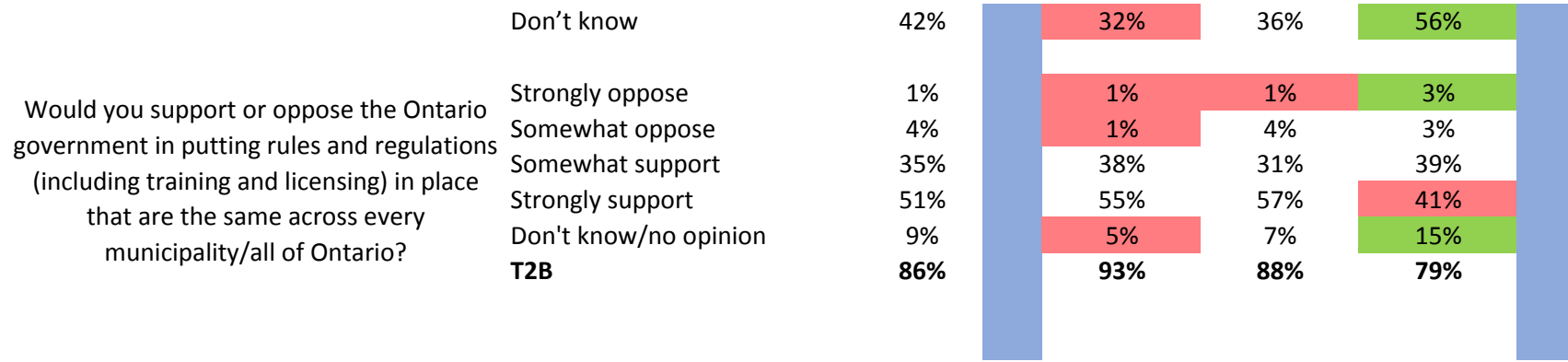


		Ever required towing/roadside assistance services in Ontario			
		Total	Yes - vehicle collision	Yes - for roadside assistance	No
	Base	1000	231	586	306
Assuming that you had to call a tow truck/roadside assistance in this situation, which of the following potential outcomes would you be fearful of happening in this type of situation?	T2B	76%	72%	70%	83%
_Being charged an unreasonably high fee for being towed or requiring roadside assistance	Very worried	40%	35%	37%	46%
	Somewhat worried	35%	37%	33%	37%
	Not very worried	15%	17%	17%	13%
	Not at all worried	9%	12%	13%	4%
Assuming that you had to call a tow truck/roadside assistance in this situation, which of the following potential outcomes would you be fearful of happening in this type of situation?	T2B	75%	75%	73%	78%
_Having to wait a long time for a tow truck/roadside assistance	Very worried	26%	29%	26%	25%
	Somewhat worried	49%	46%	47%	53%
	Not very worried	21%	21%	23%	18%
	Not at all worried	5%	4%	4%	4%
Assuming that you had to call a tow truck/roadside assistance in this situation, which of the following potential outcomes would you be fearful of happening in this type of situation?	T2B	61%	61%	57%	67%
_Having to wait a long time for a tow truck/roadside assistance	Very worried	26%	23%	24%	31%
	Somewhat worried	35%	38%	33%	35%

type of situation:						
_Being towed to a different location than the one you specified to the driver	Not very worried	27%	24%	28%	26%	
	Not at all worried	12%	15%	15%	8%	
Assuming that you had to call a tow truck/roadside assistance in this situation, which of the following potential outcomes would you be fearful of happening in this type of situation?		T2B	64%	61%	58%	72%
_Being misled and told by tow truck drivers that insurance will cover the costs of towing when it does not	Very worried	28%	25%	26%	30%	
	Somewhat worried	37%	36%	32%	42%	
	Not very worried	25%	26%	28%	22%	
How educated do you feel in terms of your rights if you required towing/roadside assistance services today?	Not at all worried	11%	13%	14%	6%	
	Not at all educated	17%	12%	14%	27%	
	A little educated	32%	22%	30%	38%	
	Somewhat educated	38%	45%	42%	28%	
	Very educated	13%	21%	15%	7%	
	T2B	51%	66%	57%	35%	
To the best of your knowledge, are tow trucks in Ontario regulated?	Yes – at the provincial level	22%	30%	23%	14%	
	Yes – at the municipal level	8%	9%	7%	9%	
	Yes – at both the provincial and municipal level	17%	20%	20%	12%	
	No	9%	8%	9%	9%	
	Don't know	45%	33%	41%	56%	
Please select the statement below that you agree with regarding requirements and costs for towing.	The requirements and costs for towing are the same across municipalities	11%	18%	9%	9%	
	The requirements and costs for towing are different across municipalities	48%	50%	54%	35%	



Which of the following best describes where you live?

	Downtown	Suburbs	Small city	Small town/ Rural
	204	388	242	166
	80%	77%	73%	72%
	44%	41%	38%	37%
	36%	36%	34%	35%
	14%	16%	15%	16%
	6%	7%	12%	12%
	75%	77%	70%	76%
	28%	27%	24%	25%
	47%	50%	46%	51%
	22%	20%	24%	19%
	3%	4%	6%	5%
	65%	64%	59%	54%
	29%	26%	26%	25%
	36%	38%	32%	30%

27%	24%	29%	29%
8%	12%	12%	17%

75%	66%	61%	54%
34%	27%	26%	22%

41%	38%	34%	31%
18%	26%	26%	31%
7%	8%	14%	15%

16%	19%	16%	18%
33%	31%	33%	30%
37%	39%	38%	39%
14%	11%	14%	14%
51%	51%	51%	53%

23%	21%	22%	22%
8%	9%	6%	8%

17%	16%	19%	16%
5%	11%	7%	8%
47%	42%	46%	46%

12%	13%	9%	7%
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47%	47%	47%	51%
-----	-----	-----	-----

41%	41%	44%	42%
2%	1%	1%	2%
3%	4%	3%	3%
34%	36%	36%	30%
51%	50%	50%	56%
10%	8%	10%	9%
85%	87%	86%	86%