

Angels of the roads

Our survey shows that Britannia Rescue is likely to get to breakdowns first but that the AA fixes the most cars at the roadside – in a sector where all top providers score well

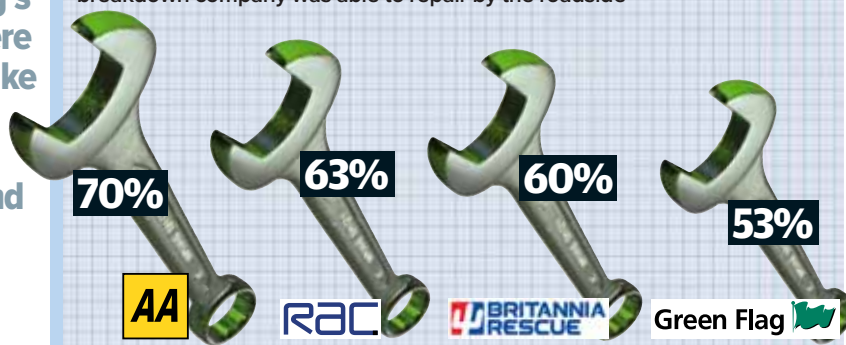
Our latest survey found that a remarkable 69 per cent of *Which?* readers are very satisfied with the overall service they've received from their breakdown provider. So if you're unhappy with the service you're receiving, or you've yet to take out cover, the good news is that there are excellent options available to you. We've updated our ratings to show just how well the big four providers perform.

Standards have remained high since we published our last survey results in April 2006 (p22). Britannia Rescue, a Best Buy last time round, still leads the way in response time – 40 per cent of its patrols arrived at the scene within 30 minutes, while an impressive 92 per cent arrived within the hour.

Green Flag's patrols were able to make roadside repairs in only around half of all cases

ROADSIDE REPAIRS: HOW COMPANIES COMPARE

The chart shows what percentage of cars each breakdown company was able to repair by the roadside



The AA also performed well. Although it can't match Britannia's speed of response, its patrols were able to repair seven out of ten breakdowns at the roadside – not quite the eight out of ten that it claims, but still a clear leader. In contrast, Green Flag's patrols were able to fix just over half of problems, which may have led to it receiving the lowest overall satisfaction rating. Meanwhile, the RAC's performance is steady across all the key measures.

Best Buys

Britannia Rescue, the top performer in April's report, keeps its place as a Best Buy owing to the speed of its patrols.

This time, though, the AA has also become a Best Buy, thanks to the efficiency of its mechanics in repairing 70 per cent of breakdowns at the roadside. Its patrols were also very polite, with the result that 77 per cent of its customers were very satisfied with how their situation was handled.

MEMBER BENEFIT

FREE website access

For full details of more than 60 different packages from the 'big four' providers and a host of smaller companies, plus all the latest prices, log on to www.which.co.uk/breakdownservices

OUR RESEARCH

We sent questionnaires to 15,425 *Which?* readers who were members of breakdown organisations. We asked them to keep the questionnaire in their glove box and to fill it in if they called out a breakdown company. Results are based on 753 questionnaires received between July 2005 and July this year.

Contacts

AA
0800 085 2721
www.theaa.com
Britannia Rescue
0800 591 563
www.britanniarescue.com
Green Flag
0845 246 1557
www.greenflag.com
RAC Motoring Service Ltd
0870 572 2722
www.rac.co.uk

COMPANY	KEY MEASURES				GENERAL					SCORE %
	ACCURACY	SPEED (<30 min)	SPEED (<1hr)	REPAIRS	PHONE RESPONSE	POLITENESS (PHONE)	POLITENESS (PATROL)	SKILL	OVERALL	
1 BRITANNIA RESCUE	★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	73
2 AA	★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	72
3 RAC	★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	69
4 GREEN FLAG	★★	★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	67

USING THE TABLE

Key measures

Accuracy How accurately phone staff predicted

patrol arrival times. **Speed** How often patrols arrived within 30 minutes/one hour. **Repairs** How often

patrols repaired faults at the roadside. **Skill** How well customers felt patrols dealt with the situation.

Score

This is based on:

Speed
Repairs

Overall service

Phone accuracy and response

Skill

Politeness

15%

15%

10%

10%