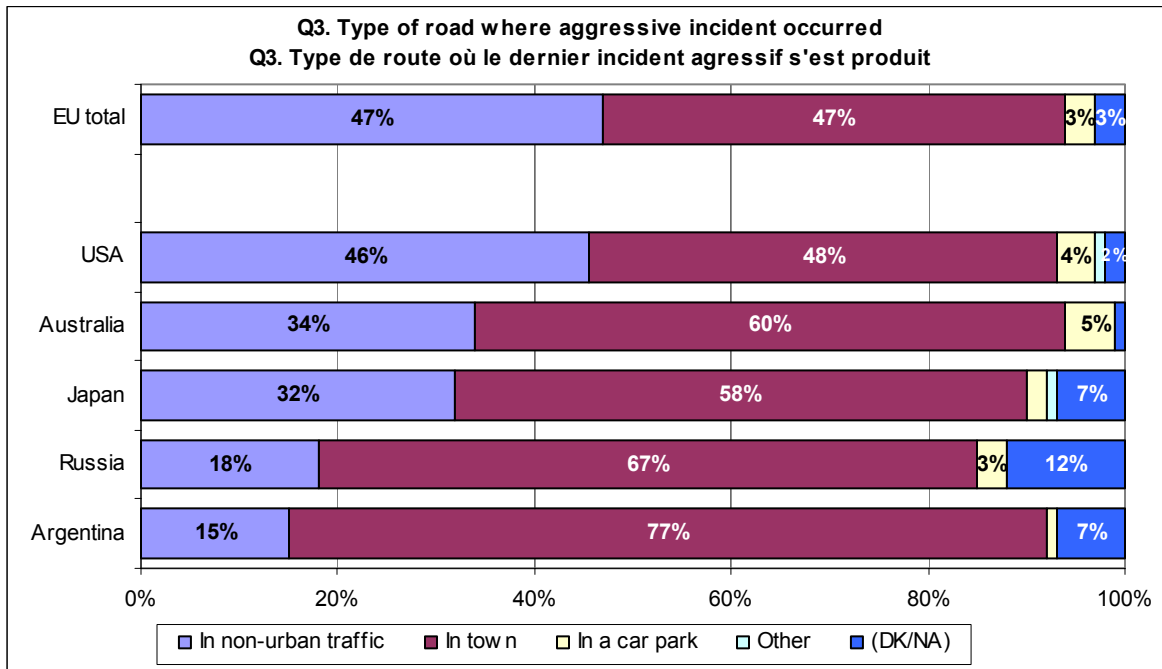
Source Questionnaire: question 3

- Aggressive incidents in the European Union are equally likely in either urban or non-urban traffic -

Overall picture (EU v. non-European countries)

The Ontario Ministry of Transportation in their “Review of the Literature on Aggressive Behaviour” found that aggressive behaviour is more likely in situations that confer anonymity on the perpetrators. “Generally, people lose self-restraint when they are not mindful of who they are and of their place in a rule-governed society. Expectations of punishment are diminished, and aggressive impulses are more readily expressed. The chance “to get away with it” can release aggression that would otherwise have been held in check.” (R. Novaco, “Roadway aggression” 1998).

This question was only asked to drivers who have been subject to aggressive behaviour over the last twelve months. This question gives us further incite into the circumstances giving rise to aggressive behaviour.

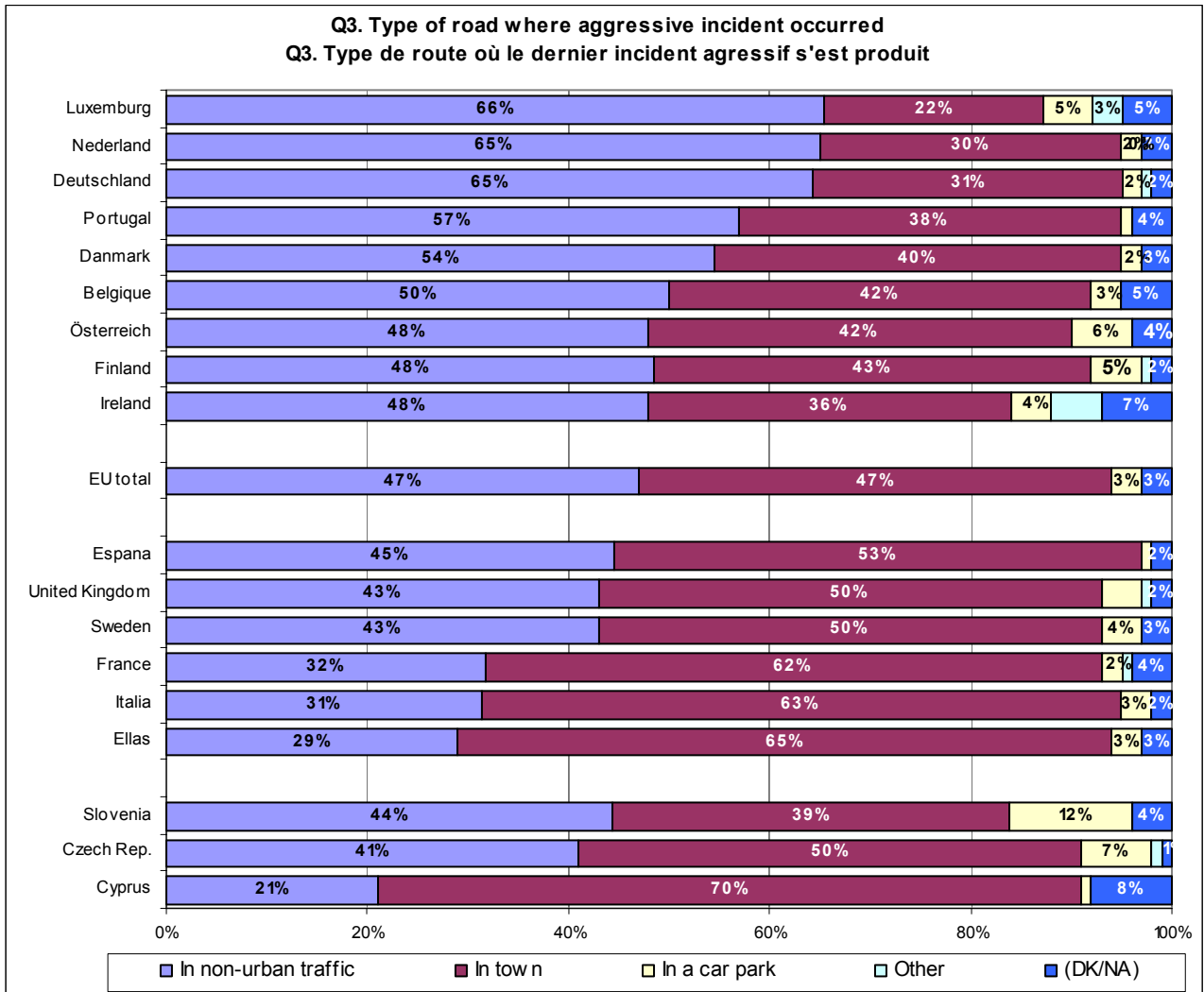


March 2003 – Fig. 5A

In the **European Union**, aggressive drivers do not discriminate between urban and non-urban environments; there is a perfectly equal balance between “non-urban traffic”, including motorways, main roads and country lanes and “towns” (47% in both). This is similar to the situation in the **United States** where 46% confirmed that their latest aggressive experience was when driving in “non-urban traffic” and 48% stated that this occurred in a town situation.

In **Argentina** (77%) and **Russia** (67%), aggressive incidents occurred most often in urban zones. This is also true in **Australia** (60%) and **Japan** (58%), where the majority of recent aggressive driving incidents took place in towns.

Breakdown by European Country



March 2003 – Fig. 5B

Drivers subjected to aggressive behaviour over the last twelve months were asked on what type of road the latest aggressive incident occurred. In **Luxembourg**, the **Netherlands**, **Germany**, **Portugal** and **Denmark** most respondents confirmed that this occurred in “non-urban traffic” i.e. a motorway, a main road or a country lane.

In **Cyprus**, **Greece**, **Italy**, **France** and **Spain**, most aggressive incidents occurred in town.

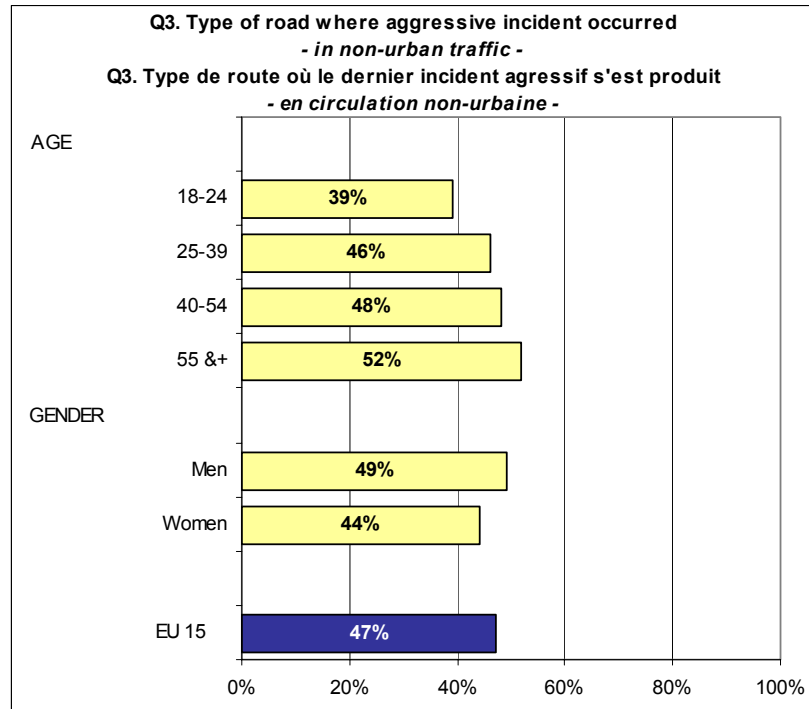
Few aggressive incidents occurred in car parks; the highest proportion was confirmed in **Slovenia** (12%).

Q3. On what type of road did the last aggressive incident occur ?
(asked to those who felt aggressive behaviour from Q1B)

Q3. Sur quel type de route s'est produit le dernier incident agressif ?
(posé à ceux ayant ressenti des comportements agressifs du Q1B)

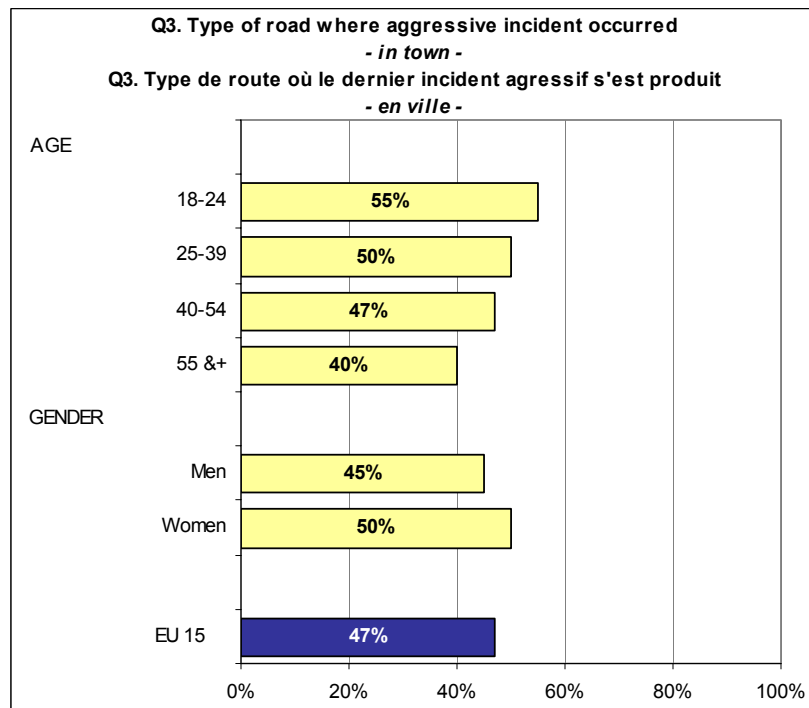
	UE 15 – EU 15					
	Total UE 15	En circulation non-urbaine / In non-urban traffic	En ville / In town	Dans un parking / In a car park	Autre / Other	(NSP&SR) / (DK&NA)
Total UE 15	4289	47%	47%	3%	0%	3%
SEXE - SEX						
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AGE						
18 - 24	383	39%	55%	5%	0%	1%
25 - 39	1513	46%	50%	2%	1%	2%
40 - 54	1336	48%	47%	2%	0%	3%
55 & +	1057	52%	40%	3%	1%	4%
ACCIDENT						
Oui / Yes	924	48%	48%	2%	1%	1%
Non / No	3261	47%	46%	3%	0%	3%
AG. BEHAVIOUR SHOWN						
Oui / Yes	2679	46%	49%	3%	0%	2%
Non / No	1498	48%	44%	3%	1%	5%
IRRITABILITY						
Bas / Low	148	49%	43%	5%	0%	3%
Moyen bas / Mid Low	1066	47%	48%	2%	0%	3%
Moyen haut / Mid High	2230	48%	46%	3%	0%	3%
Haut / high	845	45%	49%	3%	1%	3%

Breakdown by socio-demographic category within the EU



March 2003 – Fig. 5C

Males and/or older drivers are more likely to have experienced their latest aggressive incident in non-urban traffic.



March 2003 – Fig. 5D

In contrast, women and/or younger drivers are more likely to have experienced their latest aggressive incident in urban zones.

a) Remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit

a) Rester sur la bande de gauche le plus longtemps possible et au dernier moment, couper toutes les bandes de circulation pour sortir

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	60%	33%	6%	1%	77	30
ARGENTINA	333	50%	28%	18%	4%	67	39
JAPAN	835	35%	48%	14%	2%	61	34
AUSTRALIA	507	62%	30%	6%	3%	79	30
Total UE 15	9273	58%	33%	8%	2%	75	32
BELGIQUE	521	67%	26%	7%	0%	80	31
DANMARK	511	47%	42%	9%	2%	70	32
DEUTSCHLAND	716	52%	36%	11%	1%	70	34
ELLAS	500	58%	28%	11%	2%	74	35
ESPANA	544	31%	55%	12%	1%	60	32
FRANCE	808	69%	25%	5%	2%	83	28
IRELAND	625	48%	36%	10%	7%	71	34
ITALIA	500	76%	17%	5%	2%	86	28
LUXEMBOURG	432	49%	36%	11%	3%	70	36
NEDERLANDS	687	71%	28%	1%	0%	85	24
OSTERREICH	440	44%	45%	9%	2%	68	32
PORTUGAL	500	47%	39%	12%	2%	68	35
FINLAND	1280	33%	50%	12%	5%	61	33
SWEDEN	500	48%	40%	11%	1%	69	34
UNITED KINGDOM	709	58%	34%	7%	2%	76	31
CZECH REP	539	34%	44%	18%	4%	58	36
CYPRUS	550	60%	22%	15%	4%	73	37
SLOVENIA	766	54%	32%	11%	2%	72	35

b) When there is a sudden slow down, overtake in the emergency lane (hard shoulder)

b) En cas de fort ralentissement, dépasser par la bande d'arrêt d'urgence

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	46%	37%	15%	2%	66	36
ARGENTINA	333	50%	25%	20%	5%	65	40
JAPAN	835	46%	34%	18%	2%	64	38
AUSTRALIA	507	51%	32%	13%	5%	70	36
Total UE 15	9273	55%	29%	12%	3%	72	35
BELGIQUE	521	72%	17%	10%	0%	81	33
DANMARK	511	86%	11%	2%	1%	92	21
DEUTSCHLAND	716	45%	34%	18%	4%	64	38
ELLAS	500	52%	32%	14%	2%	69	36
ESPANA	544	31%	49%	19%	1%	56	35
FRANCE	808	70%	22%	5%	3%	84	29
IRELAND	625	50%	34%	9%	7%	72	34
ITALIA	500	68%	21%	10%	2%	80	33
LUXEMBOURG	432	58%	23%	13%	5%	74	38
NEDERLANDS	687	90%	9%	1%	0%	95	16
OSTERREICH	440	47%	37%	13%	2%	68	35
PORTUGAL	500	29%	45%	21%	5%	54	36
FINLAND	1280	18%	34%	32%	16%	42	38
SWEDEN	500	43%	28%	27%	2%	58	41
UNITED KINGDOM	709	58%	29%	10%	3%	75	34
CZECH REP	539	38%	40%	18%	4%	60	37
CYPRUS	550	56%	21%	19%	5%	69	40
SLOVENIA	766	56%	29%	13%	2%	72	36

3. MOST IRRITATING TYPES OF AGGRESSIVE DRIVING BEHAVIOURS

3.1 Driving on the motorway

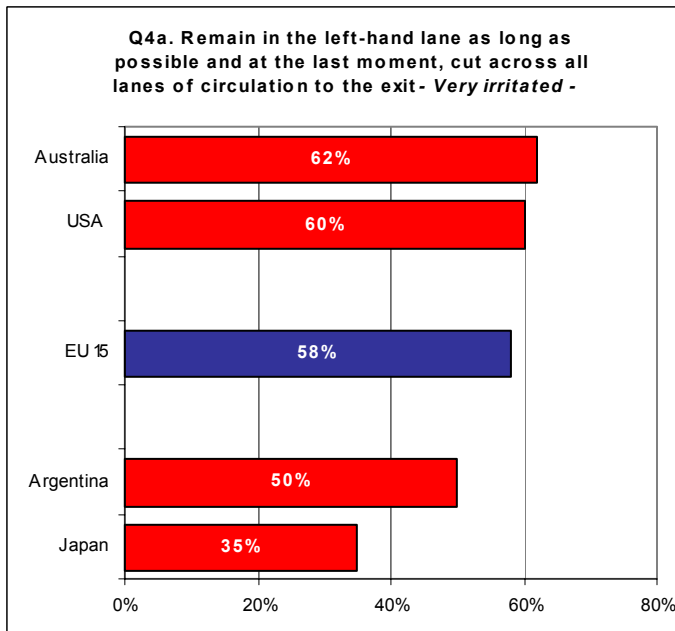
Source Questionnaire: question 4

- *Encroachment of drivers' "territory" or position in the queue is a major source of irritation -*

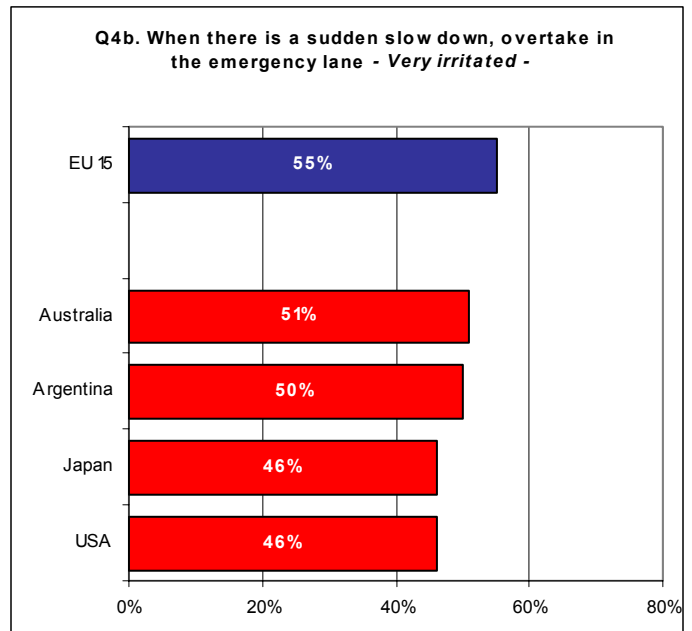
Overall picture (EU v. non-European countries)

This section is insightful in that it helps us refine the term "aggressive behaviour". In our introduction, we suggested a broad definition for "aggressive behaviour". However, it is only via specific behaviour types that we can truly understand its meaning. It should be noted that certain items were adjusted in the questionnaire for country specific rules of the road e.g. driving on the left-hand side (this also applies to subsections 3.2 and 3.3).

In this section respondents express their reactions to potentially "irritating" behaviours on the motorway.



March 2003 – Fig. 6A



March 2003 – Fig. 6B

At least six in ten respondents in **Australia** and the **United States** are "very irritated" by drivers who "remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit". At the other end of the scale, 35% of respondents in **Japan** are "very irritated" by this.

Levels of irritation are relatively similar for non-European countries and the **European Union** "when there is a sudden slow down and drivers overtake in the emergency lane".

c) Drive in the left lane of the motorway when the right hand lane(s) are free

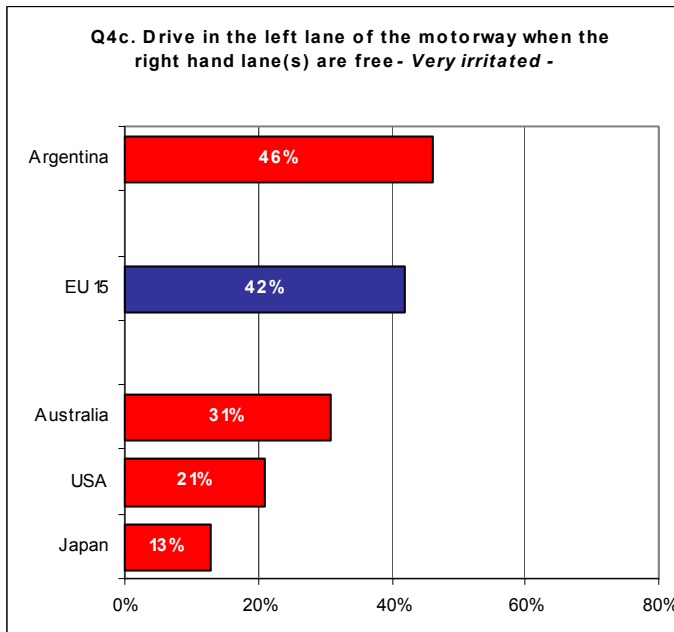
c) Rouler sur la bande de gauche d'une autoroute alors que la (les) bande(s) de droite sont libre(s)

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	21%	40%	37%	1%	42	38
ARGENTINA	333	46%	27%	26%	2%	60	41
JAPAN	835	13%	33%	51%	3%	30	35
AUSTRALIA	507	31%	41%	25%	3%	53	38
Total UE 15	9273	42%	38%	18%	2%	63	37
BELGIQUE	521	40%	41%	19%	0%	61	37
DANMARK	511	35%	44%	20%	1%	58	37
DEUTSCHLAND	716	46%	36%	17%	1%	64	37
ELLAS	500	49%	26%	22%	3%	64	41
ESPANA	544	22%	49%	27%	2%	47	35
FRANCE	808	49%	36%	12%	2%	69	35
IRELAND	625	32%	41%	21%	7%	56	37
ITALIA	500	43%	35%	21%	2%	61	39
LUXEMBOURG	432	36%	35%	25%	4%	56	42
NEDERLANDS	687	58%	37%	5%	0%	76	30
OSTERREICH	440	28%	52%	18%	2%	55	34
PORTUGAL	500	39%	40%	19%	2%	61	37
FINLAND	1280	24%	40%	32%	4%	46	38
SWEDEN	500	25%	38%	35%	2%	45	39
UNITED KINGDOM	709	47%	38%	12%	2%	68	35
CZECH REP	539	26%	32%	38%	4%	44	40
CYPRUS	550	54%	19%	24%	3%	65	42
SLOVENIA	766	36%	28%	33%	3%	52	42

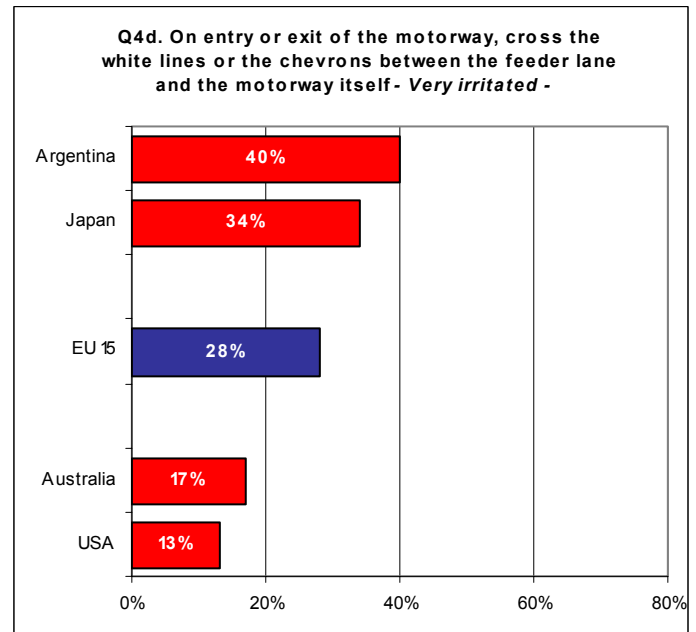
d) On entry or exit of the motorway, cross the white lines or the chevrons between the feeder lane and the motorway itself

d) Aux entrées et aux sorties d'autoroute, franchir les lignes blanches ou les îlots directionnels entre la bande d'accès et l'autoroute elle-même

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	13%	43%	42%	2%	36	35
ARGENTINA	333	40%	25%	26%	9%	58	42
JAPAN	835	34%	47%	17%	2%	59	35
AUSTRALIA	507	17%	43%	33%	7%	41	36
Total UE 15	9273	28%	43%	25%	4%	51	37
BELGIQUE	521	29%	44%	26%	1%	52	37
DANMARK	511	22%	41%	35%	3%	43	38
DEUTSCHLAND	716	16%	38%	44%	3%	36	36
ELLAS	500	47%	33%	17%	4%	66	38
ESPANA	544	14%	47%	33%	6%	40	34
FRANCE	808	48%	36%	11%	6%	70	34
IRELAND	625	36%	37%	16%	12%	61	37
ITALIA	500	33%	49%	14%	4%	60	33
LUXEMBOURG	432	28%	41%	27%	5%	50	40
NEDERLANDS	687	30%	54%	16%	0%	57	33
OSTERREICH	440	30%	44%	22%	4%	54	37
PORTUGAL	500	32%	45%	19%	5%	57	36
FINLAND	1280	10%	41%	35%	14%	36	33
SWEDEN	500	15%	41%	41%	4%	36	36
UNITED KINGDOM	709	27%	49%	21%	3%	53	35
CZECH REP	539	21%	44%	27%	7%	47	36
CYPRUS	550	51%	28%	13%	8%	71	36
SLOVENIA	766	40%	39%	16%	5%	63	36



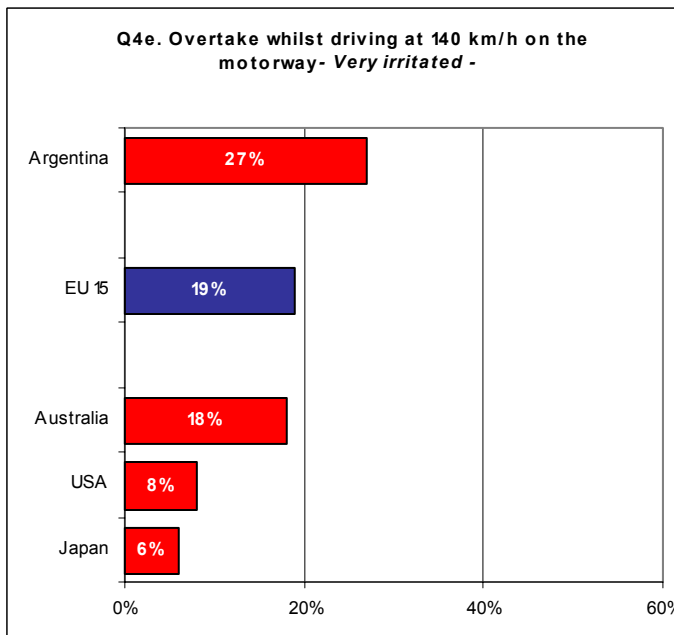
March 2003 – Fig. 6C



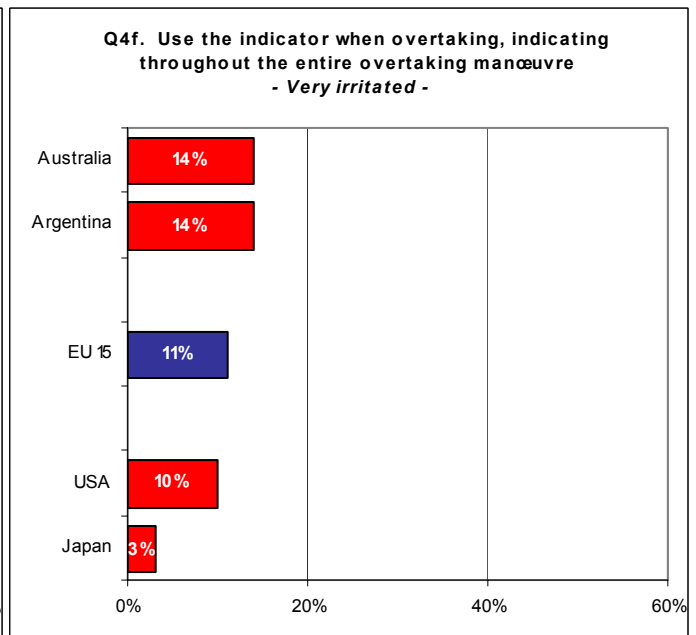
March 2003 – Fig. 6D

In **Argentina** (46%), a relatively high proportion of respondents are “very irritated” when people “drive in the left lane of the motorway when the right lane(s) are free”. In contrast, this does not appear to be a major source of irritation for drivers in **Japan** (13%).

Argentina tops the ranks with 40% of drivers confirming that they are “very irritated” when, on entry or exit, cars cross the white lanes between the feeder lane and the motorway itself. Only 13% of drivers in the **United States** are “very irritated” by this.



March 2003 – Fig. 6E



March 2003 – Fig. 6F

A relatively low proportion of drivers around the world are “very irritated” when people “overtake whilst driving at 140km/h”, particularly so in **Japan** (6%) and the **United States** (8%). However, this item is more difficult to compare across countries due to differences in national speed limits.

e) Overtake whilst driving at 140 km/h on the motorway

e) Dépasser à 140 km/h sur autoroute

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	8%	28%	63%	1%	22	32
ARGENTINA	333	27%	11%	59%	4%	33	44
JAPAN	835	6%	31%	61%	3%	22	30
AUSTRALIA	507	18%	28%	50%	4%	34	39
Total UE 15	9273	19%	24%	55%	2%	32	39
BELGIQUE	521	19%	27%	54%	0%	32	39
DANMARK	511	14%	17%	67%	1%	23	37
DEUTSCHLAND	716	5%	9%	84%	2%	10	25
ELLAS	500	31%	24%	43%	3%	44	43
ESPANA	544	12%	26%	58%	3%	26	35
FRANCE	808	18%	31%	49%	2%	34	38
IRELAND	625	44%	28%	17%	11%	65	39
ITALIA	500	25%	33%	40%	2%	42	40
LUXEMBOURG	432	11%	22%	64%	3%	23	37
NEDERLANDS	687	12%	33%	55%	0%	28	35
OSTERREICH	440	15%	32%	50%	3%	32	37
PORTUGAL	500	20%	26%	52%	2%	34	40
FINLAND	1280	28%	27%	39%	6%	44	42
SWEDEN	500	16%	24%	59%	1%	28	38
UNITED KINGDOM	709	36%	25%	36%	2%	50	43
CZECH REP	539	20%	29%	45%	6%	37	40
CYPRUS	550	52%	14%	31%	2%	61	45
SLOVENIA	766	19%	20%	57%	5%	30	40

f) Use the indicator when overtaking, indicating throughout the entire overtaking manoeuvre ("French overtaking")

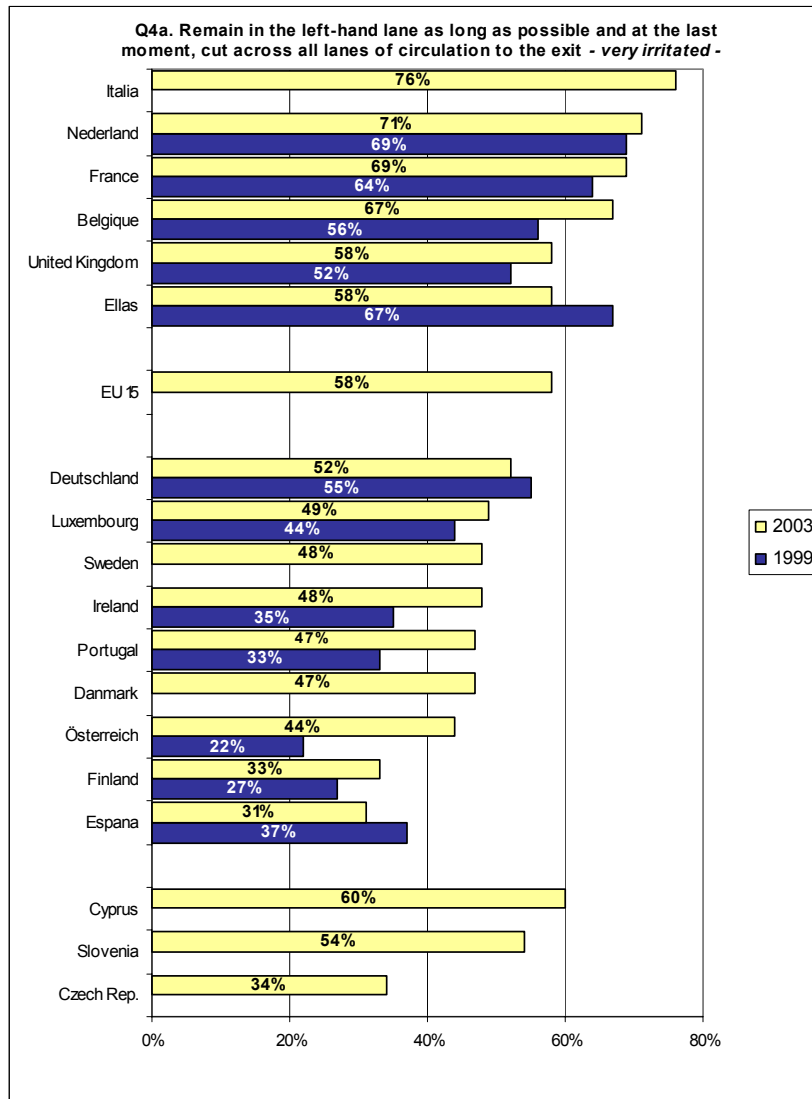
f) Utiliser son clignotant pour dépasser un véhicule et le garder tout au long du dépassement ("dépassement à la française")

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	10%	34%	56%	0%	27	33
ARGENTINA	333	14%	12%	68%	5%	22	37
JAPAN	835	3%	19%	75%	3%	13	26
AUSTRALIA	507	14%	34%	50%	3%	32	36
Total UE 15	9273	11%	23%	64%	2%	23	35
BELGIQUE	521	11%	29%	60%	0%	26	35
DANMARK	511	10%	19%	70%	1%	20	33
DEUTSCHLAND	716	12%	21%	66%	1%	23	35
ELLAS	500	22%	21%	55%	2%	33	41
ESPANA	544	3%	13%	83%	1%	10	23
FRANCE	808	9%	22%	66%	3%	21	33
IRELAND	625	17%	29%	46%	8%	34	39
ITALIA	500	21%	26%	51%	2%	35	40
LUXEMBOURG	432	9%	24%	63%	4%	22	35
NEDERLANDS	687	4%	28%	66%	2%	19	28
OSTERREICH	440	14%	34%	51%	2%	31	36
PORTUGAL	500	9%	23%	66%	1%	21	33
FINLAND	1280	3%	9%	82%	6%	8	22
SWEDEN	500	3%	20%	76%	1%	13	26
UNITED KINGDOM	709	10%	29%	58%	2%	25	34
CZECH REP	539	13%	25%	55%	7%	28	37
CYPRUS	550	32%	23%	42%	2%	45	43
SLOVENIA	766	15%	19%	61%	5%	25	37

MOTORWAY DRIVING <i>Answer: very irritated</i>	EU 15	B	DK	D	EL	E	F	IRL	I	L	NL	A	P	SF	S	UK
a. Remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit	58%	67%	47%	52%	58%	31%	69%	48%	76%	49%	71%	44%	47%	33%	48%	58%
b. When there is a sudden slow down, overtake in the emergency lane	55%	72%	86%	45%	52%	31%	70%	50%	68%	58%	90%	47%	29%	18%	43%	58%
c. Drive in the left lane of the motorway when the right hand lane(s) are free	42%	40%	35%	46%	49%	22%	49%	32%	43%	36%	58%	28%	39%	24%	25%	47%
d. On entry or exit of the motorway, cross the white lines or the chevrons between the feeder lane and the motorway itself	28%	29%	22%	16%	47%	14%	48%	36%	33%	28%	30%	30%	32%	10%	15%	27%
e. Overtake whilst driving at 140 km/h on the motorway	19%	19%	14%	5%	31%	12%	18%	44%	25%	11%	12%	15%	20%	28%	16%	36%
f. Use the indicator when overtaking, indicating throughout the entire overtaking manoeuvre ("French overtaking")	11%	11%	10%	12%	22%	3%	9%	17%	21%	9%	4%	14%	9%	3%	3%	10%

March 2003 – Fig. 6G

Breakdown by European Country



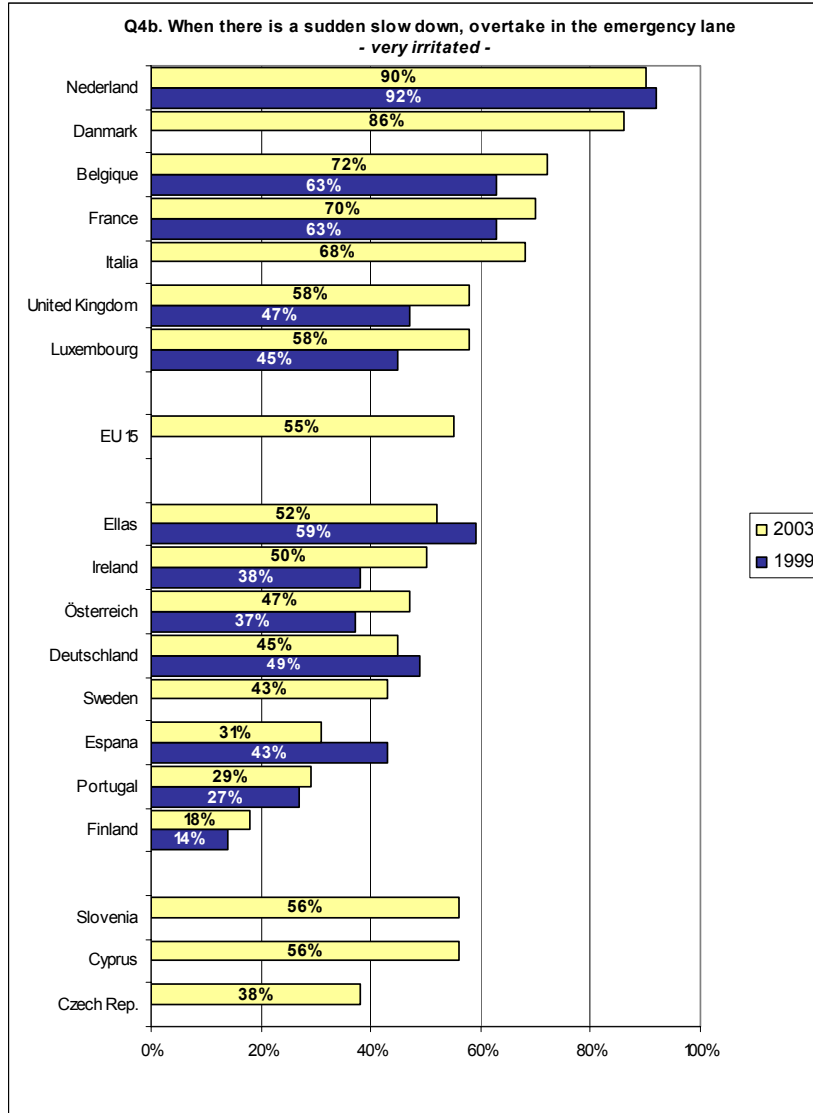
March 2003 – Fig. 6H

In **Italy**, the **Netherlands**, **France** and **Belgium**, a particularly high proportion of respondents admit that they are “very irritated” by drivers who “remain in the left-lane as long as possible and at the last moment, cut across all lanes of circulation to the exit”. In most countries, the proportion of respondents who are “very irritated” by this behaviour has increased.

Nevertheless, in some countries the extent to which respondents are “very irritated” has diminished. The level of acceptability and tolerance of certain forms of “aggressive behaviour” seems to have increased. The table below shows that in certain Mediterranean countries, namely **Greece** and **Spain**, the proportion of drivers who are “very irritated” by this behaviour has decreased yet there is a parallel movement in the opposite direction of those who are “mildly irritated”, and consequently the proportion of drivers who are “irritated” by this remains more or less static or even increases.

Q4a. Remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit						
	1999 Very irritated	2003 Very irritated	Difference	1999 Total irritated	2003 Total irritated	Difference
Ellas	67%	58%	-9	87%	86%	-1
Espana	37%	31%	-6	79%	86%	7

March 2003 – Fig. 6I



March 2003 – Fig. 6J

From the graph above, it is clear that in Europe there is a very wide range of reactions to the item “when there is a sudden slow down, overtake in the emergency lane”. 90% of **Dutch** and 86% of **Danish** respondents are “very irritated” when cars overtake in the emergency lane when there is a sudden slow down in traffic. At the other end of the scale only 18% of **Finnish** drivers are “very irritated” when other drivers behave in such a way.

In most countries, the proportion of drivers who are “very irritated” by this behaviour has increased since 1999. Yet in some countries such as **Greece** and **Spain**, there has been a decrease in the proportion of “very irritated” respondents. In the table below, the results re-confirm our hypothesis previously presented i.e. that there is not necessarily a decrease in the extent to which drivers are irritated by a given behaviour but rather a shift to a more tolerant mindset.

Q4b. When there is a sudden slow down, overtake in the emergency lane						
	1999 Very irritated	2003 Very irritated	Difference	1999 Total irritated	2003 Total irritated	Difference
Ellas	59%	52%	-7	83%	84%	1
Espana	43%	31%	-12	74%	80%	6

March 2003 – Fig. 6K

a) Remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit

a) Rester sur la bande de gauche le plus longtemps possible et au dernier moment, couper toutes les bandes de circulation pour sortir

	UE 15 – EU 15						Index	St dev / Std Dev
	Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)			
Total UE 15	9273	58%	33%	8%	2%	75	32	
SEXE - SEX								
Homme / Male	5119	55%	35%	9%	1%	73	33	
Femme / Female	4154	61%	30%	7%	2%	77	31	
AGE								
18 - 24	740	61%	31%	8%	1%	76	32	
25 - 39	3096	58%	33%	8%	1%	76	32	
40 - 54	2861	56%	34%	8%	1%	74	32	
55 & +	2576	57%	32%	8%	3%	75	32	
ACCIDENT								
Oui / Yes	1719	56%	33%	10%	1%	73	34	
Non / No	7367	58%	33%	8%	2%	75	32	
AG. BEHAVIOUR SHOWN								
Oui / Yes	4553	63%	30%	7%	1%	78	31	
Non / No	4439	52%	36%	9%	2%	72	33	
IRRITABILITY								
Bas / Low	449	3%	39%	54%	4%	24	28	
Moyen bas / Mid Low	2635	28%	54%	15%	2%	57	33	
Moyen haut / Mid High	4576	65%	30%	4%	1%	81	28	
Haut / high	1613	90%	8%	1%	2%	96	15	

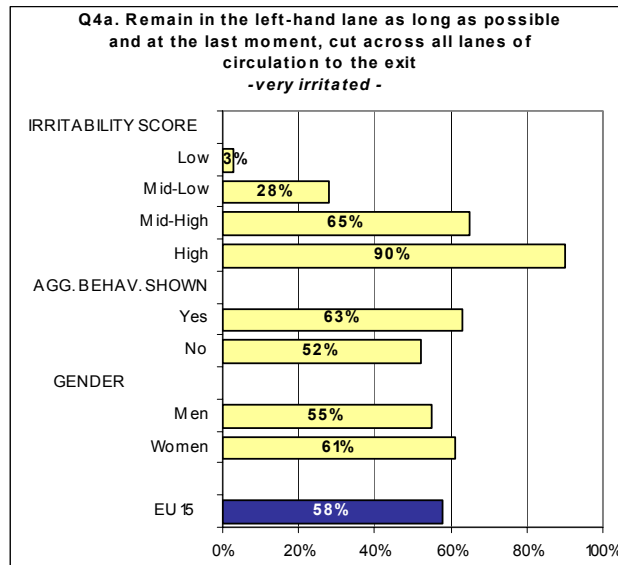
b) When there is a sudden slow down, overtake in the emergency lane (hard shoulder)

b) En cas de fort ralentissement, dépasser par la bande d'arrêt d'urgence

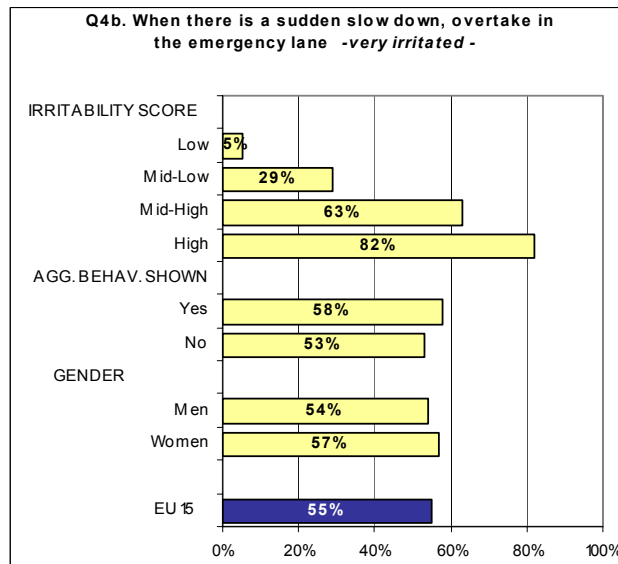
	UE 15 – EU 15						Index	St dev / Std Dev
	Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)			
Total UE 15	9273	55%	29%	12%	3%	72	35	
SEXE - SEX								
Homme / Male	5119	54%	30%	14%	2%	71	36	
Femme / Female	4154	57%	28%	11%	3%	74	35	
AGE								
18 - 24	740	52%	33%	14%	1%	69	36	
25 - 39	3096	59%	27%	12%	2%	74	35	
40 - 54	2861	55%	31%	12%	2%	72	35	
55 & +	2576	53%	29%	14%	5%	70	36	
ACCIDENT								
Oui / Yes	1719	53%	32%	14%	2%	70	36	
Non / No	7367	56%	29%	13%	3%	72	36	
AG. BEHAVIOUR SHOWN								
Oui / Yes	4553	58%	30%	11%	2%	74	34	
Non / No	4439	53%	29%	14%	3%	70	37	
IRRITABILITY								
Bas / Low	449	5%	27%	61%	7%	20	30	
Moyen bas / Mid Low	2635	29%	46%	22%	3%	54	36	
Moyen haut / Mid High	4576	63%	28%	7%	2%	78	32	
Haut / high	1613	82%	12%	3%	3%	91	23	

Breakdown by socio-demographic category within the EU

At this point, it is interesting to look at the type of persons who are “*very irritated*” by certain types of driving behaviour. The graphs below show the most striking characteristics for respondents who are “*very irritated*” when cars “*remain in the left-hand lane as long as possible and at the last moment, cut across all lanes of circulation to the exit*” and “*when there is a sudden slow down and drivers overtake in the emergency lane (hard shoulder)*”.



March 2003 – Fig. 6L



March 2003 – Fig. 6M

As we would expect there is a highly increasing relationship between irritability score and those who are “*very irritated*” by both behaviours. More women are “*very irritated*” by these than men. Those who acknowledged showing aggressive behaviour in the past are more likely to be “*very irritated*” in these instances.

It is interesting to note that women and/or those confirming that they have not shown aggressive behaviour in the past are “*very irritated*” when people “*overtake whilst driving at 140km/h on the motorway*”.

j) Double park when there is no parking space nearby

j) S'arrêter en double file quand il n'y a pas de place de stationnement à proximité

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	45%	37%	13%	4%	67	35
ARGENTINA	333	58%	27%	14%	0%	72	37
JAPAN	835	65%	28%	6%	1%	80	30
AUSTRALIA	507	17%	52%	30%	1%	44	34
Total UE 15	9273	48%	36%	15%	1%	67	36
BELGIQUE	521	36%	45%	18%	1%	60	36
DANMARK	511	51%	32%	14%	4%	69	36
DEUTSCHLAND	716	49%	35%	14%	1%	68	36
ELLAS	500	59%	27%	13%	1%	73	36
ESPANA	544	25%	42%	31%	2%	47	38
FRANCE	808	45%	42%	13%	0%	66	35
IRELAND	625	40%	42%	14%	4%	64	35
ITALIA	500	54%	31%	15%	0%	70	37
LUXEMBOURG	432	51%	33%	14%	3%	69	38
NEDERLANDS	687	61%	35%	3%	1%	79	28
OSTERREICH	440	29%	42%	26%	3%	51	38
PORTUGAL	500	34%	45%	18%	3%	58	36
FINLAND	1280	48%	37%	8%	7%	71	33
SWEDEN	500	53%	29%	14%	4%	70	37
UNITED KINGDOM	709	59%	31%	10%	1%	75	33
CZECH REP	539	26%	41%	28%	5%	49	38
CYPRUS	550	67%	20%	12%	1%	78	35
SLOVENIA	766	78%	17%	5%	0%	86	27

k) Double park when there is a parking space nearby

k) S'arrêter en double file alors qu'une place de stationnement est libre à proximité

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	55%	29%	11%	4%	73	35
ARGENTINA	333	68%	22%	10%	0%	79	33
JAPAN	835	74%	19%	5%	2%	85	28
AUSTRALIA	507	29%	45%	24%	3%	53	37
Total UE 15	9273	71%	22%	7%	1%	82	30
BELGIQUE	521	66%	25%	8%	1%	79	32
DANMARK	511	63%	24%	10%	3%	78	34
DEUTSCHLAND	716	71%	19%	10%	1%	81	33
ELLAS	500	77%	15%	7%	0%	85	30
ESPANA	544	50%	41%	9%	1%	71	32
FRANCE	808	76%	20%	4%	0%	86	27
IRELAND	625	54%	36%	8%	3%	74	32
ITALIA	500	81%	15%	4%	0%	88	26
LUXEMBOURG	432	69%	21%	7%	3%	82	32
NEDERLANDS	687	84%	16%	1%	0%	91	20
OSTERREICH	440	45%	35%	16%	3%	65	37
PORTUGAL	500	65%	27%	7%	1%	79	31
FINLAND	1280	66%	25%	4%	5%	83	28
SWEDEN	500	61%	24%	11%	3%	76	34
UNITED KINGDOM	709	74%	18%	7%	1%	84	30
CZECH REP	539	42%	40%	15%	3%	64	36
CYPRUS	550	60%	22%	17%	1%	72	38
SLOVENIA	766	59%	27%	12%	2%	74	35

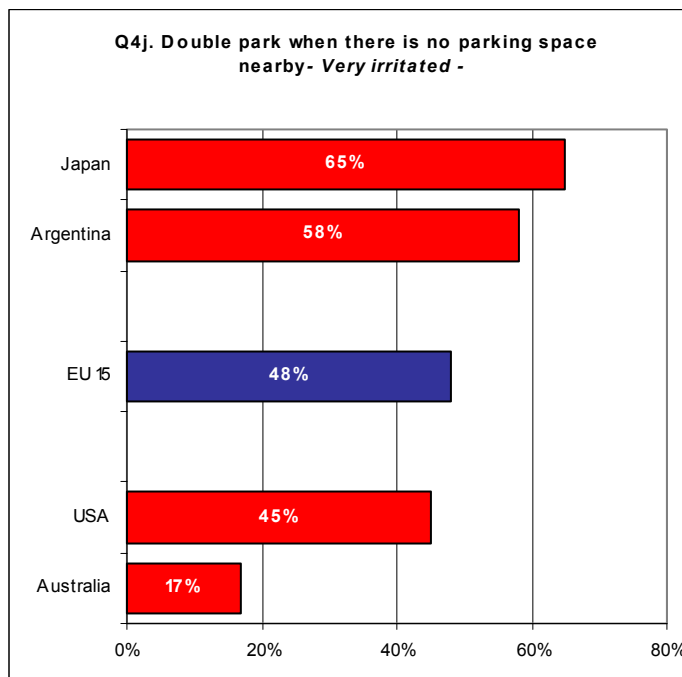
3.2 Driving in urban areas

Source Questionnaire: question 4

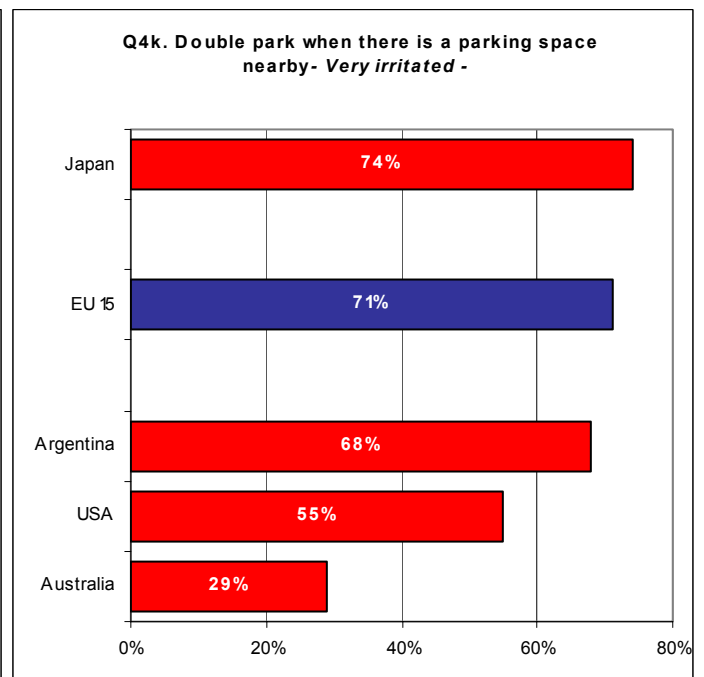
- Blocking other drivers by double-parking or entering into a congested junction contributes to high levels of irritation -

Overall picture (EU v. non-European countries)

In this section respondents give their opinion to potentially “irritating” behaviours in urban areas. The graphs below show the proportion of respondents who are “very irritated” by certain types of driving in towns or cities.



March 2003 – Fig. 7A



March 2003 – Fig. 7B

Close to one in two drivers in the **European Union** are “very irritated” when people “double park when there is no parking space”. This level of irritation is considerably higher in **Japan** (65%) and **Argentina** (58%).

It is interesting to see the extent to which drivers across the globe are even further annoyed when people “double park when there is a parking space nearby” compared to when there is “no parking space nearby”. In the first instance people may understand double-parking without necessarily accepting it, whereas in the second instance people neither understand nor accept this behaviour. In the **European Union** the level of irritation increases considerably when people double-park yet there is a parking space nearby compared to when there is none (+ 23 points).

i) Entering into a crossroads (junction) when it is congested, and thus block other drivers circulating the other way

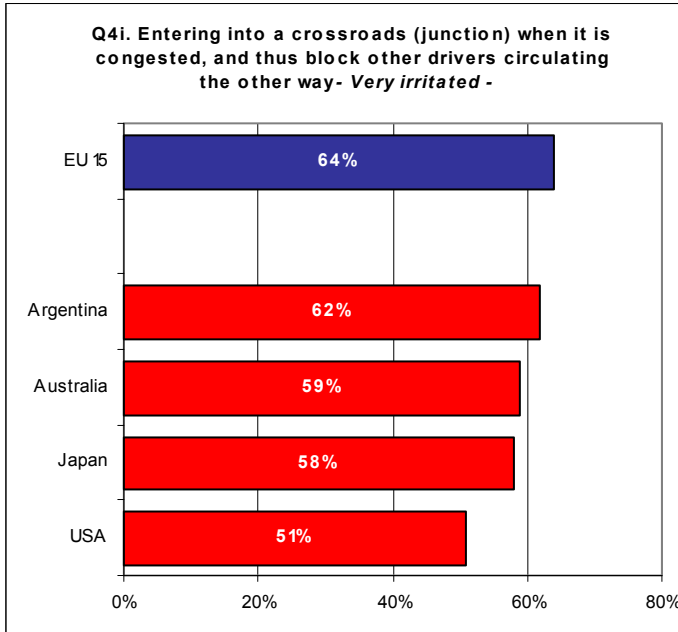
i) S'engager dans un carrefour à tout prix, alors que celui-ci est encombré et bloquer ainsi les automobilistes qui circulent dans l'autre sens

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	51%	42%	6%	1%	73	30
ARGENTINA	333	62%	24%	12%	2%	75	35
JAPAN	835	58%	36%	5%	1%	77	29
AUSTRALIA	507	59%	30%	10%	1%	75	34
Total UE 15	9273	64%	31%	5%	1%	80	29
BELGIQUE	521	67%	27%	5%	0%	81	29
DANMARK	511	54%	36%	8%	1%	73	32
DEUTSCHLAND	716	58%	37%	5%	0%	77	29
ELLAS	500	80%	15%	5%	0%	88	27
ESPANA	544	38%	54%	6%	1%	66	29
FRANCE	808	70%	25%	4%	1%	83	28
IRELAND	625	57%	35%	7%	1%	76	31
ITALIA	500	80%	18%	2%	0%	89	22
LUXEMBOURG	432	62%	29%	7%	2%	78	32
NEDERLANDS	687	77%	23%	0%	0%	88	22
OSTERREICH	440	51%	37%	9%	3%	72	33
PORTUGAL	500	62%	31%	6%	1%	78	30
FINLAND	1280	51%	41%	5%	3%	74	29
SWEDEN	500	46%	41%	10%	3%	69	33
UNITED KINGDOM	709	66%	28%	5%	1%	81	29
CZECH REP	539	50%	37%	12%	1%	69	34
CYPRUS	550	72%	19%	8%	1%	83	31
SLOVENIA	766	66%	26%	6%	2%	80	30

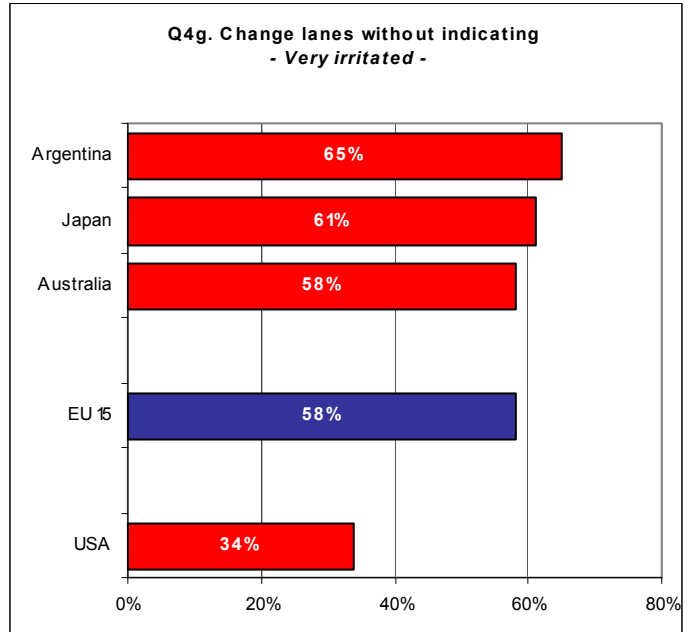
g) Change lanes without indicating

g) Changer de bande de circulation sans utiliser ses clignotants

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	34%	50%	16%	1%	59	34
ARGENTINA	333	65%	24%	11%	0%	77	34
JAPAN	835	61%	34%	4%	1%	79	29
AUSTRALIA	507	58%	35%	5%	2%	77	30
Total UE 15	9273	58%	34%	8%	0%	75	32
BELGIQUE	521	60%	35%	6%	0%	77	30
DANMARK	511	29%	36%	35%	1%	47	40
DEUTSCHLAND	716	56%	34%	10%	0%	73	34
ELLAS	500	78%	17%	6%	0%	86	28
ESPANA	544	34%	56%	9%	1%	62	31
FRANCE	808	62%	33%	6%	0%	78	30
IRELAND	625	60%	30%	8%	1%	76	33
ITALIA	500	75%	22%	3%	0%	86	26
LUXEMBOURG	432	61%	30%	7%	2%	78	32
NEDERLANDS	687	59%	37%	4%	0%	78	28
OSTERREICH	440	47%	43%	8%	2%	70	32
PORTUGAL	500	60%	33%	5%	1%	78	30
FINLAND	1280	61%	33%	4%	1%	79	29
SWEDEN	500	50%	36%	12%	1%	69	35
UNITED KINGDOM	709	56%	35%	8%	1%	74	32
CZECH REP	539	67%	23%	9%	1%	79	33
CYPRUS	550	81%	14%	5%	1%	88	26
SLOVENIA	766	70%	20%	8%	1%	81	32



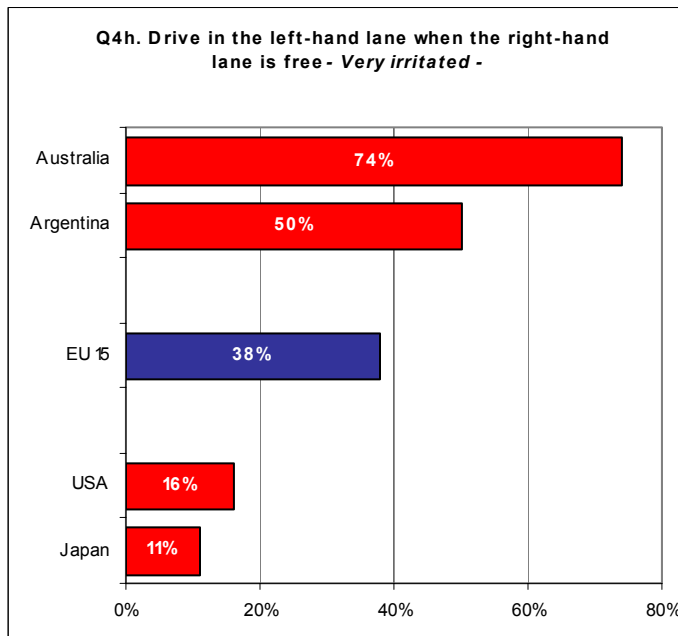
March 2003 – Fig. 7C



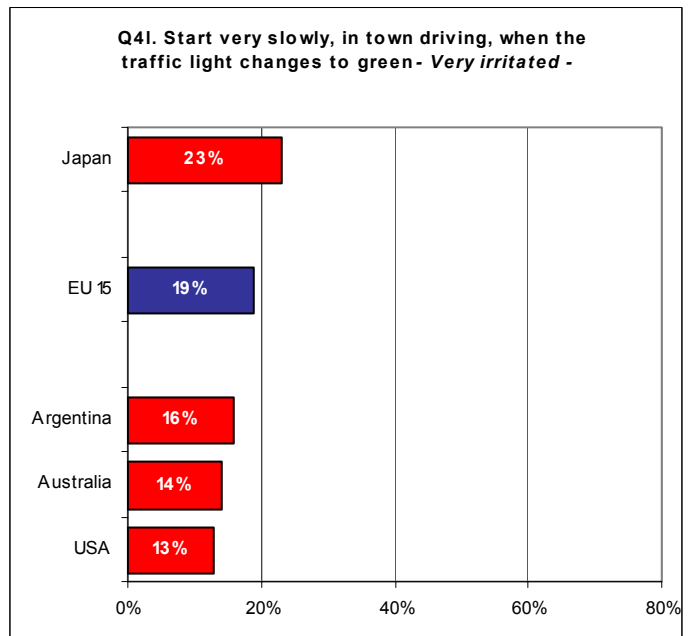
March 2003 – Fig. 7D

The majority of respondents in the **European Union** (64%) and other non-European countries are “*very irritated*” when drivers enter into a congested crossroads, and thereby block other drivers circulating the other way.

A similar proportion of drivers in the **European Union** (58%), **Australia** (58%) and **Japan** (61%) are “*very irritated*” when drivers “*change lanes without indicating*”. In contrast, the level of irritation in the **United States** (34%) is considerably lower.



March 2003 – Fig. 7E



March 2003 – Fig. 7F

The results across the globe vary considerably for the item “*drive in the left lane when the right lane is free*”, ranging from 74% of **Australians** who are “*very irritated*” to 11% of **Japanese**.

Respondents are particularly tolerant when cars “*start very slowly, in town driving, when the traffic light changes to green*”: less than one in four are “*very irritated*” by this in all countries.

h) Drive in the left-hand lane when the right-hand lane is free

h) Rouler sur la bande de gauche alors que celle de droite est libre

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	16%	36%	47%	1%	35	37
ARGENTINA	333	50%	30%	20%	0%	65	39
JAPAN	835	11%	33%	54%	2%	29	35
AUSTRALIA	507	74%	22%	3%	1%	86	25
Total UE 15	9273	38%	38%	23%	1%	58	39
BELGIQUE	521	41%	42%	17%	0%	62	36
DANMARK	511	25%	41%	34%	1%	46	38
DEUTSCHLAND	716	32%	34%	33%	1%	50	40
ELLAS	500	53%	23%	23%	1%	65	41
ESPANA	544	24%	47%	28%	2%	48	36
FRANCE	808	43%	39%	17%	0%	63	37
IRELAND	625	34%	44%	20%	2%	57	36
ITALIA	500	47%	36%	17%	0%	65	37
LUXEMBOURG	432	30%	27%	39%	4%	45	44
NEDERLANDS	687	56%	38%	6%	0%	75	30
OSTERREICH	440	31%	45%	22%	2%	55	37
PORTUGAL	500	43%	36%	19%	2%	62	38
FINLAND	1280	13%	32%	51%	4%	30	36
SWEDEN	500	21%	32%	44%	3%	38	39
UNITED KINGDOM	709	42%	39%	17%	3%	63	37
CZECH REP	539	26%	39%	34%	2%	46	39
CYPRUS	550	56%	20%	22%	2%	68	41
SLOVENIA	766	39%	31%	28%	1%	55	41

i) Start very slowly, in town driving, when the traffic light changes to green

i) Démarrer très lentement, en circulation urbaine, lorsque le feu devient vert

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	13%	44%	43%	1%	35	34
ARGENTINA	333	16%	19%	64%	1%	26	38
JAPAN	835	23%	63%	13%	1%	55	30
AUSTRALIA	507	14%	39%	46%	1%	34	35
Total UE 15	9273	19%	38%	42%	1%	39	38
BELGIQUE	521	13%	34%	52%	0%	31	36
DANMARK	511	14%	41%	44%	0%	35	35
DEUTSCHLAND	716	24%	45%	31%	0%	47	37
ELLAS	500	32%	35%	32%	1%	50	40
ESPANA	544	9%	26%	64%	2%	22	33
FRANCE	808	17%	31%	51%	0%	33	38
IRELAND	625	26%	40%	30%	4%	48	38
ITALIA	500	23%	35%	42%	0%	40	39
LUXEMBOURG	432	15%	28%	55%	2%	30	39
NEDERLANDS	687	21%	54%	25%	0%	48	34
OSTERREICH	440	23%	47%	26%	3%	48	36
PORTUGAL	500	16%	39%	43%	2%	37	36
FINLAND	1280	16%	38%	44%	2%	35	37
SWEDEN	500	13%	35%	51%	2%	31	35
UNITED KINGDOM	709	18%	43%	38%	1%	40	36
CZECH REP	539	21%	34%	41%	3%	40	39
CYPRUS	550	39%	27%	32%	1%	54	43
SLOVENIA	766	43%	32%	23%	2%	60	40

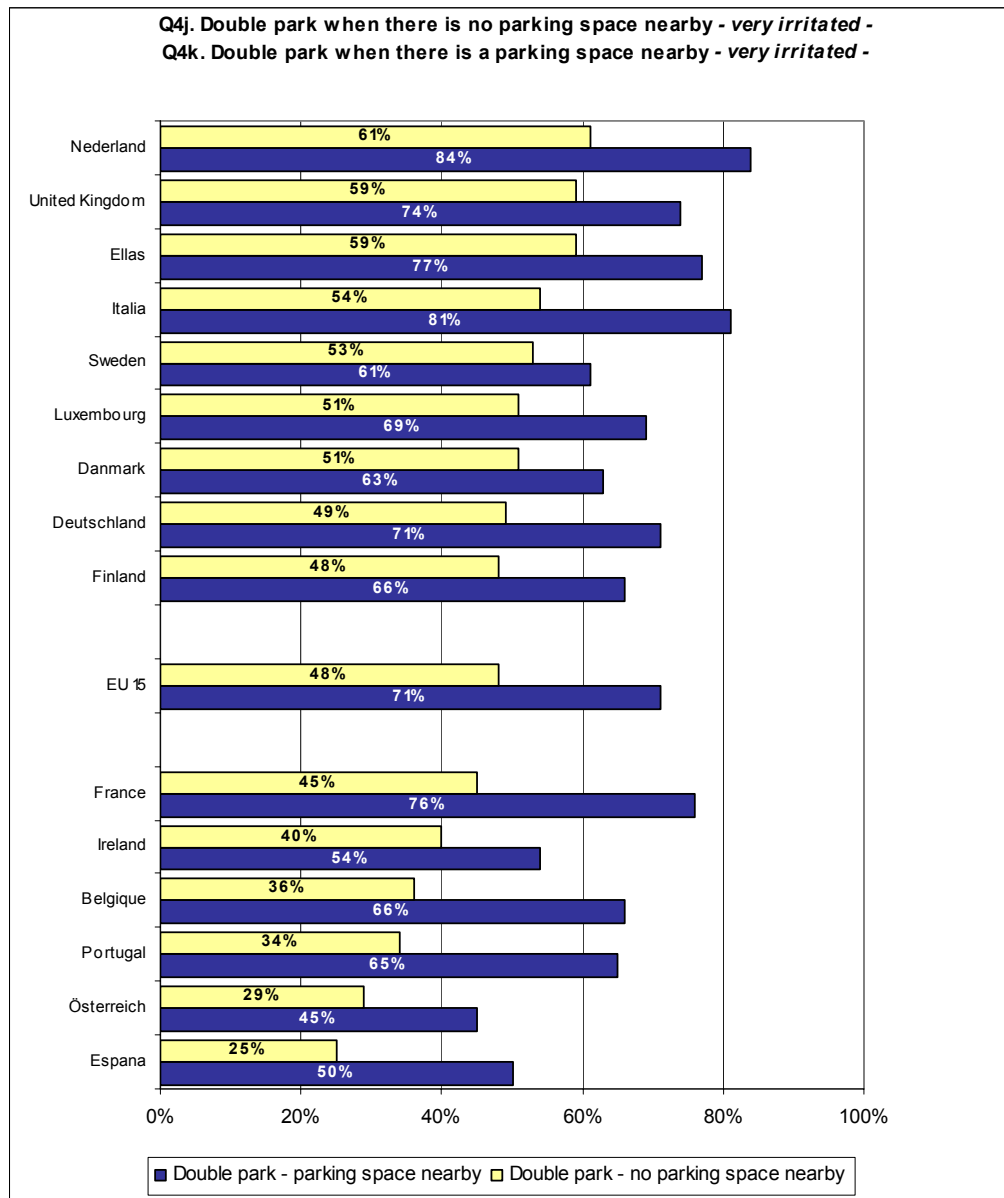
TOWN DRIVING <i>Answer: very irritated</i>	EU 15	B	DK	D	EL	E	F	IRL	I	L	NL	A	P	SF	S	UK
g. Change lanes without indicating	58%	60%	29%	56%	78%	34%	62%	60%	75%	61%	59%	47%	60%	61%	50%	56%
h. Drive in the left-hand lane when the right-hand lane is free	38%	41%	25%	32%	53%	24%	43%	34%	47%	30%	56%	31%	43%	13%	21%	42%
i. Entering into a crossroads (junction) when it is congested, and thus block other drivers circulating the other way	64%	67%	54%	58%	80%	38%	70%	57%	80%	62%	77%	51%	62%	51%	46%	66%
j. Double park when there is no parking space nearby	48%	36%	51%	49%	59%	25%	45%	40%	54%	51%	61%	29%	34%	48%	53%	59%
k. Double park when there is a parking space nearby	71%	66%	63%	71%	77%	50%	76%	54%	81%	69%	84%	45%	65%	66%	61%	74%
l. Start very slowly, in town driving, when the traffic light changes to green	19%	13%	14%	24%	32%	9%	17%	26%	23%	15%	21%	23%	16%	16%	13%	18%

March 2003 – Fig. 7G

Breakdown by European country

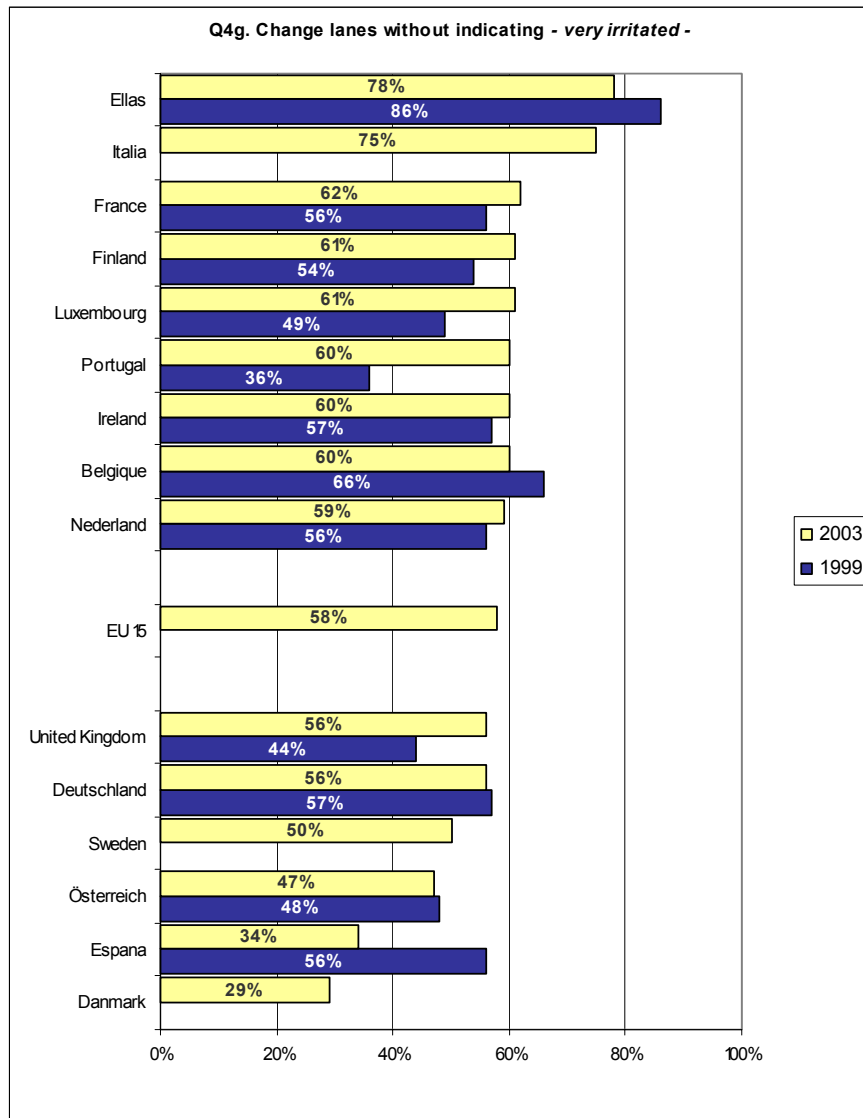
The table opposite shows the proportion of respondents who are “*very irritated*” in each Member State for potentially aggressive behaviours arising in urban zones.

The graph below shows the proportion of respondents who are “*very irritated*” when people “*double park when there is no parking space nearby*” and the increased proportions of those who are “*very irritated*” when the same behaviour occurs yet there is a nearby parking space.



March 2003 – Fig. 7H

From the graph above, we can see that a relatively high proportion of drivers in the **Netherlands**, the **United Kingdom** and **Greece** are “*very irritated*” when people double-park. As we might expect, in each individual Member State, the proportion of drivers who are “*very irritated*” by double-parking when there isn’t a nearby parking space increases considerably when there is a suitable spot.

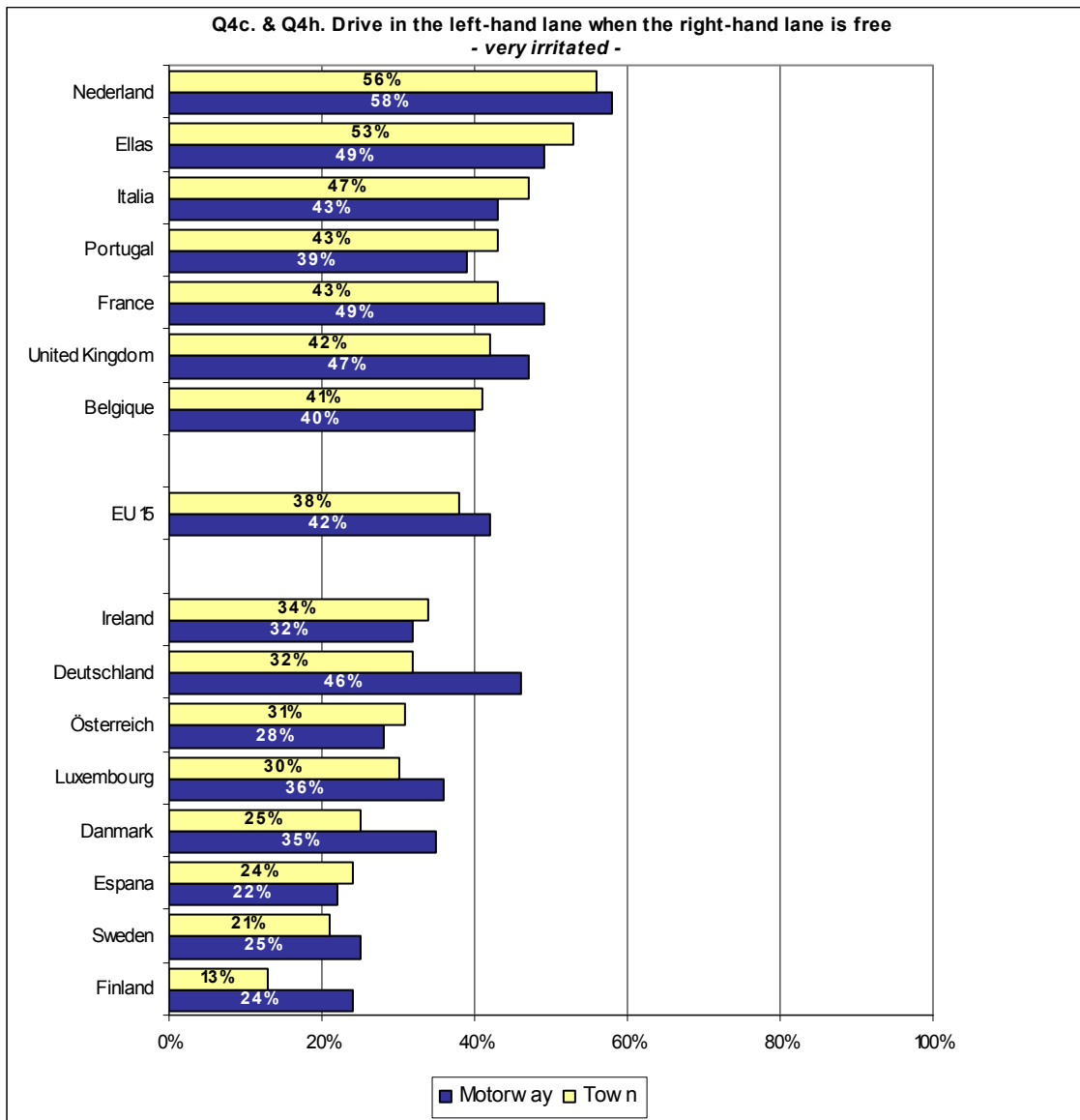


More than three in four respondents in **Greece** and **Italy** are “very irritated” when people “change lanes without indicating”. At the other end of the scale in **Denmark**, we see that 29% of drivers are “very irritated” by this behaviour. Once again, since 1999 we see similar trends in Member States involved in both waves of this study: in most, the proportion of respondents who are “very irritated” by this increases whereas in some countries such as **Greece**, **Spain** and **Belgium**, strong feelings of irritation have diminished. However, as previously indicated, the degree of annoyance has lapsed from strong feelings of irritation to increasing tolerance of a given behaviour, in this case, drivers changing lanes without indicating.

Q4g. Change lanes without indicating						
	1999 <i>Very irritated</i>	2003 <i>Very irritated</i>	Difference	1999 <i>Total irritated</i>	2003 <i>Total irritated</i>	Difference
Ellas	86%	78%	-13	96%	95%	-1
Belgique	66%	60%	-5	90%	95%	5
Espana	56%	34%	-4	88%	90%	2

March 2003 – Fig. 7J

Respondents were asked the extent to which they are irritated when people “drive in the left-hand lane when the right-hand lane is free” in both an urban and a motorway environment. In **Germany** respondents clearly distinguish the two environments and more drivers are “very irritated” when this arises on a motorway. It is perhaps worth recalling that in **Germany**, most aggressive incidents occurred in non-urban traffic, including motorways (subsection 2.2). On the other hand, in the **Mediterranean** countries, more respondents are “very irritated” by this type of behaviour in a town compared to on the motorway. Previously, we saw that in the **Mediterranean** countries (with the exception of Portugal) most aggressive incidents occurred in town. It would perhaps be worth tracking and distinguishing between aggressive incidents in urban and non-urban zones in order to better understand the circumstances giving rise to aggressive behaviour.



March 2003 – Fig. 7K

c) Drive in the left lane of the motorway when the right hand lane(s) are free

c) Rouler sur la bande de gauche d'une autoroute alors que la (les) bande(s) de droite sont libre(s)

UE 15 – EU 15							
		(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
Total UE 15	9273	42%	38%	18%	2%	63	37
SEXE - SEX							
Homme / Male	5119	43%	38%	17%	1%	63	37
Femme / Female	4154	42%	38%	18%	2%	62	37
AGE							
18 - 24	740	34%	42%	23%	0%	56	38
25 - 39	3096	44%	38%	17%	1%	64	37
40 - 54	2861	43%	39%	16%	1%	64	36
55 & +	2576	42%	37%	18%	3%	62	37
ACCIDENT							
Oui / Yes	1719	40%	39%	19%	1%	61	37
Non / No	7367	43%	38%	18%	2%	63	37
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	47%	37%	16%	1%	66	36
Non / No	4439	38%	40%	20%	2%	59	37
IRRITABILITY							
Bas / Low	449	2%	27%	69%	3%	16	25
Moyen bas / Mid Low	2635	18%	51%	29%	2%	44	34
Moyen haut / Mid High	4576	44%	42%	13%	1%	66	35
Haut / high	1613	80%	15%	3%	2%	90	24

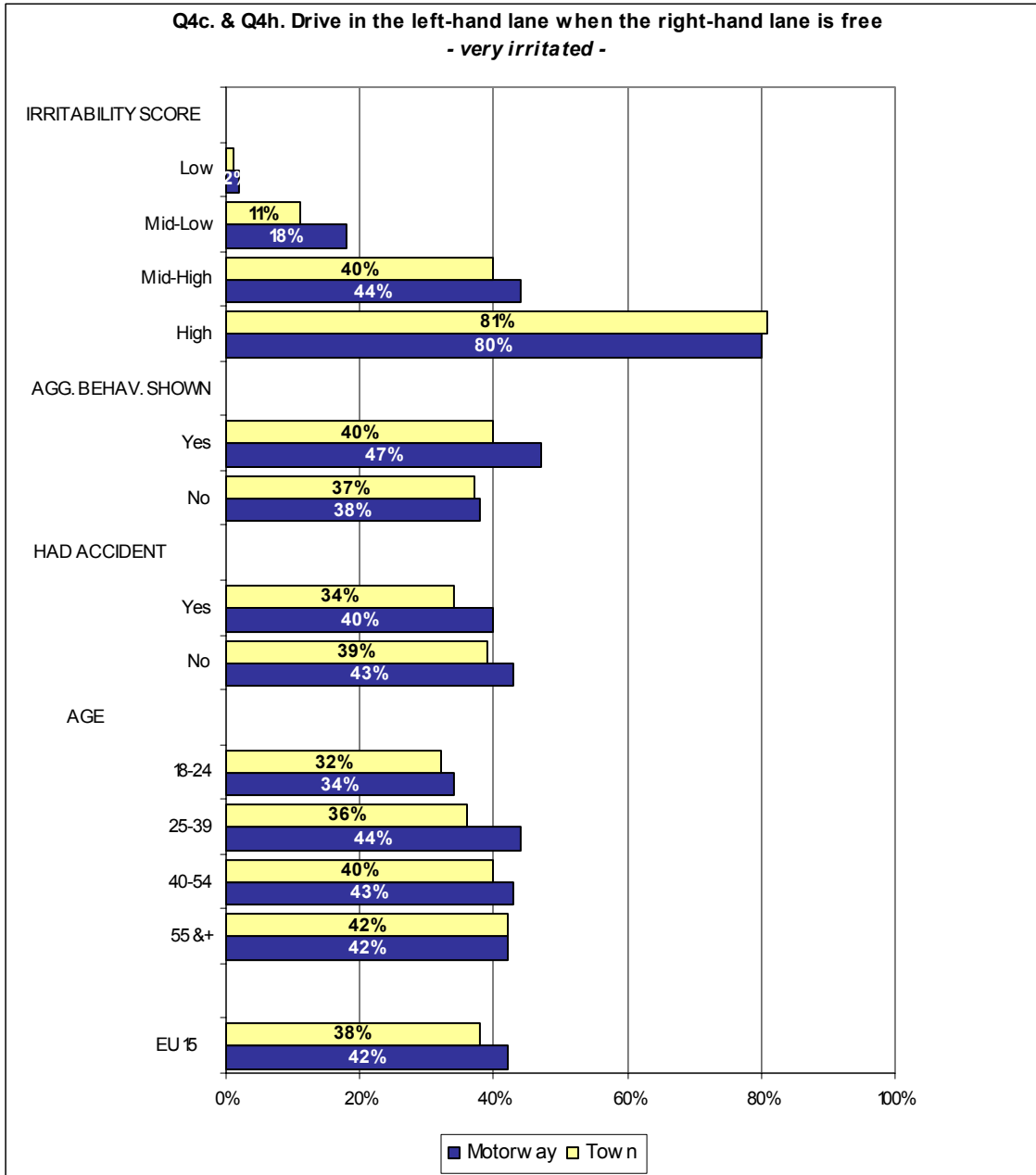
h) Drive in the left-hand lane when the right-hand lane is free

h) Rouler sur la bande de gauche alors que celle de droite est libre

UE 15 – EU 15							
		(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
Total UE 15	9273	38%	38%	23%	1%	58	39
SEXE - SEX							
Homme / Male	5119	39%	36%	24%	1%	58	39
Femme / Female	4154	38%	39%	22%	1%	58	38
AGE							
18 - 24	740	32%	38%	30%	0%	51	40
25 - 39	3096	36%	38%	25%	1%	56	39
40 - 54	2861	40%	37%	22%	2%	59	38
55 & +	2576	42%	38%	19%	1%	61	38
ACCIDENT							
Oui / Yes	1719	34%	41%	25%	1%	54	38
Non / No	7367	39%	37%	23%	1%	59	39
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	40%	36%	24%	1%	58	39
Non / No	4439	37%	39%	22%	2%	58	38
IRRITABILITY							
Bas / Low	449	1%	22%	75%	2%	12	23
Moyen bas / Mid Low	2635	11%	46%	42%	2%	34	33
Moyen haut / Mid High	4576	40%	43%	17%	1%	62	36
Haut / high	1613	81%	15%	3%	1%	90	23

Breakdown by socio-demographic category within the EU

The graph below shows the socio-demographic characteristics of those who are “*very irritated*” when people drive in the left lane when the right lane is free in both the context of a motorway and urban area.



March 2003 – Fig. 7L

Those with high irritability scores are “*very irritated*” in both environments. Those who have shown aggressive behaviour in the past are more likely to be “*very irritated*” when this arises on a motorway. Accident history bears an influence on irritation levels when this arises in town in that those who have not had an accident over the last three years are more likely to be “*very irritated*”. There is an increasing influence between age and those who are “*very irritated*” when this behaviour arises in town.

j) Double park when there is no parking space nearby

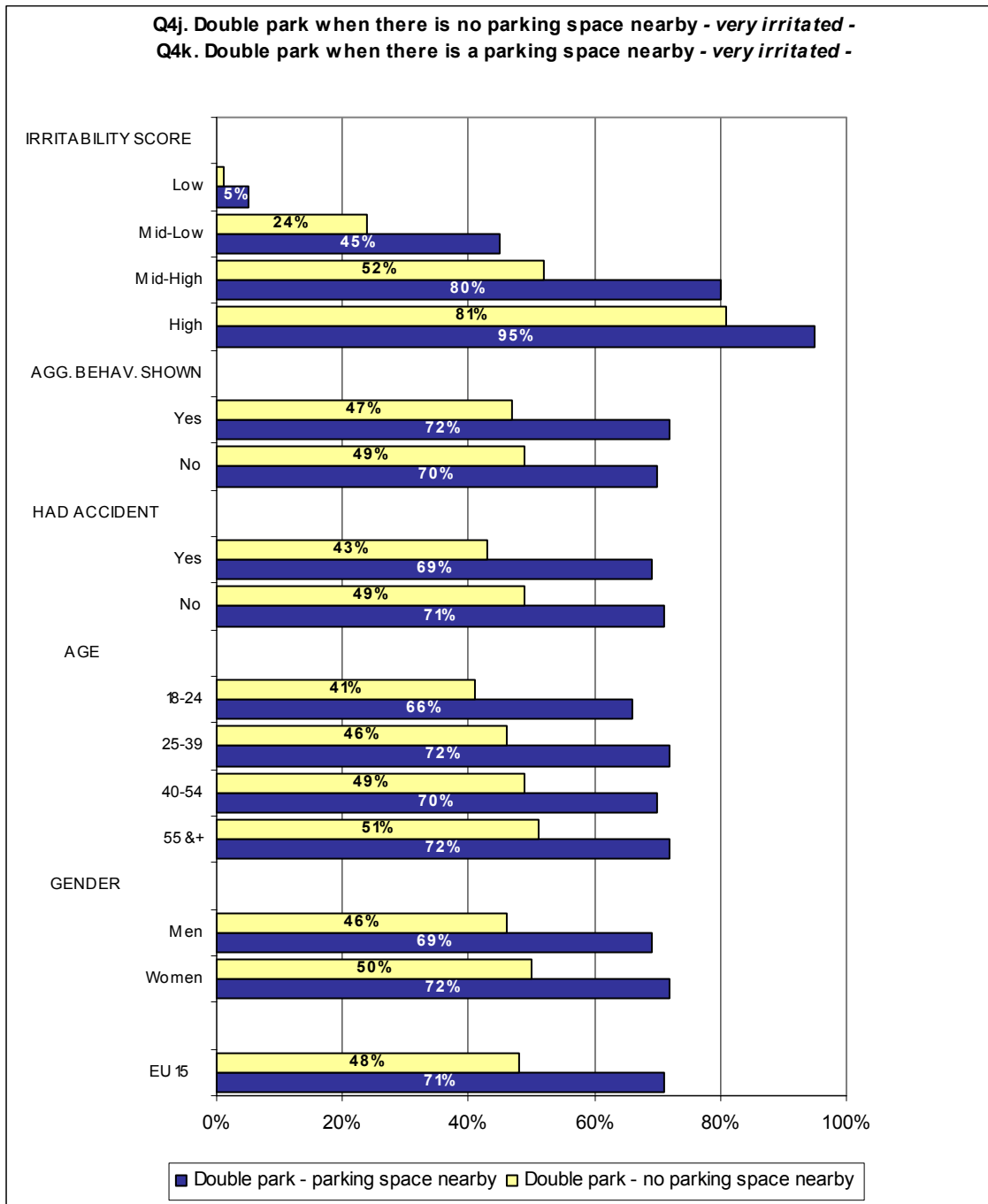
j) S'arrêter en double file quand il n'y a pas de place de stationnement à proximité

UE 15 – EU 15							
Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev	
Total UE 15	9273	48%	36%	15%	1%	67	36
SEXE - SEX							
Homme / Male	5119	46%	37%	16%	1%	65	36
Femme / Female	4154	50%	35%	15%	1%	68	36
AGE							
18 - 24	740	41%	39%	19%	1%	62	37
25 - 39	3096	46%	38%	15%	1%	66	36
40 - 54	2861	49%	35%	15%	1%	67	36
55 & +	2576	51%	33%	15%	2%	68	36
ACCIDENT							
Oui / Yes	1719	43%	39%	16%	2%	64	36
Non / No	7367	49%	35%	15%	1%	67	36
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	47%	38%	14%	1%	67	36
Non / No	4439	49%	34%	16%	1%	66	37
IRRITABILITY							
Bas / Low	449	1%	24%	70%	5%	14	24
Moyen bas / Mid Low	2635	24%	47%	27%	2%	48	36
Moyen haut / Mid High	4576	52%	38%	10%	1%	71	33
Haut / high	1613	81%	17%	1%	0%	90	22

k) Double park when there is a parking space nearby

k) S'arrêter en double file alors qu'une place de stationnement est libre à proximité

UE 15 – EU 15							
Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev	
Total UE 15	9273	71%	22%	7%	1%	82	30
SEXE - SEX							
Homme / Male	5119	69%	23%	8%	1%	81	31
Femme / Female	4154	72%	20%	6%	1%	83	30
AGE							
18 - 24	740	66%	26%	9%	0%	79	32
25 - 39	3096	72%	20%	7%	1%	83	30
40 - 54	2861	70%	23%	7%	1%	82	31
55 & +	2576	72%	20%	7%	1%	83	30
ACCIDENT							
Oui / Yes	1719	69%	23%	7%	1%	81	31
Non / No	7367	71%	21%	7%	1%	82	30
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	72%	21%	6%	0%	83	30
Non / No	4439	70%	22%	8%	1%	81	31
IRRITABILITY							
Bas / Low	449	5%	41%	52%	2%	26	29
Moyen bas / Mid Low	2635	45%	41%	13%	1%	66	35
Moyen haut / Mid High	4576	80%	17%	3%	1%	89	24
Haut / high	1613	95%	4%	1%	0%	97	12



March 2003 – Fig. 7M

There are slightly more women than men who are “*very irritated*” when people double park. There is an increasing relationship between age and the proportion of respondents who are “*very irritated*” when there isn’t a parking space nearby. Respondents who have not had an accident in the last three years are more likely to be “*very irritated*” by people who double park when there isn’t a parking space nearby.

Young drivers (“18-24” age group) and/or those who have admitted to showing aggressive behaviour in the past are more likely to be “*very irritated*” when *people “start very slowly in town driving when the traffic light changes to green”*.

n) Leave the main headlights on when crossing another vehicle or when following another vehicle closely

n) Laisser ses grands phares allumés lorsque l'on croise une autre voiture ou lorsqu'on en suit une de près

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	60%	35%	5%	0%	78	29
ARGENTINA	333	68%	17%	15%	1%	77	37
JAPAN	835	48%	41%	10%	1%	69	33
AUSTRALIA	507	14%	29%	54%	3%	30	36
Total UE 15	9273	67%	27%	5%	0%	81	29
BELGIQUE	521	68%	25%	7%	0%	81	30
DANMARK	511	77%	20%	3%	0%	87	25
DEUTSCHLAND	716	64%	29%	6%	1%	79	30
ELLAS	500	84%	12%	4%	0%	90	24
ESPANA	544	48%	48%	4%	0%	72	29
FRANCE	808	70%	26%	4%	0%	83	28
IRELAND	625	64%	29%	5%	2%	80	29
ITALIA	500	78%	20%	3%	0%	88	24
LUXEMBOURG	432	68%	25%	6%	1%	81	32
NEDERLANDS	687	87%	13%	0%	0%	93	17
OSTERREICH	440	54%	36%	8%	2%	74	32
PORTUGAL	500	69%	25%	5%	2%	83	29
FINLAND	1280	66%	32%	2%	1%	82	26
SWEDEN	500	72%	24%	4%	0%	84	28
UNITED KINGDOM	709	65%	26%	9%	0%	78	33
CZECH REP	539	72%	21%	7%	0%	83	30
CYPRUS	550	88%	10%	1%	1%	94	18
SLOVENIA	766	74%	19%	5%	2%	85	28

m) Use a mobile telephone

m) Utiliser un téléphone portable

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	37%	32%	31%	1%	53	41
ARGENTINA	333	50%	19%	29%	2%	61	44
JAPAN	835	31%	47%	20%	1%	55	36
AUSTRALIA	507	33%	45%	21%	1%	56	36
Total UE 15	9273	50%	28%	22%	1%	64	40
BELGIQUE	521	46%	26%	27%	0%	60	42
DANMARK	511	37%	28%	34%	1%	52	42
DEUTSCHLAND	716	48%	23%	28%	1%	60	42
ELLAS	500	52%	23%	24%	1%	64	41
ESPANA	544	31%	42%	27%	1%	52	38
FRANCE	808	54%	28%	17%	1%	69	38
IRELAND	625	49%	32%	16%	4%	67	37
ITALIA	500	63%	23%	14%	0%	74	37
LUXEMBOURG	432	53%	23%	23%	1%	65	43
NEDERLANDS	687	44%	37%	17%	2%	64	37
OSTERREICH	440	35%	32%	28%	5%	54	41
PORTUGAL	500	47%	31%	20%	2%	64	39
FINLAND	1280	19%	30%	47%	5%	35	39
SWEDEN	500	27%	36%	35%	1%	46	40
UNITED KINGDOM	709	58%	25%	16%	0%	71	38
CZECH REP	539	31%	32%	32%	5%	50	41
CYPRUS	550	66%	13%	21%	0%	73	41
SLOVENIA	766	35%	28%	35%	3%	50	42

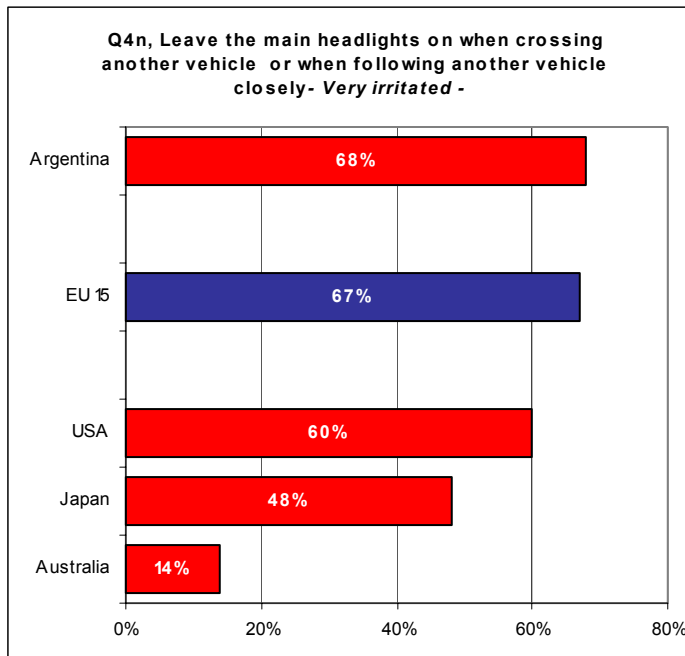
3.3 Mixed driving (in urban areas or on the motorway)

Source Questionnaire: question 4

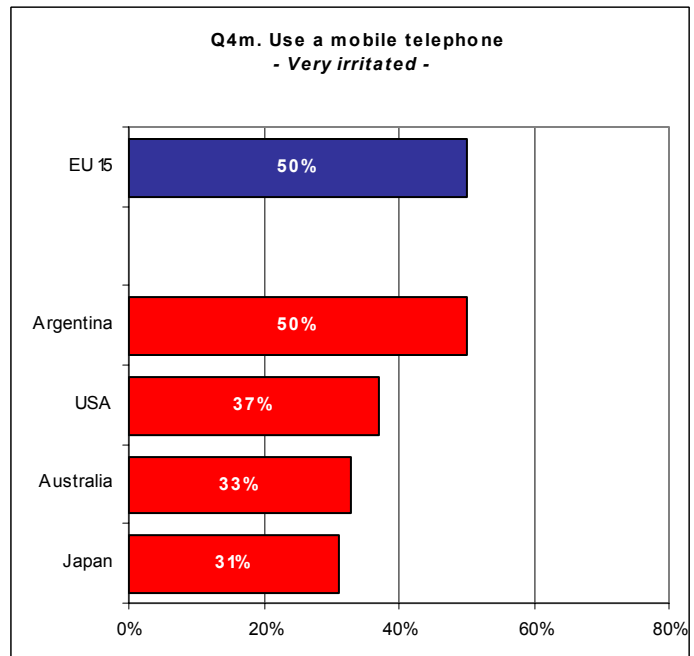
- Irritation levels are particularly high when drivers "territory" is encroached or their view is obstructed -

Overall picture (EU v. non-European countries)

The graphs below show the proportion of drivers who are "very irritated" by potentially aggressive behaviours arising either on the motorway or in urban areas.



March 2003 – Fig. 8A



March 2003 – Fig. 8B

Almost seven in ten respondents in the **European Union** and **Argentina** are "very irritated" when drivers "leave the main headlights on when crossing another vehicle or when following another vehicle closely". This high level of irritation is to be expected as drivers subjected to this are often momentarily blinded when cars driving in the opposite direction have their full headlights on or, if the car behind has its main headlights this result is prolonged. However, in **Australia**, only 14% of respondents stated that they are "very irritated" by this.

A more recent distraction for drivers is the "use of a mobile telephone" in the car. Less than a decade since their introduction, mobile telephones are used by 75% of the population in the European Union, compared to less than 50% in the United States, and the penetration rate keeps growing (2002: The European Institute, Washington DC). Legislation on mobile cellular usage when driving has been introduced in many countries in order to decrease the number of driving accidents that occur as a result. In most countries of the **European Union**, it is illegal to use a mobile telephone when driving. In the **United States**, laws restricting the use of mobile phones while driving have been passed only in some states, yet most have bills pending. It is illegal to drive with a hand-held mobile telephone in **Australia**.

One in two drivers in the **European Union** and **Argentina** are "very irritated" when people use a mobile telephone when driving. Although mobile telephone penetration rates in the **United States** are considerably lower than in the European Union, the proportion of **American** drivers (37%) who are very irritated by this is comparatively high.

o) Overtake a queue of vehicles to cut in at the front

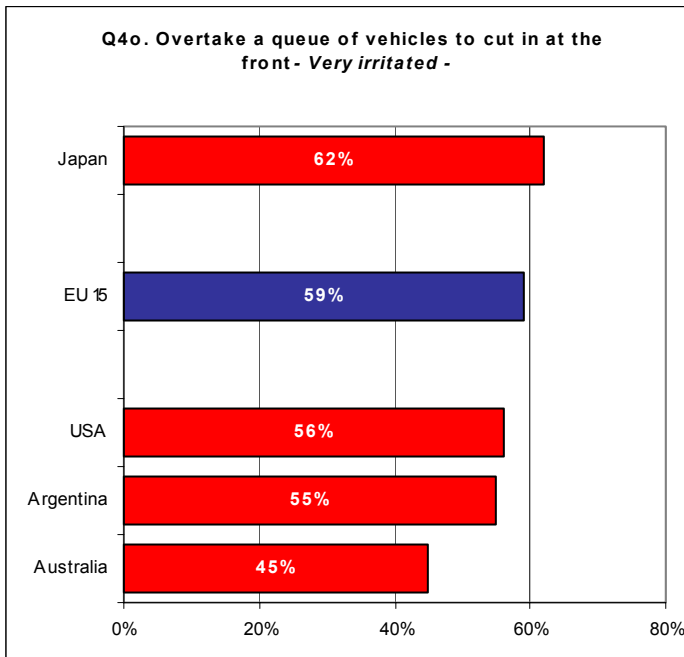
o) Remonter une file de voitures pour s'intercaler au début de la file

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	56%	32%	10%	1%	74	34
ARGENTINA	333	55%	23%	22%	0%	66	41
JAPAN	835	62%	32%	4%	1%	79	29
AUSTRALIA	507	45%	32%	23%	0%	61	40
Total UE 15	9273	59%	31%	10%	0%	74	34
BELGIQUE	521	52%	38%	10%	0%	71	33
DANMARK	511	66%	27%	7%	0%	80	31
DEUTSCHLAND	716	54%	31%	15%	1%	70	37
ELLAS	500	68%	22%	10%	0%	79	34
ESPANA	544	35%	44%	20%	1%	58	36
FRANCE	808	59%	33%	8%	0%	75	32
IRELAND	625	61%	32%	5%	1%	78	30
ITALIA	500	69%	25%	6%	0%	82	29
LUXEMBOURG	432	66%	25%	7%	2%	80	33
NEDERLANDS	687	61%	35%	4%	0%	79	28
OSTERREICH	440	52%	35%	11%	2%	71	34
PORTUGAL	500	61%	28%	9%	2%	77	33
FINLAND	1280	66%	31%	2%	1%	82	26
SWEDEN	500	65%	29%	5%	1%	80	29
UNITED KINGDOM	709	67%	26%	7%	0%	80	31
CZECH REP	539	40%	39%	20%	1%	60	38
CYPRUS	550	87%	11%	2%	1%	93	20
SLOVENIA	766	51%	32%	16%	1%	68	37

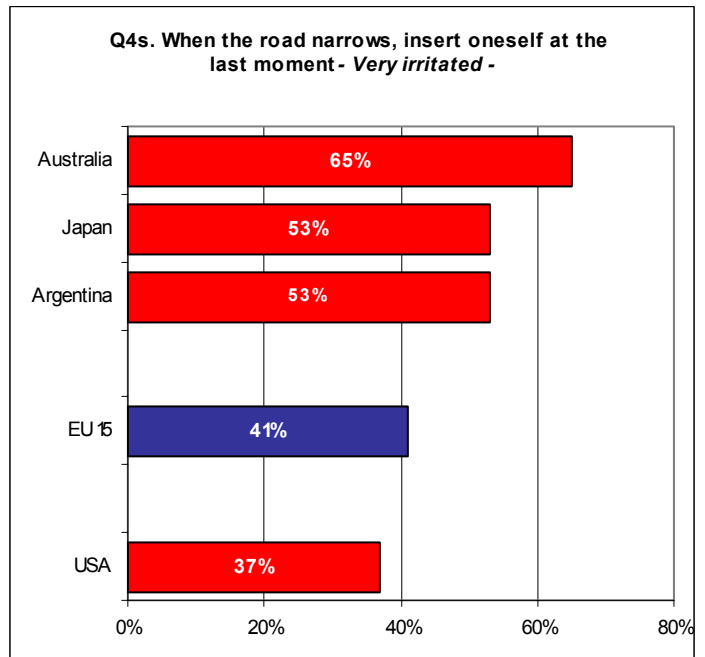
s) When the road narrows, insert oneself at the last moment

s) Lors d'un rétrécissement, ne s'insérer qu'au dernier moment

	Total	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
USA	522	37%	44%	19%	0%	59	36
ARGENTINA	333	53%	24%	21%	2%	66	40
JAPAN	835	53%	40%	6%	1%	74	31
AUSTRALIA	507	65%	26%	6%	3%	81	30
Total UE 15	9273	41%	41%	17%	1%	62	36
BELGIQUE	521	46%	43%	11%	0%	68	33
DANMARK	511	38%	47%	15%	1%	61	35
DEUTSCHLAND	716	29%	40%	31%	0%	49	39
ELLAS	500	69%	24%	6%	1%	82	30
ESPANA	544	19%	56%	23%	2%	48	33
FRANCE	808	35%	47%	18%	1%	59	35
IRELAND	625	53%	37%	8%	2%	73	32
ITALIA	500	61%	33%	6%	0%	78	30
LUXEMBOURG	432	52%	34%	11%	3%	71	36
NEDERLANDS	687	62%	32%	5%	0%	79	30
OSTERREICH	440	36%	47%	15%	2%	61	35
PORTUGAL	500	51%	36%	12%	1%	70	35
FINLAND	1280	21%	54%	22%	4%	49	33
SWEDEN	500	46%	40%	12%	1%	67	35
UNITED KINGDOM	709	50%	39%	11%	1%	70	34
CZECH REP	539	36%	45%	17%	2%	60	35
CYPRUS	550	81%	15%	3%	1%	89	24
SLOVENIA	766	52%	32%	14%	2%	70	36



March 2003 – Fig. 8C



March 2003 – Fig. 8D

The above two items are related in that they implicate skipping ahead of other cars or in other words not waiting ones turn in a line of traffic. Close to six in ten respondents in the **European Union** and **Japan** are “*very irritated*” when drivers “*overtake a queue of vehicles to cut in at the front*”. The majority of respondents in the **United States** (56%) and **Argentina** (55%) are also “*very irritated*” by this.

In **Australia**, 65% of drivers are “*very irritated*” by cars merging lanes at the last moment while in the **European Union** (41%) and the **United States** (37%) the proportion of drivers who are “*very irritated*” by this is considerably lower.

p) Hesitant and nervous driving

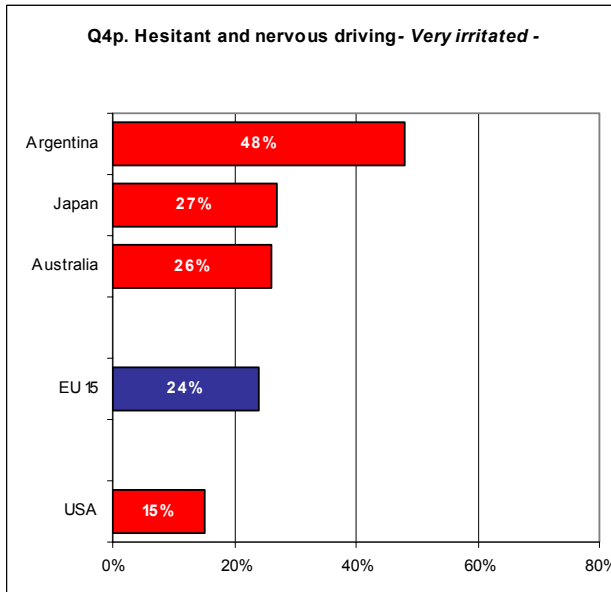
p) Une conduite hésitante et mal assurée

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	15%	51%	33%	1%	40	34
ARGENTINA	333	48%	26%	24%	3%	63	41
JAPAN	835	27%	56%	14%	2%	57	32
AUSTRALIA	507	26%	37%	34%	3%	46	39
Total UE 15	9273	24%	52%	23%	1%	51	34
BELGIQUE	521	26%	57%	17%	0%	54	33
DANMARK	511	18%	50%	31%	2%	44	35
DEUTSCHLAND	716	17%	58%	25%	1%	46	32
ELLAS	500	48%	34%	17%	1%	66	38
ESPANA	544	16%	51%	30%	4%	43	34
FRANCE	808	25%	50%	25%	1%	50	35
IRELAND	625	29%	40%	27%	4%	51	38
ITALIA	500	35%	51%	14%	0%	61	33
LUXEMBOURG	432	30%	44%	23%	2%	54	39
NEDERLANDS	687	34%	57%	9%	1%	63	30
OSTERREICH	440	28%	47%	21%	4%	54	36
PORTUGAL	500	29%	49%	20%	2%	54	35
FINLAND	1280	18%	57%	19%	5%	50	32
SWEDEN	500	20%	51%	27%	2%	47	35
UNITED KINGDOM	709	19%	53%	26%	1%	46	34
CZECH REP	539	29%	41%	27%	3%	51	38
CYPRUS	550	65%	20%	14%	1%	76	37
SLOVENIA	766	56%	30%	13%	1%	72	35

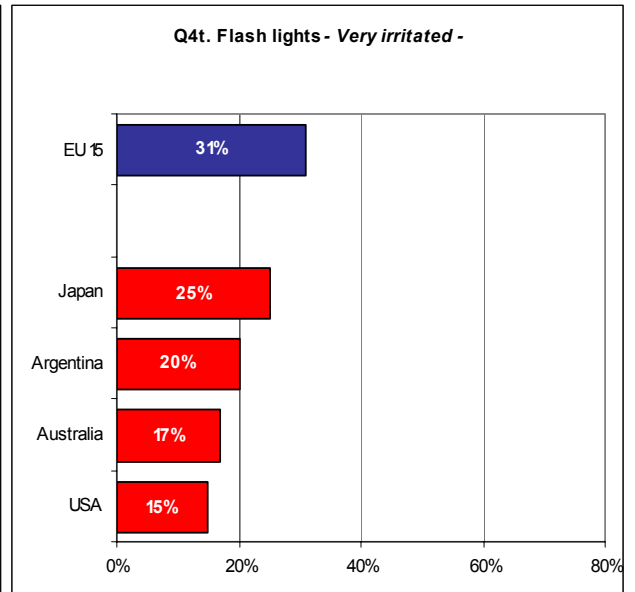
t) Flash lights

t) Les appels de phares

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	15%	34%	46%	5%	34	36
ARGENTINA	333	20%	20%	57%	3%	31	40
JAPAN	835	25%	49%	25%	1%	50	36
AUSTRALIA	507	17%	42%	39%	2%	39	36
Total UE 15	9273	31%	37%	30%	2%	50	39
BELGIQUE	521	29%	41%	29%	1%	50	38
DANMARK	511	16%	28%	53%	4%	31	38
DEUTSCHLAND	716	47%	39%	13%	1%	67	35
ELLAS	500	53%	28%	17%	2%	68	38
ESPANA	544	20%	42%	35%	3%	42	37
FRANCE	808	20%	31%	48%	2%	36	39
IRELAND	625	46%	37%	14%	3%	66	36
ITALIA	500	24%	44%	32%	0%	46	37
LUXEMBOURG	432	26%	30%	40%	3%	43	43
NEDERLANDS	687	34%	41%	23%	2%	56	38
OSTERREICH	440	57%	33%	8%	2%	75	33
PORTUGAL	500	19%	28%	47%	6%	35	39
FINLAND	1280	11%	37%	45%	7%	32	34
SWEDEN	500	13%	30%	53%	4%	29	36
UNITED KINGDOM	709	30%	35%	32%	3%	49	40
CZECH REP	539	23%	39%	35%	3%	44	38
CYPRUS	550	88%	8%	3%	1%	93	21
SLOVENIA	766	41%	26%	31%	2%	55	43



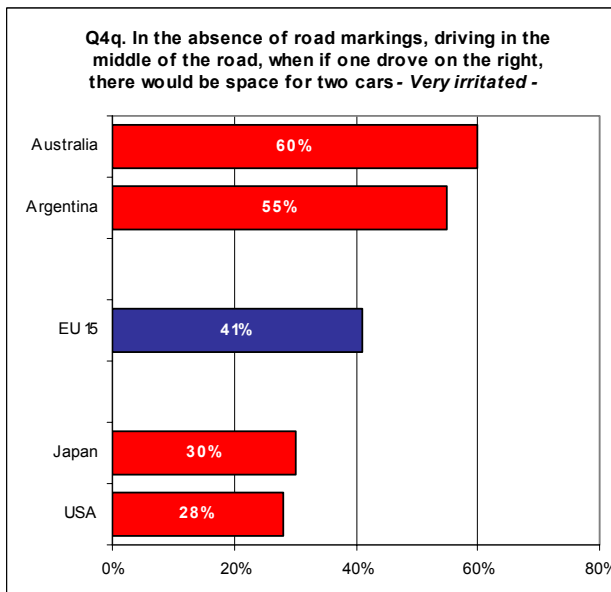
March 2003 – Fig. 8E



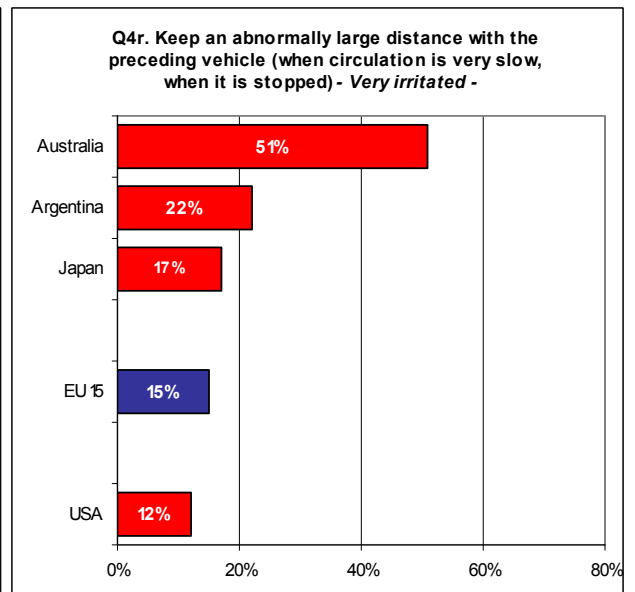
March 2003 – Fig. 8F

Drivers in the **United States** appear to be particularly tolerant towards “hesitant and nervous” drivers, with only 15% stating that they are “very irritated” by this. However, in **Argentina**, tolerance levels are much lower, with close to one in two drivers acknowledging that they are “very irritated” by “hesitant and nervous driving”.

Less than one in four drivers in non-European countries are “very irritated” when other drivers “flash their lights” while in the **European Union** 31% of drivers are “very irritated” by this.



March 2003 – Fig. 8G



March 2003 – Fig. 8H

In **Australia** (60%) and **Argentina** (55%), the majority of drivers are “very irritated” when in the absence of road marking cars drive in the middle of the road, whereas if they drove on the right there would be space for two cars.

Over one in two drivers in **Australia** are “very irritated” when cars keep an abnormally large distance with the preceding vehicle. In the **European Union** and other non-European countries, a low proportion of drivers are “very irritated” by this.

q) In the absence of road markings, driving in the middle of the road when if one drove on the right, there would be space for two cars

q) En l'absence de marquage au sol, rouler au milieu de la chaussée alors qu'en tenant sa droite, il y aurait place pour deux voitures

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	28%	49%	18%	5%	55	35
ARGENTINA	333	55%	28%	16%	1%	70	38
JAPAN	835	30%	48%	21%	1%	55	36
AUSTRALIA	507	60%	33%	5%	3%	78	29
Total UE 15	9273	41%	46%	12%	1%	65	33
BELGIQUE	521	41%	45%	13%	0%	64	34
DANMARK	511	31%	51%	17%	1%	57	34
DEUTSCHLAND	716	44%	46%	9%	1%	68	32
ELLAS	500	66%	25%	8%	0%	79	32
ESPANA	544	23%	56%	19%	2%	52	33
FRANCE	808	33%	52%	15%	1%	59	33
IRELAND	625	39%	45%	14%	2%	63	35
ITALIA	500	57%	37%	6%	0%	76	30
LUXEMBOURG	432	32%	49%	16%	3%	59	36
NEDERLANDS	687	41%	49%	8%	2%	67	31
OSTERREICH	440	31%	46%	20%	3%	56	36
PORTUGAL	500	43%	45%	10%	2%	67	33
FINLAND	1280	31%	52%	12%	5%	60	32
SWEDEN	500	41%	43%	16%	1%	63	36
UNITED KINGDOM	709	38%	49%	12%	1%	63	33
CZECH REP	539	34%	46%	18%	2%	58	36
CYPRUS	550	70%	21%	8%	1%	81	31
SLOVENIA	766	46%	37%	12%	5%	68	35

r) Keep an abnormally large distance with the preceding vehicle (when circulation is very slow, when it is stopped)

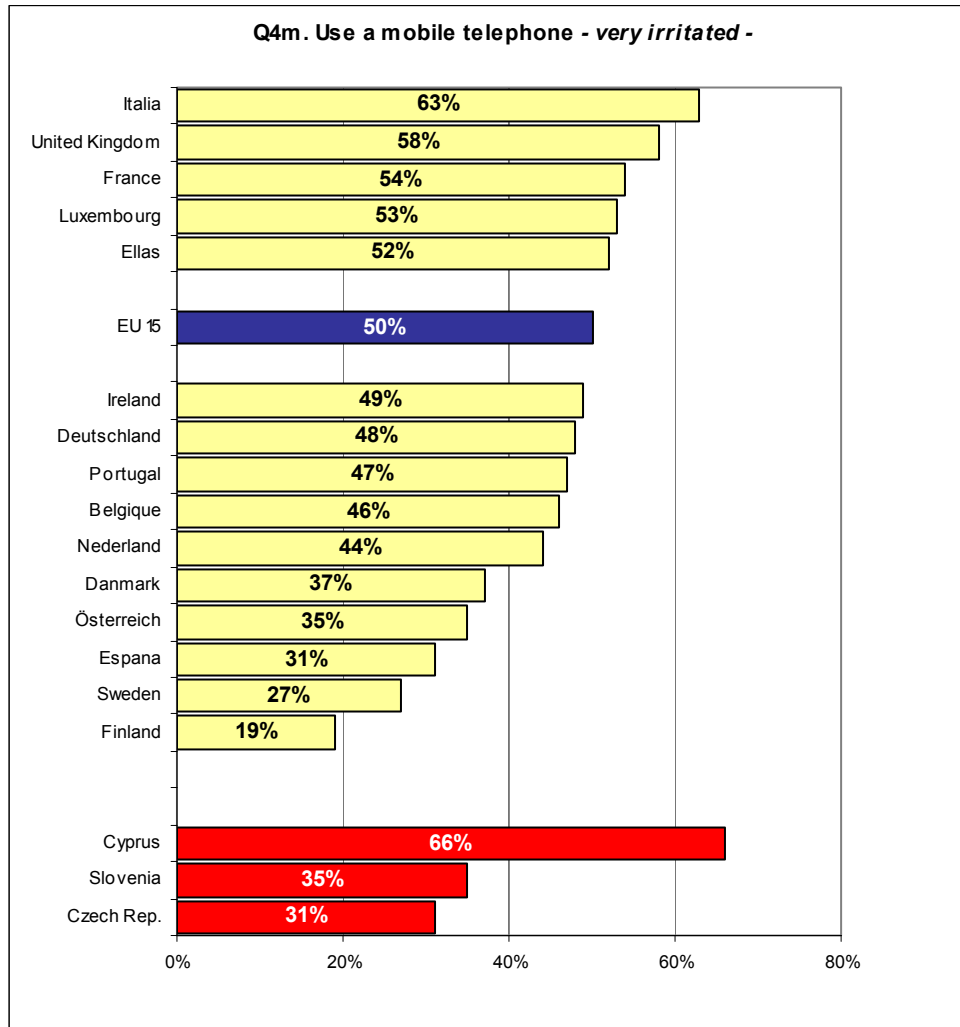
r) Garder une distance anormalement grande par rapport au véhicule qui précède (quand la circulation s'effectue très lentement, quand on ne roule pas)

	Total	(100) Fortement	(50) Un peu	(0) Pas du tout	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev
		irrité / (100) Very irritated	irrité / (50) Mildly irritated	irrité / (0) Not irritated at all			
USA	522	12%	39%	49%	1%	31	34
ARGENTINA	333	22%	21%	57%	0%	33	41
JAPAN	835	17%	52%	30%	1%	44	34
AUSTRALIA	507	51%	36%	10%	3%	72	33
Total UE 15	9273	15%	38%	47%	1%	34	36
BELGIQUE	521	13%	38%	48%	0%	33	35
DANMARK	511	7%	27%	64%	1%	21	32
DEUTSCHLAND	716	12%	43%	44%	1%	34	34
ELLAS	500	38%	28%	33%	1%	52	42
ESPANA	544	7%	27%	65%	1%	21	31
FRANCE	808	12%	35%	52%	1%	30	35
IRELAND	625	23%	43%	32%	2%	45	37
ITALIA	500	22%	37%	41%	0%	41	39
LUXEMBOURG	432	12%	29%	57%	2%	27	37
NEDERLANDS	687	16%	49%	34%	1%	41	34
OSTERREICH	440	20%	47%	28%	4%	46	35
PORTUGAL	500	16%	39%	44%	2%	36	36
FINLAND	1280	5%	23%	69%	3%	17	28
SWEDEN	500	7%	26%	66%	1%	20	31
UNITED KINGDOM	709	15%	42%	42%	1%	36	35
CZECH REP	539	14%	38%	43%	5%	35	36
CYPRUS	550	52%	22%	25%	2%	64	42
SLOVENIA	766	24%	37%	36%	3%	44	39

MIXED DRIVING <i>Answer: very irritated</i>	EU 15	B	DK	D	EL	E	F	IRL	I	L	NL	A	P	SF	S	UK
m. Use a mobile telephone	50%	46%	37%	48%	52%	31%	54%	49%	63%	53%	44%	35%	47%	19%	27%	58%
n. Leave the main headlights on when crossing another vehicle or when following another vehicle closely	67%	68%	77%	64%	84%	48%	70%	64%	78%	68%	87%	54%	69%	66%	72%	65%
o. Overtake a queue of vehicles to cut in at the front	59%	52%	66%	54%	68%	35%	59%	61%	69%	66%	61%	52%	61%	66%	65%	67%
p. Hesitant and nervous driving	24%	26%	18%	17%	48%	16%	25%	29%	35%	30%	34%	28%	29%	18%	20%	19%
q. In the absence of road markings, driving in the middle of the road when if one drove on the right, there would be space for two cars	41%	41%	31%	44%	66%	23%	33%	39%	57%	32%	41%	31%	43%	31%	41%	38%
r. Keep an abnormally large distance with the preceding vehicle (when circulation is very slow, when it is stopped)	15%	13%	7%	12%	38%	7%	12%	23%	22%	12%	16%	20%	16%	5%	7%	15%
s. When the road narrows, insert oneself at the last moment	41%	46%	38%	29%	69%	19%	35%	53%	61%	52%	62%	36%	51%	21%	46%	50%
t. Flash lights	31%	29%	16%	47%	53%	20%	20%	46%	24%	26%	34%	57%	19%	11%	13%	30%

March 2003 – Fig. 81

Breakdown by European Country

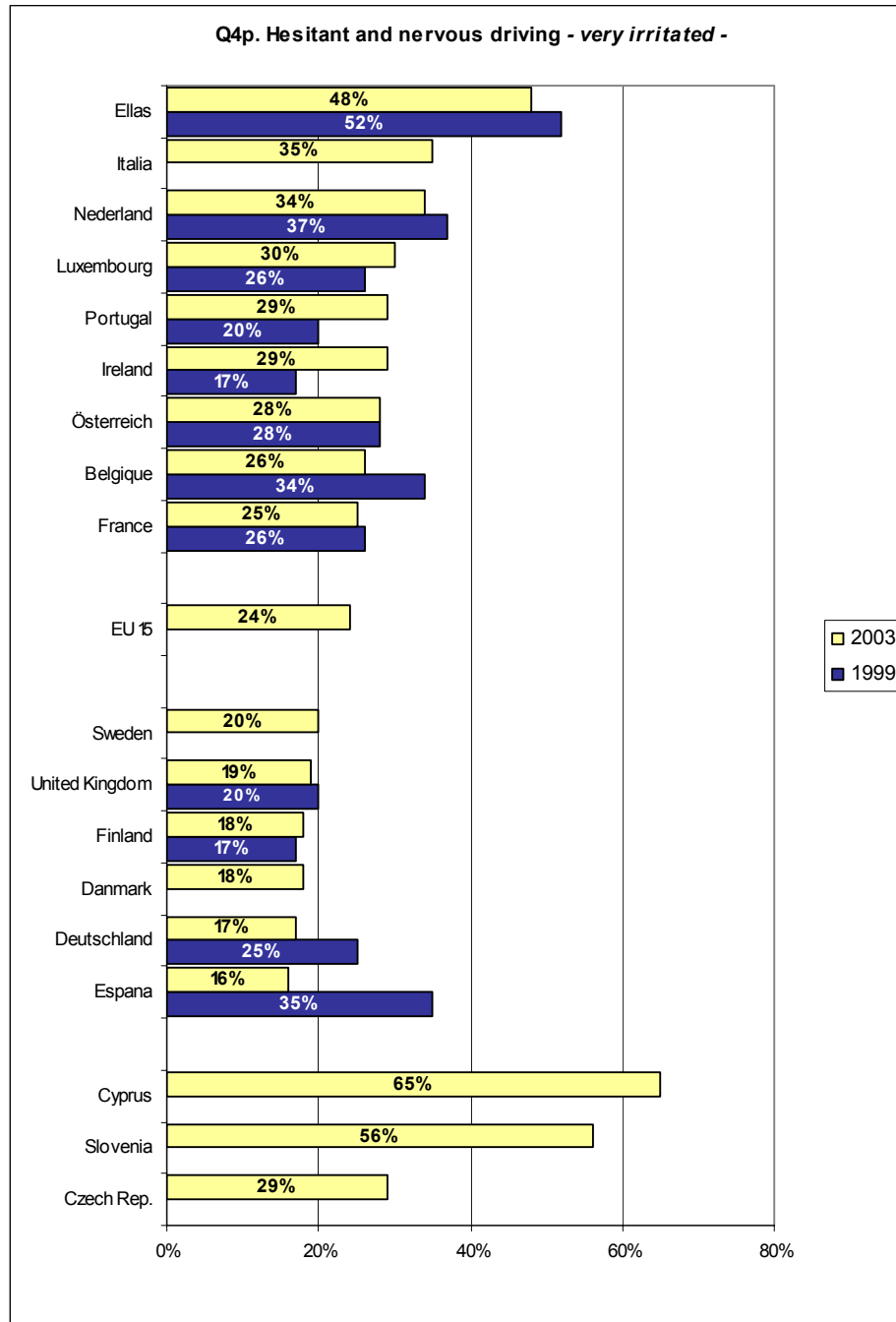


March 2003 – Fig. 8J

63% of **Italian** and 58% of **British** respondents are “*very irritated*” by the use of a mobile telephone while driving. A much smaller proportion of respondents in **Finland** and **Sweden** are very irritated by this. It is only since January 2003 that the use of a mobile telephone while driving is illegal in **Finland**. The proportion of respondents in most other Member States who are “*very irritated*” by the use of a cellular phone is close to that at the **European Union** level (50%). In **Cyprus**, 66% of drivers are “*very irritated*” by the “use of a mobile telephone”, a result that is higher than in any other Member State.

Q4p. Hesitant and nervous driving						
	1999 <i>Very irritated</i>	2003 <i>Very irritated</i>	Difference	1999 <i>Total irritated</i>	2003 <i>Total irritated</i>	Difference
Belgique	34%	26%	-8	76%	83%	7
Deutschland	25%	17%	-8	72%	75%	3

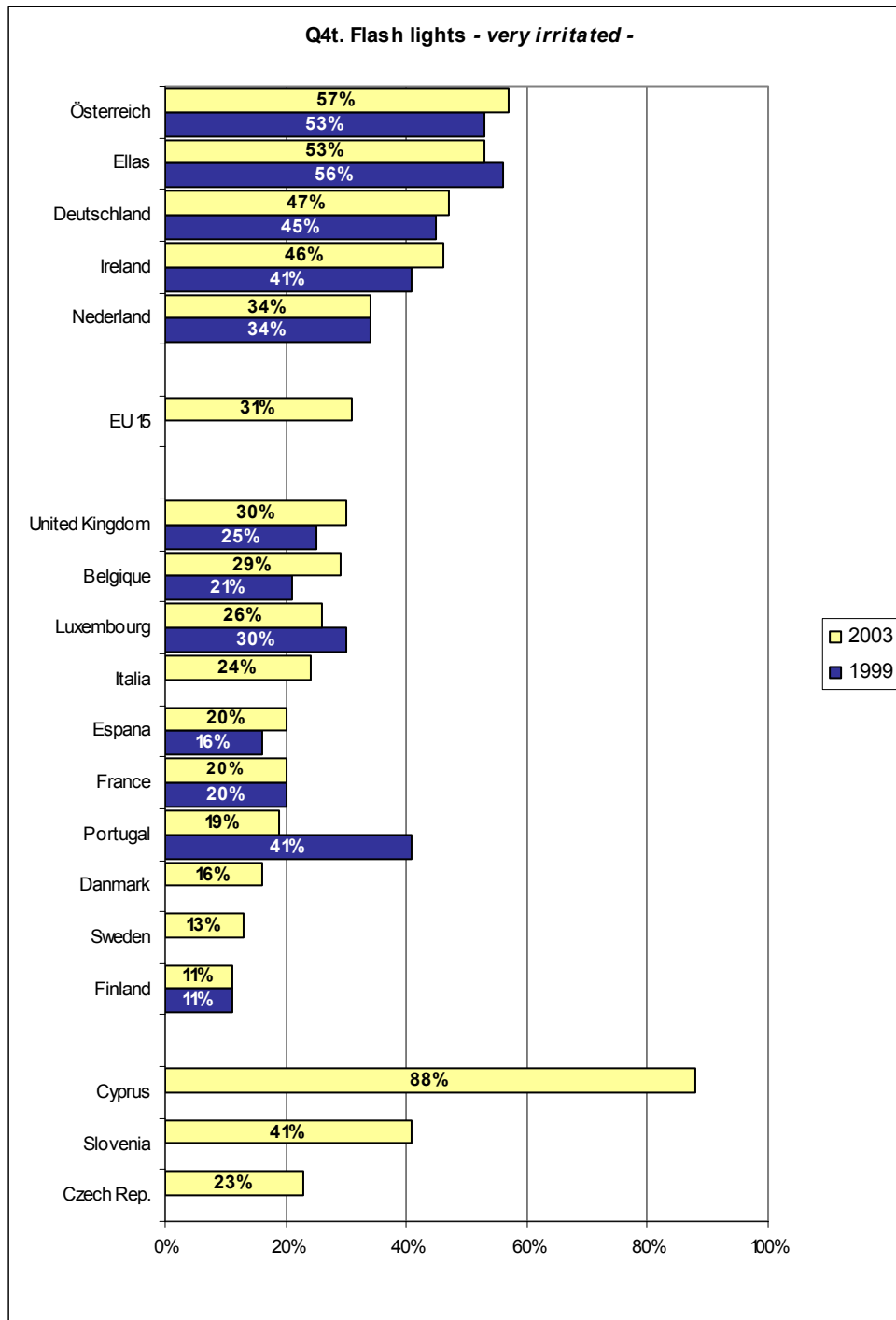
March 2003 – Fig. 8K



March 2003 – Fig. 8L

One in two drivers in **Greece** confirm that they are “very irritated” by “hesitant and nervous driving”. This is considerably higher than in other Member States where we can see that reactions to this type of driving behaviour are close to the result at the **European Union** level (24%). Drivers in **Belgium** and **Germany** appear to be more tolerant to “hesitant and nervous driving” compared to three years ago. However, the table across shows that there is actually more of a shift from strong feelings of irritation to a higher level of acceptance of this driving style i.e. the total level of strongly pronounced feelings of irritation has decreased yet the overall level of irritation has increased.

In **Cyprus** 65% of drivers are “very irritated” by this and in **Slovenia** 56% of respondents confirm that they find this very irritating.



March 2003 – Fig. 8M

The range of irritation levels in Europe is particularly wide going from 88% of respondents in **Cyprus** to 11% of **Finnish** drivers being “very irritated” by flashing lights. The **Nordic** countries appear to be particularly tolerant vis-à-vis flashing lights. At the upper end of the scale, we see that the majority of respondents in **Austria** (57%) and **Greece** (53%) are “very irritated” by other drivers flashing lights.

m) **Use a mobile telephone**

m) **Utiliser un téléphone portable**

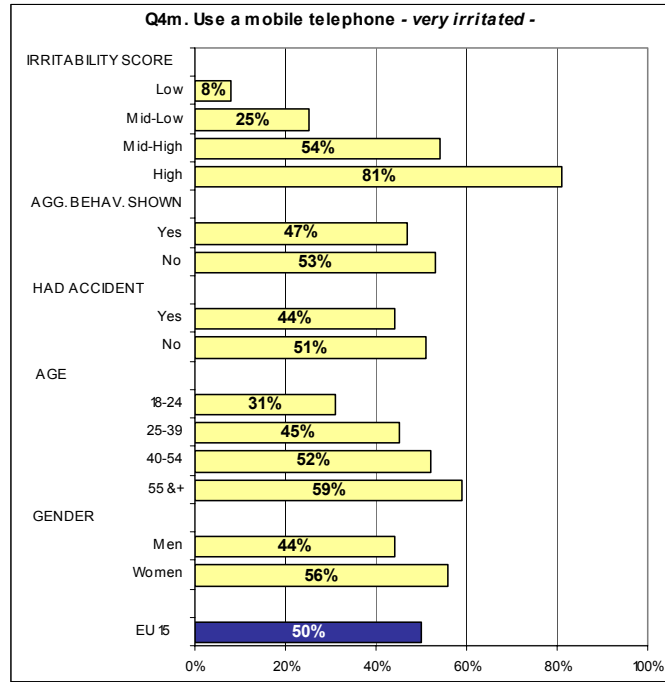
UE 15 – EU 15							
Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev	
Total UE 15	9273	50%	28%	22%	1%	64	40
SEXE - SEX							
Homme / Male	5119	44%	30%	25%	1%	60	41
Femme / Female	4154	56%	26%	18%	1%	69	38
AGE							
18 - 24	740	31%	28%	40%	1%	45	42
25 - 39	3096	45%	32%	22%	1%	62	39
40 - 54	2861	52%	28%	20%	1%	66	39
55 & +	2576	59%	23%	17%	1%	71	38
ACCIDENT							
Oui / Yes	1719	44%	30%	25%	0%	60	41
Non / No	7367	51%	27%	21%	1%	65	40
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	47%	29%	23%	1%	62	40
Non / No	4439	53%	27%	20%	1%	67	39
IRRITABILITY							
Bas / Low	449	8%	22%	68%	2%	19	32
Moyen bas / Mid Low	2635	25%	35%	39%	1%	43	40
Moyen haut / Mid High	4576	54%	30%	16%	0%	69	37
Haut / high	1613	81%	14%	4%	1%	89	25

p) **Hesitant and nervous driving**

p) **Une conduite hésitante et mal assurée**

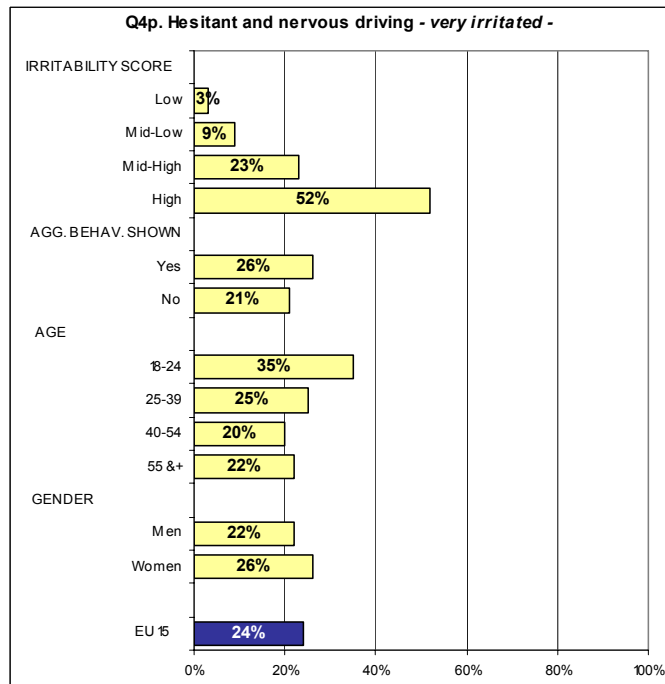
UE 15 – EU 15							
Total UE 15	(100) Fortement irrité / (100) Very irritated	(50) Un peu irrité / (50) Mildly irritated	(0) Pas du tout irrité / (0) Not irritated at all	(NSP&SR) / (DK&NA)	Index	St dev / Std Dev	
Total UE 15	9273	24%	52%	23%	1%	51	34
SEXE - SEX							
Homme / Male	5119	22%	52%	24%	1%	49	34
Femme / Female	4154	26%	52%	21%	1%	52	34
AGE							
18 - 24	740	35%	47%	17%	0%	59	35
25 - 39	3096	25%	52%	22%	1%	51	35
40 - 54	2861	20%	54%	24%	2%	48	34
55 & +	2576	22%	53%	23%	2%	50	34
ACCIDENT							
Oui / Yes	1719	25%	53%	21%	2%	52	34
Non / No	7367	23%	52%	23%	1%	50	34
AG. BEHAVIOUR SHOWN							
Oui / Yes	4553	26%	54%	19%	1%	54	34
Non / No	4439	21%	51%	26%	2%	47	35
IRRITABILITY							
Bas / Low	449	3%	23%	71%	2%	15	26
Moyen bas / Mid Low	2635	9%	47%	41%	3%	33	32
Moyen haut / Mid High	4576	23%	60%	16%	1%	53	31
Haut / high	1613	52%	44%	3%	1%	75	28

Breakdown by socio-demographic category within the EU



March 2003 – Fig. 8N

More women than men find the use of a cellular phone while driving very irritating. Our results show that older drivers are also more likely to be “very irritated” by this. Drivers with clean accident records over the last three years and/or are those who have not shown aggressive behaviour are more likely to be “very irritated” by drivers using a mobile phone.



March 2003 – Fig. 8O

Younger drivers (“18-24”) are less tolerant of “hesitant and nervous driving” than those falling under older age groups. Women are more likely than men to be “very irritated” by nervous driving. Drivers confirming that they have shown aggressive behaviour in the past have more of a tendency to be “very irritated” by nervous driving.

Q5. Has it ever been the case that you have shown aggressive behaviour towards other drivers for any reason ?

Q5. Vous est-il déjà arrivé à l'un ou l'autre moment d'avoir des comportements agressifs par rapport à d'autres automobilistes pour une raison ou une autre ?

	Total	Oui, plusieurs fois / Yes, several time	Oui, l'une ou l'autre fois / Yes, once or twice	Non, jamais / No, never	(NSP&SR) / (DK&NA)
USA	522	17%	51%	31%	0%
ARGENTINA	333	19%	26%	55%	1%
JAPAN	835	11%	24%	64%	1%
AUSTRALIA	507	14%	46%	40%	0%
Total UE 15	9273	16%	35%	47%	1%
BELGIQUE	521	11%	36%	53%	0%
DANMARK	511	4%	42%	55%	0%
DEUTSCHLAND	716	17%	36%	46%	1%
ELLAS	500	16%	32%	51%	1%
ESPANA	544	17%	32%	50%	1%
FRANCE	808	25%	35%	40%	0%
IRELAND	625	2%	27%	67%	3%
ITALIA	500	15%	33%	52%	0%
LUXEMBOURG	432	26%	33%	39%	2%
NEDERLANDS	687	11%	30%	53%	6%
OSTERREICH	440	20%	39%	33%	8%
PORTUGAL	500	6%	32%	62%	1%
FINLAND	1280	9%	42%	38%	11%
SWEDEN	500	10%	44%	45%	1%
UNITED KINGDOM	709	15%	39%	46%	0%
CZECH REP	539	11%	31%	49%	8%
CYPRUS	550	9%	22%	64%	5%
SLOVENIA	766	5%	22%	66%	7%

4. ADMISSIONS OF AGGRESSIVE DRIVING BEHAVIOUR

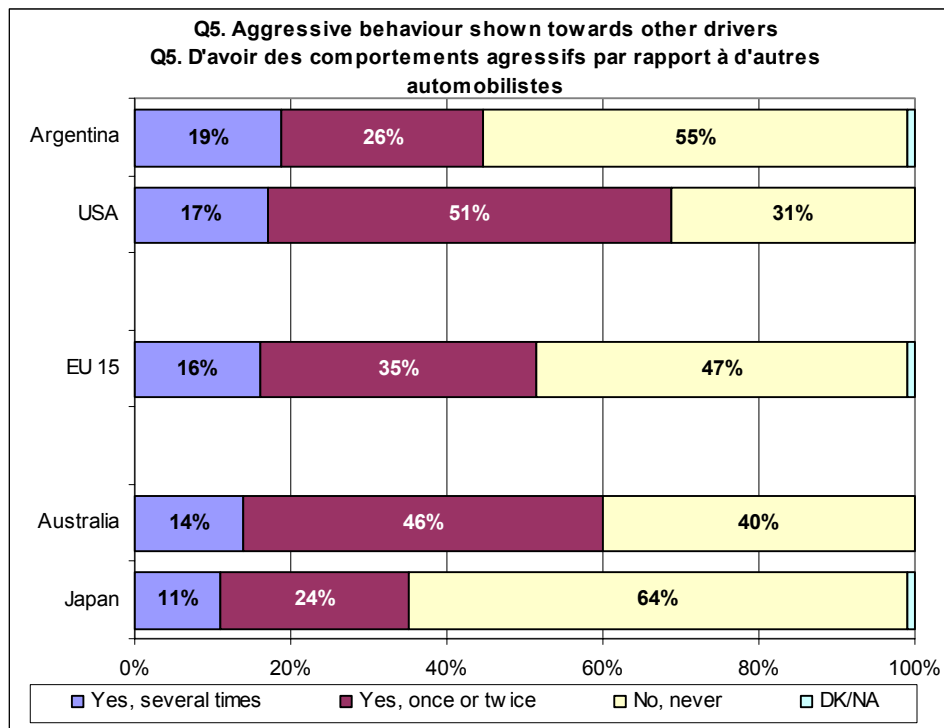
Source Questionnaire: question 5

- One in two drivers in the European Union admit to showing aggressive behaviour -

Overall picture (EU v. non-European countries)

When respondents were asked if they themselves have shown “aggressive behaviour” towards other drivers, they perhaps had a clearer idea of what is meant by this as the previous question covered many different forms of aggressive behaviour. One in two drivers in the **European Union** admit to displaying aggressive behaviour towards other drivers at least once. In the **United States** this is considerably higher with 68% of drivers acknowledging that they have acted aggressively towards other drivers. 60% of drivers in **Australia** admit to showing aggressive behaviour. The high results in the **United States** and **Australia** are principally due to the considerable proportion of those who admitted to showing aggressive behaviour once or twice.

The graph below shows the proportion of respondents who have shown aggressive behaviour and the number of times they have done so.



March 2003 – Fig. 9A

In spite of the high proportion of respondents admitting aggressive driving, research shows that the majority of drivers are unaware of the extent of their own aggressiveness drivers and would therefore need to become more knowledgeable and objective about their own behaviour (James & Nahl in “RoadRageous Video Course”, 1998).

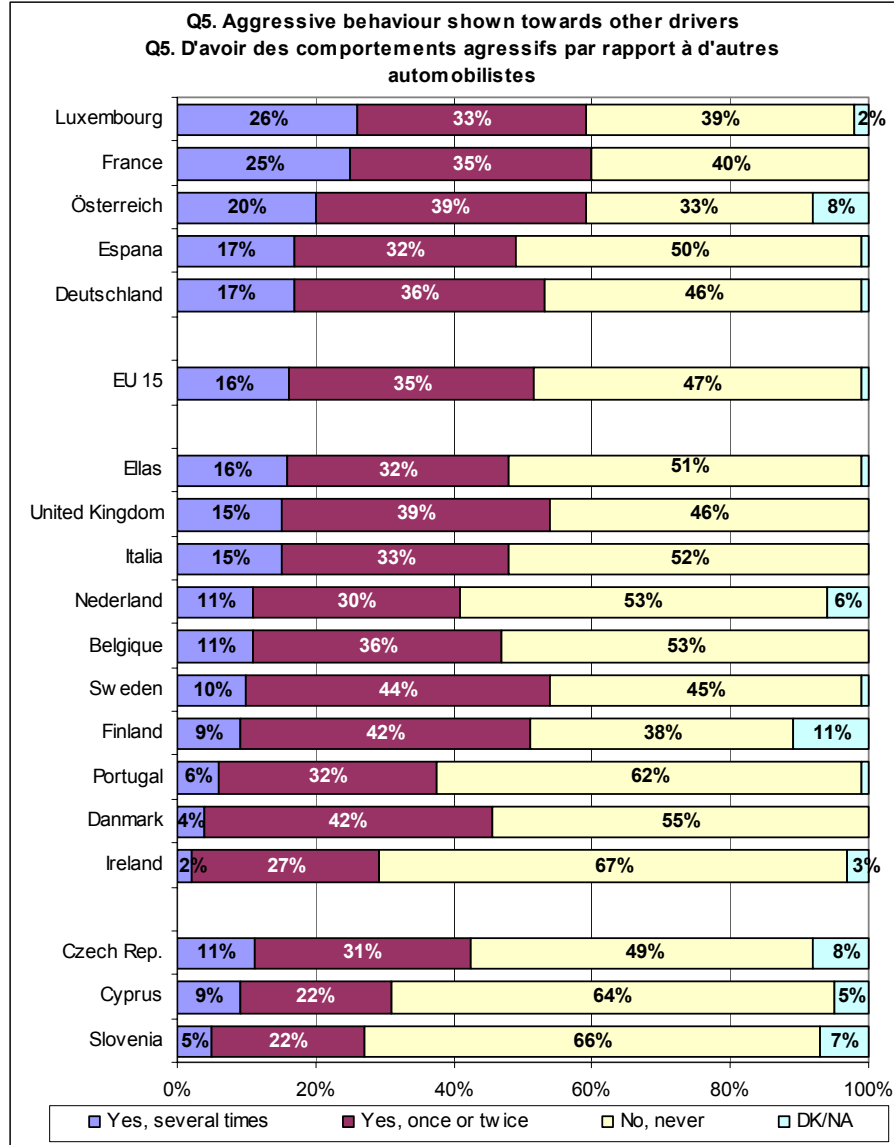
A particularly striking fact is that 70% of respondents in the **European Union** who admit to displaying aggressive behaviour on several occasions have been victim to this in the last year. Could this be a desire to seek vengeance or rather “tit for tat” behaviour? The key question requiring further research is: what are the sources of aggressive driving?

EU 15	Aggressive behaviour themselves				
		Total	Yes, several times	Yes, once or twice	No
Experience of aggressive behaviour from other drivers	Agree	48%	70%	55%	35%
	Disagree	52%	30%	45%	64%

March 2003 – Fig. 9B

Breakdown by European Country

The graph below shows the proportion of drivers who admit to showing aggressive behaviour towards others and the frequency with which they have done so.



March 2003 – Fig. 9C

France (60%) is the country where most respondents acknowledged that they have shown aggressive behaviour towards others in the past. This is closely followed by **Luxembourg** (59%) and **Austria** (59%) of respondents admitting to this. The overall “yes” results in all Member States are close to the result at the **European Union** level (51%) with the exception of **Ireland** where only 29% of respondents acknowledged displaying aggressive behaviour.

In spite of the high overall rate of admission there is still less than one in four drivers who acknowledge displaying aggressive behaviour “several times” (with the exception of **Luxembourg**: 26%).

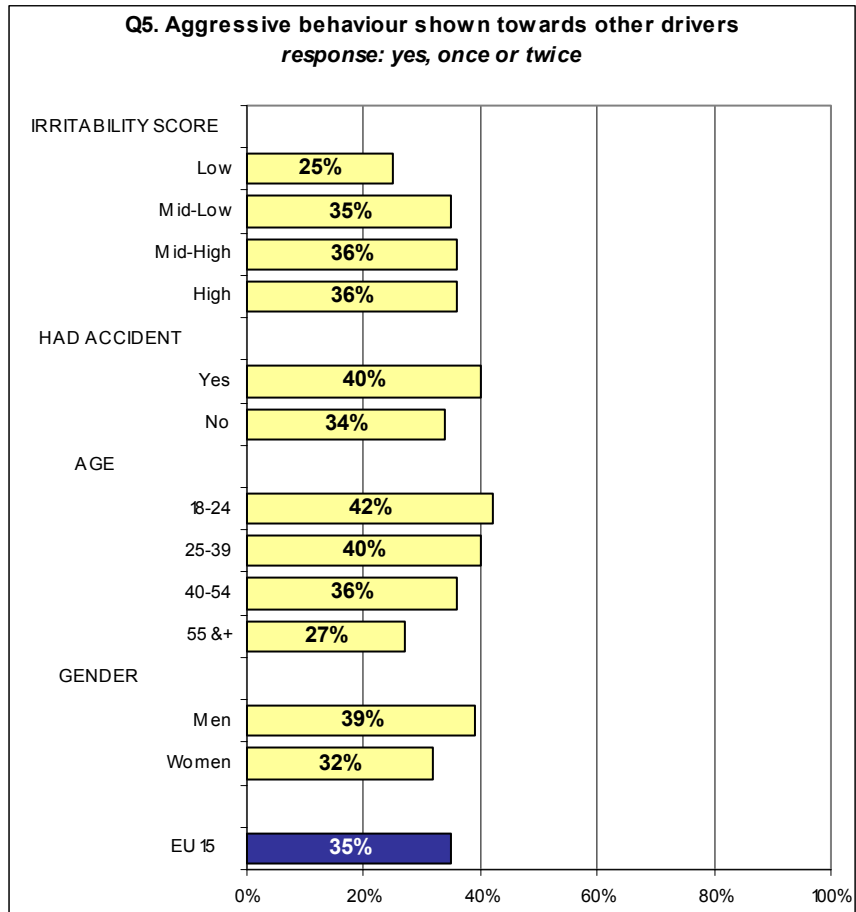
The proportion of drivers admitting to showing aggressive behaviour in **Slovenia** (27%) and **Cyprus** (31%) is much lower than in most Member States.

Q5. Has it ever been the case that you have shown aggressive behaviour towards other drivers for any reason ?

Q5. Vous est-il déjà arrivé à l'un ou l'autre moment d'avoir des comportements agressifs par rapport à d'autres automobilistes pour une raison ou une autre ?

UE 15 – EU 15					
		Oui, plusieurs fois / Yes, several time	Oui, l'une ou l'autre fois / Yes, once or twice	Non, jamais / No, never	(NSP&SR) / (DK&NA)
Total UE 15	9273	16%	35%	47%	1%
SEXE - SEX					
Homme / Male	5119	19%	39%	42%	1%
Femme / Female	4154	13%	32%	55%	1%
AGE					
18 - 24	740	25%	42%	33%	0%
25 - 39	3096	21%	40%	39%	1%
40 - 54	2861	16%	36%	47%	1%
55 & +	2576	9%	27%	63%	1%
ACCIDENT					
Oui / Yes	1719	22%	40%	37%	1%
Non / No	7367	15%	34%	50%	1%
AG. BEHAVIOUR SHOWN					
Oui / Yes	4553	31%	69%	0%	0%
Non / No	4439	0%	0%	100%	0%
IRRITABILITY					
Bas / Low	449	10%	25%	64%	1%
Moyen bas / Mid Low	2635	15%	35%	48%	1%
Moyen haut / Mid High	4576	18%	36%	45%	1%
Haut / high	1613	15%	36%	48%	1%

Breakdown by socio-demographic category within the EU



March 2003 – Fig. 9D

Drivers are more likely to have engaged in aggressive driving behaviour if they are relatively young and/or male. Respondents who have had at least one accident are more likely to confirm showing aggressive behaviour towards other road users. As we might expect, those with low irritability scores are less likely to display aggression on the roads.

CONCLUSION

Aggressive driving is ever present in society today. The results of our study show that in many countries high proportions of drivers have been victims of aggressive behaviour: in the **United States** (66%) and in the **European Union** (48%) considerable proportions of respondents confirm that they have been subject to aggressive driving behaviour. In turn, we see that 51% of respondents in the **European Union** and 68% of respondents in the **United States** admit to displaying aggressive behaviour themselves. There is a strong relation between showing aggressive behaviour and being a victim of this: 70% of drivers in the **European Union** who admitted to showing aggressive behaviour on several occasions claimed to have been subject to this from other drivers.

We have seen that the form of aggressive driving behaviour varies across continents and countries. This could be partly explained by differences in culture and perceptions of acceptable driving behaviour. For example, we saw that aggressive or obscene gestures ranged from 77% of very irritated drivers in **Australia** to 9% in **Japan**. Looking at the evolution in results since 1999 for potentially “irritating behaviours”, we saw that for some countries the level of acceptability increased over the period as the proportion of “very irritated” drivers decreased while there was a parallel increase in the proportion of “mildly irritated” drivers. However, society cannot afford to simply tolerate aggressive driving behaviours.

Governments are beginning to react through the introduction of bills and laws aimed at tackling the problem of aggressive driving. The Belgian Road Safety Institute has set up an educational programme for aggressive drivers as an alternative legal penalty for traffic offenders in an effort to prevent repeated aggressive driving offences.

Aggressive driving is an issue that needs to be urgently addressed. Public awareness of the dangers of aggressive driving should be heightened in order to avoid moving into a society of acceptance of such behaviour on the roads. It is essential to clarify the scale and nature of aggressive driving, as well as finding practical solutions to reducing aggressive behaviour. Since roadway congestion is considered to be just one factor that tends to exacerbate aggressive driving behaviours, roads and traffic circulation should be improved. Moreover, governments and policy-makers should continue to strengthen law enforcement measures to combat aggressive driving behaviour and thereby heighten safety on our roads.