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Public Consultation on Passport Policy and Procedure Changes

Final Report

Prepared for

Policy and Planning Branch
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Chapter 1

INTRODUCTION

The Passport Office is getting prepared to introduce various changes in its passport offering and in the process to obtain a passport. These changes aim essentially at improving upon passport security while maintaining good value for money for the passport client. The contemplated changes are as follows:

- the full implementation of the IRIS computer system which automates several passport production functions;
- the modification of passport features to make passports more difficult to counterfeit;
- the immediate return of citizenship documents after they have been analysed at the Passport Office counter;
- a six-month carry-over period upon renewal of a passport;
- a simplified passport renewal process which does not require the presentation of citizenship documents or the support of a guarantor;

- the systematic return of the new passport by express post delivery;
- the collection of a fee to deliver the passport at the service counter;
- express passport issuance within 24 or 48 hours.

This research analyses the reactions of Canadians to these proposals; it was conceived and implemented as a consultation of the general public on policy change and service improvement issues. A few peripheral issues related to communications were also investigated.

The study is based on a solid telephone survey methodology presented in Chapter 2. The main results are provided in Chapter 3 for each policy or service changes contemplated and for the communications issues analysed. Chapter 4 takes a multivariate view of the situation and develops a segmentation of the Canadian public with regard to passport policy and service changes.

Appendices reproduce the English and French versions of the questionnaire as well as the detailed data tables.

Chapter 2

METHODOLOGY

2.1 Questionnaire Design

The questionnaire pursued two objectives: first and foremost, to measure the reaction of the Canadian public to various policy and service change proposals and, second, to provide some insights into communication mechanisms most valued by Passport Office clients and the general public.

The questionnaire was designed based on past research, information requirements expressed by Passport Office officials and market research literature. It is presented in Appendix 1.

The questionnaire is structured as follows:

- question 1 confirms the eligibility of the respondent; only Canadian citizens were targeted;
- question 2 measures the felt importance of passport security and of the main passport benefit, i.e., easy entry into other countries;

- question 3 determines the level of threat felt by respondents regarding counterfeiting and refusal of entry;
- question 4 tests the assessment the general public makes of various delivery mechanisms;
- question 5 determines the level of expectation regarding the delay in delivery of a new passport;
- question 6 verifies the current image of the passport "deal";
- questions 7, 8 and 10, which are the core questions of this survey, measure the support of the Canadian public for the various policy and service changes;
- question 9 gauges the preference of Canadians with regard to user pay in the area of passport delivery;
- question 11 to 15 measure preferences for means of communications;
- finally, questions 16 to 29 collect general information on the respondents' socio-demographic characteristics.

The questionnaire was submitted to 10 pre-test interviews in each official language. Adjustments were made to ease the interviewer's work and to improve participants understanding of the questions.

2.2 **Sampling**

The population of interest to this study was all Canadian citizens aged 18 and more. The sample was stratified according to six regions of Canada: Atlantic Canada, Quebec, Ontario, Manitoba and Saskatchewan (as a group), Alberta and finally British Columbia and the Territories (as a group). We planned to conduct 250 interviews in each stratum for a regional margin of error of ± 6.2 percentage points.¹ This target was achieved. An additional 50 interviews were conducted in Quebec to compensate for an over-representation of females.

¹ For a proportion of 50% at a confidence level of 95%. Additional margins of error can be computed using the SampleCalc Web application maintained by **Circum Network Inc.** on its Web site at <http://circum.com>.

The sample of telephone numbers was drawn using the Canada Sampler software provided by ASDE inc.. The original sample list included listed as well as unlisted telephone numbers; unlisted numbers were randomly generated using a computer algorithm which takes into consideration the proportion of unlisted numbers in each telephone exchange.

Within households, the person to be interviewed was the one who had celebrated their birthday most recently.

2.3 **Fieldwork**

Telephone interviews were completed by Echo Sondage Inc. between May 12 and May 25, 2000. The following table provides a breakdown of fieldwork results, as per standards on data collection reporting proposed by the Professional Marketing Research Society.

EXHIBIT 2.1 Fieldwork Results

States after the last call	Number of telephone numbers
Numbers used (a)	5,279
Out of service numbers (b)	1,977
Valid numbers (c = a - b)	3,302
Non eligible, incapacitated (d)	392
Eligible people (e = c - d)	2,910
Refusals (f)	756
No answer, busy, appointments	596
Completed (g)	1,558
Response rate (g / e)	54%
Refusal rate (f / e)	26%
Error margin for the entire sample for a proportion of 50%, at a 95% confidence level; includes an adjustment for design effect associated with the over-sampling of some regions and the ensuing weighting	±3,0 points

Cases which were still in the call queue at the completion of the fieldwork had been attempted five times on average.

The response rate achieved equals best industry practices considering the short time frame available for the field work and the constrained calling hours. The refusal rate is much better than that achieved in the average public survey.

2.4 *Data Processing*

Survey data were managed using VoxCo's StatXP software. Data were edited to ensure conformity to the established response categories and to limit the distributions of unbound variables within reasonable values. Filtering logic instructions were developed to ensure that the reported data conform to the skip logic of the questionnaire.

The data are weighted according to age, sex, region, language and the ratio of household size to the number of voice telephone numbers reaching the household.

Multivariate analyses were conducted using the SAS and TypoXP software, respectively from the SAS Institute Inc. and VoxCo Inc..

Chapter 3

ISSUES

The study results can be organized to answer three fundamental questions: is there a problem? is the solution reasonable? is the price of the solution reasonable? The next three sections tackle these issues. Additional sections deal with the costing of express passport issuance and communications issues.

3.1 ***Salience of the Problem***

The fundamental reason why the Passport Office is considering various policy and service modifications is the necessary improvement of the security of passport documents. New technologies allow the production of tamper-proof passports and more rapid turnaround in their production. The priority awarded to the issue of security is in tune with the key features valued by clients, as demonstrated by past research commissioned by the Passport Office.¹

¹ Among which the two research reports prepared by **Circum Network Inc.** in 1999: *Market Study Concerning Express Service, Mail Delivery, 1P1P Policy and Other Topics*, July 1999 and *A Multivariate Perspective on the Passport Office Market*, July 1999. Note that, according to the present study, 40% of the adult Canadian population hold a valid Canadian passport.

According to Canadians, lack of passport security and effectiveness are important issues but infrequent occurrences, making them low-salience problems.

Up to now, the Passport Office had always focussed on the perception of clients, however, and never polled the general public directly. This study reveals that the general public values passport security and the effectiveness of the passport in ensuring entry into foreign countries as much as the clients themselves. As Exhibit 3.1 shows, close to 9 Canadians in 10 provided firm ratings of 8, 9 or 10 on scales ranging from 0 to 10 when asked about the importance of passport security and passport effectiveness at ensuring entry in other countries. These results are within normal range of the results of the 1999 study of clients on a similar topic.

EXHIBIT 3.1
Salience of the Passport Security and Effectiveness Issues

	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
Importance of making the passport difficult to use by an imposter (Q2A)	88% [9.3]	88% [9.3]	88% [9.3]
Importance of the acceptance of the passport by other countries (Q2B)	89% [9.3]	90% [9.4]	89% [9.1]
Frequency of forgery of Canadian passports (Q3A)	27% [6.1]	25% [5.9]	29% [6.2]
Frequency of refusal of entry of Canadian passport holders (Q3B)	9% [3.6]	9% [3.4]	9% [3.8]
Value for money of the current passport for the passport client (Q6)	44% [6.7]	44% [6.6]	45% [6.7]

While these issues are considered important, they do not necessarily possess the second characteristic of a salient problem, that is the frequency of occurrence. Passport forgery is considered frequent¹ by about one quarter of the adult Canadian population (27%). The average rating of 6.1 indicates that Canadians consider that passport forgery is neither a rare occurrence nor a frequent event. Denial of entry is perceived as even rarer: only 9% of Canadians scored it as a frequent event and the average

¹ 8, 9 or 10 on a 0-10 scale.

scale response of 3.6 suggests that this issue simply does not register on most Canadians' radar screen. Canadians by birth are more likely than New Canadians to consider forgery a problem worth of attention.

Proposed policy and procedure changes may be better seen as prevention than problem solving.

In sum, passport security and effectiveness are considered important but infrequent problems. This gives the overall problem a low-salience connotation. It also appears as a non-issue to many Canadians. Hence, while the Passport Office can capitalize on the very positive image the Canadian passport enjoys among Canadians, it will have to justify its policy changes as prevention mechanisms rather than as problem-solving tools.

Also part of the problem salience landscape is the fact that Canadians think they get a reasonable deal with the current price and features of a Canadian passport. While 44% of Canadians rate the deal high (8, 9 or 10 on a 0-10 scale), the average deal rating is 6.7, which positions the current offering as satisfying but does not leave much room to manoeuvre on the price front.

3.2 ***Reasonableness of the Solution***

Each aspect of the proposed changes was tested for reasonableness with the representative sample of the general Canadian public. Exhibit 3.2 summarises the levels of support documented in this survey.

The two features related to passport security (new computer technology and passport modifications) receive the highest marks: 73% rate new technology as 8, 9 or 10 on a reasonableness scale ranging from 0 to 10 (average of 8.3) and 82% do the same concerning the improvements to the passport document (average of 8.9). While there are some variations across some subgroups in the population, they are of very limited magnitude.

Three other features occupy the middle-tier of support: carry-over renewal gets 62% of high scores (average of 7.8), the immediate return of citizenship documents, 61% (average of 7.8) and the express post delivery

of the new passport, 60% (average of 7.2). These changes, considered by the Passport Office as service improvements, are, therefore, well supported in the population. This support is firm in all subgroups analyzed with the possible exception of people aged 45 to 59 (51% rating 8, 9 or 10).

EXHIBIT 3.2
Level of Reasonableness of Each Elements of
the Proposed Changes Except Price

Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
Modifying the Canadian passport to make it more difficult to falsify (Q7F)	82% [8.9]	80% [8.8]	84% [9.0]
Acquiring new computer technology to improve passport security (Q7A)	73% [8.3]	75% [8.4]	71% [8.3]
Allowing the renewal of passports up to six months before expiry and carrying over the left over validity period (Q7C)	62% [7.8]	63% [7.8]	62% [7.9]
The Passport Office giving back the citizenship documents at the service counter after inspecting them instead of returning them with the new passport (Q7B)	61% [7.8]	61% [7.8]	62% [7.8]
Making express post delivery with signature the normal way of returning passports to clients to avoid having to go back to the passport office to pick it up (Q7G)	60% [7.2]	55% [6.8]	63% [7.5]
Implementing a simplified passport renewal process where the person requesting the passport does not have to provide again a proof of citizenship and a guarantor who can vouch for them (Q7D)	49% [6.3]	52% [6.4]	47% [6.1]
Charging \$5 for picking up a new passport at the counter for someone who does not want it delivered by express post with signature (Q7G)	25% [4.2]	25% [3.8]	25% [4.4]

The simplified renewal mechanism receives lukewarm support with 49% of the adult population rating 8 or more (average of 6.3). Passport holders are a little more supportive of this idea (52%) than other Canadians (47%). People aged 60 and more expressed some reservations (42% of strong

support). Qualitative evidence collected during the survey pretest and while listening in on interviews suggests that a "simplified" renewal process is associated with reduced security in passport issuance.

Finally, the nature of the last feature may explain in part the low support it enjoys: charging \$5 for counter delivery of the new passport received 25% of high scores (8, 9 and 10) and averages 4.2 on the 0-10 scale. Support was lower still among recent clients (16%), allophones (19%) and British Columbia residents (19%). Support for this measure was higher in Atlantic Canada (40%).

Proposed changes are well received, especially those clearly associated with increased security. Charges for counter pick-up are not appreciated.

In sum, the general reaction of the Canadian public to the proposed changes to passport policy and service features is positive. Elements improving with security (or integrity) are strongly supported while those seen as putting security in jeopardy are questioned. New features which appear to improve service are supported.

Express Post delivery gets lower ratings than courier services but the gap could probably be managed through communications.

Some 60% of Canadians found quite reasonable the suggestion that passports be returned by Express Post with signature. The perception of reliability at delivering on time was tested for six delivery mechanisms (see Exhibit 3.3). Purolator courier service with signature came out as the most reliable service with 60% of survey respondents giving it a high mark (8, 9 or 10). Other courier services follow with ratings between 52% and 55%. Express Post with signature was given a high mark by 48% of participants, a 12 percentage point difference with Purolator. This difference is due in good part to the much larger proportion of people who could not provide a rating (21% for Express Post vs. 14% for Purolator) since the average ratings for the two services are not very different (7.6 for Express Post vs. 7.9 for Purolator). Hence, the lower perceived reliability of Express Post could probably be managed through communications. The low score provided by individuals using their passport mainly for business use (29% of high ratings, average of 6.1) is the only dissonant note.¹

¹ According to this study, some 10% of Canadian passport holders use their passport mainly for business purposes.

EXHIBIT 3.3
Reliability of Different Mechanisms for On Time Delivery

On a scale from 0 to 10 where 0 means not at all reliable and 10 means extremely reliable, how reliable do you think each of the following is at delivering ON TIME...	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
Purolator courier service with signature (Q4F)	60% [7.9]	57% [7.7]	62% [8.1]
Priority post with signature (Q4C)	55% [7.7]	53% [7.5]	57% [7.9]
Fedex counter service with signature (Q4E)	53% [7.9]	56% [8.0]	51% [7.9]
UPS courier service with signature (Q4D)	52% [7.8]	52% [7.7]	52% [7.9]
Express post with signature (Q4A)	48% [7.6]	45% [7.3]	50% [7.8]
Regular mail (Q4B)	29% [5.4]	23% [5.1]	32% [5.6]

3.3 Pricing the Solution

So far, we have established that the passport security and effectiveness issues bear low salience by virtue of the low perceived frequency of occurrence. We also established that the Canadian public is generally supportive of the proposed changes with the possible exception of the overcharge for counter pickup.

Survey respondents were also asked how reasonable they considered the price increases associated with the proposed changes. As Exhibit 3.4 shows, the support for price increases is lower than that for associated improvements but it is still substantial. Half of respondents (51%) provided firm support for a \$5 price increase to defray the costs of improved service features (technological changes, immediate return of citizenship documents, carry-over renewal and simplified renewal); the average score of 6.7 shows a moderate level of support.

EXHIBIT 3.4
Reasonableness of the Pricing of Proposed Changes

	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
In order to pay for these changes, that is increased passport security, immediate return of citizenship documents, carry over renewal and simplified renewal, increasing the cost of the 5-year passport by \$5 from \$60 (Q7E)	51% [6.7]	52% [6.6]	51% [6.8]
In order to pay for these changes, that is increased passport security and express post delivery, increasing the cost of the 5-year passport by \$5 from \$60 (Q7H)	44% [6.3]	44% [6.0]	45% [6.5]
Consider a \$10 increase from \$60 for a new 5-year passport which would provide the following changes: increased passport security, immediate return of citizenship documents, carry over renewal, simplified renewal and express post delivery to avoid a second trip to the passport office. On a scale from 0 to 10 where 0 means very bad value for money and 10 means very good value for money, how would you rate the value for money in this deal for the passport client? (Q8)	38% [6.1]	34% [5.8]	41% [6.3]
Which one of the following two positions is closest to your point of view... (Q9) Passport service improvements should be paid out of general taxes since passports are a public service OR Passport service improvements should be financed through price increases since they benefit only passport holders (% price increases presented)	60%	53%	66%

A similar \$5 increase for better passport security and Express Post delivery generates 44% of firm support and an average score of 6.3, indicating still a moderate level of support in the context of testing a price increase.

While, not surprisingly, support for price increases is lower than support for new features, proposed increases are not likely to raise a public debate.

Finally, the overall \$10 increase for all features garnered 38% of firm support and an average score of 6.1. Another group of 37% of respondents provided a mid-range rating of 5 to 7 while the smallest group, 23%, expressed dissatisfaction with the price proposal (scores from 0 to 4). In sum, considering that Canadians are generally reluctant to any price or cost increase, particularly from the part of public sector organisations, these

results are rather comforting: the proposed increases are not likely to raise a public debate.

Support for the price increase is lowest among recent clients (average of 5.0), people aged 60 and more (5.7) and Quebeckers (5.5). It is highest among Canadians who do not hold a passport (6.3), passport users focussed on business travelling (6.5), adults who are members of households of four people or more (6.4), residents of Atlantic Canada (6.6) and Canadians aged 18 to 29 (6.8).

The study also documents that almost two Canadians are in favour of user pay for passport service improvements (60%) for one in favour of the use of general tax revenues (35%). User pay support is strongest among Canadians who do not hold a passport (66%), Canadians by birth (63%), francophones (70%), residents of Quebec (66%), people aged 60 and more (66%) and women (66%).

3.4 *Express Passport Issuance*

The 1999 Survey of clients had documented a demand for express issuance of passports as well as the price elasticity of that demand. Pilot projects currently in the field also indicate that a small but not insignificant proportion of Passport Office clients are willing to disburse the extra amounts charged by the Office.

Notwithstanding the evidence pointing to the fact that the current proposal matches a need, the data from the general public survey (see Exhibit 3.5) suggests a relatively low level of support for the reasonableness of the prices proposed for various speedy delivery options. Depending upon the options analysed, between 21% and 34% of respondents gave a high rating to the costs quoted. Passport holders react similarly to other Canadians.

Those with lower expectations regarding normal delivery (i.e., those expecting that delivery would normally take more than five days), tend to

agree more with the extra costs proposed than those whose expectations of normal service exceed the current standard. This is understandable since people with expectations of faster normal service would be less willing to pay for something they consider should be the norm.

Support for the cost of express issuance is relatively low. Communications could focus on the cost-recovery and user-pay components of these prices.

Support for the express issuance fees is also higher among those who support user-pay than among others. Since the group of Canadians who favour user-pay is almost twice as large as the opposite group, the Passport Office could probably garner more support for the fees associated with express issuance by relating the fee levels to the actual cost of delivering the passport faster.

EXHIBIT 3.5 Express Passport Issuance Pricing and Reasonableness

Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
Charging an additional \$30 to issue the passport within 48 hours (Q10A)	34% [5.2]	36% [5.2]	33% [5.2]
Charging an additional \$70 to issue the passport within 24 hours (Q10B)	25% [4.3]	28% [4.4]	23% [4.3]
Charging an additional \$150 to issue the passport outside regular opening hours (Q10C)	21% [3.9]	23% [3.9]	20% [3.9]
Refunding the additional charges for express issuance if the passport is required for sickness or death in the family (Q10D)	71% [8.1]	71% [8.0]	71% [8.2]
Disregarding any recent passport application experience, as a consumer, how many minutes, hours, days or weeks would you expect to wait to obtain your passport counting from the time you have provided all relevant information and documents? (Q5)	Less than 5 days	17%	20%
	5 days	26%	35%
	More than 5 days	51%	43%
	Average	9.1	7.6
		15%	20%
		55%	10.3

There is high and generalized support (71% scoring 8, 9 or 10) for waiving the extra costs of express issuance if the passport is needed for compassionate reasons.

Expectations regarding the normal delivery of passports indicate that the Passport Office 5-day standard meets the expectations of one quarter (26%) of the Canadian population and exceeds the expectations of one in two Canadians (51%). Only 17% of Canadians have service expectations that the Passport Office does not meet now. Not surprisingly, this latter group is the one most critical of the level of fees contemplated for express issuance.

3.5 **Communications Issues**

While this survey does not provide an in-depth examination of the communications challenges in dealing with passport issues with the general Canadian public, some observations will help pave the way to the communications strategy. Of course, the data presented here reflect only the views of the general public, segmented into Passport Office clients and non-clients, and not necessarily the optimal communications solutions considering all factors, technical and otherwise, that come into play.

Overall, 37% of Canadians would turn to the Passport Office for information on how to get a passport.

In general, the primary source of information on passport issuance procedures are the blue pages and, presumably, any office which would be listed under the passport entry (again, presumably, the Passport Office itself) (Exhibit 3.6). Summing up the size of this group and the size of the group of people stating that they would go directly to the Passport Office, more than one third (37%) of Canadians would address their requests for information to the Passport Office; this proportion reaches 46% among passport holders. That leaves 63% of Canadians reaching out to an organization other than the Passport Office for information on getting a passport.

Second in line is the post office (18%) followed by three equal-size groups who would get information from the Internet (8%), the general government phone line (7%) and a travel agent (7%). Travel agents (11%) and the Internet (15%) are more important for the youth.

EXHIBIT 3.6
Sources of Information and Referral

	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
% choosing each option			
If you needed information on how to get a passport, where would you look for it first? (Q11)			
Blue pages	20%	21%	20%
Post office	18%	19%	18%
Passport Office	17%	25%	11%
Internet	8%	8%	7%
General government phone line	7%	8%	6%
Travel agent	7%	7%	6%
Immigration and Customs	3%	2%	3%
Other departments	4%	2%	5%
Contacts, friends	1%	1%	1%
Other	4%	1%	6%
Don't know/no response	13%	6%	17%
Where could you obtain the passport application form? (Q12)			
Post office	36%	40%	34%
Passport office	20%	33%	11%
Travel agent	8%	10%	7%
Other departments	5%	3%	6%
Other	4%	2%	5%
General government phone line	4%	3%	4%
Immigration and Customs	2%	1%	3%
Internet	1%	1%	2%
Don't know/no response	20%	7%	28%

The variety of intermediaries cited by non-clients as well as by clients suggests that the Passport Office must expend considerable energy maintaining a network of partners; an option could be to build a long-term communication strategy to bring passport clients more directly to the Passport Office.

The physical distribution of the passport application form is strongly based on the availability of the document at post offices, a sensible approach since post offices are widely scattered throughout Canada. A significant portion of non-clients (28%), Atlantic Canada (35%) and Prairie (34%) residents were unable to identify where they could obtain the application form.

A minority of Canadians, clients or non-clients, are definitely aware of the free information sources available to them in the form of a Passport Office Web site or 1-800 phone line: 11% know about the Web site and 20% know about the 1-800 phone line. Expectations of availability of these kinds of service is high, however: 40% expect the Passport Office to have a Web site (in addition to the 11% who say they know it has one) and 37% expect the same about a 1-800 line (in addition to the 20% who say they know about the existing toll-free line).

EXHIBIT 3.7
Knowledge of Information Sources

	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
% choosing each option			
Do you know whether the Passport Office has an Internet Web site? (Q13)			
Yes, it does	11%	15%	9%
No, it does not	13%	12%	13%
Don't know for a fact, but probably does	40%	38%	42%
Don't know/No response	36%	36%	36%
Do you know whether the Passport Office has a toll-free 1-800 phone line? (Q14)			
Yes, it does	20%	25%	16%
No, it does not	12%	10%	13%
Don't know for a fact, but probably does	37%	34%	40%
Don't know/No response	31%	30%	30%

Asked in an open manner what the best method is to inform them on changes to passport rules and prices, one respondent in five (20%) chose the newspaper; this could include advertisement and stories. The second

Direct and subscribed mail and e-mail information campaigns garner significant support from Canadians.

group in size (18%), but the largest group among Passport Office clients (23%), surprised us by choosing mail as their preferred information channel; this suggests that pro-active, "push" strategies could be very effective. Coupled with the realisation that 76% of Canadian adults (according to this survey) have access to the Internet at home or outside of home (97% for people using their passport primarily for business), this could translate into a relatively inexpensive mode of communication between the Passport Office and its current or potential clients (through direct e-mail campaigns or through subscribed e-mailing lists).

EXHIBIT 3.8 Preferred Information Channels

	All Canadians (n=1558)	Passport holders (n=570)	Others (n=972)
% choosing each option			
What is the best way to inform you on the subject of changes to the passport rules and prices? (Q15)			
Newspaper	20%	16%	23%
Mail	18%	23%	15%
Television	15%	13%	18%
Internet	10%	10%	10%
Travel agent	9%	10%	8%
Passport application forms	8%	10%	8%
Posters in passport offices	5%	5%	4%
Insert to new passports	2%	3%	2%
Radio	2%	2%	2%
Telephone	2%	2%	2%
Other	5%	5%	4%
Don't know/no response	3%	3%	3%

Chapter 4

PROFILE OF PUBLIC OPINION

The multivariate analysis of the data collected in this study reveals that there are five underlying key themes which explain Canadians' reactions to passport policy and service changes. Using these key themes, a typology of Canadians was developed which identifies five segments of public opinion that are relevant to the debate at hand.

4.1 Five Key Themes

As documented in the previous pages, Canadians express a variety of views on each of the topics presented to them. It is well known in the study of public opinion, however, that opinions on specific topics are driven by more in-depth predispositions and that, in reality, the make-up of public opinion is better analysed at that level than at the level of particulars.

The survey data were submitted to a multivariate statistical analysis to identify these underlying key themes.¹ A coherent picture emerged (see Exhibit 4.1).

**EXHIBIT 4.1
 Key Themes**

Key themes	Make-up	Average
Emphasis on intangible benefits	Q2A. Importance — forgery Q2B. Importance — effectiveness Q7A. New computer technology Q7F. Counterfeiting improvements	8.9
Support for service features	Q7B. Giving back documents Q7C. Carry-over renewal Q7D. Simplified renewal process Q7G. Express Post delivery	7.3
Support for price increase	Q6. Currently a good deal Q7E. First \$5 payment Q7H. Second \$5 payment Q7I. \$5 for counter pick-up Q8. \$10 a good deal	6.0
Perception of threat	Q3A. Frequency — forgery Q3B. Frequency — denial of access	4.9
Support for express issuance prices	Q10A. \$30 for 48 hours Q10B. \$70 for 24 hours Q10C. \$150 outside hours	4.5

The responses to 18 opinion questions line up into five groupings which represent Canadians' overall reaction to the topics raised in this study:

- **Emphasis on intangible benefits.** The attributed importance of making the Canadian passport difficult to use by imposters and of assuring the acceptance of the Canadian passport by authorities in other countries coalesce with positions on the reasonableness of acquiring new technology to improve passport security and of modifying the Canadian passport to make it more difficult to falsify into a theme we labelled "Emphasis on intangible benefits". What this means is that respondents show a coherent pattern of responses to these questions:

¹ Technically, a principal components factor analysis with varimax rotation was used, extracting factors with eigenvalues larger than one.

giving a high rating to the importance of making the passport tamper-proof is associated with high approval of modifying the passport to make it more difficult to counterfeit. Therefore, we can generally describe Canadians' (and subgroups of Canadians) emphasis on such intangible benefits as a whole instead of reverting to each question and set of answers separately.

- **Support for service features.** Responses to the reasonableness of the four new service features regroup into a single scale of reaction to the proposed changes which includes the immediate return of documents, the carry-over renewal, the simplified renewal process and Express Post delivery. This result indicates that public response to the new service features form a more or less monolithic reaction to the Passport Office project.
- **Support for price increases.** Every aspect related to pricing (i.e., the intermediate \$5 prices, the \$5 charge for counter pick-up, the overall \$10 deal as well as the initial question concerning how good a deal the current passport is, at the exclusion of express issuance pricing which has its own dynamic) converge to form an overall "Support for price increases" score. The correlations among these responses support the hypothesis that many individuals tend to react more or less instinctively to issues of pricing, especially in the area of public service, without carefully weighting the benefits purchased.
- **Perception of threat.** Two questions deal with the perceived frequency of passport forgery and denial of service. Responses to these two questions tend to co-vary. They constitute a score which we interpret as measuring the perception of threat to the integrity of the Canadian passport.
- **Support for express issuance prices.** Three questions deal with the pricing of express passport issuance. Reactions to these questions correlate closely such that knowing one's response to one question would allow us to predict answers to the other two questions. However, after attempting to use it in further analyses, this theme has appeared

too narrow to be useful in interpreting Canadians' response to the proposed passport policy and procedure changes.

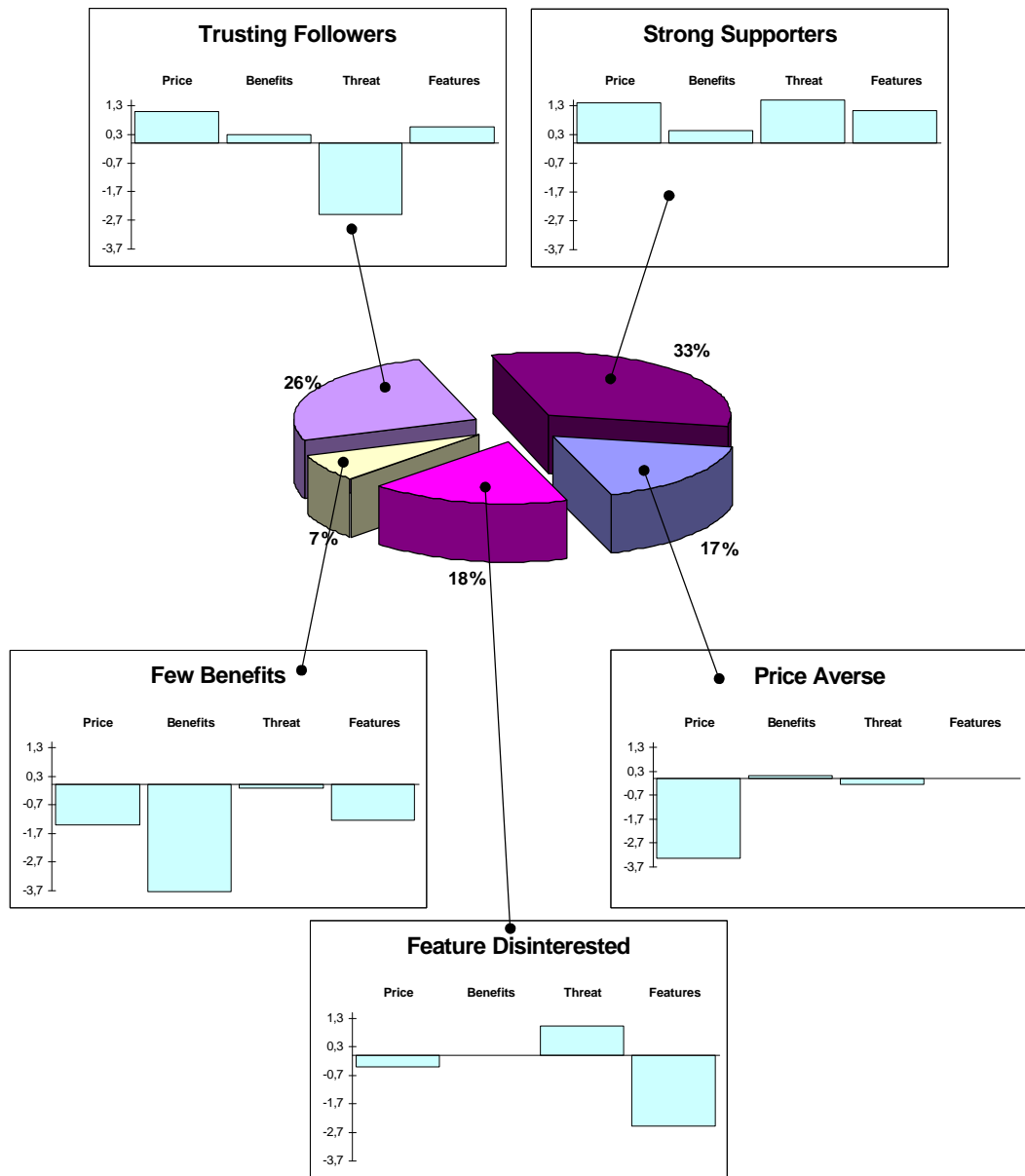
4.2 **Five Segments of Public Opinion**

Using the first four key themes and leaving the fifth one out because it is too narrow for the following analysis, the survey responses were regrouped into five homogeneous segments of population.¹ These segments represent the typical reactions encountered within Canadian public opinion concerning the Passport Office proposed changes:

- **Strong Supporters.** Strong Supporters constitute the largest of the five groups with 33% of Canadian adults. They sense a higher level of threat to the integrity of the Canadian passport which leads them to value intangible benefits more than others and to develop a higher appreciation of the proposed benefits. They are also much more likely to find the proposed cost increases reasonable.
- This is the youngest group of all with a significant over-representation in the 18-29 age category and an under-representation in the group of people aged 60 and more.
- Strong Supporters comprise more women than other groups.
- Residents of British Columbia are under-represented in this group.
- They are more likely to be Canadians by birth.
- Strong Supporters are more likely than others to not hold a valid Canadian passport.

¹ Technically, a traditional cluster analysis was performed with euclidian distances using the TypoXP software from VoxCo inc.. The segmentation could have produced fewer or more segments but the results obtained with five segments were more clearly interpretable than other scenarii while being useful for decision-making.

TABLE 4.2
Description of the Public Opinion Segments



- Strong Supporters appreciate the Internet and mail as a means of communicating with them.
- **Trusting Followers.** Trusting Followers regroup 26% of the adult population. They support the intangible benefits of the proposed changes and value the new service initiatives. Their support of the price increases is close to that shown by Strong Supporters. However, their overall support for the project is not grounded in a sense of threat to the integrity of the passport; in fact, this is the group where the threat is least felt. Since it supports the project without buying into its rational basis, this group was labelled Trusting Followers.
 - There are somewhat more males within this group than in others.
 - They are more likely to be new Canadians.
- **Few Benefits.** A small segment of 7% of the population, the "Few Benefits" group is critical of the price proposed for the changes, mainly because they don't think the intangible benefits are worth it. Since the members of this segment present an average sense of threat to the integrity of the passport, they may need to be convinced that the proposed features will in fact translate into security benefits that counterweight the proposed costs.
 - There are more males within this group than in others.
 - They belong less to the 30-44 age group but more to the group of people aged 60 and more.
 - Residents of British Columbia are significantly over-represented in this group.
 - They are more likely to be new Canadians.
 - A majority in this group favours paying for passport service improvements through general government revenues rather than through a user-pay approach.

- The Few Benefits group is more likely than others to choose posters in passport offices as a good way to inform them.
- **Feature Disinterested.** The fourth segment represents 18% of the Canadian population. Its members share an average reaction to the price increase and to the intangible benefits. They have a higher than average sense that there are threats to the integrity of the Canadian passport. However, what distinguishes them is that they give low value to the features proposed. In view of the sense of threat they display, we conclude that they do not sense that the proposed features would provide them with benefits which suit their needs.
 - They are more likely than other segments to be English-speaking and less likely to have a non-Charter mother tongue.
 - They are more likely to be Canadians by birth.
 - They are more likely than other groups to possess Internet access at home and outside home.
 - A large majority in this group favours paying for passport service improvements through a user-pay approach rather than through general government revenues. This is in sync with their disinterest for the proposed changes.
 - This group selected newspapers more often than others as a means of communicating them changes in passport rules and prices.
- **Price Averse.** Finally, a group of 17% of respondents stand out as reacting negatively to price increase while offering average ratings on the other three aspects of the analysis. Basically, they refuse to pay more, whatever the features are that are offered and whatever their feelings about the urgency of the situation are. This group is unlikely to be influenced by communications concerning the current threat or the benefits of the proposed changes. The reaction is more likely visceral than reflected.

- They are more likely to fall in the 30-44 age group and less likely to belong to the 18-29 group.
- A majority in this group favours paying for passport service improvements through general government revenues rather than through a user-pay approach. This can be interpreted as a strategy to reduce the cost load on each passport client by spreading it to non-clients.
- In keeping with their reluctance for price increases, the Price Averse segment was more likely to select documentation in the passport application form as a means of communicating policy and service changes.

APPENDIX 1

Questionnaire

PASSPORT 2000 ISSUES
SURVEY OF THE CANADIAN POPULATION ON PASSPORT POLICY ISSUES

(CHECK QUOTAS BY REGION : ATLANTIC CANADA, QUEBEC, ONTARIO, PRAIRIES, ALBERTA, BC WITH TERRITORIES)

Hello, my name is _____ and I call you on behalf of the Canadian Passport Office, the federal agency that issues Canadian passports. I would like to talk to the Canadian citizen 18 or older living in your household who has had their birthday most recently. (REACH THE RIGHT INDIVIDUAL) I would like to ask you a few questions about Canadian passports. Your opinion is important whether or not you hold a passport. This will take no more than 15 minutes and your answers will remain totally confidential. May I begin?

Q1 May I confirm that you are a Canadian citizen?

YES 1
No 2 >> **BACK TO SELECTION WITHIN THE HOUSEHOLD**
DK/NR 9 >> **TERMINATE**

SECURITY THREAT

Q2 I would like to know how important you find each of the following aspects. Please answer on a scale from 0 to 10 where 0 means not at all important and 10 means extremely important.

How important to you is...

(ITEMS ARE PERMUTATED)

- 2.1 making the passport difficult to use by an imposter
- 2.2 the acceptance of your passport by the authorities in other countries

Q3 In your opinion, how frequently do you think the following happen? Please answer on a scale from 0 to 10 where 0 means that it never happens and 10 means that it happens very often.

(ITEMS ARE PERMUTATED)

- 3.1 the forgery of Canadian passports
- 3.2 the refusal of entry of Canadian passport holders by other countries

DELIVERY OPTIONS

The following questions will be about delivery services.

Q4 On a scale from 0 to 10 where 0 means not at all reliable and 10 means extremely reliable, how reliable do you think each of the following is at delivering ON TIME?
(ITEMS ARE PERMUTATED)

- 4.1 Express post with signature
- 4.2 Regular mail
- 4.3 Priority post with signature
- 4.4 UPS courier service with signature
- 4.5 Fedex courier service with signature
- 4.6 Purolator courier service with signature

Q5 Disregarding any recent passport application experience, as a consumer, how many minutes, hours, days or weeks would you expect to wait to obtain your passport counting from the time you have provided all relevant information and documents?

VALUE: _____
UNIT: MINUTES, HOURS, DAYS, WEEKS
DK/NR 999

BASIC CHANGES

Q6 Currently, a new passport, valid for 5 years, costs \$60. On a scale from 0 to 10 where 0 means very bad value for money and 10 means very good value for money, how would you rate the value for money OF the passport FOR the passport client?

SCALE POINT _____ 1
DK/NR 9

Q7 Now, I will read you a description of possible changes the Passport Office may be contemplating. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...

(FIRST 4 ITEMS ARE PERMUTATED)

- 7.1 Acquiring new computer technology to improve passport security
- 7.2 The Passport Office giving back the citizenship documents at the service counter after inspecting them instead of returning them with the new passport
- 7.3 Allowing the renewal of passports up to six months before expiry and carrying over the left over validity period
- 7.4 Implementing a simplified passport renewal process where the person requesting the passport does not have to provide again a proof of citizenship and a guarantor who can vouch for them
- 7.5 In order to pay for these changes, that is increased passport security, immediate return of citizenship documents, carry over renewal and simplified renewal, increasing the cost of the 5-year passport by \$5 from \$60

Now, how reasonable would you find...

(FIRST 2 ITEMS ARE PERMUTATED)

- 7.6 Modifying the Canadian passport to make it more difficult to falsify
- 7.7 Making express post delivery with signature the normal way of returning passports to clients to avoid having to go back to the passport office to pick it up
- 7.8 In order to pay for these changes, that is increased passport security and express post delivery, increasing the cost of the 5-year passport by \$5 from \$60

Finally, how reasonable would you find...

- 7.9 Charging \$5 for picking up a new passport at the counter for someone who does not want it delivered by express post with signature

Q8 Consider a \$10 increase from \$60 for a new 5-year passport which would provide the following changes: increased passport security, immediate return of citizenship documents, carry over renewal, simplified renewal and express post delivery to avoid a second trip to the passport office. On a scale from 0 to 10 where 0 means very bad value for money and 10 means very good value for money, how would you rate the value for money in this deal for the passport client?

SCALE POINT _____ 1
DK/NR 9

Q9 Which one of the following two positions is closest to your point of view... (ROTATION)

PASSPORT SERVICE IMPROVEMENTS SHOULD BE PAID OUT OF GENERAL TAXES SINCE PASSPORTS ARE A PUBLIC SERVICE 1
OR
PASSPORT SERVICE IMPROVEMENTS SHOULD BE FINANCED THROUGH PRICE INCREASES SINCE THEY BENEFIT ONLY PASSPORT HOLDERS 2
DK/NR 9

EXPRESS SERVICE

Q10 The normal turnaround time for issuing a passport is 5 days. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find... (NO ROTATION)

- 10.1 Charging an additional \$30 to issue the passport within 48 hours
- 10.2 Charging an additional \$70 to issue the passport within 24 hours
- 10.3 Charging an additional \$150 to issue the passport outside regular opening hours
- 10.4 Refunding the additional charges for express issuance if the passport is required for sickness or death in the family

COMMUNICATIONS

Q11 If you needed information on how to get a passport, where would you look for it first? (DO NOT READ)

POST OFFICE	1
O'CANADA LINE, GENERAL GOVERNMENT PHONE LINE, CANADA 1-800 LINE	2
PASSPORT OFFICE	3
TRAVEL AGENT	4
BLUE PAGES	5
INTERNET	6
OTHER (SPECIFY) _____	8
DK/NR	9

Q12 From what you know, where could you obtain the passport application form? (DO NOT READ)

POST OFFICE	1
O'CANADA LINE, GENERAL GOVERNMENT PHONE LINE, CANADA 1-800 LINE	2
PASSPORT OFFICE	3
TRAVEL AGENT	4
INTERNET	6
OTHER (SPECIFY) _____	8
DK/NR	9

Q13 Do you know whether the Passport Office has an Internet Web site?

YES, IT DOES	1
NO, IT DOES NOT	2
DON'T KNOW FOR A FACT BUT THEY PROBABLY DO	3
DK/NR	9

Q14 Do you know whether the Passport Office has a toll-free 1-800 phone line?

YES, IT DOES	1
NO, IT DOES NOT	2
DON'T KNOW FOR A FACT BUT THEY PROBABLY DO	3
DK/NR	9

Q15 What is the best way to inform you on the subject of changes to the passport rules and prices? (READ IF NECESSARY)

TELEVISION	1
RADIO	2
NEWSPAPER	3
POSTERS IN PASSPORT OFFICES	4
INTERNET	5
PASSPORT APPLICATION FORMS	6
INSERT TO NEW PASSPORTS	7
TRAVEL AGENT	8
OTHER (SPECIFY) _____	9
DK/NR	99

SOCIO-DEMOGRAPHICS

Q16 Finally, I have a few questions for statistical purposes. To the best of your knowledge, do you currently hold a valid Canadian passport?

YES	1
No	2
DK/NR	9

(IF YES)

Q17 To the best of your recollection, how many years ago was that passport issued?

LESS THAN 1	1
NOTE THE NUMBER OF YEARS (MAX 5) _____	2
DK/NR	9

(IF YES, STILL)

Q18 Do you use your passport mainly for leisure trips or for business trips? (DO NOT READ)

LEISURE TRIPS	1
BUSINESS TRIPS	2
DK/NR	9

Q19 Does your household have Internet access from home?

YES	1
No	2
DK/NR	9

Q20 Do you have Internet access outside of your home?

YES	1
No	2
DK/NR	9

Q21 Are you a Canadian citizen by birth?

YES	1
No	2
DK/NR	9

Q22 How many people 18 or older live in your household?

NUMBER: _____	
DK/NR	9

Q23 How many people 17 and younger live in your household?

NUMBER: _____	
DK/NR	2

Q24 Which language did you learn first and still understand? (DO NOT READ)

ENGLISH	1
FRENCH	2
OTHER LANGUAGE	3
FRENCH AND ENGLISH	4
OTHER COMBINATION	5
DK/NR	9

Q25 In which year were you born?

19 ____	1
NR	9

Q26 How many different telephone numbers does your household have, excluding those used only for fax or Internet access?

NUMBER: _____	1
DK/NR	9

THANK AND TERMINATE

Q27 (DO NOT ASK) Interview language

FRENCH	1
ENGLISH	2

Q28 (DO NOT ASK) Gender

FEMALE	1
MALE	2

Q29 (DO NOT ASK) Province

NEWFOUNDLAND	1
PEI	2
NEW BRUNSWICK	3
NOVA SCOTIA	4
QUEBEC	5
ONTARIO	6
MANITOBA	7
SASKATCHEWAN	8
ALBERTA	9
BRITISH COLUMBIA AND TERRITORIES	10

PASSEPORT 2000
SONDAGE AUPRÈS DE LA POPULATION CANADIENNE
SUR LA POLITIQUE RELATIVE AUX PASSEPORTS

(VÉRIFIER LES QUOTAS PAR RÉGION : ATLANTIQUE, QUÉBEC, ONTARIO, PRAIRIES, ALBERTA, C.-B. ET TERRITOIRES)

Bonjour Madame/Monsieur. Je m'appelle _____ et je vous téléphone de la part du Bureau des passeports du Canada, l'organisme fédéral qui émet les passeports canadiens. J'aimerais parler à la personne de votre ménage qui a la citoyenneté canadienne, est âgée de 18 ans et plus et a eu son anniversaire le plus récemment. (OBTENIR LA BONNE PERSONNE) J'aimerais vous poser quelques questions au sujet du passeport canadien. Votre opinion est importante que vous possédiez ou non un passeport. Le sondage ne prend pas plus de 15 minutes et vos réponses vont demeurer absolument confidentielles. Puis-je commencer?

Q1 Puis-je confirmer que vous êtes bien citoyen canadien?

OUI 1
NON 2 >> **RETOURNER À LA SÉLECTION AU SEIN DU MÉNAGE**
NSP/NRP 9 >> **TERMINER**

MENACE À LA SÉCURITÉ

Q2 J'aimerais savoir dans quelle mesure chacun des aspects suivants vous semble important. Veuillez répondre selon une échelle de 0 à 10 où 0 signifie pas du tout important et 10, extrêmement important. Dans quelle mesure est-il important pour vous...
(PERMUTATION DES ARTICLES)

- 2.1 que le passeport soit difficile à utiliser par un imposteur
- 2.2 que les autorités de pays étrangers acceptent votre passeport

Q3 À votre avis, les situations suivantes se produisent-elles souvent? Veuillez répondre selon une échelle de 0 à 10 où 0 signifie que la situation ne se produit jamais et 10, qu'elle se produit très souvent.
(PERMUTATION DES ARTICLES)

- 3.1 la fabrication de faux passeports canadiens
- 3.2 le refus par un pays étranger de laisser entrer le titulaire d'un passeport canadien

OPTIONS DE LIVRAISON

Les questions suivantes concernent les services de livraison.

Q4 Sur une échelle de 0 à 10 où 0 signifie pas du tout fiable et 10, extrêmement fiable, dans quelle mesure chacun des services suivants est-il fiable pour faire ses livraisons À TEMPS? (PERMUTATION DES ARTICLES)

- 4.1 le courrier exprès exigeant une signature
- 4.2 la poste ordinaire
- 4.3 la poste prioritaire exigeant une signature
- 4.4 le service de messagerie UPS exigeant une signature
- 4.5 le service de messagerie Fedex exigeant une signature
- 4.6 le service de messagerie Purolator exigeant une signature

Q5 Mise à part toute expérience récente touchant une demande de passeport, combien de minutes, d'heures, de jours ou de semaines pensez-vous devoir attendre, comme consommateur, l'obtention de votre passeport à partir du moment où vous aurez fourni tous les renseignements et documents pertinents?

VALEUR: _____

UNITÉ: MINUTES, HEURES, JOURS, SEMAINES

NSP/NRP 999

CHANGEMENTS FONDAMENTAUX

Q6 À l'heure actuelle, un nouveau passeport, valide pour 5 ans, coûte 60 \$. Sur une échelle de 0 à 10 où 0 signifie que c'est une très mauvaise affaire et 10, une très bonne affaire, comment évaluez-vous la rentabilité du passeport pour le client?

POINTAGE _____ 1
NSP/NRP 9

Q7 Je vais maintenant vous décrire des changements que le Bureau des passeports pourrait envisager d'apporter. Selon une échelle de 0 à 10 où 0 signifie pas du tout raisonnable et 10, tout à fait raisonnable, dans quelle mesure trouveriez-vous raisonnable, comme contribuable, de...

(PERMUTATION DES 4 PREMIERS ARTICLES)

- 7.1 Acquérir de la nouvelle technologie informatique afin d'améliorer la sécurité du passeport
- 7.2 Remettre au guichet même du Bureau des passeports, après les avoir examinés, les documents touchant la citoyenneté au lieu de les renvoyer avec le nouveau passeport
- 7.3 Pouvoir renouveler un passeport jusqu'à six mois avant son échéance tout en reportant la période de validité restante
- 7.4 Simplifier le processus de renouvellement du passeport afin que le demandeur ne soit pas obligé de fournir à nouveau une preuve de citoyenneté ni le nom d'un répondant
- 7.5 Pour assumer le coût de ces changements, c'est-à-dire la sécurité accrue du passeport, la remise immédiate des documents touchant la citoyenneté, le renouvellement avec report de l'échéance et la simplification du renouvellement, hausser de 5 \$ le coût du passeport valide pour 5 ans qui est de 60 \$

Et maintenant, dans quelle mesure trouveriez-vous raisonnable de...

(PERMUTATION DES 2 PREMIERS ARTICLES)

- 7.6 Modifier le passeport canadien pour qu'il soit plus difficile de le falsifier
- 7.7 Recourir au courrier exprès exigeant une signature comme mode de livraison normal du passeport aux clients pour leur éviter de retourner le chercher au Bureau des passeports
- 7.8 Pour assumer le coût de ces changements, c'est-à-dire la sécurité accrue du passeport et la livraison par courrier exprès, hausser de 5 \$ le coût du passeport valide pour 5 ans qui est de 60 \$

Enfin, dans quelle mesure trouveriez-vous raisonnable de...

- 7.9 Demander 5 \$ pour le ramassage au guichet d'un nouveau passeport si quelqu'un ne veut pas qu'il soit livré par courrier exprès avec signature

Q8 Envisageons une hausse de 10 \$ du coût actuel de 60 \$ pour un passeport valide pour 5 ans afin d'assumer les changements suivants: la sécurité accrue du passeport, la remise immédiate des documents touchant la citoyenneté, le renouvellement avec report de l'échéance, la simplification du renouvellement et la livraison par courrier exprès pour éviter une seconde visite au Bureau des passeports. Sur une échelle de 0 à 10 où 0 signifie que c'est une très mauvaise affaire et 10, une très bonne affaire, comment évaluez-vous la rentabilité de cette offre pour le client?

POINTAGE _____ 1
NSP/NRP 9

**Q9 Laquelle des deux positions suivantes se rapproche le plus de la vôtre...
(EN ROTATION)**

LES AMÉLIORATIONS APPORTÉES AU SERVICE DES PASSEPORTS DEVRAIENT ÊTRE
PAYÉES PAR L'ENSEMBLE DES CONTRIBUABLES PUISQU'IL S'AGIT D'UN SERVICE PUBLIC 1
OU
LES AMÉLIORATIONS APPORTÉES AU SERVICE DES PASSEPORTS DEVRAIENT ÊTRE
PAYÉES PAR UNE HAUSSE DE PRIX PUISQUE LES TITULAIRES D'UN PASSEPORT SONT LES SEULS À EN
BÉNÉFICIER 2
NSP/NRP 9

SERVICE EXPRESS

Q10 Le délai de livraison normal d'un passeport est de 5 jours. Selon une échelle de 0 à 10 où 0 signifie pas du tout raisonnable et 10, tout à fait raisonnable, dans quelle mesure trouveriez-vous raisonnable, comme contribuable,... (PAS DE ROTATION)

- 10.1 d'exiger un supplément de 30 \$ pour émettre un passeport dans les 48 heures
- 10.2 d'exiger un supplément de 70 \$ pour émettre un passeport dans les 24 heures
- 10.3 d'exiger un supplément de 150 \$ pour émettre un passeport en dehors des heures ouvrables
- 10.4 de rembourser le supplément pour l'émission expresse d'un passeport en cas de maladie ou de décès dans la famille

COMMUNICATIONS

Q11 Si vous aviez besoin d'information sur la façon d'obtenir un passeport, où iriez-vous d'abord la chercher? (NE PAS LIRE)

BUREAU DE POSTE	1
LIGNE O-CANADA, INFORMATION SUR LE GOUVERNEMENT DU CANADA, LIGNE 1-800	2
BUREAU DES PASSEPORTS	3
AGENT DE VOYAGES	4
PAGES BLEUES	5
INTERNET	6
AUTRE (PRÉCISER) _____	8
NSP/NRP	9

Q12 À ce que vous sachiez, où pourriez-vous obtenir un formulaire de demande de passeport? (NE PAS LIRE)

BUREAU DE POSTE	1
LIGNE O-CANADA, INFORMATION SUR LE GOUVERNEMENT DU CANADA, LIGNE 1-800	2
BUREAU DES PASSEPORTS	3
AGENT DE VOYAGES	4
INTERNET	6
AUTRE (PRÉCISER) _____	8
NSP/NRP	9

Q13 Savez-vous si le Bureau des passeports possède un site Web sur Internet?

OUI, EN POSSÈDE UN	1
NON, N'EN POSSÈDE PAS	2
INCERTAIN, MAIS EN POSSÈDE PROBABLEMENT UN	3
NSP/NRP	9

Q14 Savez-vous si le Bureau des passeports possède une ligne téléphonique sans frais 1-800?

OUI, EN POSSÈDE UNE	1
NON, N'EN POSSÈDE PAS	2
INCERTAIN, MAIS EN POSSÈDE PROBABLEMENT UNE	3
NSP/NRP	99

Q15 Quelle est la meilleure façon de vous mettre au courant des modifications apportées aux règlements et aux prix touchant les passeports? (LIRE AU BESOIN)

TÉLÉVISION	1
RADIO	2
JOURNAUX	3
AFFICHES DANS LES BUREAUX DES PASSEPORTS	4
INTERNET	5
FORMULAIRE DE DEMANDE DE PASSEPORT	6
FEUILLET ACCOMPAGNANT LE NOUVEAU PASSEPORT	7
AGENT DE VOYAGES	8
AUTRE (PRÉCISER) _____	9
NSP/NRP	99

DONNÉES SOCIODÉMOGRAPHIQUES

Q16 Enfin, voici quelques questions à des fins statistiques. À ce que vous sachiez, possédez-vous présentement un passeport canadien valide?

OUI	1
NON	2
NSP/NRP	9

(SI OUI)

Q17 En autant que vous vous rappeliez, votre passeport a été émis il y a combien d'années?

MOINS D'UN AN	1
INSCRIRE LE NOMBRE D'ANNÉES (MAX 5) _____	2
NSP/NRP	9

(SI OUI, TOUJOURS)

Q18 Utilisez-vous votre passeport surtout pour des voyages d'agrément ou surtout pour des voyages d'affaires? (NE PAS LIRE)

VOYAGES D'AGRÉMENT	1
VOYAGES D'AFFAIRES	2
NSP/NRP	9

Q19 Votre ménage a-t-il un accès Internet à domicile?

OUI	1
NON	2
NSP/NRP	9

Q20 Avez-vous un accès Internet à l'extérieur de votre domicile?

OUI	1
NON	2
NSP/NRP	9

Q21 Êtes-vous citoyen canadien de naissance?

OUI	1
NON	2
NSP/NRP	9

Q22 Combien de personnes de 18 ans et plus vivent au sein de votre ménage?

NOMBRE: _____	
NSP/NRP	9

Q23 Combien de personnes de 17 ans et moins vivent au sein de votre ménage?

NOMBRE: _____	
NSP/NRP	9

Q24 Quelle est la langue que vous avez apprise en premier lieu et que vous comprenez encore?
(NE PAS LIRE)

ANGLAIS	1
FRANÇAIS	2
AUTRE LANGUE	3
FRANÇAIS ET ANGLAIS	4
AUTRE COMBINAISON	5
NSP/NRP	9

Q25 Quelle est votre année de naissance?

1 9 ____

NRP

Q26 Combien de numéros de téléphone différents votre ménage possède-t-il, à l'exclusion des numéros de télécopieur et d'accès à Internet?

NOMBRE: _____

NSP/NRP

REMERCIER ET TERMINER

Q27 (NE PAS DEMANDER) Langue de l'interview

FRANÇAIS 1

ANGLAIS 2

Q28 (NE PAS DEMANDER) Sexe

FEMME 1

HOMME 2

Q29 (NE PAS DEMANDER) Province

TERRE-NEUVE 1

Î.-P.-E 2

NOUVEAU-BRUNSWICK 3

NOUVELLE-ÉCOSSE 4

QUÉBEC 5

ONTARIO 6

MANITOBA 7

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COLOMBIE-BRITANNIQUE ET TERRITOIRES 10

APPENDIX 2

Detailed Data Tables

Importance and occurrence

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q23 Top (8-10) real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Importance, forgery	88%	88%	88%	88%	83%	89%	90%	88%	89%	89%	82%	90%	90%	78%	91%	91%	89%	84%
Importance, acceptance	89%	90%	89%	89%	87%	90%	93%	91%	92%	89%	90%	88%	91%	89%	88%	90%	91%	88%
Occurrence, forgery	27%	25%	29%	29%	17%	22%	29%	25%	25%	29%	20%	27%	32%	23%	30%	27%	25%	27%
Occurrence, lack of acceptance	9%	9%	9%	9%	9%	11%	8%	10%	8%	9%	9%	8%	13%	9%	11%	11%	7%	8%
chi ² :										*		*						

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q23 Top (8-10) real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Importance, forgery	88%	91%	88%	87%	88%	92%	84%	83%	89%	90%	89%	91%	85%	84%	88%	89%	90%
Importance, acceptance	89%	84%	90%	92%	85%	90%	85%	88%	91%	91%	86%	91%	87%	93%	90%	89%	86%
Occurrence, forgery	27%	23%	28%	30%	22%	24%	26%	31%	23%	30%	27%	29%	26%	25%	30%	25%	28%
Occurrence, lack of acceptance	9%	8%	13%	10%	6%	4%	5%	11%	7%	10%	8%	10%	8%	8%	8%	7%	13%
chi ² :			++			--	-										++

Importance and occurrence

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q23 Top (8-10) real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Importance, forgery	88%	93%	94%	27%	89%	91%	88%	85%	89%	84%	90%
Importance, acceptance	89%	93%	91%	36%	93%	95%	88%	92%	89%	86%	91%
Occurrence, forgery	27%	27%	41%	26%	2%	46%	25%	22%	31%	25%	30%
Occurrence, lack of acceptance	9%	5%	11%	7%	0%	19%	7%	11%	8%	8%	10%
chi ² :		- ***			- ---	+++					

How important is each of the following:

	HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q2A Importance, making the passport difficult to use by an imposter																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	88%	88%	88%	88%	83%	89%	90%	88%	89%	89%	82%	90%	90%	78%	91%	91%	89%	84%
Mid range (5-7)	8%	9%	8%	8%	16%	7%	8%	10%	4%	7%	16%	6%	5%	20%	4%	6%	8%	11%
Low (0-4)	3%	2%	3%	3%	1%	4%	1%	2%	5%	3%	2%	3%	3%	1%	3%	2%	2%	3%
DK/NR	1%	1%	1%	1%	0%	0%	2%	1%	2%	1%	1%	1%	2%	1%	3%	1%	1%	1%
chi ² :				(*)						(***)		(***)			(**)			
mean for these data:	9.29	9.30	9.28	9.28	9.06	9.24	9.50	9.30	9.31	9.35	9.04	9.39	9.31	8.99	9.34	9.43	9.41	9.12
sig. test for means:							**			*	*	*		*		*		**
	REGION OF RESIDENCE				AGE				GENDER		INTERNET ACCESS							
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q2A Importance, making the passport difficult to use by an imposter																		
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Top (8-10)	88%	91%	88%	87%	88%	92%	84%	83%	89%	90%	89%	91%	85%	84%	88%	89%	90%	
Mid range (5-7)	8%	5%	7%	11%	5%	6%	9%	13%	8%	6%	6%	6%	11%	12%	10%	8%	5%	
Low (0-4)	3%	2%	3%	1%	4%	1%	5%	3%	2%	3%	2%	2%	4%	3%	1%	3%	4%	
DK/NR	1%	2%	1%	1%	3%	1%	1%	0%	1%	1%	2%	2%	1%	2%	1%	0%	2%	
chi ² :		(*)						(*)				***		(**)				
mean for these data:	9.29	9.30	9.25	9.34	9.26	9.50	9.05	9.07	9.35	9.38	9.38	9.49	9.08	9.24	9.30	9.29	9.32	
sig. test for means:						*		*				***	***					

How important is each of the following:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q2A Importance, making the passport difficult to use by an imposter											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	88%	93%	94%	27%	89%	91%	88%	85%	89%	84%	90%
Mid range (5-7)	8%	6%	5%	35%	10%	7%	9%	10%	7%	12%	6%
Low (0-4)	3%	0%	0%	34%	1%	1%	2%	3%	2%	4%	2%
DK/NR	1%	1%	1%	4%	1%	1%	0%	1%	1%	1%	1%
				+++							
chi ² :		(***)								***	
mean for these data:	9.29	9.56	9.66	5.18	9.37	9.51	9.28	9.14	9.38	9.06	9.41
sig. test for means:		***	***	***		***		*	*	***	***

How important is each of the following:

	HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt than 1 holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two peopl e	Three	Four and more
Q2B Importance, the acceptance of your ppt by the authorities in other countries	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	89%	90%	89%	89%	87%	90%	93%	91%	92%	89%	90%	88%	91%	89%	88%	90%	91%	88%
Top (8-10)																		
Mid range (5-7)	7%	6%	7%	7%	12%	3%	6%	6%	4%	7%	6%	7%	6%	6%	7%	6%	5%	8%
Low (0-4)	3%	3%	2%	2%	2%	6%	1%	3%	1%	2%	4%	3%	2%	4%	2%	2%	2%	3%
DK/NR	2%	1%	2%	2%	0%	1%	0%	1%	3%	2%	1%	2%	1%	1%	3%	2%	2%	1%
chi ² : mean for these data: sig. test for means:	9.25	9.35	9.21	9.21	9.20	9.17	9.51**	9.35	9.61	9.27	9.21	9.30	9.22	9.16	9.22	9.35	9.36	9.17

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q2B Importance, the acceptance of your ppt by the authorities in other countries	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	89%	84%	90%	92%	85%	90%	85%	88%	91%	91%	86%	91%	87%	93%	90%	89%	86%
Top (8-10)																	
Mid range (5-7)	7%	10%	7%	5%	8%	6%	10%	9%	7%	4%	8%	5%	9%	6%	5%	8%	8%
Low (0-4)	3%	4%	2%	1%	5%	3%	4%	2%	2%	3%	3%	2%	3%	1%	3%	3%	3%
DK/NR	2%	2%	1%	2%	3%	1%	1%	1%	1%	2%	3%	2%	2%	0%	2%	1%	3%
chi ² : mean for these data: sig. test for means:	9.25	8.99*	9.15	9.50***	8.97*	9.31	8.99*	9.17	9.36	9.31	9.20	9.42***	9.09***	9.42*	9.35	9.23	9.10

How important is each of the following:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q2B Importance, the acceptance of your ppt by the authorities in other countries real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	89%	93%	91%	36%	93%	95%	88%	92%	89%	86%	91%
Mid range (5-7)	7%	5%	7%	32%	6%	4%	6%	4%	8%	9%	6%
Low (0-4)	3%	0%	2%	26%	0%	1%	3%	3%	2%	3%	2%
DK/NR	2%	2%	0%	6%	1%	1%	2%	1%	1%	1%	1%
chi ² :		(***)		+++						*	
mean for these data:	9.25	9.53	9.36	6.01	9.57	9.47	9.24	9.36	9.24	9.08	9.35
sig. test for means:		***		***	***	***				**	**

How often do you think these happen:

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q3A Occurrence, the forgery of Cdn passports	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	27%	25%	29%	29%	17%	22%	29%	25%	25%	29%	20%	27%	32%	23%	30%	27%	25%	27%
Top (8-10)					-					+	-		+					
Mid range (5-7)	37%	36%	38%	38%	34%	39%	36%	36%	37%	37%	40%	38%	32%	41%	33%	37%	39%	38%
Low (0-4)	21%	22%	20%	20%	29%	23%	18%	22%	16%	20%	24%	22%	18%	21%	19%	20%	21%	21%
DK/NR	15%	17%	14%	14%	20%	16%	17%	17%	22%	15%	15%	13%	18%	15%	18%	17%	14%	13%
chi ² : mean for these data: sig. test for means:	6.06	5.91	6.17	6.17	5.12	5.70	6.32	5.93	6.07	6.17	5.60	5.98	6.30	6.02	6.10	6.15	5.84	6.09
					**	*				*	*							

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q3A Occurrence, the forgery of Cdn passports	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	27%	23%	28%	30%	22%	24%	26%	31%	23%	30%	27%	29%	26%	25%	30%	25%	28%
Top (8-10)					-				--								
Mid range (5-7)	37%	49%	32%	40%	37%	31%	34%	39%	42%	37%	27%	38%	37%	39%	35%	41%	34%
Low (0-4)	21%	17%	21%	18%	28%	23%	25%	21%	20%	20%	23%	17%	24%	22%	18%	20%	23%
DK/NR	15%	12%	19%	11%	14%	21%	15%	8%	16%	14%	23%	16%	13%	15%	17%	13%	15%
chi ² : mean for these data: sig. test for means:	6.06	5.84	6.00	6.39	5.66	5.71	5.80	6.15	5.93	6.19	6.03	6.24	5.89	5.85	6.32	5.94	6.15
		**	+	-	++			---	***		+++	**	*		*		

How often do you think these happen:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q3A Occurence, the forgery of Cdn passports real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	27%	27%	41%	26%	2%	46%	25%	22%	31%	25%	30%
Mid range (5-7)	37%	40%	43%	40%	31%	48%	39%	37%	37%	41%	36%
Low (0-4)	21%	24%	11%	27%	53%	4%	19%	25%	19%	20%	20%
DK/NR	15%	9%	4%	7%	14%	3%	16%	15%	13%	14%	14%
chi ² :		***			***		*				
mean for these data:	6.06	5.96	6.94	5.60	3.68	7.36	6.01	5.73	6.28	5.92	6.23
sig. test for means:			***		***	***		**	**	*	*

How often do you think these happen:

	HOLD A-PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q3B Occurrence, the refusal of entry of Cdns passport holders by other countries																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	9%	9%	9%	9%	9%	11%	8%	10%	8%	9%	9%	8%	13%	9%	11%	11%	7%	8%
Mid range (5-7)	24%	19%	27%	27%	22%	15%	20%	20%	5%	25%	20%	22%	27%	24%	21%	19%	29%	27%
Low (0-4)	49%	56%	45%	45%	46%	56%	58%	55%	60%	48%	55%	52%	41%	51%	47%	49%	48%	50%
DK/NR	18%	16%	19%	19%	23%	18%	13%	15%	26%	18%	15%	17%	19%	16%	20%	21%	16%	15%
chi ² :		***		***			-	*	+			*			**			-
mean for these data:	3.62	3.36	3.79	3.79	3.67	3.34	3.35	3.42	2.73	3.69	3.32	3.55	4.09	3.30	3.71	3.67	3.79	3.50
sig. test for means:		**	**	*									**					

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q3B Occurrence, the refusal of entry of Cdns passport holders by other countries																		
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Top (8-10)	9%	8%	13%	10%	6%	4%	5%	11%	7%	10%	8%	10%	8%	8%	8%	7%	13%	
Mid range (5-7)	24%	33%	25%	22%	29%	20%	22%	33%	24%	23%	14%	27%	21%	25%	24%	23%	25%	
Low (0-4)	49%	41%	42%	53%	46%	57%	54%	46%	50%	49%	51%	43%	55%	50%	46%	57%	41%	
DK/NR	18%	18%	20%	15%	18%	19%	19%	9%	19%	18%	27%	20%	16%	17%	22%	14%	21%	
chi ² :		**						---	---	---	+++	+	-	---	+	---	---	
mean for these data:	3.62	4.04	4.02	3.50	3.79	3.14	3.22	4.18	3.49	3.68	2.95	4.05	3.20	3.50	3.65	3.45	3.94	
sig. test for means:		*	*			**	*	***			***	***	***	***			*	

How often do you think these happen:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q3B Occurrence, the refusal of entry of Cdns passport holders by other countries real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	9%	5%	11%	7%	0%	19%	7%	11%	8%	8%	10%
Mid range (5-7)	24%	27%	34%	33%	5%	37%	29%	23%	23%	25%	24%
Low (0-4)	49%	56%	41%	54%	91%	31%	48%	51%	51%	50%	49%
DK/NR	18%	13%	14%	6%	3%	12%	16%	15%	17%	16%	18%
chi ² :		***	+		---	+					
mean for these data:	3.62	3.27	4.46	3.75	1.43	5.21	3.67	3.69	3.51	3.55	3.70
sig. test for means:		*	***		***	***					

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q4 Top (8-10) real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Purolator courier with sig.	60%	57%	62%	62%	52%	52%	63%	59%	53%	60%	61%	59%	69%	53%	53%	58%	64%	62%
Priority post with signature	55%	53%	57%	57%	67%	50%	49%	54%	37%	57%	46%	52%	70%	46%	56%	53%	62%	53%
Fedex courier with signature	53%	56%	51%	51%	61%	53%	59%	57%	55%	53%	54%	57%	48%	50%	47%	50%	55%	57%
UPS courier with signature	52%	52%	52%	52%	54%	48%	55%	53%	42%	52%	53%	56%	48%	48%	47%	49%	54%	55%
Express post with signature	48%	45%	50%	50%	49%	45%	43%	47%	29%	49%	41%	46%	58%	41%	48%	45%	51%	49%
Regular mail	29%	23%	32%	32%	31%	26%	19%	24%	17%	30%	24%	25%	51%	17%	33%	30%	29%	27%
chi ² :		**	+++	+++	**					*		***	+++					

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q4 Top (8-10) real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Purolator courier with sig.	60%	59%	66%	58%	63%	58%	59%	62%	62%	63%	52%	64%	57%	57%	61%	66%	53%
Priority post with signature	55%	60%	67%	49%	54%	56%	48%	53%	56%	57%	52%	59%	51%	50%	58%	55%	57%
Fedex courier with signature	53%	52%	48%	59%	47%	53%	51%	59%	54%	54%	44%	55%	52%	50%	55%	63%	40%
UPS courier with signature	52%	43%	50%	57%	53%	49%	49%	52%	56%	54%	45%	53%	52%	52%	52%	60%	42%
Express post with signature	48%	55%	59%	41%	44%	48%	45%	54%	49%	46%	40%	51%	44%	45%	53%	51%	40%
Regular mail	29%	35%	51%	19%	30%	24%	18%	32%	26%	28%	30%	29%	29%	26%	32%	24%	36%
chi ² :		+++	+++	---			---	*						***		---	+++

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4 Top (8-10) real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Purolator courier with sig.	60%	63%	54%	36%	64%	64%	60%	59%	60%	55%	64%
Priority post with signature	55%	46%	47%	41%	58%	63%	57%	48%	57%	55%	55%
Fedex courier with signature	53%	50%	46%	45%	55%	61%	54%	57%	52%	55%	53%
UPS courier with signature	52%	50%	47%	45%	57%	57%	46%	55%	53%	50%	55%
Express post with signature	48%	44%	39%	40%	54%	51%	46%	39%	52%	46%	48%
Regular mail	29%	23%	21%	23%	33%	33%	28%	29%	27%	27%	28%
chi ² :		***	--		+	+					

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A- LAST RENEWAL							MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q4A Express post with signature real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	48%	45%	50%	50%	49%	45%	43%	47%	29%	49%	41%	46%	58%	41%	48%	45%	51%	49%
Mid range (5-7)	26%	26%	26%	26%	24%	22%	30%	26%	38%	25%	32%	30%	19%	24%	24%	28%	24%	27%
Low (0-4)	5%	8%	3%	3%	8%	13%	5%	7%	15%	5%	5%	6%	4%	4%	5%	4%	7%	5%
DK/NR	21%	21%	21%	21%	19%	19%	22%	21%	18%	21%	22%	19%	19%	30%	23%	23%	18%	20%
chi ² : mean for these data: sig. test for means:	7.55	7.23	7.77	7.77	7.54	6.83	7.35	7.39	6.08	7.67	7.13	7.44	8.15	7.26	7.50	7.66	7.47	7.54

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q4A Express post with signature real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	48%	55%	59%	41%	44%	48%	45%	54%	49%	46%	40%	51%	44%	45%	53%	51%	40%
Mid range (5-7)	26%	28%	20%	27%	23%	28%	32%	30%	26%	26%	22%	24%	29%	27%	25%	29%	22%
Low (0-4)	5%	2%	4%	6%	10%	5%	4%	4%	6%	6%	3%	5%	5%	2%	6%	5%	6%
DK/NR	21%	15%	16%	26%	23%	19%	19%	12%	19%	22%	35%	20%	22%	26%	16%	14%	32%
chi ² : mean for these data: sig. test for means:	7.55	7.96	8.04	7.27	7.32	7.52	7.24	7.64	7.51	7.43	7.69	7.70	7.40	7.67	7.63	7.43	7.64

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4A Express post with signature real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	48%	44%	39%	40%	54%	51%	46%	39%	52%	46%	48%
Mid range (5-7)	26%	27%	32%	29%	25%	25%	26%	31%	25%	26%	27%
Low (0-4)	5%	8%	10%	15%	2%	2%	6%	7%	4%	7%	4%
DK/NR	21%	20%	19%	16%	19%	22%	22%	22%	20%	20%	21%
chi ² :		(***)					**			*	
mean for these data:	7.55	7.31	6.88	6.55	7.88	7.91	7.38	7.17	7.72	7.42	7.61
sig. test for means:			***	***	***	***		**	***		

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A-----LAST RENEWAL-----							MAIN USE-----		CANADIAN BY-----		MOTHER TONGUE-----			HOUSEHOLD SIZE-----			
	TOTAL	PASSPORT		No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q4B Regular mail real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	29%	23%	32%	32%	31%	26%	19%	24%	17%	30%	24%	25%	51%	17%	33%	30%	29%	27%
Mid range (5-7)	36%	36%	36%	36%	40%	31%	39%	36%	33%	38%	26%	37%	29%	42%	35%	31%	31%	42%
Low (0-4)	32%	35%	30%	30%	26%	38%	39%	35%	46%	29%	46%	36%	16%	37%	29%	33%	36%	30%
DK/NR	3%	5%	2%	2%	4%	5%	4%	5%	4%	3%	4%	3%	4%	4%	4%	5%	3%	1%
chi ² : mean for these data: sig. test for means:	5.42	5.05	5.63	(***) 5.63	5.71	5.00	4.75	5.11	4.20	5.62	4.58	5.05	7.00	4.78	5.56	5.45	5.08	5.51
		***	***	***			***	*	*	***	***	***	***	**				--

	REGION OF RESIDENCE-----							AGE-----				GENDER-----		INTERNET ACCESS-----			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q4B Regular mail real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	29%	35%	51%	19%	30%	24%	18%	32%	26%	28%	30%	29%	29%	26%	32%	24%	36%
Mid range (5-7)	36%	32%	28%	40%	35%	37%	39%	41%	40%	30%	30%	36%	36%	40%	33%	37%	33%
Low (0-4)	32%	31%	18%	37%	31%	35%	42%	25%	33%	38%	33%	33%	31%	30%	34%	35%	26%
DK/NR	3%	2%	3%	4%	4%	4%	2%	2%	1%	4%	7%	3%	3%	4%	1%	3%	5%
chi ² : mean for these data: sig. test for means:	5.42	(***) 5.63	6.86	4.85	5.28	5.14	4.66	5.86	5.41	5.07	5.26	5.32	5.53	5.44	5.42	5.11	5.86
		***	***	***			***	**		*	+++			***		**	**

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4B Regular mail real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	29%	23%	21%	23%	33%	33%	28%	29%	27%	27%	28%
Mid range (5-7)	36%	32%	34%	40%	35%	41%	37%	36%	37%	41%	33%
Low (0-4)	32%	38%	43%	33%	31%	24%	32%	33%	33%	27%	36%
DK/NR	3%	7%	3%	4%	1%	3%	4%	2%	3%	4%	3%
chi ² :		+++ (***)			-					**	
mean for these data:	5.42	4.78	4.39	5.10	5.71	6.09	5.43	5.42	5.27	5.59	5.25
sig. test for means:		**	***		*	***				*	*

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A PASSPORT				LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q4C Priority post with signature real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	55%	53%	57%	57%	67%	50%	49%	54%	37%	57%	46%	52%	70%	46%	56%	53%	62%	53%
Mid range (5-7)	26%	25%	27%	27%	15%	23%	29%	24%	33%	25%	28%	30%	16%	26%	22%	25%	20%	31%
Low (0-4)	5%	8%	3%	3%	5%	12%	7%	7%	17%	5%	5%	6%	3%	4%	7%	5%	7%	4%
DK/NR	14%	15%	13%	13%	12%	14%	15%	15%	13%	12%	21%	11%	12%	23%	15%	17%	11%	12%
chi ² : mean for these data: sig. test for means:	7.74	7.50	7.90	7.90	8.04	7.22	7.50	7.65	6.26	7.81	7.43	7.54	8.48	7.54	7.60	7.85	7.86	7.65

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q4C Priority post with signature real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	55%	60%	67%	49%	54%	56%	48%	53%	56%	57%	52%	59%	51%	50%	58%	55%	57%
Mid range (5-7)	26%	28%	19%	28%	23%	29%	28%	30%	27%	27%	20%	21%	31%	26%	27%	30%	18%
Low (0-4)	5%	3%	4%	6%	7%	6%	5%	3%	6%	7%	5%	5%	5%	3%	5%	6%	6%
DK/NR	14%	9%	10%	16%	16%	9%	18%	14%	11%	9%	23%	15%	13%	21%	10%	10%	19%
chi ² : mean for these data: sig. test for means:	7.74	7.87	8.33	7.51	7.63	7.57	7.36	7.75	7.74	7.68	7.84	7.94	7.55	7.78	7.76	7.60	7.94

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4C Priority post with signature real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	55%	46%	47%	41%	58%	63%	57%	48%	57%	55%	55%
Mid range (5-7)	26%	27%	35%	29%	29%	20%	24%	31%	26%	25%	28%
Low (0-4)	5%	6%	9%	15%	3%	3%	5%	7%	4%	6%	4%
DK/NR	14%	21%	10%	15%	9%	14%	13%	15%	13%	14%	13%
chi ² :		+++ (***)			--		*				
mean for these data:	7.74	7.64	7.08	6.64	7.85	8.15	7.68	7.52	7.80	7.77	7.73
sig. test for means:			***	***		***					

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q4D UPS courier service with signature real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	52%	52%	52%	52%	54%	48%	55%	53%	42%	52%	53%	56%	48%	48%	47%	49%	54%	55%
Mid range (5-7)	20%	18%	21%	21%	14%	16%	20%	17%	19%	19%	22%	20%	18%	22%	17%	17%	19%	23%
Low (0-4)	5%	6%	4%	4%	5%	11%	3%	5%	18%	5%	4%	5%	5%	3%	7%	5%	5%	4%
DK/NR	23%	24%	22%	22%	27%	25%	23%	25%	21%	23%	21%	19%	30%	28%	29%	28%	22%	18%
chi ² : mean for these data: sig. test for means:	7.82	7.72	7.89	7.89	7.89	7.18	7.99	7.87	6.32	7.84	7.81	7.79	7.99	7.86	7.59	7.87	7.73	7.89
				(*)		**		(***)	**			---	+++		+	+++		---

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q4D UPS courier service with signature real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	52%	43%	50%	57%	53%	49%	49%	52%	56%	54%	45%	53%	52%	52%	52%	60%	42%
Mid range (5-7)	20%	22%	18%	19%	17%	26%	22%	23%	22%	18%	14%	16%	24%	18%	23%	21%	16%
Low (0-4)	5%	6%	4%	5%	7%	4%	4%	4%	4%	6%	6%	4%	5%	4%	5%	4%	7%
DK/NR	23%	28%	28%	18%	23%	21%	26%	22%	18%	22%	35%	27%	19%	27%	20%	15%	36%
chi ² : mean for these data: sig. test for means:	7.82	7.46	8.02	7.93	7.68	7.52	7.66	7.92	7.87	7.72	7.81	8.02	7.64	7.95	7.83	7.87	7.65
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How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4D UPS courier service with signature											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	52%	50%	47%	45%	57%	57%	46%	55%	53%	50%	55%
Mid range (5-7)	20%	18%	26%	23%	21%	18%	21%	21%	20%	19%	20%
Low (0-4)	5%	6%	8%	11%	4%	2%	8%	6%	4%	5%	4%
DK/NR	23%	27%	19%	21%	18%	24%	24%	19%	24%	25%	21%
chi ² :		+		-			*	-		+	-
mean for these data:	7.82	7.72	7.29	6.99	7.95	8.26	7.26	7.81	7.97	7.83	7.86
sig. test for means:		(***)	***	**		***	***	**			

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A PASSPORT								LAST RENEWAL		MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more			
Q4E Fedex courier service with signature	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448			
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448			
Top (8-10)	53%	56%	51%	51%	61%	53%	59%	57%	55%	53%	54%	57%	48%	50%	47%	50%	55%	57%			
Mid range (5-7)	18%	15%	20%	-	14%	14%	14%	15%	15%	17%	22%	19%	15%	20%	15%	18%	18%	19%			
Low (0-4)	4%	5%	4%	++	2%	11%	3%	4%	15%	5%	4%	5%	4%	3%	6%	5%	4%	3%			
DK/NR	24%	24%	25%	25%	23%	22%	24%	24%	15%	25%	20%	20%	33%	27%	33%	27%	23%	21%			
chi ² :		*		(***)				(*)				---	+++		+++			-			
mean for these data:	7.91	7.95	7.89	7.89	8.49	7.32	8.26	8.05	6.88	7.91	7.94	7.87	8.07	8.00	7.68	7.86	7.86	8.05			
sig. test for means:				**	**	**	**	**	**												

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q4E Fedex courier service with signature	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	53%	52%	48%	59%	47%	53%	51%	59%	54%	54%	44%	55%	52%	50%	55%	63%	40%
Mid range (5-7)	18%	22%	17%	15%	19%	25%	22%	20%	19%	17%	14%	14%	22%	21%	16%	18%	17%
Low (0-4)	4%	3%	5%	-	6%	3%	3%	1%	5%	6%	5%	4%	4%	3%	5%	3%	6%
DK/NR	24%	23%	30%	22%	27%	19%	23%	19%	21%	23%	37%	27%	22%	26%	23%	16%	37%
chi ² :		(*)	++					---	-	+++	+	---	-	---	---	+++	+
mean for these data:	7.91	7.94	7.93	7.98	7.75	7.82	7.81	8.29	7.80	7.81	7.77	8.11	7.73	7.92	7.86	8.13	7.57
sig. test for means:				**	**	**	**	**	**	**	**	**	**	**	**	**	*

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4E Fedex courier service with signature real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	53%	50%	46%	45%	55%	61%	54%	57%	52%	55%	53%
Mid range (5-7)	18%	16%	22%	23%	23%	16%	20%	16%	19%	18%	19%
Low (0-4)	4%	5%	7%	11%	3%	2%	4%	5%	4%	5%	4%
DK/NR	24%	30%	24%	20%	19%	22%	22%	22%	25%	22%	24%
chi ² : mean for these data: sig. test for means:	7.91	7.88 ++ (***)	7.26 ++	6.96 +++	8.01 ++	8.33 +++	7.76	8.03	7.89	8.03	7.86

How reliable do you think each of the following is at delivering ON TIME?

	HOLD A PASSPORT				LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q4F Purolator courier service with signature	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	60%	57%	62%	62%	52%	52%	63%	59%	53%	60%	61%	59%	69%	53%	53%	58%	64%	62%
Mid range (5-7)	21%	19%	23%	23%	23%	20%	18%	19%	21%	21%	21%	23%	15%	25%	22%	23%	15%	23%
Low (0-4)	5%	7%	3%	3%	7%	12%	5%	6%	18%	5%	4%	5%	4%	3%	6%	5%	6%	4%
DK/NR	14%	16%	12%	12%	19%	15%	14%	16%	7%	14%	14%	13%	12%	19%	19%	15%	15%	11%
chi ² :		***		(***)				(*)	-			***		+	++			-
mean for these data:	7.94	7.67	8.13	8.13	7.81	7.06	8.00	7.83	6.55	7.95	7.91	7.86	8.29	7.88	7.66	7.93	7.95	8.03
sig. test for means:		***	***	***		***		**	**			*	**					

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q4F Purolator courier service with signature	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	60%	59%	66%	58%	63%	58%	59%	62%	62%	63%	52%	64%	57%	57%	61%	66%	53%
Mid range (5-7)	21%	26%	18%	20%	21%	27%	24%	23%	23%	21%	16%	18%	25%	22%	21%	24%	18%
Low (0-4)	5%	4%	4%	6%	4%	2%	5%	2%	5%	6%	5%	4%	5%	3%	6%	4%	5%
DK/NR	14%	11%	12%	17%	12%	13%	13%	14%	10%	10%	26%	15%	13%	18%	12%	6%	23%
chi ² :								***	--	--	+++	**		***	+	---	+++
mean for these data:	7.94	7.89	8.18	7.90	7.99	7.83	7.73	8.25	7.90	7.78	7.85	8.14	7.75	8.05	7.88	7.95	7.93
sig. test for means:			*					**				***	***				

How reliable do you think each of the following is at delivering ON TIME?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q4F Purolator courier service with signature	1558	229	278	97	347	445	268	393	794	517	979
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	60%	63%	54%	36%	64%	64%	60%	59%	60%	55%	64%
Mid range (5-7)	21%	16%	28%	33%	23%	21%	23%	21%	22%	23%	21%
Low (0-4)	5%	6%	7%	14%	4%	0%	3%	6%	5%	6%	4%
DK/NR	14%	14%	12%	17%	9%	15%	14%	15%	13%	16%	11%
chi ² :		(***)								++	--
mean for these data:	7.94	7.99	7.43	6.36	8.04	8.39	8.01	7.83	7.93	7.79	8.03
sig. test for means:			***	***		***				**	

How many minutes, hours, days or weeks would you expect to wait to obtain your passport counting from the time you have provided all relevant information and documents?

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q5 (Capped at 31 days) real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
< 1 day	6%	6%	6%	6%	9%	6%	5%	6%	7%	6%	7%	6%	6%	5%	6%	4%	10%	6%
1-4 days	11%	14%	9%	9%	8%	18%	13%	14%	14%	10%	15%	12%	6%	13%	9%	11%	11%	11%
5 days	26%	35%	20%	20%	45%	37%	30%	35%	33%	23%	37%	24%	21%	34%	25%	25%	29%	25%
6-10 days	31%	31%	31%	31%	26%	23%	38%	30%	30%	31%	31%	33%	19%	38%	28%	35%	26%	30%
More than 10 days	20%	12%	24%	24%	10%	16%	11%	13%	13%	22%	10%	20%	29%	7%	24%	19%	21%	19%
DK/NR	6%	2%	9%	9%	1%	1%	3%	2%	3%	8%	1%	4%	17%	2%	9%	6%	3%	7%
chi ² :																		
mean for these data:	9.1	7.6	10.3	10.3	7.0	7.7	7.7	7.5	8.0	9.6	7.5	9.1	11.0	7.4	10.2	9.2	8.8	9.0
sig. test for means:		***	***	***	***	**	***			***	***		***	***	*			
median:	7	5	10	10	5	5	7	5	5	10	5	7	10	5	10	7	5	7

How many minutes, hours, days or weeks would you expect to wait to obtain your passport counting from the time you have provided all relevant information and documents?

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Sask	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q5 (Capped at 31 days) real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
< 1 day	6%	4%	5%	8%	6%	7%	5%	8%	5%	7%	5%	5%	7%	3%	4%	9%	6%
1-4 days	11%	18%	5%	9%	10%	13%	21%	9%	13%	12%	8%	11%	11%	12%	12%	10%	10%
5 days	26%	24%	24%	29%	26%	27%	22%	27%	29%	26%	20%	26%	26%	25%	27%	26%	24%
6-10 days	31%	33%	22%	35%	35%	30%	30%	32%	24%	30%	41%	30%	32%	36%	28%	30%	31%
More than 10 days	20%	16%	29%	16%	14%	18%	20%	18%	21%	21%	19%	22%	18%	20%	21%	18%	20%
DK/NR	6%	5%	15%	3%	8%	5%	1%	7%	8%	3%	7%	7%	6%	5%	7%	5%	9%
			+++	--			---			--							+
chi ² :		***						***						*			
mean for these data:	9.1	8.7	11.0	8.5	8.9	8.7	8.8	8.9	9.3	9.3	9.2	9.5	8.7	9.9	9.2	8.7	9.2
sig. test for means:			***	*								*	*				
median:	7	7	10	7	7	7	7	7	5	7	10	7	7	10	7	7	7

How many minutes, hours, days or weeks would you expect to wait to obtain your passport counting from the time you have provided all relevant information and documents?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q5 (Capped at 31 days)	1558	229	278	97	347	445	268	393	794	517	979
real # of participants:	6%	3%	9%	5%	6%	6%	36%	0%	0%	5%	6%
< 1 day			++				+++	---	---		
1-4 days	11%	13%	10%	9%	12%	11%	64%	0%	0%	14%	10%
5 days	26%	28%	19%	40%	29%	24%	0%	100%	0%	30%	24%
6-10 days	31%	30%	36%	18%	33%	33%	0%	0%	61%	31%	32%
More than 10 days	20%	21%	23%	18%	17%	19%	0%	0%	39%	16%	22%
DK/NR	6%	4%	3%	10%	3%	8%	0%	0%	0%	4%	7%
				+		++				-	+
chi ² :		(***)					***			***	
mean for these data:	9.1	9.4	9.7	9.1	8.3	9.4	1.6	5.0	13.8	8.4	9.7
sig. test for means:				**			***	***	***	**	**
median:	7	7	10	5	7	7	2	5	10	5	10

How would you rate the value for money of the passport for the passport client?

		HOLD A- PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE					
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q6	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	Top (8-10)	45%	44%	45%	45%	43%	43%	46%	43%	58%	46%	41%	45%	50%	40%	46%	50%	36%	45%
	Mid range (5-7)	37%	40%	36%	36%	35%	41%	41%	-	+	36%	41%	38%	29%	45%	36%	34%	42%	38%
	Low (0-4)	16%	16%	16%	16%	22%	15%	14%	+	-	15%	18%	16%	17%	14%	14%	14%	20%	16%
	DK/NR	2%	0%	3%	3%	0%	0%	0%	0%	1%	2%	0%	1%	4%	0%	4%	2%	2%	1%
	chi ² :		---	+++	+++						+	-		+++		++			
	mean for these data:	6.66	6.59	6.71	6.71	6.33	6.71	6.70	6.59	7.29	6.71	6.49	6.69	6.82	6.39	6.60	6.97	6.32	6.61
	sig. test for means:		***		(*)				*	*			***			(**)	**	*	
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access		
Q6	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
	Top (8-10)	45%	47%	50%	41%	47%	47%	44%	44%	43%	48%	48%	47%	43%	46%	45%	41%	49%	
	Mid range (5-7)	37%	35%	31%	43%	35%	36%	36%	46%	38%	30%	33%	38%	37%	38%	37%	41%	31%	
	Low (0-4)	16%	16%	16%	15%	15%	15%	20%	+++	9%	18%	19%	16%	13%	19%	15%	15%	17%	
	DK/NR	2%	2%	3%	1%	3%	1%	1%	---	1%	1%	3%	3%	2%	1%	1%	2%	3%	
	chi ² :								***				*		(*)			+	
	mean for these data:	6.66	6.85	6.85	6.53	6.84	6.73	6.47	6.91	6.55	6.61	6.78	6.88	6.45	6.71	6.72	6.56	6.74	
	sig. test for means:												**	**					

How would you rate the value for money of the passport for the passport client?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q6											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	45%	16%	46%	27%	57%	54%	44%	44%	46%	35%	51%
Mid range (5-7)	37%	39%	40%	36%	37%	37%	37%	38%	38%	39%	36%
Low (0-4)	16%	44%	14%	35%	4%	7%	19%	16%	15%	25%	11%
DK/NR	2%	2%	0%	3%	1%	1%	1%	1%	1%	1%	2%
chi ² :		(***)								***	
mean for these data:	6.66	4.46	6.75	5.25	7.57	7.29	6.39	6.76	6.66	5.85	7.13
sig. test for means:		***		***	***	***				***	***

How reasonable would you find:

	TOTAL	HOLD A-PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY-BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q78 Top (8-10)	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	73%	75%	71%	71%	67%	73%	80%	74%	83%	72%	74%	72%	74%	73%	67%	69%	74%	77%
Acquiring new technology		+	-	-	-	-	++								-	-	-	++
Giving back documents	61%	61%	62%	62%	61%	66%	59%	62%	59%	60%	67%	61%	61%	64%	55%	63%	65%	61%
Carry over renewal	62%	63%	62%	62%	65%	67%	60%	62%	69%	62%	64%	59%	67%	66%	57%	67%	61%	60%
Simplified renewal	49%	52%	47%	47%	59%	57%	48%	53%	46%	49%	51%	46%	52%	55%	45%	51%	47%	51%
\$5 for first 4 changes	51%	52%	51%	51%	39%	50%	57%	52%	61%	51%	50%	52%	54%	45%	52%	49%	46%	55%
Improve passport security	82%	80%	84%	84%	72%	81%	81%	79%	88%	84%	75%	82%	86%	79%	81%	81%	83%	83%
Express post delivery	60%	55%	63%	63%	59%	51%	56%	57%	46%	61%	53%	59%	59%	63%	55%	59%	54%	64%
\$5 for these 2 changes	44%	44%	45%	45%	34%	36%	50%	43%	51%	47%	33%	48%	38%	40%	44%	44%	43%	46%
\$5 for counter pick up	25%	25%	25%	25%	16%	27%	26%	25%	26%	26%	21%	27%	28%	19%	28%	22%	24%	28%
\$10 for all changes	38%	34%	41%	41%	27%	34%	35%	34%	42%	40%	33%	41%	36%	32%	39%	36%	32%	42%
chi ² :		--	++	++	-					**		++	*				-	+

How reasonable would you find:

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18- 29	30- 44	45- 59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q78 Top (8-10) real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Acquiring new technology	73%	76%	74%	72%	74%	75%	69%	77%	78%	74%	58%	71%	74%	76%	73%	77%	65%
Giving back documents	61%	63%	63%	61%	60%	61%	60%	56%	62%	62%	67%	64%	59%	66%	60%	60%	62%
Carry over renewal	62%	59%	66%	63%	58%	63%	57%	59%	65%	64%	62%	61%	63%	69%	65%	59%	58%
Simplified renewal	49%	48%	55%	47%	48%	57%	43%	48%	54%	50%	42%	47%	52%	56%	54%	46%	44%
\$5 for first 4 changes	51%	54%	50%	53%	55%	51%	43%	55%	53%	48%	48%	52%	51%	50%	52%	54%	47%
Improve passport security	82%	74%	85%	85%	79%	81%	76%	84%	84%	81%	79%	84%	80%	83%	84%	82%	80%
Express post delivery	60%	65%	57%	62%	56%	61%	55%	63%	67%	51%	56%	60%	59%	65%	60%	57%	60%
\$5 for these 2 changes	44%	54%	36%	48%	48%	49%	38%	48%	46%	41%	43%	44%	45%	49%	47%	44%	39%
\$5 for counter pick up	25%	40%	23%	24%	28%	25%	19%	26%	23%	29%	24%	25%	26%	28%	23%	25%	26%
\$10 for all changes	38%	49%	32%	39%	41%	44%	34%	44%	34%	41%	36%	35%	41%	42%	37%	39%	35%
chi ² :		+++	-					+	--			-	+				

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q78 Top (8-10) real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Acquiring new technology	73%	69%	69%	21%	76%	85%	75%	77%	70%	74%	73%
Giving back documents	61%	69%	36%	35%	75%	68%	70%	63%	59%	58%	64%
Carry over renewal	62%	61%	31%	30%	71%	80%	65%	59%	61%	63%	63%
Simplified renewal	49%	49%	10%	31%	54%	68%	50%	51%	46%	51%	48%
\$5 for first 4 changes	51%	8%	44%	17%	73%	68%	52%	48%	51%	39%	60%
Improve passport security	82%	75%	81%	35%	87%	93%	81%	81%	83%	78%	86%
Express post delivery	60%	49%	24%	43%	71%	80%	55%	59%	60%	63%	59%
\$5 for these 2 changes	44%	3%	31%	19%	60%	67%	41%	41%	47%	35%	51%
\$5 for counter pick up	25%	5%	20%	18%	29%	39%	28%	21%	26%	22%	27%
\$10 for all changes	38%	1%	23%	29%	49%	61%	36%	40%	36%	29%	44%
chi ² :		***	---	-	+++	+++				***	+++

How reasonable would you find:

	HOLD A- PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q7A Acquiring new computer technology to improve passport security	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	73%	75%	71%	71%	67%	73%	80%	74%	83%	72%	74%	72%	74%	73%	67%	69%	74%	77%
Top (8-10)		+	-	-			++								-	-		++
Mid range (5-7)	15%	12%	16%	16%	16%	13%	10%	13%	8%	16%	11%	17%	14%	9%	17%	15%	16%	14%
Low (0-4)	7%	7%	7%	7%	6%	8%	7%	8%	3%	6%	8%	6%	7%	8%	7%	8%	7%	6%
DK/NR	6%	5%	6%	6%	10%	6%	3%	5%	5%	6%	7%	5%	6%	10%	9%	8%	4%	4%
chi ² :				*			-					-		++	+	++		-
mean for these data:	8.33	8.38	8.28	8.28	8.14	8.17	8.55	8.33	8.71	8.32	8.39	8.25	8.39	8.49	8.05	8.28	8.12	8.54
sig. test for means:												**						**
	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access		
Q7A Acquiring new computer technology to improve passport security	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
real # of participants:	73%	76%	74%	72%	74%	75%	69%	77%	78%	74%	58%	71%	74%	76%	73%	77%	65%	
Top (8-10)									++		---					+	---	
Mid range (5-7)	15%	14%	15%	15%	12%	15%	16%	17%	16%	13%	12%	15%	14%	13%	13%	16%	15%	
Low (0-4)	7%	8%	6%	6%	9%	6%	9%	5%	5%	8%	10%	7%	7%	6%	9%	5%	8%	
DK/NR	6%	3%	4%	7%	6%	4%	7%	1%	1%	6%	19%	7%	5%	4%	5%	3%	13%	
chi ² :								---	---		+++			***		---	+++	
mean for these data:	8.33	8.29	8.41	8.39	8.15	8.38	8.10	8.44	8.57	8.25	7.92	8.24	8.42	8.53	8.17	8.46	8.14	
sig. test for means:									**		**							

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7A Acquiring new computer technology to improve passport security											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	73%	69%	69%	21%	76%	85%	75%	77%	70%	74%	73%
Mid range (5-7)	15%	17%	18%	29%	14%	10%	16%	14%	15%	15%	14%
Low (0-4)	7%	6%	7%	46%	3%	3%	5%	7%	7%	8%	6%
DK/NR	6%	8%	6%	4%	7%	2%	4%	2%	8%	4%	7%
chi ² :		+			+	---		---	+++	-	+
mean for these data:	8.33	8.23	7.91	4.50	8.76	8.98	8.44	8.45	8.23	8.31	8.36
sig. test for means:		(***)	**	***	***	***	**				

How reasonable would you find:

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q7B Giving back the citizenship service counter real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	61%	61%	62%	62%	61%	66%	59%	62%	59%	60%	67%	61%	61%	64%	55%	63%	65%	61%
Mid range (5-7)	24%	27%	21%	21%	25%	22%	29%	25%	29%	24%	22%	23%	22%	28%	26%	21%	21%	27%
Low (0-4)	9%	9%	9%	9%	12%	8%	8%	8%	11%	9%	6%	9%	12%	4%	11%	10%	13%	6%
DK/NR	6%	4%	8%	8%	2%	5%	3%	4%	1%	6%	5%	7%	5%	3%	8%	7%	2%	6%
chi ² : mean for these data: sig. test for means:	7.80	7.80	7.83	7.83	7.62	8.15	7.69	7.87	7.60	7.69	8.25	7.73	7.60	8.21	7.53	7.84	7.60	7.95

	REGION OF RESIDENCE					AGE				GENDER		INTERNET ACCESS					
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q7B Giving back the citizenship service counter real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	61%	63%	63%	61%	60%	61%	60%	56%	62%	62%	67%	64%	59%	66%	60%	60%	62%
Mid range (5-7)	24%	22%	24%	25%	22%	25%	22%	36%	24%	20%	13%	23%	25%	22%	25%	27%	19%
Low (0-4)	9%	10%	10%	7%	10%	8%	10%	3%	10%	12%	10%	7%	10%	6%	10%	7%	11%
DK/NR	6%	6%	2%	8%	8%	5%	7%	4%	5%	6%	10%	6%	6%	5%	6%	6%	7%
chi ² : mean for these data: sig. test for means:	7.80	7.76	7.70	7.94	7.65	7.68	7.75	7.74	7.84	7.66	8.08	8.00	7.59	8.08	7.70	7.79	7.72

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7B Giving back the citizenship documents at the service counter											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	61%	69%	36%	35%	75%	68%	70%	63%	59%	58%	64%
Mid range (5-7)	24%	20%	30%	44%	19%	26%	17%	25%	25%	28%	21%
Low (0-4)	9%	7%	26%	13%	4%	3%	9%	7%	9%	9%	9%
DK/NR	6%	4%	8%	8%	2%	3%	4%	5%	6%	5%	6%
chi ² :		(***)					*			*	
mean for these data:	7.80	8.09	5.87	6.47	8.46	8.31	8.12	7.99	7.63	7.60	7.89
sig. test for means:		*	***	***	***	***	*		**	*	*

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7C Allowing the renewal of passports up to six months before expiry											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	62%	61%	31%	30%	71%	80%	65%	59%	61%	63%	63%
Mid range (5-7)	27%	28%	43%	52%	23%	17%	27%	29%	27%	26%	27%
Low (0-4)	7%	8%	18%	15%	4%	1%	5%	8%	7%	8%	6%
DK/NR	4%	3%	8%	2%	2%	2%	3%	4%	4%	3%	5%
			+++	+++	-	-				-	+
chi ² :		(***)									
mean for these data:	7.84	7.82	5.94	6.16	8.30	8.76	8.00	7.76	7.78	7.77	7.90
sig. test for means:			***	***	***	***					

How reasonable would you find:

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q7D Simplified passport renewal process	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	49%	52%	47%	47%	59%	57%	48%	53%	46%	49%	51%	46%	52%	55%	45%	51%	47%	51%
Mid range (5-7)	19%	18%	21%	21%	14%	10%	24%	19%	13%	19%	19%	19%	21%	19%	21%	17%	18%	21%
Low (0-4)	29%	28%	29%	29%	24%	31%	28%	28%	40%	29%	28%	32%	23%	25%	30%	28%	32%	27%
DK/NR	3%	1%	3%	3%	3%	1%	0%	1%	1%	3%	1%	3%	3%	1%	4%	4%	3%	1%
chi ² :		--	++	++			--					***	*			+		--
mean for these data:	6.27	6.42	6.12	6.12	6.71	6.41	6.37	6.42	6.08	6.22	6.45	5.90	6.70	6.76	6.18	6.30	5.94	6.43
sig. test for means:		*		(***)								***	*	*				
	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q7D Simplified passport renewal process	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Top (8-10)	49%	48%	55%	47%	48%	57%	43%	48%	54%	50%	42%	47%	52%	56%	54%	46%	44%	
Mid range (5-7)	19%	25%	18%	20%	17%	17%	18%	27%	19%	17%	15%	20%	19%	16%	18%	20%	21%	
Low (0-4)	29%	24%	24%	31%	31%	25%	35%	25%	23%	32%	37%	30%	27%	26%	26%	31%	29%	
DK/NR	3%	3%	3%	2%	4%	2%	4%	0%	3%	2%	5%	3%	2%	1%	1%	2%	5%	
chi ² :								***			++			**			+++	
mean for these data:	6.27	6.51	6.85	5.93	6.22	6.60	5.82	6.52	6.61	6.14	5.62	6.14	6.39	6.65	6.46	6.06	6.09	
sig. test for means:			**	*			*		*		**							

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7D Simplified passport renewal process	1558	229	278	97	347	445	268	393	794	517	979
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	49%	49%	10%	31%	54%	68%	50%	51%	46%	51%	48%
Mid range (5-7)	19%	20%	21%	31%	18%	20%	18%	21%	20%	22%	18%
Low (0-4)	29%	26%	67%	35%	27%	10%	31%	25%	31%	26%	31%
DK/NR	3%	5%	2%	3%	0%	1%	1%	2%	3%	2%	3%
		+++ (***)			-		-			*	
chi ² :	6.27	6.52	2.91	5.50	6.46	7.84	6.04	6.41	6.11	6.51	6.07
mean for these data:			***	*		***				*	*
sig. test for means:											

How reasonable would you find:

	HOLD A- PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q7E \$5 increase for 4 improvements real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	51%	52%	51%	51%	39%	50%	57%	52%	61%	51%	50%	52%	54%	45%	52%	49%	46%	55%
Mid range (5-7)	26%	23%	27%	27%	31%	20%	23%	24%	19%	26%	24%	25%	24%	31%	25%	25%	28%	26%
Low (0-4)	21%	24%	20%	20%	29%	29%	19%	23%	20%	21%	24%	22%	21%	21%	21%	24%	24%	18%
DK/NR	2%	1%	3%	3%	1%	1%	0%	1%	0%	2%	2%	1%	2%	3%	2%	2%	3%	1%
chi ² : mean for these data: sig. test for means:	6.70	6.64	6.75	6.75	6.07	6.32	6.94	6.65	7.10	6.72	6.61	6.67	6.90	6.54	6.74	6.56	6.42	6.92
		--	++	++	(***)													*

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.		18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q7E \$5 increase for 4 improvements real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	51%	54%	50%	53%	55%	51%	43%	55%	53%	48%	48%	52%	51%	50%	52%	54%	47%
Mid range (5-7)	26%	24%	27%	25%	23%	26%	28%	33%	25%	23%	20%	25%	26%	30%	25%	26%	22%
Low (0-4)	21%	19%	21%	21%	18%	21%	27%	11%	20%	28%	28%	21%	22%	18%	22%	19%	27%
DK/NR	2%	2%	3%	1%	4%	3%	2%	0%	2%	2%	4%	3%	1%	2%	1%	2%	4%
chi ² : mean for these data: sig. test for means:	6.70	6.86	6.73	6.72	7.06	6.75	6.26	7.21	6.80	6.33	6.42	6.77	6.63	6.81	6.70	6.92	6.31
					+		*	***		***	***	+	-	**			**

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7E \$5 increase for 4 improvements real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	51%	8%	44%	17%	73%	68%	52%	48%	51%	39%	60%
Mid range (5-7)	26%	23%	31%	31%	20%	28%	22%	29%	26%	30%	23%
Low (0-4)	21%	68%	24%	52%	6%	3%	25%	22%	21%	29%	16%
DK/NR	2%	1%	1%	0%	0%	0%	1%	1%	2%	2%	2%
chi ² :		(***)								***	
mean for these data:	6.70	2.95	6.34	4.26	8.12	8.14	6.58	6.67	6.68	5.88	7.24
sig. test for means:		***	*	***	***	***				***	***

How reasonable would you find:

	HOLD A- PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q7F Make the passport more difficult to falsify	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	82%	80%	84%	84%	72%	81%	81%	79%	88%	84%	75%	82%	86%	79%	81%	81%	83%	83%
Mid range (5-7)	11%	13%	10%	10%	18%	12%	12%	14%	5%	10%	16%	12%	7%	13%	8%	10%	11%	12%
Low (0-4)	4%	4%	3%	3%	4%	6%	4%	4%	7%	3%	5%	3%	5%	5%	5%	4%	3%	3%
DK/NR	3%	3%	3%	3%	6%	1%	3%	3%	0%	3%	4%	3%	2%	4%	6%	4%	3%	2%
chi ² : mean for these data: sig. test for means:	8.89	8.76	8.98	8.98	8.42	8.73	8.87	8.75	8.80	8.98	8.52	8.86	9.06	8.76	8.88	8.90	8.85	8.92

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q7F Make the passport more difficult to falsify	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	82%	74%	85%	85%	79%	81%	76%	84%	84%	81%	79%	84%	80%	83%	84%	82%	80%
Mid range (5-7)	11%	12%	10%	10%	13%	11%	15%	13%	12%	12%	7%	10%	12%	12%	10%	12%	10%
Low (0-4)	4%	10%	2%	2%	2%	3%	5%	2%	2%	3%	8%	3%	5%	3%	2%	4%	5%
DK/NR	3%	4%	3%	2%	5%	5%	4%	1%	2%	4%	6%	4%	3%	3%	4%	1%	5%
chi ² : mean for these data: sig. test for means:	8.89	8.29	9.12	9.01	8.74	9.00	8.55	8.93	8.97	8.90	8.69	9.04	8.75	9.01	9.09	8.73	8.86

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7F Make the passport more difficult to falsify											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	82%	75%	81%	35%	87%	93%	81%	81%	83%	78%	86%
Mid range (5-7)	11%	17%	14%	26%	8%	5%	10%	13%	11%	14%	9%
Low (0-4)	4%	3%	2%	36%	2%	0%	5%	2%	3%	6%	2%
DK/NR	3%	5%	3%	4%	2%	1%	4%	4%	2%	2%	3%
		++				--					
chi ² :		(***)								***	
mean for these data:	8.89	8.79	8.84	5.09	9.12	9.50	8.90	8.90	8.87	8.63	9.08
sig. test for means:				***	**	***				***	***

How reasonable would you find:

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q7G Express post the normal way of returning passports	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	60%	55%	63%	63%	59%	51%	56%	57%	46%	61%	53%	59%	59%	63%	55%	59%	54%	64%
Top (8-10)		--	++	++		-				+	-						-	+
Mid range (5-7)	21%	22%	21%	21%	22%	21%	23%	20%	31%	20%	26%	22%	22%	18%	23%	20%	24%	21%
Low (0-4)	16%	21%	14%	14%	19%	27%	18%	21%	23%	16%	19%	17%	16%	15%	18%	17%	21%	14%
DK/NR	3%	2%	3%	3%	1%	2%	3%	2%	1%	3%	2%	2%	3%	3%	4%	4%	1%	1%
		+++	---	---		+++									+	++		-
chi ² :		**		(**)											(**)			
mean for these data:	7.23	6.76	7.54	7.54	6.81	6.33	6.99	6.80	6.42	7.32	6.86	7.18	7.31	7.35	6.96	7.19	6.83	7.49
sig. test for means:		***	***	***		***				*	*						*	**

	REGION OF RESIDENCE					AGE				GENDER		INTERNET ACCESS					
	TOTAL	Atlantic	Quebec	Ontario	Man & Alberta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q7G Express post the normal way of returning passports	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	60%	65%	57%	62%	56%	61%	55%	63%	67%	51%	56%	60%	59%	65%	60%	57%	60%
Top (8-10)									+++	---							
Mid range (5-7)	21%	19%	22%	20%	21%	22%	26%	24%	18%	26%	19%	19%	24%	19%	21%	25%	18%
Low (0-4)	16%	12%	18%	17%	18%	14%	16%	13%	14%	21%	18%	17%	16%	12%	17%	17%	18%
DK/NR	3%	4%	2%	2%	5%	3%	3%	1%	2%	2%	7%	4%	1%	4%	2%	1%	4%
								-		+++	++	+	+	-		-	
chi ² :								***		***	***	**	**	*			
mean for these data:	7.23	7.67	7.09	7.28	7.01	7.38	7.03	7.50	7.67	6.69	6.94	7.18	7.28	7.56	7.23	7.09	7.20
sig. test for means:		*							***	***							

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7G Express post the normal way of returning passports											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	60%	49%	24%	43%	71%	80%	55%	59%	60%	63%	59%
Mid range (5-7)	21%	27%	34%	31%	19%	15%	24%	23%	21%	18%	22%
Low (0-4)	16%	22%	41%	24%	6%	4%	19%	16%	16%	15%	16%
DK/NR	3%	1%	1%	1%	3%	1%	2%	2%	3%	3%	2%
chi ² :		(***)			++						
mean for these data:	7.23	6.68	4.62	6.05	8.07	8.61	7.02	7.22	7.20	7.37	7.21
sig. test for means:		**	***	***	***	***					

How reasonable would you find:

	HOLD A- PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q7H \$5 increase for 2 improvements real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	44%	44%	45%	45%	34%	36%	50%	43%	51%	47%	33%	48%	38%	40%	44%	44%	43%	46%
Mid range (5-7)	30%	27%	31%	31%	40%	28%	23%	28%	27%	29%	35%	29%	30%	32%	27%	28%	26%	34%
Low (0-4)	24%	28%	21%	21%	26%	34%	26%	28%	21%	23%	31%	21%	29%	28%	27%	26%	29%	20%
DK/NR	2%	1%	2%	2%	0%	1%	1%	1%	1%	2%	1%	2%	2%	1%	3%	2%	2%	1%
chi ² : mean for these data: sig. test for means:	6.29	5.99	6.52	6.52	5.75	5.43	6.29	5.98	6.49	6.42	5.78	6.53	5.86	6.06	6.18	6.13	6.05	6.56

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q7H \$5 increase for 2 improvements real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	44%	54%	36%	48%	48%	49%	38%	48%	46%	41%	43%	44%	45%	49%	47%	44%	39%
Mid range (5-7)	30%	24%	30%	30%	27%	31%	33%	37%	29%	27%	25%	30%	29%	29%	26%	34%	28%
Low (0-4)	24%	20%	32%	21%	21%	19%	28%	14%	24%	30%	29%	23%	25%	21%	26%	20%	30%
DK/NR	2%	2%	2%	1%	5%	1%	1%	1%	2%	1%	3%	2%	1%	1%	1%	1%	3%
chi ² : mean for these data: sig. test for means:	6.29	6.84	5.63	6.54	6.63	6.71	5.93	6.84	6.37	5.86	6.13	6.33	6.26	6.54	6.26	6.51	5.85

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7H \$5 increase for 2 improvements real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	44%	3%	31%	19%	60%	67%	41%	41%	47%	35%	51%
Mid range (5-7)	30%	22%	38%	38%	31%	26%	32%	32%	28%	34%	27%
Low (0-4)	24%	74%	30%	43%	8%	6%	26%	26%	23%	30%	20%
DK/NR	2%	1%	0%	0%	0%	0%	1%	1%	1%	1%	2%
chi ² :		(***)								***	
mean for these data:	6.29	2.12	5.66	4.50	7.81	7.95	6.08	6.06	6.43	5.61	6.78
sig. test for means:		***	***	***	***	***			*	***	***

How reasonable would you find:

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q71 \$5 for picking up a new passport at the counter																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	25%	25%	25%	25%	16%	27%	26%	25%	26%	26%	21%	27%	28%	19%	28%	22%	24%	28%
Mid range (5-7)	22%	19%	24%	24%	20%	18%	19%	19%	16%	22%	23%	20%	26%	26%	17%	22%	22%	24%
Low (0-4)	49%	53%	47%	47%	60%	50%	54%	52%	56%	49%	51%	50%	43%	52%	49%	52%	50%	47%
DK/NR	3%	3%	3%	3%	4%	5%	1%	3%	2%	3%	5%	3%	4%	4%	6%	5%	5%	1%
chi ² :		*		(*)								**			++	+	---	
mean for these data:	4.15	3.84	4.35	4.35	3.16	3.95	3.91	3.92	3.58	4.20	3.94	4.14	4.49	3.84	4.16	3.86	4.05	4.40
sig. test for means:		*	*	**	**										*	*		*
	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	Sask	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q71 \$5 for picking up a new passport at the counter																		
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Top (8-10)	25%	40%	23%	24%	28%	25%	19%	26%	23%	29%	24%	25%	26%	28%	23%	25%	26%	
Mid range (5-7)	22%	17%	26%	22%	17%	21%	23%	32%	24%	17%	14%	22%	23%	25%	21%	24%	19%	
Low (0-4)	49%	38%	48%	50%	51%	50%	56%	41%	52%	51%	51%	50%	48%	46%	51%	50%	48%	
DK/NR	3%	4%	3%	4%	4%	4%	2%	1%	1%	3%	10%	4%	3%	1%	5%	1%	8%	
chi ² :		(*)						***	---		+++			-	---	---	+++	
mean for these data:	4.15	5.20	4.06	4.15	4.22	4.14	3.59	4.76	3.93	4.13	3.86	4.05	4.25	4.44	3.93	4.07	4.27	
sig. test for means:		***					**	**										

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q7I \$5 for picking up a new passport at the counter											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	25%	5%	20%	18%	29%	39%	28%	21%	26%	22%	27%
Mid range (5-7)	22%	8%	20%	25%	29%	27%	24%	27%	19%	25%	21%
Low (0-4)	49%	87%	57%	55%	40%	32%	44%	50%	51%	51%	48%
DK/NR	3%	1%	2%	3%	3%	3%	4%	2%	3%	2%	4%
chi ² :		(***)					**			*	
mean for these data:	4.15	1.19	3.53	3.67	4.84	5.78	4.53	3.93	4.06	3.95	4.25
sig. test for means:		***	***		***	***	*				

How reasonable would you find:

	HOLD A PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q8 \$10 increase for all changes real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	38%	34%	41%	41%	27%	34%	35%	34%	42%	40%	33%	41%	36%	32%	39%	36%	32%	42%
Mid range (5-7)	37%	40%	35%	35%	33%	43%	42%	41%	39%	37%	39%	33%	38%	46%	30%	37%	40%	37%
Low (0-4)	23%	24%	22%	22%	39%	18%	23%	24%	19%	22%	26%	23%	25%	20%	26%	24%	26%	20%
DK/NR	2%	2%	2%	2%	1%	4%	1%	2%	0%	2%	2%	2%	1%	2%	5%	3%	2%	0%
chi ² : mean for these data: sig. test for means:	6.09	5.81	6.27	(***) 6.27	4.96	6.08	5.93	5.82	6.54	6.18	5.76	6.20	5.92	5.96	(***) 6.00	5.96	5.79	6.35
		**	**	**	**							**			+++			*

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q8 \$10 increase for all changes real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	38%	49%	32%	39%	41%	44%	34%	44%	34%	41%	36%	35%	41%	42%	37%	39%	35%
Mid range (5-7)	37%	30%	36%	41%	33%	31%	39%	42%	41%	30%	32%	41%	33%	38%	38%	39%	34%
Low (0-4)	23%	18%	31%	18%	22%	23%	26%	13%	24%	28%	26%	22%	24%	20%	24%	21%	27%
DK/NR	2%	2%	1%	2%	4%	1%	1%	1%	1%	1%	5%	2%	2%	1%	1%	1%	5%
chi ² : mean for these data: sig. test for means:	6.09	(***) 6.64	5.46	6.35	6.23	6.34	5.90	(***) 6.81	5.97	6.00	5.66	*	6.09	(***) 6.40	6.13	6.13	5.80
		**	**	*	++			***			+++				-		+++

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q8 \$10 increase for all changes real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	38%	1%	23%	29%	49%	61%	36%	40%	36%	29%	44%
Mid range (5-7)	37%	26%	51%	36%	39%	34%	36%	34%	41%	39%	36%
Low (0-4)	23%	72%	26%	33%	10%	5%	26%	25%	22%	31%	18%
DK/NR	2%	1%	1%	2%	2%	0%	2%	1%	1%	1%	1%
chi ² :		(***)								***	
mean for these data:	6.09	2.55	5.56	5.15	7.06	7.73	5.86	6.01	6.12	5.50	6.51
sig. test for means:		***	***	**	***	***				***	***

Which one of the following two positions is closest to your point of view...

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two peopl e	Three	Four and more
Q9 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Paid out of general taxes	35%	42%	30%	30%	48%	37%	43%	43%	31%	33%	44%	34%	25%	51%	30%	31%	39%	38%
Financed through price increases	60%	53%	66%	66%	46%	56%	54%	53%	59%	63%	51%	62%	70%	47%	65%	65%	56%	58%
DK/NR	4%	5%	4%	4%	6%	7%	3%	4%	10%	4%	4%	4%	6%	3%	6%	4%	4%	4%
chi ² :		***		(***)		+		-	+	**		***						
	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q9 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Paid out of general taxes	35%	36%	27%	39%	36%	35%	38%	42%	37%	31%	26%	30%	41%	44%	33%	34%	33%	
Financed through price increases	60%	61%	66%	57%	60%	63%	59%	55%	61%	64%	66%	66%	55%	52%	64%	61%	62%	
DK/NR	4%	3%	7%	4%	4%	2%	3%	3%	2%	5%	8%	4%	4%	4%	3%	4%	6%	
chi ² :		(*)	++					***	--		+++	***		*				

Which one of the following two positions is closest to your point of view...

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q9 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Paid out of general taxes	35%	50%	28%	55%	31%	34%	39%	41%	33%	100%	0%
Financed through price increases	60%	45%	69%	41%	64%	66%	54%	56%	64%	0%	100%
DK/NR	4%	5%	3%	4%	5%	1%	7%	4%	3%	0%	0%
chi ² :		(***)			+	---	++	---	-	***	

How reasonable would you find:

	HOLD A- PASSPORT				LAST RENEWAL			MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q10 Top (8-10) real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
\$30 for 48 hours service	34%	36%	33%	33%	43%	36%	34%	35%	45%	33%	37%	35%	34%	31%	32%	35%	30%	36%
\$70 for 24 hours service	25%	28%	23%	23%	28%	25%	31%	27%	34%	24%	31%	25%	24%	28%	22%	25%	22%	28%
\$150 for out-of-hours service	21%	23%	20%	20%	29%	20%	24%	22%	36%	21%	24%	21%	22%	21%	17%	18%	19%	26%
Compassionate refund	71%	71%	71%	71%	68%	69%	74%	72%	69%	70%	76%	71%	73%	70%	63%	73%	72%	72%
chi ² :																		*

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q10 Top (8-10) real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
\$30 for 48 hours service	34%	32%	34%	30%	37%	34%	44%	32%	38%	36%	28%	31%	37%	35%	38%	35%	29%
\$70 for 24 hours service	25%	22%	23%	23%	27%	25%	35%	24%	28%	29%	18%	23%	27%	25%	27%	27%	21%
\$150 for out-of-hours service	21%	18%	20%	20%	21%	22%	29%	19%	29%	22%	12%	18%	25%	24%	25%	22%	15%
Compassionate refund	71%	77%	72%	68%	69%	69%	76%	68%	76%	71%	69%	74%	68%	73%	75%	69%	70%
chi ² :		+	*					***	++			***	--	**			

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q10 Top (8-10)											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
\$30 for 48 hours service	34%	28%	33%	30%	37%	37%	22%	34%	38%	30%	36%
\$70 for 24 hours service	25%	18%	20%	21%	27%	33%	16%	29%	27%	22%	27%
\$150 for out-of-hours service	21%	13%	19%	18%	22%	28%	18%	25%	21%	21%	22%
Compassionate refund	71%	73%	65%	55%	72%	78%	68%	75%	69%	71%	72%
chi ² :		***	--	---		+++	***	+		*	

How reasonable would you find:

	HOLD A- PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q10A \$30 to issue the passport within 48 hours	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	34%	36%	33%	33%	43%	36%	34%	35%	45%	33%	37%	35%	34%	31%	32%	35%	30%	36%
Mid range (5-7)	25%	23%	27%	27%	25%	24%	22%	24%	15%	25%	24%	25%	31%	19%	22%	23%	31%	25%
Low (0-4)	39%	40%	39%	39%	32%	39%	43%	40%	40%	40%	38%	39%	32%	49%	44%	40%	38%	39%
DK/NR	2%	1%	2%	2%	0%	1%	1%	1%	0%	2%	1%	2%	2%	0%	2%	2%	1%	1%
chi ² : mean for these data: sig. test for means:	5.18	5.20	5.18	5.18	5.83	5.24	5.08	5.16	5.69	5.15	5.31	(***) 5.27	5.49	4.55*	4.80	5.16	5.11	5.33

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q10A \$30 to issue the passport within 48 hours	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	34%	32%	34%	30%	37%	34%	44%	32%	38%	36%	28%	31%	37%	35%	38%	35%	29%
Mid range (5-7)	25%	25%	28%	27%	26%	20%	19%	34%	23%	23%	20%	28%	22%	21%	27%	30%	19%
Low (0-4)	39%	39%	37%	42%	33%	44%	36%	34%	38%	40%	48%	39%	40%	44%	35%	34%	48%
DK/NR	2%	3%	1%	1%	4%	1%	1%	0%	1%	1%	4%	2%	1%	1%	0%	1%	4%
chi ² : mean for these data: sig. test for means:	5.18	5.13	5.26	4.90	5.57	4.95	5.82	(***) 5.55	5.48	5.24	4.24	(***) 5.04	5.32	(***) 5.15	5.51	5.56	4.33

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q10A \$30 to issue the passport within 48 hours real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	34%	28%	33%	30%	37%	37%	22%	34%	38%	30%	36%
Mid range (5-7)	25%	26%	21%	18%	26%	30%	26%	32%	22%	23%	26%
Low (0-4)	39%	45%	45%	52%	36%	31%	51%	33%	39%	46%	36%
DK/NR	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
chi ² :		(**)					(***)			**	
mean for these data:	5.18	4.68	4.88	4.46	5.45	5.75	4.09	5.54	5.36	4.72	5.48
sig. test for means:		*		*		***	***	*	*	***	***

How reasonable would you find:

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q10B \$70 to issue the passport within 24 hours	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants: Top (8-10)	25%	28%	23%	23%	28%	25%	31%	27%	34%	24%	31%	25%	24%	28%	22%	25%	22%	28%
Mid range (5-7)	23%	22%	25%	25%	25%	31%	16%	22%	20%	23%	24%	23%	27%	21%	22%	21%	27%	24%
Low (0-4)	50%	49%	51%	51%	46%	43%	52%	49%	45%	52%	44%	51%	48%	51%	53%	53%	50%	47%
DK/NR	1%	1%	1%	1%	0%	2%	1%	1%	0%	1%	1%	1%	1%	1%	3%	2%	1%	0%
chi ² : mean for these data: sig. test for means:	4.34	4.41	4.29	4.29	4.56	4.69	4.34	4.38	4.78	4.22*	4.80*	4.29	4.49	4.23	3.97	4.17	4.30	4.57*

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
Q10B \$70 to issue the passport within 24 hours	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
real # of participants: Top (8-10)	25%	22%	23%	23%	27%	25%	35%	24%	28%	29%	18%	23%	27%	25%	27%	27%	21%
Mid range (5-7)	23%	26%	24%	23%	24%	20%	22%	29%	23%	20%	20%	25%	22%	25%	24%	27%	16%
Low (0-4)	50%	50%	51%	52%	45%	54%	42%	46%	48%	50%	57%	50%	50%	49%	48%	45%	60%
DK/NR	1%	2%	2%	1%	3%	0%	1%	0%	0%	1%	4%	2%	1%	1%	0%	0%	4%
chi ² : mean for these data: sig. test for means:	4.34	4.32	4.33	4.01*	4.63	4.19	5.23***	4.69*	4.59	4.32	3.46***	4.27	4.40	4.49	4.57	4.67**	3.49***

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q10B \$70 to issue the passport within 24 hours real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	25%	18%	20%	21%	27%	33%	16%	29%	27%	22%	27%
Mid range (5-7)	23%	24%	24%	25%	24%	25%	21%	27%	23%	21%	25%
Low (0-4)	50%	57%	55%	53%	49%	42%	62%	43%	49%	57%	47%
DK/NR	1%	1%	1%	1%	0%	0%	1%	1%	1%	0%	1%
chi ² :		(***)					(***)			**	
mean for these data:	4.34	3.62	3.88	4.05	4.57	5.05	3.39	4.86	4.39	3.77	4.67
sig. test for means:		***	**			***	***	**		***	***

How reasonable would you find:

	TOTAL	HOLD A- PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY- BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q10C \$150 outside regular opening hours	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	21%	23%	20%	20%	29%	20%	24%	22%	36%	21%	24%	21%	22%	21%	17%	18%	19%	26%
Top (8-10)								--	++									+++
Mid range (5-7)	21%	19%	22%	22%	25%	17%	19%	20%	13%	21%	21%	20%	24%	19%	17%	20%	23%	22%
Low (0-4)	55%	56%	54%	54%	46%	61%	56%	57%	51%	55%	52%	56%	51%	57%	63%	58%	56%	50%
DK/NR	3%	2%	3%	3%	0%	2%	2%	2%	0%	3%	3%	3%	3%	3%	3%	3%	1%	3%
chi ² :		-	+	+											(*)			
mean for these data:	3.88	3.88	3.88	3.88	4.41	3.79	3.85	3.81	4.57	3.83	4.08	3.85	4.03	3.75	3.20	3.53	3.87	4.35
sig. test for means:		*													**	**		***
	TOTAL	REGION OF RESIDENCE					AGE				GENDER		INTERNET ACCESS					
		Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access		
Q10C \$150 outside regular opening hours	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
real # of participants:	21%	18%	20%	20%	21%	22%	29%	19%	29%	22%	12%	18%	25%	24%	25%	22%	15%	
Top (8-10)							++		+++		---	---	+++		+		---	
Mid range (5-7)	21%	26%	23%	20%	23%	21%	16%	26%	20%	18%	20%	24%	18%	19%	20%	24%	19%	
Low (0-4)	55%	52%	54%	58%	48%	57%	52%	54%	49%	57%	63%	55%	55%	55%	54%	52%	60%	
DK/NR	3%	3%	3%	2%	7%	1%	3%	2%	1%	3%	5%	3%	3%	1%	1%	2%	7%	
chi ² :		(*)		+++				***			++	***		***			+++	
mean for these data:	3.88	3.80	3.90	3.71	4.09	3.72	4.41	4.07	4.45	3.74	2.91	3.71	4.06	4.12	4.06	4.24	2.99	
sig. test for means:						*			***		***					**	***	

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q10C \$150 outside regular opening hours	1558	229	278	97	347	445	268	393	794	517	979
real # of participants:											
Top (8-10)	21%	13%	19%	18%	22%	28%	18%	25%	21%	21%	22%
Mid range (5-7)	21%	19%	15%	25%	24%	23%	18%	22%	21%	16%	23%
Low (0-4)	55%	62%	64%	56%	53%	48%	60%	52%	56%	61%	53%
DK/NR	3%	5%	1%	1%	1%	1%	5%	2%	2%	2%	2%
		+++	+++			---				++	--
chi ² :		(***)					++	*		**	
mean for these data:	3.88	3.01	3.28	3.84	4.08	4.57	3.34	4.32	3.80	3.52	4.06
sig. test for means:		***	**			***	**	**		**	**

How reasonable would you find:

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q10D Refunding the additional charges for compassionate reasons																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	71%	71%	71%	71%	68%	69%	74%	72%	69%	70%	76%	71%	73%	70%	63%	73%	72%	72%
Mid range (5-7)	17%	15%	19%	19%	20%	17%	13%	16%	7%	18%	15%	16%	17%	23%	18%	16%	18%	18%
Low (0-4)	8%	11%	6%	6%	9%	9%	12%	9%	22%	8%	6%	9%	8%	3%	13%	7%	6%	7%
DK/NR	3%	3%	4%	4%	3%	5%	1%	3%	2%	4%	3%	4%	3%	4%	6%	3%	4%	3%
chi ² :		**		(**)				(**)				**			++			
mean for these data:	8.14	8.02	8.21	8.21	8.19	8.08	7.93	8.15	7.38	8.09	8.36	8.06	8.14	8.33	7.57	8.25	8.26	8.14
sig. test for means:															**			
	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q10D Refunding the additional charges for compassionate reasons																		
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Top (8-10)	71%	77%	72%	68%	69%	69%	76%	68%	76%	71%	69%	74%	68%	73%	75%	69%	70%	
Mid range (5-7)	17%	13%	18%	19%	17%	18%	15%	26%	16%	13%	15%	14%	21%	18%	16%	19%	16%	
Low (0-4)	8%	7%	8%	8%	11%	8%	6%	4%	6%	11%	11%	8%	8%	8%	6%	8%	9%	
DK/NR	3%	2%	3%	4%	3%	5%	3%	2%	2%	5%	5%	4%	3%	1%	3%	4%	5%	
chi ² :								***				**		-			+	
mean for these data:	8.14	8.50	8.12	8.02	7.83	8.05	8.48	8.12	8.43	7.90	7.96	8.31	7.96	8.13	8.39	7.97	8.15	
sig. test for means:		*					*		**			*	*		*			

How reasonable would you find:

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q10D Refunding the additional charges for compassionate reasons real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	71%	73%	65%	55%	72%	78%	68%	75%	69%	71%	72%
Mid range (5-7)	17%	13%	19%	19%	19%	17%	19%	17%	18%	17%	18%
Low (0-4)	8%	8%	13%	23%	5%	4%	7%	6%	9%	9%	8%
DK/NR	3%	6%	3%	2%	3%	1%	6%	2%	3%	3%	2%
chi ² :		++ (***)				--	++ *				
mean for these data:	8.14	8.22	7.64	6.76	8.30	8.43	8.24	8.40	7.90	8.10	8.15
sig. test for means:			**	***		**		**	**		

If you needed information on how to get a passport, where would you look for it first?

	TOTAL	HOLD A PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two peopl e	Three	Four and more
Q11 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Blue pages	20%	21%	20%	20%	21%	24%	18%	21%	16%	19%	24%	24%	10%	19%	21%	19%	19%	20%
Post office	18%	19%	18%	18%	23%	18%	20%	20%	16%	19%	14%	20%	16%	15%	22%	17%	22%	16%
Passport Office	17%	25%	11%	11%	24%	29%	23%	24%	32%	14%	25%	11%	25%	23%	14%	21%	16%	14%
DK/NR	13%	6%	17%	17%	4%	5%	7%	6%	3%	14%	5%	15%	15%	4%	16%	10%	12%	13%
Internet	8%	8%	7%	7%	3%	9%	9%	8%	14%	8%	5%	7%	7%	11%	4%	7%	6%	10%
General government phone line	7%	8%	6%	6%	9%	4%	11%	8%	2%	6%	13%	7%	7%	9%	9%	6%	7%	8%
Travel agent	7%	7%	6%	6%	12%	6%	7%	8%	4%	7%	4%	5%	7%	10%	7%	7%	7%	7%
Other departments	4%	2%	5%	5%	2%	2%	1%	2%	10%	5%	1%	5%	4%	1%	3%	5%	5%	3%
Other	4%	1%	6%	6%	0%	0%	1%	1%	1%	3%	6%	2%	6%	7%	2%	3%	2%	5%
Immigration and Customs	3%	2%	3%	3%	1%	1%	2%	2%	0%	3%	1%	3%	3%	1%	3%	3%	4%	2%
Contacts, friends	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	0%	1%	1%	2%	1%	1%
chi ² :		***		(***)				(**)		(***)		(***)			(*)			

If you needed information on how to get a passport, where would you look for it first?

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q11 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Blue pages	20%	20%	6%	25%	26%	21%	24%	14%	27%	18%	18%	23%	17%	23%	24%	21%	12%
Post office	18%	15%	17%	19%	17%	17%	22%	12%	15%	25%	24%	16%	20%	21%	17%	18%	18%
Passport Office	17%	8%	29%	12%	7%	15%	18%	14%	15%	18%	20%	18%	15%	17%	20%	12%	19%
DK/NR	13%	28%	12%	12%	16%	7%	7%	16%	12%	8%	15%	14%	12%	9%	11%	10%	19%
Internet	8%	3%	7%	10%	5%	7%	8%	15%	9%	4%	0%	3%	12%	8%	2%	16%	1%
General government phone line	7%	7%	6%	7%	7%	11%	5%	6%	7%	7%	8%	8%	6%	6%	6%	8%	7%
Travel agent	7%	5%	8%	7%	9%	7%	5%	11%	5%	4%	6%	9%	4%	4%	7%	5%	10%
Other departments	4%	7%	4%	3%	4%	6%	3%	5%	3%	5%	3%	4%	4%	3%	5%	3%	4%
Other	4%	1%	7%	2%	3%	2%	3%	2%	4%	6%	2%	3%	5%	2%	4%	2%	6%
Immigration and Customs	3%	4%	2%	2%	4%	5%	3%	2%	3%	4%	1%	1%	4%	3%	3%	3%	3%
Contacts, friends	1%	2%	1%	1%	2%	1%	2%	3%	1%	0%	1%	1%	1%	3%	1%	1%	2%
chi ² :		(***)						(***)				(***)		(***)			

If you needed information on how to get a passport, where would you look for it first?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q11 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Blue pages	20%	18%	23%	16%	26%	16%	25%	23%	18%	21%	20%
Post office	18%	23%	17%	17%	20%	16%	16%	15%	21%	17%	19%
Passport Office	17%	17%	17%	16%	12%	17%	17%	20%	15%	17%	16%
DK/NR	13%	6%	17%	14%	8%	14%	14%	10%	11%	9%	14%
Internet	8%	5%	5%	9%	7%	13%	8%	9%	8%	10%	6%
General government phone line	7%	8%	7%	3%	6%	8%	6%	7%	7%	8%	7%
Travel agent	7%	7%	4%	13%	8%	8%	4%	6%	7%	6%	6%
Other departments	4%	4%	4%	2%	4%	4%	6%	3%	4%	4%	4%
Other	4%	8%	3%	5%	4%	1%	2%	4%	4%	4%	3%
Immigration and Customs	3%	3%	3%	1%	3%	2%	1%	2%	3%	2%	3%
Contacts, friends	1%	1%	0%	1%	2%	1%	1%	1%	1%	0%	2%
chi ² :		(***)					(*)			*	+

Where could you obtain the passport application form?

	TOTAL	HOLD A PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two peopl e	Three	Four and more
Q12 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Post office	36%	40%	34%	34%	47%	37%	39%	38%	47%	36%	36%	37%	33%	35%	40%	36%	36%	33%
Passport Office	20%	33%	11%	11%	30%	35%	34%	33%	34%	18%	31%	17%	19%	31%	16%	23%	22%	18%
DK/NR	20%	7%	28%	28%	1%	8%	8%	7%	4%	22%	10%	24%	19%	11%	18%	19%	17%	23%
Travel agent	8%	10%	7%	7%	11%	9%	11%	11%	6%	8%	7%	6%	10%	13%	10%	7%	8%	9%
Other departments	5%	3%	6%	6%	0%	6%	2%	4%	2%	5%	3%	7%	2%	2%	4%	3%	6%	5%
Other	4%	2%	5%	5%	3%	2%	2%	2%	6%	4%	4%	3%	8%	4%	4%	3%	4%	5%
General government phone line	4%	3%	4%	4%	6%	1%	2%	3%	1%	3%	6%	5%	3%	2%	4%	4%	5%	2%
Immigration and Customs	2%	1%	3%	3%	1%	1%	1%	1%	0%	2%	2%	1%	4%	2%	1%	2%	1%	3%
Internet	1%	1%	2%	2%	0%	0%	1%	1%	0%	1%	1%	1%	2%	0%	2%	1%	0%	2%
Blue pages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contacts, friends	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		(***)		(***)				-	+	(***)		(***)						

Where could you obtain the passport application form?

	-REGION OF RESIDENCE-							-AGE-				-GENDER-		-INTERNET ACCESS-			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Sask	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q12 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Post office	36%	31%	32%	39%	31%	32%	40%	24%	35%	40%	44%	33%	38%	40%	38%	35%	32%
Passport Office	20%	10%	23%	22%	13%	20%	21%	22%	19%	20%	18%	21%	19%	25%	15%	21%	20%
DK/NR	20%	35%	18%	18%	34%	17%	14%	26%	19%	18%	16%	21%	19%	17%	20%	17%	26%
Travel agent	8%	5%	9%	9%	10%	8%	6%	12%	8%	6%	6%	10%	7%	6%	8%	8%	10%
Other departments	5%	4%	2%	6%	6%	9%	4%	4%	4%	6%	5%	5%	4%	3%	6%	5%	4%
Other	4%	2%	8%	2%	2%	2%	5%	5%	5%	4%	3%	4%	4%	4%	5%	5%	3%
General government phone line	4%	5%	2%	3%	3%	7%	5%	2%	4%	3%	6%	3%	4%	4%	4%	3%	4%
Immigration and Customs	2%	5%	3%	0%	0%	2%	6%	2%	4%	1%	1%	2%	3%	1%	4%	2%	1%
Internet	1%	3%	2%	0%	1%	3%	1%	2%	2%	1%	0%	1%	1%	0%	0%	3%	0%
Blue pages	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Contacts, friends	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		(***)						(***)				(*)		(***)			

Where could you obtain the passport application form?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q12 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Post office	36%	38%	34%	28%	38%	35%	33%	37%	38%	33%	37%
Passport Office	20%	21%	23%	30%	17%	19%	21%	24%	19%	24%	18%
DK/NR	20%	15%	19%	16%	19%	23%	21%	17%	19%	18%	21%
Travel agent	8%	7%	8%	12%	9%	9%	5%	8%	8%	10%	7%
Other departments	5%	5%	4%	5%	6%	4%	6%	4%	5%	4%	6%
Other	4%	6%	4%	4%	4%	4%	5%	3%	3%	5%	4%
General government phone line	4%	4%	4%	2%	4%	2%	4%	3%	4%	5%	3%
Immigration and Customs	2%	3%	4%	1%	2%	2%	2%	2%	2%	1%	3%
Internet	1%	1%	0%	2%	1%	2%	3%	0%	1%	1%	2%
Blue pages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contacts, friends	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :										(**)	

Do you know whether the Passport Office has an Internet Web site?

	HOLD A- LAST RENEWAL-							MAIN USE-		CANADIAN BY-		MOTHER TONGUE-			HOUSEHOLD SIZE-			
	TOTAL	PASSPORT		No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q13 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Yes, it does	11%	15%	9%	9%	17%	17%	12%	14%	25%	11%	13%	10%	9%	17%	10%	9%	15%	12%
No, it does not	13%	12%	13%	13%	8%	10%	13%	12%	9%	13%	12%	14%	13%	8%	12%	11%	11%	14%
Don't know for a fact but they probably do	40%	38%	42%	42%	36%	42%	35%	37%	46%	42%	34%	40%	47%	33%	40%	41%	44%	38%
DK/NR	36%	36%	36%	36%	40%	30%	39%	38%	20%	35%	41%	36%	31%	42%	38%	39%	31%	36%
chi ² :		**		*				++	--	*		***	-					-
	REGION OF RESIDENCE-							AGE-				GENDER-		INTERNET ACCESS-				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access		
Q13 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Yes, it does	11%	8%	12%	11%	10%	12%	14%	14%	11%	14%	7%	10%	12%	16%	11%	12%	8%	
No, it does not	13%	15%	12%	12%	12%	12%	15%	14%	15%	9%	9%	12%	13%	15%	9%	14%	12%	
Don't know for a fact but they probably do	40%	34%	46%	39%	43%	35%	39%	40%	42%	42%	37%	41%	39%	38%	47%	42%	32%	
DK/NR	36%	44%	30%	38%	36%	40%	32%	32%	32%	35%	48%	37%	35%	31%	33%	32%	49%	
chi ² :		+	-					***	-		+++			***		-	+++	

Do you know whether the Passport Office has an Internet Web site?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q13											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Yes, it does	11%	10%	8%	12%	11%	15%	12%	14%	10%	15%	9%
No, it does not	13%	14%	11%	19%	13%	10%	13%	14%	11%	17%	10%
Don't know for a fact but they probably do	40%	43%	46%	30%	37%	41%	42%	31%	44%	39%	41%
DK/NR	36%	33%	35%	39%	39%	34%	34%	41%	36%	29%	40%
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Do you know whether the Passport Office has a toll-free 1-800 phone line?

	HOLD A- LAST RENEWAL- PASSPORT							MAIN USE-		CANADIAN BY- BIRTH		MOTHER TONGUE-			HOUSEHOLD SIZE-			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q14 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Yes, it does	20%	25%	16%	16%	32%	19%	26%	25%	18%	19%	22%	19%	21%	21%	21%	21%	23%	18%
No, it does not	12%	10%	13%	13%	12%	12%	8%	11%	9%	12%	13%	11%	12%	15%	11%	10%	7%	16%
Don't know for a fact but they probably do	37%	34%	40%	40%	27%	37%	36%	33%	45%	38%	33%	40%	38%	30%	37%	39%	43%	34%
DK/NR	31%	30%	30%	30%	29%	31%	30%	31%	28%	30%	32%	30%	29%	33%	31%	30%	27%	32%
chi ² :		***		***											**			

	REGION OF RESIDENCE-						AGE-				GENDER-		INTERNET ACCESS-				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- ta	BC & Terr.	18- 29	30- 44	45- 59	60+	Women	Men	At home only	Out- side only	Both	No access	
Q14 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Yes, it does	20%	18%	19%	22%	18%	18%	18%	22%	18%	22%	18%	19%	21%	17%	18%	22%	21%
No, it does not	12%	9%	11%	13%	11%	11%	16%	16%	12%	11%	7%	10%	14%	15%	11%	12%	11%
Don't know for a fact but they probably do	37%	34%	43%	33%	41%	42%	38%	35%	39%	39%	36%	39%	35%	39%	39%	37%	35%
DK/NR	31%	39%	26%	33%	31%	30%	28%	27%	30%	27%	39%	32%	29%	29%	32%	29%	32%
chi ² :		++						**			+++						

Do you know whether the Passport Office has a toll-free 1-800 phone line?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q14											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Yes, it does	20%	21%	21%	30%	21%	20%	21%	25%	18%	25%	18%
No, it does not	12%	8%	8%	23%	13%	13%	12%	14%	10%	16%	9%
Don't know for a fact but they probably do	37%	44%	42%	21%	34%	34%	37%	29%	41%	35%	39%
DK/NR	31%	27%	29%	26%	32%	33%	31%	32%	31%	25%	34%
chi ² :		***					**			***	***

What is the best way to inform you on the subject of changes to the passport rules and prices?

	TOTAL	HOLD A PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q15	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	20%	16%	23%	23%	21%	17%	15%	15%	13%	20%	19%	20%	18%	21%	19%	19%	19%	21%
Newspaper	18%	23%	15%	15%	28%	19%	24%	23%	15%	18%	19%	21%	12%	18%	15%	20%	21%	17%
Mail	15%	13%	18%	18%	9%	13%	13%	13%	11%	14%	20%	16%	15%	14%	17%	16%	19%	13%
Television	10%	10%	10%	10%	12%	11%	8%	9%	20%	10%	8%	9%	10%	12%	6%	9%	10%	11%
Internet	9%	10%	8%	8%	10%	10%	10%	11%	7%	9%	8%	8%	9%	11%	11%	9%	8%	9%
Travel agent	8%	10%	8%	8%	11%	8%	10%	10%	9%	9%	8%	8%	9%	9%	8%	7%	10%	9%
Passport application forms	5%	5%	4%	4%	5%	6%	5%	5%	3%	4%	7%	4%	7%	5%	7%	5%	3%	5%
Other	5%	5%	4%	4%	1%	7%	4%	5%	4%	5%	5%	4%	7%	3%	6%	6%	3%	3%
Posters in passport offices	3%	3%	3%	3%	2%	3%	4%	3%	8%	4%	2%	3%	5%	2%	7%	3%	4%	2%
DK/NR	2%	3%	2%	2%	2%	2%	3%	2%	8%	2%	2%	3%	3%	1%	2%	2%	1%	3%
Insert to new passports	2%	2%	2%	2%	0%	2%	2%	2%	1%	2%	1%	3%	1%	2%	2%	3%	2%	1%
Radio	2%	2%	2%	2%	1%	3%	1%	2%	0%	2%	2%	1%	3%	1%	1%	1%	1%	3%
Telephone		**		(*)				(*)		**		**	++		(**)	-		+++
chi ² :																		

What is the best way to inform you on the subject of changes to the passport rules and prices?

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Sask	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q15																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Newspaper	20%	18%	17%	20%	14%	25%	24%	13%	20%	22%	26%	18%	22%	20%	19%	20%	20%
Mail	18%	20%	11%	22%	19%	18%	18%	24%	19%	14%	17%	19%	18%	18%	24%	15%	19%
Television	15%	16%	15%	16%	19%	13%	14%	14%	15%	17%	15%	18%	13%	11%	14%	15%	20%
Internet	10%	12%	11%	9%	10%	10%	8%	16%	9%	9%	4%	9%	11%	16%	8%	13%	2%
Travel agent	9%	9%	9%	8%	12%	10%	10%	10%	8%	7%	10%	9%	9%	11%	8%	9%	8%
Passport application forms	8%	6%	7%	11%	5%	9%	8%	5%	10%	9%	9%	9%	8%	11%	8%	9%	6%
Other	5%	3%	8%	3%	3%	4%	4%	3%	6%	6%	3%	5%	4%	5%	6%	4%	4%
Posters in passport offices	5%	4%	6%	4%	4%	5%	3%	5%	4%	4%	6%	3%	6%	3%	4%	4%	7%
DK/NR	3%	4%	7%	2%	5%	2%	2%	2%	2%	2%	8%	5%	2%	2%	1%	2%	8%
Insert to new passports	2%	1%	3%	2%	2%	2%	2%	2%	4%	3%	1%	1%	3%	1%	2%	4%	2%
Radio	2%	1%	2%	2%	5%	2%	4%	4%	2%	2%	1%	2%	3%	2%	3%	3%	1%
Telephone	2%	3%	3%	1%	3%	1%	0%	1%	2%	4%	1%	3%	1%	1%	3%	1%	2%
chi ² :		(**)						***		++		***	--	(***)	+		

What is the best way to inform you on the subject of changes to the passport rules and prices?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q15 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Newspaper	20%	22%	27% ++	24%	21%	14% ---	18%	19%	21%	20%	20%
Mail	18%	19%	14% -	15%	19%	22% +	21%	26% +++	14% ---	22% +	17% -
Television	15%	16%	19%	11%	16%	14%	12%	13%	18%	14%	17%
Internet	10%	4%	5% ---	11%	11%	16% +++	9%	8%	11% +	12% +	8% -
Travel agent	9%	6%	10%	7%	10%	10%	7%	7%	11% +	8%	9%
Passport application forms	8%	13% ++	9% -	2%	7%	8%	11%	8%	8%	7%	9%
Other	5%	8% +	4%	3%	4%	5%	6%	3%	5%	4%	5%
Posters in passport offices	5%	4%	3%	12% +++	3%	4%	8% ++	5%	3% --	4%	4%
DK/NR	3%	2%	4%	5%	3%	2%	3%	2%	3%	2%	4%
Insert to new passports	2%	2%	3%	0%	3%	2%	3%	4%	2%	2%	2%
Radio	2%	2%	3%	5%	2%	2%	1%	2%	3%	2%	2%
Telephone	2%	0%	1%	5% +	2%	2%	1%	2%	1%	2%	2%
chi ² :		(***)					(***)				

Do you currently hold a valid Canadian passport?

		HOLD A PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q16	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	Yes	40%	100%	0%	0%	100%	100%	100%	100%	100%	34%	65%	37%	30%	59%	40%	49%	41%	33%
	No	59%	0%	100%	100%	0%	0%	0%	0%	0%	65%	35%	62%	68%	41%	60%	51%	58%	66%
	DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	1%	0%	1%	1%
	chi ² :		***		***						(***)		(***)	+		(***)			
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q16	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
	Yes	40%	19%	35%	46%	30%	44%	46%	39%	36%	42%	45%	41%	39%	39%	33%	48%	35%	
	No	59%	80%	63%	53%	69%	55%	53%	59%	64%	58%	54%	58%	60%	61%	66%	51%	64%	
	DK/NR	1%	1%	2%	1%	1%	1%	1%	2%	0%	0%	1%	1%	1%	0%	1%	1%	1%	
	chi ² :		(***)						(**)						(***)				

Do you currently hold a valid Canadian passport?

		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
		TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q16	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
	Yes	40%	44%	43%	49%	41%	34%	46%	54%	34%	48%	35%
	No	59%	55%	57%	49%	58%	65%	52%	46%	65%	51%	65%
	DK/NR	1%	1%	0%	-	1%	1%	1%	1%	1%	1%	0%
	chi ² :		(*)					(***)			(***)	-

How many years ago was that passport issued?

	TOTAL	HOLD A PASSPORT		LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE					
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more	
Q17 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448	
No a ppt holder	59%	0%	100%	100%	0%	0%	0%	0%	0%	65%	35%	62%	68%	41%	60%	51%	58%	66%	
Less than 1 year	6%	16%	0%	0%	100%	0%	0%	16%	13%	5%	10%	6%	6%	8%	6%	9%	9%	3%	
1-2 years	12%	31%	0%	0%	0%	100%	0%	30%	39%	10%	23%	10%	11%	20%	11%	16%	13%	10%	
3-5 years	20%	50%	0%	0%	0%	0%	100%	50%	46%	18%	30%	19%	14%	30%	22%	23%	17%	19%	
DK/NR	2%	3%	0%	0%	0%	0%	0%	4%	2%	2%	2%	3%	2%	0%	2%	1%	4%	2%	
chi ² : mean for these data: sig. test for means:	2.63	2.63	*	*	0.50	1.50	4.00	2.63	2.55	2.68	2.52	2.69	2.46	2.65	(***)	2.76	2.51	2.37	2.87

	TOTAL	REGION OF RESIDENCE					AGE				GENDER		INTERNET ACCESS					
		Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q17 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
No a ppt holder	59%	80%	63%	53%	69%	55%	53%	59%	64%	58%	54%	58%	60%	61%	66%	51%	64%	
Less than 1 year	6%	3%	5%	8%	4%	7%	7%	5%	6%	6%	10%	8%	4%	6%	9%	5%	5%	
1-2 years	12%	5%	13%	13%	10%	12%	15%	11%	11%	16%	13%	12%	12%	10%	9%	16%	11%	
3-5 years	20%	9%	17%	24%	15%	22%	22%	23%	18%	19%	20%	20%	20%	22%	12%	26%	18%	
DK/NR	2%	2%	2%	2%	3%	4%	3%	2%	2%	2%	2%	1%	3%	1%	3%	3%	2%	
chi ² : mean for these data: sig. test for means:	2.63	(***)	2.62	2.56	2.67	2.64	2.68	2.60	2.84	2.64	2.53	2.43	2.53	2.75	2.77	2.18	2.77	2.63

How many years ago was that passport issued?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q17 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
No a ppt holder	59%	55%	57%	49%	58%	65%	52%	46%	65%	51%	65%
Less than 1 year	6%	10%	6%	11%	6%	3%	6%	11%	5%	9%	5%
1-2 years	12%	14%	12%	22%	12%	9%	17%	18%	9%	13%	11%
3-5 years	20%	19%	22%	13%	20%	21%	20%	23%	19%	24%	18%
DK/NR	2%	2%	2%	5%	3%	2%	4%	2%	2%	3%	2%
							+			+	-
chi ² :		(***)					***			***	
mean for these data:	2.63	2.39	2.71	1.98	2.65	3.01	2.52	2.41	2.82	2.65	2.67
sig. test for means:		*		**		**		*	**		

Do you use your passport mainly for leisure trips or for business trips?

	HOLD A PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
Q18 real # of participants:	570	570	0	0	91	167	288	494	68	442	128	379	98	92	117	225	96	130
Leisure trips	90%	90%	0%	0%	91%	89%	90%	100%	0%	88%	93%	87%	89%	97%	88%	95%	89%	85%
Business trips	9%	9%	0%	0%	7%	11%	8%	0%	100%	10%	5%	11%	11%	3%	11%	5%	9%	12%
DK/NR	2%	2%	0%	0%	2%	0%	2%	0%	0%	2%	1%	3%	1%	0%	1%	0%	3%	2%
chi ² :								(***)				(**)			(*)			
	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q18 real # of participants:	570	53	110	117	74	103	113	84	171	169	131	297	273	105	131	216	118	
Leisure trips	90%	83%	84%	94%	86%	85%	92%	96%	87%	79%	98%	94%	85%	96%	90%	83%	98%	
Business trips	9%	15%	16%	3%	13%	14%	8%	4%	10%	18%	2%	5%	13%	4%	9%	14%	1%	
DK/NR	2%	2%	0%	3%	1%	1%	0%	0%	3%	2%	0%	1%	2%	0%	0%	3%	1%	
chi ² :		(**)						(***)	+			(***)		(***)		+		

Do you use your passport mainly for leisure trips or for business trips?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q18 real # of participants:	570	100	103	34	152	127	115	192	246	224	323
Leisure trips	90%	89%	88%	87%	91%	92%	91%	91%	89%	91%	90%
Business trips	9%	6%	11%	11%	9%	6%	9%	8%	9%	6%	10%
DK/NR	2%	5%	1%	1%	0%	2%	0%	1%	3%	3%	0%
chi ² :		++								(*)	-

Internet access

		HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more	
Q1920	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	Access at home only	17%	17%	18%	18%	16%	14%	19%	18%	7%	15%	26%	16%	14%	24%	9%	19%	13%	20%
	Access outside only	23%	19%	26%	26%	35%	17%	14%	19%	20%	25%	15%	24%	26%	16%	25%	26%	24%	20%
	Access at home and outside	35%	43%	30%	30%	28%	46%	46%	40%	69%	36%	33%	42%	24%	31%	17%	25%	41%	46%
	No access	24%	21%	26%	26%	21%	23%	22%	23%	3%	24%	26%	18%	36%	30%	49%	30%	22%	14%
	DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	chi ² :	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q1920	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
	Access at home only	17%	16%	13%	18%	15%	18%	20%	14%	18%	17%	19%	17%	17%	100%	0%	0%	0%	
	Access outside only	23%	28%	24%	20%	29%	23%	24%	24%	28%	20%	18%	26%	20%	0%	100%	0%	0%	
	Access at home and outside	35%	25%	26%	43%	30%	39%	36%	52%	39%	36%	10%	29%	41%	0%	0%	100%	0%	
	No access	24%	31%	37%	18%	24%	19%	19%	10%	15%	28%	53%	27%	22%	0%	0%	0%	100%	
	DK/NR	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	chi ² :	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	

Internet access

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q1920 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Access at home only	17%	14%	12%	19%	19%	19%	15%	17%	19%	21%	15%
Access outside only	23%	22%	23%	20%	21%	25%	22%	24%	23%	22%	24%
Access at home and outside	35%	35%	42%	32%	39%	32%	40%	36%	34%	34%	36%
No access	24%	28%	23%	27%	21%	23%	23%	23%	25%	23%	25%
DK/NR	0%	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%
chi ² :		(*)		++						(*)	

Are you a Canadian citizen by birth?

		HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Lei-sure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two peopl e	Three	Four and more
Q21	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	Yes	80%	68%	88%	88%	69%	63%	71%	67%	80%	100%	0%	90%	96%	34%	86%	81%	84%	77%
	No	20%	32%	12%	12%	31%	37%	29%	33%	20%	0%	100%	10%	4%	66%	14%	19%	16%	23%
	DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	chi ² :		(***)		(***)				*		***		(***)			*			
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access		
Q21	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
	Yes	80%	95%	89%	75%	87%	78%	68%	89%	79%	78%	77%	81%	79%	70%	87%	82%	79%	
	No	20%	4%	11%	25%	12%	21%	32%	11%	21%	22%	23%	19%	20%	30%	13%	18%	21%	
	DK/NR	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	chi ² :		(***)						***						***				

Are you a Canadian citizen by birth?

		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
		TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q21	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
	Yes	80%	75%	87%	69%	73%	85%	75%	72%	84%	75%	83%
	No	20%	25%	13%	30%	27%	15%	24%	28%	16%	25%	17%
	DK/NR	0%	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%
	chi ² :		(***)		+++			(***)			(***)	

How many people 18 or older live in your household?

		HOLD A PASSPORT				LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q22	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
1		13%	13%	14%	14%	14%	10%	13%	12%	16%	14%	9%	13%	18%	9%	100%	4%	6%	0%
2		52%	54%	51%	51%	59%	56%	51%	56%	41%	52%	51%	53%	54%	44%	0%	96%	40%	36%
3+		35%	34%	36%	36%	27%	34%	35%	32%	43%	34%	39%	33%	29%	46%	0%	0%	54%	64%
	chi ² :										*		***	--	+++	---	---	+++	+++
	mean for these data:	2.45	2.41	2.48	2.48	2.31	2.36	2.48	2.39	2.59	2.42	2.60	2.40	2.23	2.83	1.00	1.96	2.47	3.22
	sig. test for means:										*	*	***	***	***	***	***	***	***
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access		
Q22	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
1		13%	12%	17%	11%	14%	15%	14%	6%	12%	13%	24%	15%	12%	7%	16%	7%	24%	
2		52%	46%	53%	47%	56%	54%	61%	---	64%	45%	59%	51%	52%	58%	57%	46%	51%	
3+		35%	42%	30%	42%	30%	31%	25%	---	24%	43%	17%	34%	36%	36%	26%	47%	26%	
	chi ² :		+	-	+++	---	---	+++	---	---	+++	---			---	---	+++	---	
	mean for these data:	2.45	2.53	2.26	2.66	2.37	2.34	2.24	2.94	2.24	2.62	2.05	2.40	2.50	2.54	2.23	2.72	2.22	
	sig. test for means:		***	---	***	---	---	***	***	***	**	***			***	***	***	***	

How many people 18 or older live in your household?

		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
		TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q22	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
	1	13%	12%	16%	16%	12%	14%	13%	13%	13%	12%	14%
	2	52%	54%	53%	46%	51%	49%	49%	49%	53%	50%	53%
	3+	35%	34%	31%	39%	38%	37%	38%	38%	34%	38%	33%
	chi ² : mean for these data: sig. test for means:	2.45	2.48	2.31 **	2.48	2.55	2.48	2.46	2.51	2.45	2.56 **	2.39 **

How many people 17 and younger live in your household?

		HOLD A PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q23	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	None	59%	64%	56%	56%	69%	64%	62%	66%	51%	59%	58%	59%	65%	54%	100%	96%	54%	23%
	1	18%	20%	17%	17%	16%	24%	19%	18%	27%	18%	21%	18%	17%	22%	0%	4%	40%	25%
	2+	22%	16%	26%	26%	15%	11%	19%	16%	22%	22%	21%	23%	18%	24%	0%	0%	6%	52%
	DK/NR	1%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%
	chi ² : mean for these data: sig. test for means:	0.72	(***) 0.61 **	0.79 **	(***) 0.79 **	0.76	0.52 **	0.63	0.59	0.77	0.73	0.68	0.74	0.59 **	0.82	0.00 ***	0.04 ***	0.53 ***	1.52 ***
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access		
Q23	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
	None	59%	65%	64%	54%	58%	62%	58%	58%	34%	71%	89%	57%	61%	63%	58%	47%	75%	
	1	18%	15%	17%	22%	13%	15%	18%	21%	25%	17%	6%	20%	16%	15%	22%	23%	11%	
	2+	22%	19%	18%	24%	27%	21%	23%	22%	41%	12%	5%	22%	22%	22%	20%	30%	13%	
	DK/NR	1%	1%	0%	0%	1%	2%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	
	chi ² : mean for these data: sig. test for means:	0.72	0.60	0.59 **	0.81 *	0.79	0.68	0.73	(***) 0.77	1.23 ***	0.45 ***	0.16 ***	0.77	0.67	(***) 0.70	0.69	0.95 ***	0.41 ***	

How many people 17 and younger live in your household?

		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
		TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q23	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
	None	59%	63%	64%	57%	56%	59%	55%	56%	63%	57%	59%
	1	18%	14%	17%	16%	20%	20%	20%	23%	16%	16%	20%
	2+	22%	22%	18%	24%	24%	21%	24%	21%	21%	25%	20%
	DK/NR	1%	0%	1%	3%	1%	0%	1%	1%	1%	1%	0%
					++							
	chi ² :										(*)	
	mean for these data:	0.719	0.663	0.634	0.957	0.753	0.695	0.765	0.787	0.643	0.793	0.689
	sig. test for means:									*		

Household size

		HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more	
HHSZ	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
	One person	10%	10%	10%	10%	10%	9%	11%	10%	14%	11%	7%	10%	14%	7%	100%	0%	0%	0%
	Two people	32%	38%	27%	27%	46%	40%	36%	41%	21%	32%	31%	31%	38%	27%	0%	100%	0%	0%
	Three	17%	18%	17%	17%	24%	18%	15%	18%	18%	18%	14%	20%	16%	11%	0%	0%	100%	0%
	Four and more	40%	33%	45%	45%	20%	33%	38%	31%	47%	39%	48%	38%	32%	55%	0%	0%	0%	100%
	chi ² :																		
	mean for these data:	3.18	3.03	3.27	3.27	3.07	2.88	3.11	2.98	3.36	3.15	3.28	3.15	2.82	3.65	1.00	2.00	3.00	4.74
	sig. test for means:		**	**	**		**							**	**	**	**	**	**

		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
		Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
HHSZ	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
	One person	10%	8%	14%	8%	10%	11%	11%	4%	7%	10%	23%	11%	10%	5%	11%	5%	21%
	Two people	32%	28%	36%	28%	35%	30%	35%	27%	18%	36%	55%	30%	33%	36%	35%	22%	39%
	Three	17%	22%	17%	16%	14%	22%	17%	16%	22%	19%	10%	18%	17%	13%	18%	20%	16%
	Four and more	40%	41%	33%	48%	40%	35%	36%	54%	53%	35%	12%	41%	40%	46%	34%	53%	24%
	chi ² :																	
	mean for these data:	3.18	3.15	2.86	3.48	3.18	3.04	2.99	3.70	3.47	3.07	2.20	3.18	3.18	3.24	2.93	3.68	2.64
	sig. test for means:		**	**	**	**	*	*	**	**	**	**	*	*	**	**	**	**

Household size

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
HHSZ	1558	229	278	97	347	445	268	393	794	517	979
real # of participants:											
One person	10%	11%	13%	11%	9%	11%	9%	10%	11%	9%	11%
Two people	32%	30%	33%	32%	28%	33%	28%	30%	33%	28%	34%
Three	17%	21%	21%	10%	17%	15%	21%	19%	16%	19%	16%
Four and more	40%	38%	33%	45%	45%	41%	42%	40%	39%	44%	39%
			--		+					*	
chi ² :	3.18	3.15	2.95	3.48	3.32	3.18	3.23	3.30	3.10	3.37	3.08
mean for these data:			**						*	**	**
sig. test for means:									*	**	**

Which language did you learn first and still understand?

	HOLD A- LAST RENEWAL- MAIN USE- CANADIAN BY- MOTHER TONGUE- HOUSEHOLD SIZE-																	
	TOTAL	PASSPORT		No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
Q24 real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
English	57%	53%	60%	60%	54%	46%	54%	51%	64%	64%	28%	100%	0%	0%	56%	55%	66%	54%
French	23%	17%	26%	26%	20%	20%	15%	17%	21%	27%	5%	0%	100%	0%	31%	27%	20%	18%
Other language	17%	27%	11%	11%	22%	30%	28%	29%	9%	7%	58%	0%	0%	86%	10%	15%	11%	24%
French and English	1%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	3%	1%	0%	1%	0%
Other combination	2%	3%	2%	2%	4%	3%	2%	3%	0%	1%	9%	0%	0%	12%	2%	2%	0%	4%
DK/NR	0%	1%	0%	0%	0%	2%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%
chi ² :		(***)		(***)		+++		(***)	+++	(***)		(***)			(***)			+

	REGION OF RESIDENCE-							AGE-				GENDER-		INTERNET ACCESS-			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Sask	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
Q24 real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
English	57%	83%	9%	67%	76%	80%	71%	57%	59%	57%	54%	56%	58%	53%	60%	67%	42%
French	23%	14%	80%	5%	4%	2%	1%	22%	21%	24%	23%	23%	22%	18%	25%	15%	34%
Other language	17%	3%	7%	26%	17%	16%	19%	20%	17%	12%	21%	18%	16%	26%	10%	16%	19%
French and English	1%	0%	2%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	1%
Other combination	2%	0%	0%	2%	2%	2%	8%	0%	2%	6%	0%	1%	4%	2%	3%	1%	4%
DK/NR	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%
chi ² :		(***)	+					(***)		++		(***)		(***)	++		

Which language did you learn first and still understand?

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
Q24 real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
English	57%	57%	70%	49%	56%	53%	61%	54%	60%	55%	58%
French	23%	22%	21%	19%	20%	25%	17%	19%	22%	16%	26%
Other language	17%	18%	7%	24%	21%	19%	16%	22%	17%	24%	13%
French and English	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%	1%
Other combination	2%	2%	2%	7%	3%	1%	5%	4%	1%	4%	1%
DK/NR	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
chi ² :		(***)		++			(***)			(***)	

Age

		HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
AGE	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
18-29		24%	24%	24%	24%	20%	22%	28%	26%	11%	27%	14%	25%	23%	26%	9%	21%	22%	33%
30-44		31%	28%	34%	34%	28%	27%	28%	27%	31%	31%	33%	32%	29%	30%	22%	18%	39%	40%
45-59		23%	24%	22%	22%	22%	30%	22%	21%	52%	22%	26%	23%	25%	21%	23%	26%	25%	20%
60+		19%	21%	17%	17%	29%	21%	19%	23%	6%	18%	22%	18%	20%	21%	42%	33%	11%	6%
NR		3%	2%	2%	2%	1%	1%	3%	2%	1%	2%	5%	2%	3%	3%	4%	2%	2%	1%
	chi ² : mean for these data: sig. test for means:	43.2	44.2	42.6	42.6	46.0	45.2	42.9	(***) 44.1	44.5	42.4	46.2	43.0	44.0	42.6	(***) 54.4	49.0	40.9	36.8
											**	**				***	***	**	***
		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
AGE	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
18-29		24%	22%	27%	26%	26%	19%	18%	100%	0%	0%	0%	23%	26%	20%	26%	36%	10%	
30-44		31%	29%	28%	32%	24%	34%	35%	0%	100%	0%	0%	31%	31%	34%	38%	34%	19%	
45-59		23%	28%	24%	21%	23%	24%	24%	0%	0%	100%	0%	23%	23%	23%	20%	23%	26%	
60+		19%	19%	18%	19%	22%	17%	18%	0%	0%	0%	100%	20%	18%	21%	15%	5%	41%	
NR		3%	2%	2%	1%	5%	6%	5%	0%	0%	0%	0%	3%	2%	2%	2%	2%	4%	
	chi ² : mean for these data: sig. test for means:	43.2	(*) 43.7	43.1	42.1	44.1	43.9	45.1	*** 23.2	*** 37.3	*** 51.8	*** 68.2	44.0	42.3	44.0	41.0	37.2	53.5	
													*	*		**	***	***	

Age

		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING		
		TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
AGE	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
18-29		24%	14%	24%	26%	22%	35%	23%	25%	24%	29%	22%
30-44		31%	39%	24%	20%	33%	29%	33%	35%	28%	33%	31%
45-59		23%	27%	31%	20%	22%	21%	26%	23%	24%	20%	24%
60+		19%	16%	19%	27%	21%	14%	15%	14%	22%	14%	21%
NR		3%	4%	2%	7%	3%	2%	4%	2%	2%	4%	2%
	chi ² :		(***)					*			++	--
	mean for these data:	43.2	46.0	44.5	44.3	43.1	39.5	42.5	41.6	44.3	40.6	44.2
	sig. test for means:		***				***		*	**	***	***

Gender		HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
Q28	real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Female		50%	52%	49%	49%	65%	50%	50%	55%	27%	51%	49%	50%	52%	51%	54%	48%	52%	51%
Male		50%	48%	51%	51%	35%	50%	50%	45%	73%	49%	51%	50%	48%	49%	46%	52%	48%	49%
	chi ² :				*	--			***	---									
Q28		REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
		TOTAL	Atlan-tic	Quebec	Onta-rio	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
Q28	real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
Female		50%	54%	50%	51%	49%	50%	48%	48%	50%	50%	53%	100%	0%	51%	57%	42%	56%	
Male		50%	46%	50%	49%	51%	50%	52%	52%	50%	50%	47%	0%	100%	49%	43%	58%	44%	
	chi ² :												***	***	***	--	+++	-	
Q28		SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING									
		TOTAL	Price averse	Feature disin-terstd	Few bene-fits	Trus-ting follow-ers	Strong suppor-ters	< 5 days	5 days	> 5 days	Gener-al taxes	Price incr-eases							
Q28	real # of participants:	1558	229	278	97	347	445	268	393	794	517	979							
Female		50%	48%	54%	40%	45%	54%	47%	51%	51%	43%	55%							
Male		50%	52%	46%	60%	55%	46%	53%	49%	49%	57%	45%							
	chi ² :		*		+	+	-				+++	---							

Regional code

REGIO	real # of participants:	HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
		TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
		1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Atlantic		9%	4%	12%	12%	4%	4%	4%	4%	7%	10%	2%	13%	5%	1%	7%	8%	11%	9%
Quebec		24%	21%	25%	25%	20%	25%	20%	19%	38%	26%	13%	4%	84%	11%	31%	27%	24%	19%
Ontario		38%	44%	34%	34%	47%	40%	46%	46%	16%	35%	49%	44%	8%	54%	31%	34%	35%	45%
Man & Sask		7%	5%	8%	8%	5%	6%	5%	5%	8%	8%	4%	9%	1%	7%	7%	8%	6%	7%
Alberta		9%	10%	9%	9%	10%	9%	10%	10%	17%	9%	10%	13%	1%	9%	10%	9%	12%	8%
BC & Terr.		13%	15%	12%	12%	14%	17%	15%	16%	14%	11%	22%	17%	1%	18%	14%	15%	13%	12%
	chi ² :		***		***				(***)		***		***		+		**		

REGIO	real # of participants:	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
		TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
		1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Atlantic		9%	100%	0%	0%	0%	0%	0%	8%	8%	11%	9%	9%	8%	8%	11%	6%	11%
Quebec		24%	0%	100%	0%	0%	0%	0%	26%	21%	24%	23%	23%	24%	18%	24%	17%	35%
Ontario		38%	0%	0%	100%	0%	0%	0%	41%	40%	35%	38%	38%	38%	41%	33%	46%	29%
Man & Sask		7%	0%	0%	0%	100%	0%	0%	7%	6%	7%	8%	7%	7%	6%	9%	6%	7%
Alberta		9%	0%	0%	0%	0%	100%	0%	7%	10%	10%	9%	9%	9%	10%	9%	10%	7%
BC & Terr.		13%	0%	0%	0%	0%	0%	100%	10%	15%	14%	13%	13%	14%	16%	14%	14%	10%
	chi ² :		***					+++							***			-

Regional code

REGIO	real # of participants:	SEGMENTS					DELIVERY EXPECTATION			SOURCE OF FUNDING	
		TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes
	1558	229	278	97	347	445	268	393	794	517	979
Atlantic	9%	6%	8%	12%	7%	10%	11%	8%	9%	9%	9%
Quebec	24%	27%	23%	16%	20%	25%	13%	22%	24%	18%	26%
Ontario	38%	36%	37%	32%	42%	41%	38%	42%	38%	42%	36%
Man & Sask	7%	6%	7%	9%	7%	7%	7%	7%	7%	7%	7%
Alberta	9%	8%	8%	7%	10%	8%	11%	10%	9%	9%	10%
BC & Terr.	13%	16%	16%	24%	14%	9%	20%	11%	13%	14%	13%
chi ² :		*		++		---	++	**		*	

Summary scales (% Top 8-10)

	HOLD A-PASSPORT		LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	English	French	Other	One person	Two people	Three	Four and more
SCALE	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
real # of participants:	27%	24%	29%	29%	20%	27%	23%	23%	35%	28%	23%	30%	28%	16%	31%	29%	22%	26%
Support for price increases	20%	21%	19%	19%	25%	17%	24%	20%	33%	20%	19%	20%	20%	19%	20%	18%	18%	22%
Support for express prices	90%	90%	91%	91%	88%	88%	92%	90%	90%	92%	84%	93%	93%	82%	90%	91%	94%	89%
Emphasis on intangible benefits	14%	11%	17%	17%	9%	11%	12%	11%	8%	15%	13%	12%	21%	12%	18%	14%	12%	14%
Amount of threat perceived	51%	51%	51%	51%	51%	57%	48%	50%	48%	51%	50%	49%	57%	51%	49%	54%	45%	53%
Support for service features		*										***	+				-	
chi ² :																		
	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS					
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access	
SCALE	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414	
real # of participants:	27%	41%	24%	24%	36%	31%	23%	24%	27%	30%	28%	27%	27%	27%	28%	26%	27%	
Support for price increases	20%	17%	20%	17%	24%	21%	26%	19%	26%	21%	11%	17%	23%	21%	23%	21%	14%	
Support for express prices	90%	86%	92%	93%	88%	93%	83%	90%	93%	91%	88%	92%	89%	91%	91%	92%	88%	
Emphasis on intangible benefits	14%	11%	16%	16%	12%	9%	12%	14%	12%	18%	13%	18%	11%	12%	16%	11%	19%	
Amount of threat perceived	51%	56%	56%	49%	43%	56%	45%	50%	59%	49%	45%	51%	52%	58%	55%	48%	47%	
Support for service features		**	+		-			***	***		-	**		+	*			
chi ² :																		

Summary scales (% Top 8-10)

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- tersted	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
SCALE											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Support for price increases	27%	0%	15%	6%	38%	44%	24%	29%	27%	18%	32%
Support for express prices	20%	12%	17%	14%	22%	26%	11%	23%	21%	18%	21%
Emphasis on intangible benefits	90%	96%	94%	0%	96%	98%	90%	89%	92%	87%	93%
Amount of threat perceived	14%	9%	26%	8%	0%	26%	15%	12%	15%	10%	17%
Support for service features	51%	49%	0%	24%	59%	80%	52%	53%	49%	51%	52%
chi ² :		***	---	---	+++	+++	*			***	

Summary scales

	HOLD A-PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
SPRIC SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	27%	24%	29%	29%	20%	27%	23%	23%	35%	28%	23%	30%	28%	16%	31%	29%	22%	26%
Mid range (5-7)	36%	35%	37%	37%	28%	32%	39%	36%	32%	37%	33%	34%	36%	44%	28%	31%	36%	43%
Low (0-4)	36%	40%	33%	33%	51%	41%	38%	40%	33%	34%	44%	34%	36%	40%	40%	39%	40%	30%
DK/NR	1%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%
chi ² :		(**)	+	(**)						(**)		(***)			(***)			
mean for these data:	5.99	5.78	6.13	6.13	5.28	5.71	5.96	5.80	6.19	6.05	5.73	6.05	6.00	5.77	5.93	5.93	5.72	6.17
sig. test for means:		**	**	**	**										*		*	*
SEXPR SCALE: Support for express prices (Q10A, Q10B, Q10C)																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	20%	21%	19%	19%	25%	17%	24%	20%	33%	20%	19%	20%	20%	19%	20%	18%	18%	22%
Mid range (5-7)	19%	18%	20%	20%	20%	23%	15%	19%	13%	18%	24%	19%	21%	18%	11%	18%	18%	22%
Low (0-4)	60%	60%	60%	60%	55%	60%	61%	61%	54%	61%	56%	60%	57%	63%	67%	62%	63%	55%
DK/NR	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	2%	2%	1%	0%
chi ² :															+			
mean for these data:	4.47	4.48	4.46	4.46	4.93	4.56	4.41	4.44	5.01	4.41	4.73	4.46	4.70	4.18	4.01	4.29	4.43	4.75
sig. test for means:															*			*

Summary scales

	HOLD A-PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
SINTA SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	90%	90%	91%	91%	88%	88%	92%	90%	90%	92%	84%	93%	93%	82%	90%	91%	94%	89%
Mid range (5-7)	7%	8%	6%	6%	11%	7%	6%	8%	7%	+++	---	++	---	---	6%	6%	4%	8%
Low (0-4)	3%	3%	3%	3%	1%	5%	2%	3%	3%	---	+++	--	---	+++	3%	3%	2%	3%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
chi ² : mean for these data: sig. test for means:	8.94	8.96	8.94	8.94	8.75	8.84	9.11	8.94	9.09	(***)	(***)	(***)	9.00	8.87	8.87	9.01	8.93	8.94
STHRE SCALE: Amount of threat perceived (Q3A, Q3B)																		
real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	14%	11%	17%	17%	9%	11%	12%	11%	8%	15%	13%	12%	21%	12%	18%	14%	12%	14%
Mid range (5-7)	22%	20%	23%	23%	17%	21%	21%	20%	22%	24%	13%	24%	21%	20%	19%	25%	22%	21%
Low (0-4)	55%	60%	52%	52%	62%	59%	61%	61%	54%	52%	67%	57%	48%	59%	56%	52%	59%	56%
DK/NR	8%	8%	8%	8%	12%	10%	7%	8%	16%	9%	7%	8%	10%	8%	7%	9%	8%	9%
chi ² : mean for these data: sig. test for means:	4.87	4.60	5.05	5.05	4.42	4.53	4.75	4.62	4.55	4.96	4.50	4.81	5.20	4.66	4.97	4.96	4.75	4.84

Summary scales

	HOLD A- PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis- ure	Busi- ness	Yes	No	Engl- ish	French	Other	One person	Two people	Three	Four and more
SSERV SCALE: Support for service features (Q7B, Q7C, Q7D, Q7G) real # of participants:	1558	570	972	972	91	167	288	494	68	1348	205	1087	305	162	314	511	267	448
Top (8-10)	51%	51%	51%	51%	51%	57%	48%	50%	48%	51%	50%	49%	57%	51%	49%	54%	45%	53%
Mid range (5-7)	31%	30%	31%	31%	33%	21%	34%	31%	25%	30%	33%	31%	27%	35%	29%	27%	34%	33%
Low (0-4)	17%	18%	16%	16%	16%	22%	17%	18%	26%	17%	17%	19%	15%	13%	20%	17%	21%	14%
DK/NR	1%	0%	2%	2%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%	2%	2%	1%	0%
chi ² : mean for these data: sig. test for means:	7.26	7.17	7.32	7.32	7.18	7.21	7.15	7.18	7.00	7.25	7.33	(*) 7.09 ***	7.42	7.58 *	(**) 7.03	7.30	7.01 *	7.42 *

Summary scales

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.		18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
SPRIC SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	27%	41%	24%	24%	36%	31%	23%	24%	27%	30%	28%	27%	27%	27%	28%	26%	27%
Mid range (5-7)	36%	29%	36%	42%	29%	35%	30%	52%	38%	28%	24%	36%	37%	42%	34%	40%	29%
Low (0-4)	36%	29%	39%	33%	32%	33%	47%	23%	34%	41%	45%	36%	36%	30%	38%	33%	41%
DK/NR	1%	1%	1%	1%	3%	0%	0%	0%	1%	1%	2%	1%	1%	0%	0%	0%	2%
chi ² :		(***)			++			(***)			++			(**)			++
mean for these data:	5.99	6.48	5.74	6.07	6.23	6.13	5.63	6.50	5.92	5.80	5.81	6.03	5.94	6.18	5.97	6.03	5.80
sig. test for means:		**	*				**	***		*							
SEXPR SCALE: Support for express prices (Q10A, Q10B, Q10C)																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	20%	17%	20%	17%	24%	21%	26%	19%	26%	21%	11%	17%	23%	21%	23%	21%	14%
Mid range (5-7)	19%	18%	19%	19%	18%	18%	20%	23%	18%	19%	16%	20%	18%	19%	19%	23%	14%
Low (0-4)	60%	63%	60%	62%	56%	61%	53%	57%	56%	59%	70%	61%	58%	59%	58%	56%	69%
DK/NR	1%	2%	1%	1%	2%	0%	1%	0%	0%	1%	3%	2%	1%	1%	0%	0%	3%
chi ² :								(***)			+++	*		(***)			+++
mean for these data:	4.47	4.42	4.52	4.19	4.82	4.29	5.13	4.75	4.84	4.45	3.56	4.34	4.59	4.58	4.73	4.80	3.64
sig. test for means:				*			***		**		***				**	**	***

Summary scales

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.		18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
SINTA SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	90%	86%	92%	93%	88%	93%	83%	90%	93%	91%	88%	92%	89%	91%	91%	92%	88%
Mid range (5-7)	7%	8%	7%	5%	9%	5%	11%	8%	5%	6%	6%	6%	7%	7%	6%	6%	7%
Low (0-4)	3%	5%	2%	2%	3%	1%	6%	2%	1%	3%	5%	2%	3%	2%	3%	2%	4%
DK/NR	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%
chi ² :		(**)						(**)									++
mean for these data:	8.94	8.70	8.98	9.09	8.77	9.05	8.66	8.90	9.06	8.96	8.86	9.05	8.84	9.05	8.96	8.93	8.89
sig. test for means:		*		*	*		**		*			**	**				
STHRE SCALE: Amount of threat perceived (Q3A, Q3B)																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	14%	11%	16%	16%	12%	9%	12%	14%	12%	18%	13%	18%	11%	12%	16%	11%	19%
Mid range (5-7)	22%	27%	24%	21%	21%	19%	20%	31%	20%	21%	16%	23%	21%	26%	21%	24%	17%
Low (0-4)	55%	53%	48%	57%	58%	59%	61%	50%	56%	56%	58%	51%	60%	53%	53%	58%	55%
DK/NR	8%	9%	11%	6%	8%	13%	7%	5%	11%	5%	12%	9%	8%	8%	10%	7%	9%
chi ² :		*	+			+		***	++	--	+	***		*			*
mean for these data:	4.87	4.95	5.05	4.99	4.79	4.39	4.54	5.17	4.76	5.00	4.57	5.17	4.57	4.70	5.07	4.66	5.11
sig. test for means:					**	*	*	*			*	***	***			*	*

Summary scales

	-REGION OF RESIDENCE-						-AGE-				-GENDER-		-INTERNET ACCESS-				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Sask	Alber- ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access
SSERV SCALE: Support for service features (Q7B, Q7C, Q7D, Q7G)																	
real # of participants:	1558	250	300	252	254	247	255	257	489	448	311	858	700	248	406	483	414
Top (8-10)	51%	56%	56%	49%	43%	56%	45%	50%	59%	49%	45%	51%	52%	58%	55%	48%	47%
Mid range (5-7)	31%	26%	27%	33%	37%	27%	32%	37%	29%	26%	31%	31%	31%	28%	28%	33%	32%
Low (0-4)	17%	17%	16%	17%	17%	15%	22%	13%	12%	24%	21%	17%	17%	13%	17%	18%	18%
DK/NR	1%	1%	1%	1%	3%	2%	1%	0%	1%	1%	3%	2%	0%	1%	1%	1%	3%
chi ² :								(***)						(*)			
mean for these data:	7.26	7.38	7.41	7.23	7.17	7.36	6.99	7.39	7.50	7.06	7.07	7.26	7.26	7.60	7.31	7.15	7.15
sig. test for means:							*		**	*	*			**			

Summary scales

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
SPRIC SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	27%	0%	15%	6%	38%	44%	24%	29%	27%	18%	32%
Mid range (5-7)	36%	0%	38%	29%	49%	48%	38%	31%	37%	37%	37%
Low (0-4)	36%	100%	47%	64%	13%	8%	38%	39%	35%	45%	30%
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
chi ² :		***								(***)	
mean for these data:	5.99	2.65	5.58	4.57	7.08	7.40	5.88	5.89	6.00	5.36	6.39
sig. test for means:		***	***	***	***	***				***	***
SEXPR SCALE: Support for express prices (Q10A, Q10B, Q10C)											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	20%	12%	17%	14%	22%	26%	11%	23%	21%	18%	21%
Mid range (5-7)	19%	16%	15%	22%	20%	23%	15%	23%	19%	17%	20%
Low (0-4)	60%	71%	67%	63%	58%	50%	74%	53%	59%	65%	58%
DK/NR	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	1%
chi ² :		(***)					(***)			(*)	
mean for these data:	4.47	3.78	4.03	4.12	4.70	5.13	3.57	4.90	4.54	4.00	4.75
sig. test for means:		***	**			***	***	**		***	***

Summary scales

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
SINTA SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	90%	96%	94%	0%	96%	98%	90%	89%	92%	87%	93%
		++	+	---	+++	+++				---	+++
Mid range (5-7)	7%	4%	6%	55%	4%	2%	8%	8%	5%	10%	5%
				+++	--	---				+++	---
Low (0-4)	3%	0%	0%	45%	0%	0%	2%	3%	2%	4%	2%
		--	--	+++	---	---				+	-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		(***)								(***)	
mean for these data:	8.94	9.05	8.96	5.20	9.22	9.36	8.96	8.96	8.94	8.77	9.06
sig. test for means:		*		***	***	***				***	***
STHRE SCALE: Amount of threat perceived (Q3A, Q3B)											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	14%	9%	26%	8%	0%	26%	15%	12%	15%	10%	17%
		--	+++	-	---	+++				---	+++
Mid range (5-7)	22%	19%	31%	37%	0%	40%	19%	21%	24%	24%	22%
		-	++	++	---	+++					
Low (0-4)	55%	72%	43%	55%	100%	34%	57%	58%	54%	58%	54%
		+++	---	---	+++	---					
DK/NR	8%	0%	0%	0%	0%	0%	8%	8%	7%	8%	8%
chi ² :		***								**	
mean for these data:	4.87	4.64	5.89	4.74	2.39	6.38	4.84	4.70	4.95	4.72	5.03
sig. test for means:			***		***	***				*	*

Summary scales

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
SSERV SCALE: Support for service Q7C, Q7D, Q7G											
real # of participants:	1558	229	278	97	347	445	268	393	794	517	979
Top (8-10)	51%	49%	0%	24%	59%	80%	52%	53%	49%	51%	52%
Mid range (5-7)	31%	39%	37%	39%	36%	20%	29%	31%	32%	33%	30%
Low (0-4)	17%	12%	63%	37%	5%	0%	18%	15%	19%	16%	17%
DK/NR	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%
										-	+
chi ² :		***									
mean for these data:	7.26	7.27	4.78	6.03	7.82	8.39	7.29	7.32	7.15	7.28	7.25
sig. test for means:			***	***	***	***					

Z summary scales

	HOLD A-PASSPORT			LAST RENEWAL			MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE				
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leis-ure	Busi-ness	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
ZPRIC Z SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)																		
real # of participants:	100%	40%	59%	59%	6%	12%	20%	36%	3%	80%	20%	57%	23%	20%	10%	32%	17%	40%
mean for these data:	-0.01	-0.09	0.05	0.05	-0.30	-0.12	-0.02	-0.08	0.08	0.02	-0.11	0.02	0.00	-0.10	-0.03	-0.03	-0.12	0.07
sig. test for means:		**	**	**	**												*	*
ZEXPR Z SCALE: Support for express prices (Q10A, Q10B, Q10C)																		
real # of participants:	100%	40%	59%	59%	6%	12%	20%	36%	3%	80%	20%	57%	23%	20%	10%	32%	17%	40%
mean for these data:	-0.04	-0.04	-0.04	-0.04	0.10	-0.01	-0.06	-0.05	0.13	-0.06	0.04	-0.04	0.03	-0.13	-0.18	-0.09	-0.05	0.04
sig. test for means:															*			*
ZINTA Z SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)																		
real # of participants:	100%	40%	59%	59%	6%	12%	20%	36%	3%	80%	20%	57%	23%	20%	10%	32%	17%	40%
mean for these data:	0.03	0.04	0.03	0.03	-0.11	-0.04	0.15	0.03	0.13	0.06	-0.07	0.04	0.07	-0.02	-0.02	0.08	0.02	0.03
sig. test for means:							*											
ZTHRE Z SCALE: Amount of threat perceived (Q3A, Q3B)																		
real # of participants:	100%	40%	59%	59%	6%	12%	20%	36%	3%	80%	20%	57%	23%	20%	10%	32%	17%	40%
mean for these data:	0.03	-0.09	0.11	0.11	-0.16	-0.12	-0.02	-0.08	-0.11	0.07	-0.13	0.01	0.17	-0.06	0.07	0.07	-0.02	0.02
sig. test for means:		***	***	**		*				*	*		**					
ZSERV Z SCALE: Support for service features (Q7B, Q7C, Q7D, Q7G)																		
real # of participants:	100%	40%	59%	59%	6%	12%	20%	36%	3%	80%	20%	57%	23%	20%	10%	32%	17%	40%
mean for these data:	0.03	-0.02	0.06	0.06	-0.01	0.01	-0.03	-0.01	-0.10	0.02	0.07	-0.06	0.11	0.19	-0.08	0.05	-0.09	0.11
sig. test for means:												***		*			*	*

Z summary scales

	REGION OF RESIDENCE						AGE				GENDER		INTERNET ACCESS				
	TOTAL	Atlan- tic	Quebec	Onta- rio	Man & Alber- Sask ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out- side only	Both	No access	
ZPRIC Z SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)																	
real # of participants:	100%	9%	24%	38%	7%	9%	13%	24%	31%	23%	19%	50%	50%	17%	23%	35%	24%
mean for these data:	-0.01	0.20	-0.11	0.03	0.10	0.06	-0.15	0.21	-0.03	-0.08	-0.08	0.01	-0.02	0.08	-0.01	0.01	-0.08
sig. test for means:		**	*				**	***		*							
ZEXPR Z SCALE: Support for express prices (Q10A, Q10B, Q10C)																	
real # of participants:	100%	9%	24%	38%	7%	9%	13%	24%	31%	23%	19%	50%	50%	17%	23%	35%	24%
mean for these data:	-0.04	-0.05	-0.02	-0.12	0.07	-0.10	0.16	0.05	0.07	-0.04	-0.31	-0.08	-0.00	-0.01	0.04	0.06	-0.29
sig. test for means:				*			***		**		***					**	***
ZINTA Z SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)																	
real # of participants:	100%	9%	24%	38%	7%	9%	13%	24%	31%	23%	19%	50%	50%	17%	23%	35%	24%
mean for these data:	0.03	-0.15	0.06	0.13	-0.10	0.11	-0.17	-0.00	0.11	0.04	-0.03	0.11	-0.04	0.11	0.04	0.02	-0.01
sig. test for means:		*		*			**		*			**	**				
ZTHRE Z SCALE: Amount of threat perceived (Q3A, Q3B)																	
real # of participants:	100%	9%	24%	38%	7%	9%	13%	24%	31%	23%	19%	50%	50%	17%	23%	35%	24%
mean for these data:	0.03	0.07	0.11	0.08	-0.01	-0.18	-0.11	0.16	-0.02	0.09	-0.10	0.16	-0.10	-0.05	0.12	-0.06	0.14
sig. test for means:							**	*	*		*	***	***			*	*
ZSERV Z SCALE: Support for service features (Q7B, Q7C, Q7D, Q7G)																	
real # of participants:	100%	9%	24%	38%	7%	9%	13%	24%	31%	23%	19%	50%	50%	17%	23%	35%	24%
mean for these data:	0.03	0.09	0.10	0.02	-0.02	0.08	-0.10	0.10	0.15	-0.07	-0.07	0.03	0.03	0.20	0.06	-0.03	-0.03
sig. test for means:							*		**	*	*			**			

Z summary scales

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disin- terstd	Few bene- fits	Trus- ting follow- ers	Strong suppor- ters	< 5 days	5 days	> 5 days	Gene- ral taxes	Price incr- eases
ZPRIC Z SCALE: Support for price increases (Q6, Q7E, Q7H, Q7I, Q8)											
real # of participants:	100%	15%	17%	6%	23%	29%	17%	26%	50%	35%	60%
mean for these data:	-0.0	-1.4	-0.2	-0.6	0.4	0.6	-0.0	-0.0	-0.0	-0.3	0.2
sig. test for means:		***	***	***	***	***				***	***
ZEXPR Z SCALE: Support for express prices (Q10A, Q10B, Q10C)											
real # of participants:	100%	15%	17%	6%	23%	29%	17%	26%	50%	35%	60%
mean for these data:	-0.04	-0.25	-0.17	-0.15	0.03	0.16	-0.31	0.09	-0.02	-0.18	0.05
sig. test for means:		***	**			***	***	**		***	***
ZINTA Z SCALE: Emphasis on intangible benefits (Q2A, Q2B, Q7A, Q7F)											
real # of participants:	100%	15%	17%	6%	23%	29%	17%	26%	50%	35%	60%
mean for these data:	0.0	0.1	0.0	-2.6	0.2	0.3	0.0	0.0	0.0	-0.1	0.1
sig. test for means:				***	***	***				***	***
ZTHRE Z SCALE: Amount of threat perceived (Q3A, Q3B)											
real # of participants:	100%	15%	17%	6%	23%	29%	17%	26%	50%	35%	60%
mean for these data:	0.0	-0.1	0.5	-0.0	-1.0	0.7	0.0	-0.0	0.1	-0.0	0.1
sig. test for means:			***		***	***				*	*
ZSERV Z SCALE: Support for service features (Q7B, Q7C, Q7D, Q7G)											
real # of participants:	100%	15%	17%	6%	23%	29%	17%	26%	50%	35%	60%
mean for these data:	0.0	0.0	-1.2	-0.6	0.3	0.6	0.0	0.1	-0.0	0.0	0.0
sig. test for means:			***	***	***	***					

TYPLOGIE EN 5

	HOLD A-PASSPORT			LAST RENEWAL				MAIN USE		CANADIAN BY BIRTH		MOTHER TONGUE			HOUSEHOLD SIZE			
	TOTAL	Yes	No	No a ppt holder	Less than 1 year	1-2 years	3-5 years	Leisure	Business	Yes	No	Engl-ish	French	Other	One person	Two people	Three	Four and more
TYPE5 real # of participants:	1396	516	867	867	80	154	259	448	60	1200	191	976	271	146	286	452	238	404
Price averse	17%	18%	16%	16%	28% ++	19%	16%	18%	13%	16%	20%	17%	17%	17%	17%	16%	20%	16%
Feature disinterested	18%	20%	18%	18%	19%	19%	20%	19%	27%	20%	12%	22%	17%	9%	22%	20%	22%	15%
Few benefits	7%	8%	5%	5%	12%	12%	4%	8%	11%	6%	10%	6%	6%	10%	7%	7%	4%	7%
Trusting followers	26%	26%	25%	25%	26% +	26%	26%	27%	28%	23%	35%	25%	23%	30%	21%	23%	25%	29%
Strong supporters	33%	28%	36%	36%	15% --	25%	34%	28%	20%	35% ++	24% --	30%	37%	34%	33%	34%	29%	33%
chi ² :		-- *	++	++ ***	---	-				++ ***	--	- ***						

	REGION OF RESIDENCE							AGE				GENDER		INTERNET ACCESS			
	TOTAL	Atlantic	Quebec	Ontario	Man & Sask	Alber-ta	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	At home only	Out-side only	Both	No access
TYPE5 real # of participants:	1396	220	266	232	229	213	236	239	435	410	264	752	644	224	362	441	362
Price averse	17%	12%	20%	15%	15%	16%	20%	9%	22%	19%	15%	16%	17%	14%	16%	16%	20%
Feature disinterested	18%	18%	19%	17%	19%	18%	22%	---	+++	24%	20%	20%	17%	13%	19%	21%	18%
Few benefits	7%	9%	5%	5%	8%	5%	11%	7%	4%	6%	10%	5%	8%	7%	6%	6%	8%
Trusting followers	26%	22%	22%	27%	27%	30%	26%	22%	28%	24%	30%	23%	28%	29%	23%	27%	23%
Strong supporters	33%	39%	35%	34%	31%	31%	21%	45%	31%	28%	25%	35%	30%	37%	36%	29%	32%
chi ² :		+ *					---	+++ ***		-	--	+ *	-				-

TYPOLOGIE EN 5

	SEGMENTS						DELIVERY EXPECTATION			SOURCE OF FUNDING	
	TOTAL	Price averse	Feature disinterested	Few benefits	Trusting followers	Strong supporters	< 5 days	5 days	> 5 days	General taxes	Price increases
TYPE5											
real # of participants:	1396	229	278	97	347	445	244	355	723	466	885
Price averse	17%	100%	0%	0%	0%	0%	16%	18%	17%	23%	12%
Feature disinterested	18%	0%	100%	0%	0%	0%	20%	14%	21%	14%	21%
Few benefits	7%	0%	0%	100%	0%	0%	5%	10%	5%	10%	4%
Trusting followers	26%	0%	0%	0%	100%	0%	27%	28%	25%	22%	27%
Strong supporters	33%	0%	0%	0%	0%	100%	32%	30%	33%	30%	35%
chi ² :		***	---	---	---	+++	**			***	