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Public Consultation on Passport Policy and Procedure Changes, 2001

Final Report

Prepared for

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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 more convenient 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;
- the implementation of the "one person, one passport" (1P1P) policy.

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.

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 a few more issues. 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 aimed at measuring the reaction of the Canadian public to various policy and service change proposals. The questionnaire was designed based on past research (especially the seminal work conducted in April 2000 on similar issues), 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 identifies the current passport holders while question 3 determines how long ago the passport was issued;
- questions 4, 5 and 6 deal with the listing of children in parents' passports;
- question 7 identifies potential clients for the coming year;
- question 8 verifies the current image of the passport "deal";

- questions 9 and 10, which are the core questions of this survey, measure the support of the Canadian public for various fee changes;
- question 11 gauges the preference of Canadians with regard to user pay in the area of passport delivery;
- question 12 measures support for the express service fee schedule;
- questions 13 and 14 scan the opinion relative to the 1P1P policy;
- question 15 asks parents how likely they would be to buy a passport for their children during the validity period of their passport;
- questions 16 and 17 deal with the duration of the passport validity;
- questions 18 and 19 identified the preferred service outlet;
- question 20 determines the level of expectation regarding the delay in delivery of a new passport;
- question 21 measures the felt importance of passport security and of the main passport benefit, i.e., easy entry into other countries;
- question 22 determines the level of threat felt by respondents regarding counterfeiting and refusal of entry;
- finally, questions 23 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 or more. The sample was stratified according to five regions of Canada: Atlantic Canada, Quebec, Ontario, Manitoba, Saskatchewan and Alberta (as a group) and finally British Columbia and the Territories (as a group). The sample of 1,200 people was proportionately stratified, that is, the number of interviews in each stratum is proportional to the relative size of the stratum in the population. A few additional interviews were conducted to bring the number of men in the sample in line with population figures.

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 January 29, 2001 and February 10, 2001. The following table provides a breakdown of fieldwork results, as per the 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)	2,873
Out of service and non residential numbers (b)	596
Valid numbers (c = a - b)	2,277
Non eligible, incapacitated (d)	218
Eligible people (e = c - d)	2,059
Refusals (f)	429
No answer, busy, appointments	314
Other	87
Completed (g)	1,229
Response rate (g / e)	60%
Refusal rate (f / e)	21%
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 weighting.	±3,2 points

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

The response rate achieved surpasses 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 and language so as to match the 1996 Census figures for the Canadian adult population. The data were also weighted by the number of adults in each households since individuals in smaller households were less likely to be selected into the sample than adults in small households.

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

2.5 *Limits of this Research*

Survey participants were presented with often foreign, always complex issues. While the wording of the questionnaire was studied to facilitate comprehension — by conveying the information required and by leaving out information which may be important to the policy analyst but of lesser value in the context of a citizen expressing a point of view — for many, the topics raised were still difficult to get a grasp of.

When survey respondents are called upon to express an opinion on a topic that has not been discussed in public fora, they tend to revert to their basic attitudes (toward government, fairness, service, etc.) to form an answer.

While this process produces a fair picture of Canadians' attitudes at the time of the survey, it does not necessarily portray the public opinion landscape that will emerge from the social dynamics of a public debate around the same issues.

Chapter 3

ISSUES

The study results can be organized to answer three fundamental questions: do Canadians perceive that there a problem with passport security? is the solution envisaged by the Passport Office reasonable? is the price of the solution considered reasonable? The next three sections tackle these issues. Additional sections deal with the costing of express passport issuance, the 1P1P policy, the validity period of the passport and the delivery options.

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

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

This study substantiates the observation made in 2000 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 determined in the 1999 study. As Exhibit 3.1 shows, 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=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
% rating 8, 9 and 10 on a 0-10 scale [average value]				
Importance of making the passport difficult to use by an imposter (Q21A)	91% [9.4]	89% [9.3]	92% [9.5]	88% [9.3]
Importance of the acceptance of the passport by other countries (Q21B)	90% [9.4]	89% [9.3]	91% [9.4]	89% [9.3]
Frequency of forgery of Canadian passports (Q22A)	31% [6.4]	30% [6.4]	32% [6.4]	27% [6.1]
Frequency of refusal of entry of Canadian passport holders (Q22B)	10% [3.8]	7% [3.4]	11% [4.1]	9% [3.8]
Value for money of the current passport for the passport client (Q8)	39% [6.4]	36% [6.2]	41% [6.5]	44% [6.7]

Source: page B-79 à B-88 and the 2000 *Public Consultation on Passport Policy and Procedure Changes*

While these issues are considered important, they do not necessarily possess the second characteristic of a salient problem, that is the

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, 44% of the adult Canadian population hold a valid Canadian passport. It is quite possible that the real proportion of passport holders is smaller since refusal rates may have been higher among Canadians who do not hold a passport than among those who do.

frequency of occurrence. Passport forgery is considered frequent¹ by about close to one third of the adult Canadian population (31%). The average rating of 6.4 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 10% of Canadians scored it as a frequent event and the average scale response of 3.8 suggests that this issue simply does not register on most Canadians' radar screen. Quebeckers and people aged 18 to 29 are more likely than others 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 (see details at pages B-15 and B-16). While 39% of Canadians rate the deal high (8, 9 or 10 on a 0-10 scale), 37% rate it average (5, 6 or 7 on the scale) and the average deal rating is 6.4, which positions the current offering as satisfying but does not leave much room to manoeuver 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.

One project stands out with strong support: 82% of respondents rate improved passport security features as 8, 9 or 10 on a reasonableness

¹ 8, 9 or 10 on a 0-10 scale.

scale ranging from 0 to 10 (average of 8.9). Improved passport security features is supported more strongly by business people (94%) and Canadians by birth (84%) than by people using their passport primarily for leisure (77%) and by Canadians by adoption (76%).

EXHIBIT 3.2
Level of Reasonableness of Each Element 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=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
	% rating 8, 9 and 10 on a 0-10 scale [average value]			
Modifying the Canadian passport to make it more difficult to falsify (Q9F)	82% [8.9]	80% [8.8]	84% [9.0]	84% [9.0]
Acquiring computer systems which improve passport security (Q9A)	67% [7.9]	67% [7.8]	66% [8.0]	71% [8.3]
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 (Q9G)	63% [7.4]	64% [7.4]	61% [7.4]	60% [7.2]
Giving back the citizenship documents immediately at the service counter instead of returning them with the new passport (Q9B)	57% [7.6]	60% [7.6]	55% [7.6]	62% [7.8]
Offering various services on the Internet by 2003 such as the renewal of the passport and a change of address (Q9D)	52% [6.5]	50% [6.3]	54% [6.8]	n/a
Offering a more convenient passport renewal process without proof of citizenship and a guarantor (Q9C)	33% [5.0]	35% [5.0]	32% [5.0]	47% [6.1] was "simplified"
Charging \$10 for picking up a new passport at the counter for someone who does not want it delivered by express post with signature (Q9I)	22% [4.1]	16% [3.4]	27% [4.6]	25% [4.2] was "\$5"

Source: pages B-17 to B-39 and the 2000 *Public Consultation on Passport Policy and Procedure Changes*

The three features occupy an intermediate area of support:

- 67% rate the acquisition of new technology high on the reasonableness (average of 7.9); the acquisition of computer systems gets substantially more support from people aged 18 to 29 (78%) than from people aged 60 and over (52%).

- 63% rate the use of express post delivery to return documents at the 8 to 10 level; express post delivery provokes substantially more resistance among residents of British Columbia and of the Territories (23% rate between 0 and 4 on the 0-10 scale) than among people from Atlantic Canada (2%); the same can be said about people aged 60 and over (21% rating low) versus people aged 18 to 29 (7%).
- 57% strongly support the fact of giving back citizenship documents at the service counter; while the proportion of support is lower than for the other two intermediary features, the average support is at the same level, indicating a higher incidence of very high ratings or fewer very low ratings; this qualifies this feature for the middle pack; there are no significant differences in support in the various groups observed here.

The introduction of Internet-based services receives a generally lukewarm reaction: 52% of respondents rate it 8 to 10 on the 0 to 10 scale, thereby generating an average of 6.5. However, this description hides the support awarded by people aged 18 to 29 (66% and an average of 7.8); within that group, Internet-based services are only second to improved passport security and to the acquisition of computer systems. Not surprisingly, Internet-based services get less support in older age groups, ending at 30% (average of 4.7) among people aged 60 and above.

In 2000, the then-labelled "simplified" renewal mechanism received lukewarm support with 49% of the adult population rating 8 or more (average of 6.3). Qualitative evidence collected during the 2000 survey pretest and while listening in on interviews suggests that a "simplified" renewal process is associated with reduced security in passport issuance. In 2001, we described the feature as a more "convenient" passport renewal process "without proof of citizenship and a guarantor". Notwithstanding this change, support is lower than last year, falling to 33% rating 8 to 10 (average of 5.0). None of the groups observed offer a majority strong support.

Finally, the nature of the last feature may explain in part the low support it enjoys: charging \$10 for counter delivery of the new passport received 22% of high scores (8, 9 and 10) and averages 4.1 on the 0-10 scale. Support

was lower among clients (16%) but higher among parents of three or more children aged 15 or less (39%).

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.

From Exhibit 3.2, it can also be noticed that, where a difference exists, public opinion support for the Passport Office plans has tended to slip slightly in 2001, compared to 2000.

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 3.3 shows, the support for price increases is lower than that for associated improvements and, contrary to the situation in 2000, reach a level which calls for a strong communications program at the launch of the initiative.

A little over one third of respondents (37%) provided firm support for a \$10 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 5.5 shows a moderate to low level of support.

A similar \$10 increase for better passport security and Express Post delivery generates 36% of firm support and an average score of 5.6, indicating still a moderate to low level of support in the context of testing a price increase.

EXHIBIT 3.3
Reasonableness of the Pricing of Proposed Changes

	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
% rating 8, 9 and 10 on a 0-10 scale [average value]				
In order to pay for these changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal and Internet services, increasing the cost of the 5-year passport by \$10 (Q9E)	37% [5.5]	33% [5.0]	41% [6.0]	51% [6.7] was "\$5"
In order to pay for these changes, that is a passport that is more difficult to falsify and express post delivery, increasing the cost of the 5-year passport by \$10 (Q9H)	36% [5.6]	31% [5.1]	39% [6.0]	44% [6.3] was "\$5"
These six changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal, Internet services, a passport that is more difficult to falsify and express post delivery, would increase the price of the 5-year passport by \$20. 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 this proposal for the passport client? (Q10)	25% [4.9]	21% [4.5]	28% [5.3]	38% [6.1] was "\$10"
Which one of the following two positions is closest to your point of view... (Q11)				
Passport service improvements should be paid out of general taxes since passports are a public service OR	35%	40%	31%	35%
Passport service improvements should be financed through price increases since they benefit only passport holders (% price increases presented)	58%	53%	63%	60%

Source: pages B-28 to B-41 and the 2000 *Public Consultation on Passport Policy and Procedure Changes*

Support for price increases is obviously lower than support for new features; proposed increases could raise a public debate.

Finally, the overall \$20 increase for all features garnered 25% of firm support and an average score of 4.9. A group of 36% of respondents provided a mid-range rating of 5 to 7 while a similar-size group of 38% expressed dissatisfaction with the price proposal (scores from 0 to 4). In sum, even considering that Canadians are generally reluctant to any price or cost increase, particularly from the part of public sector organisations, these results suggest that care must be exercised in presenting a balanced score of benefits against the proposed cost.

Comparison of the support for the price increases tested in 2000 and the support identified in 2001 suggest that the \$20 price increase proposal reaches the limit of acceptability for Canadians. Whereas 51% of respondents strongly supported a \$10 increase last year, 37% strongly supported a \$20 increase this year for similar features.

Support for the price increase is lowest among clients who use their passport primarily for leisure (average of 4.5), people aged 60 and more (4.2) and Canadians by adoption (4.1). It is highest among Canadians who do not hold a passport (5.3), passport users focussed on business travelling (5.6), people aged 18 to 29 (5.6) and Canadians by birth (5.2).

The study also documents that almost two Canadians are in favour of user pay for passport service improvements (58%) 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 (63%), francophones (65%) and women (60%).

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 that the current proposal matches a need, the data from the general public survey (see Exhibit 3.4) 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 24% and 31% 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 somewhat 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 slightly 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 3.4
Express Passport Issuance Pricing and Reasonableness

	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
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...	% rating 8, 9 and 10 on a 0-10 scale [average value]			
Charging an additional \$30 to issue the passport within two working days (Q12A)	31% [4.8]	31% [4.8]	30% [4.9]	34% [5.2]
Charging an additional \$70 to issue the passport within one working day (Q12B)	27% [4.3]	26% [4.0]	28% [4.4]	25% [4.3]
Charging an additional \$220 if the express issuance of the passport requires opening an office outside regular hours (Q12C)	24% [4.0]	22% [3.7]	25% [4.2]	21% [3.9] was "\$150"
Refunding the additional charges for express issuance if the passport is required for sickness or death in the family (Q12D)	65% [7.8]	64% [7.6]	66% [8.0]	71% [8.1]
As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents? (Q20)	Less than 5 days 5 days More than 5 days Average	20% 33% 45% 7.5	24% 37% 38% 6.5	17% 30% 50% 8.2
				17% 26% 51% 9.1

Source: pages B-42 to B-51, B-77 and B-78 as well as the 2000 *Public Consultation on Passport Policy and Procedure Changes*

There is strong and generalized support (65% scoring 8, 9 or 10) for waving 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 third (33%) of the Canadian population and exceeds the expectations of about half (45%). Only 20% of Canadians have service expectations that the Passport Office does not meet now. Not surprisingly, this latter group is more critical of the level of fees contemplated for express issuance. Notice that the expectations regarding the duration of the passport production have moved, on average, from 9.1 days in 2000 to 7.5 days in 2001.

3.5 **1P1P Policy**

This study updates the 1999 results on the acceptance of the 1P1P policy. There is an important difference between the two studies, however: in 1999, only clients of the Passport Office were contacted whereas, in this study, a sample representative of the Canadian adult population was used; also, the present study tests the specific Passport Office proposals whereas the 1999 study analysed the acceptability of the principle.

In this study, 7% of passport holders declared that their passport listed one or more child. This corroborates the information available to the Passport Office concerning the incidence of child listings. Coupled with the 44% incidence of passport ownership, this translated into a very small sample of survey respondents answering the questions dealing with the behavioural effect of the 1P1P policy. The Office has therefore elected to conduct a separate survey of clients who have listed children in their passport.

The implementation of the 1P1P policy is well supported. Except for the fee contemplated for the 12 to 15 age group, the parameters tested receive the strong support of the majority.

Overall, the 1P1P policy received the strong support of 57% of survey respondents (see Exhibit 3.5), producing an average rating of 7.0. Support is similar for passport holders and other Canadians. Support for the fee schedule for children up to 11 years old equals that of the general policy statement (49% and 6.2 concerning the fee for children under 4; 55% and 6.8 concerning the fee for children between 4 and 11). The free replacement for children aged less than 1 at the time of issuance enjoys even stronger support with 69% of respondents rating it 8 to 10 (average of 7.7). Strong support for the application of the full adult fee for children aged 12 to 15 drops to 26% (average of 4.9).

**EXHIBIT 3.5
Acceptance of the 1P1P Policy and Proposals**

	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)
	% rating 8, 9 and 10 on a 0-10 scale [average value]		
Every child should get his or her own passport (Q13A)	57% [7.0]	54% [6.7]	58% [7.2]
Every child should get his or her own passport but it would cost \$50 less for children under the age of 4 and it would be valid for 3 years instead of 5 (Q13B)	49% [6.2]	47% [6.0]	50% [6.4]
If the first passport was issued when the child was less than 1 year old, one replacement passport would be free (Q13C)	69% [7.7]	68% [7.6]	70% [7.9]
Every child should get his or her own passport but it would cost \$25 less for children aged 4 to 11 (Q13D)	55% [6.8]	53% [6.6]	56% [6.9]
Every child should get his or her own passport and it would cost the full price for people aged 12 to 15 (Q13E)	26% [4.9]	27% [4.9]	25% [4.9]
In your view, how effective would it be to demand that children possess their own passport in order to curtail international child smuggling? (Q14)	Very effective	34%	45%
	Somewhat effective	41%	38%
	Not at all effective	15%	13%

Source: pages B-52 to B-65

Canadians by birth are somewhat more supportive of the policy statement than Canadians by adoption (60% vs. 45%). Surprisingly, the number of children aged 15 or less in the household has no impact on support for either the policy or any of the proposed fee characteristics.

Perceptions of the effectiveness of the 1P1P policy to curtail international child smuggling is the key driver of support for the implementation of the policy.

The main influence on reactions to the 1P1P policy and to the proposed fee schedule is the perception entertained by individuals as to the effectiveness of the 1P1P approach to curtail child smuggling. Four out of ten respondents (40%) thought that 1P1P would be "very effective"; a second, same-size group (41%) indicated that it thought that it would be "somewhat effective"; finally, a group of 15% signalled that it would be "not at all effective". As shown in Exhibit 3.6, the level of support for the policy and

the fee schedule drops drastically as the perceptions of the policy effectiveness become more pessimistic. For example, strong support for the policy itself rates at 77% among those who think it would be very effective and drops to 56% among those who think it would be somewhat effective and to 16% among the group thinking that it would not be effective at all. Note that this relationship is not an artifact of respondents attempting to be coherent in their answers since the question concerning 1P1P effectiveness was posed after the questions about the acceptability of the policy.

EXHIBIT 3.6
Acceptance of the 1P1P Policy and Proposals According to
Perceptions of the 1P1P Policy Effectiveness

% rating 8, 9 and 10 on a 0-10 reasonableness scale	In your view, how effective would it be to demand that children possess their own passport in order to curtail international child smuggling? Would it be very effective, somewhat effective or not at all effective?		
	Very effective (n=499)	Somewhat effective (n=477)	Not at all effective (n=200)
Every child should get his or her own passport (Q13A)	77%	56%	16%
Every child should get his or her own passport but it would cost \$50 less for children under the age of 4 and it would be valid for 3 years instead of 5 (Q13B)	65%	47%	12%
If the first passport was issued when the child was less than 1 year old, one replacement passport would be free (Q13C)	81%	70%	39%
Every child should get his or her own passport but it would cost \$25 less for children aged 4 to 11 (Q13D)	72%	53%	18%
Every child should get his or her own passport and it would cost the full price for people aged 12 to 15 (Q13E)	38%	21%	14%

Source: page B-52; all differences between groups defined by the perception of effectiveness are statistically significant at the 0.01 level.

There are important communications implications in this relationship. Any improvement in the public perception of the effectiveness of the 1P1P policy will likely translate into significantly more support for its implementation.

3.6 *Passport Validity Period*

Support for the maintenance of the 5-year validity period is twice as large as support for the introduction of a 10-year validity period.

Most countries issue passports with a 10-year validity period. The Canadian passport is valid for five years. According to participants in this survey (Exhibit 3.7), the 5-year validity period is still the preferred option. Two-thirds (63%) of respondents chose a 5-year validity period over a 10-year validity period which was presented as more convenient to the passport holder but less effective in terms of security and crime prevention. The insistence of Canadians on the key feature of passport security may be lurking again.

EXHIBIT 3.7
Preferences Relative to the Length of the Passport Validity Period

		All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)
		% rating 8, 9 and 10 on a 0-10 scale [average value]		
Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; the client does not need to renew as often but this system has disadvantages in terms of the use of latest security features and crime prevention. In your view, which is preferable... (the order of presentation of the options was randomised)	5 years	63%	57%	67%
	10 years	35%	42%	30%
Do you think it is preferable to pay the current price for a passport valid for 5 years or twice as much for a passport valid for 10 years?	5 years	59%	59%	60%
	10 years	20%	22%	18%
	No difference	17%	15%	18%

Source: pages B-68 to B-71

Faced with the choice of doubling the validity period for twice the cost, three Canadians chose the 5-year status quo against one who elected for the 10-year passport (59% vs. 20%).

A majority of passport holders (57%) are in favour of maintaining the 5-year validity period but the support for the 10-year period is stronger than among the rest of Canadians (42% vs. 30%).

Support for a 10-year validity period is also stronger among residents of British Columbia and the Territories (45%), among Canadians by adoption (49%) and among allophones (49%).

3.7 Application Delivery Options

Lately, the Passport Office has investigated alternative application delivery channels, in view of increased waiting times at the official outlets. This survey supports the notion that alternatives application delivery channels would meet the needs and preferences of a significant segment of the population.

Alternative channels for the delivery of passport application documents would meet the needs and preferences of a significant segment of the Canadian population.

As Exhibit 3.8 shows, roughly equal groups of one third of Canadians prefer delivering the application form either at the Passport Office itself or at the location of a certified agent — the post office was offered as an example. This is true of the initial application (37% for the Passport Office and 31% for certified agents) and of the renewal application (30% and 30%).

Two other similar-size groups would prefer sending the documentation by mail (17% for the initial application and 20% for the renewal application) or via the Internet (13% and 18%).

Therefore the split is among three groups of equal weight for delivery (1) at the Passport Office, (2) at a certified agent's location or (3) without in-person contact, through mail or the Internet.

Passport holders, who have had the experience of the application process and who are more representative of the Office's clientele, tend to prefer the in-person delivery at the Passport Office. This is especially true for the initial application where proponents of the delivery at the Passport Office garner 16 percentage points more than the group in favour of delivery at a certified agent's location (42% vs. 26%). The leaning toward the traditional delivery

method is less obvious among them when it concerns renewals (32% vs. 27%).

EXHIBIT 3.8
Preferences Relative to the Application Delivery Channel

		All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)
		% rating 8, 9 and 10 on a 0-10 scale [average value]		
The following question will be about the first passport application process. Assuming that the cost is the same and that, in all cases, the new passport is sent by mail, in your view, which of the following four methods of sending the application form and supporting documentation is preferable... (choices were presented in random order)	In person, at the Passport Office	37%	42%	33%
	In person, at a certified agent location such as a post office	31%	26%	36%
	By mail	17%	16%	17%
	Via the Internet	13%	15%	12%
What about for the renewal of a passport, in your view, which of the four methods of sending the application form and supporting documentation is preferable... (choices were presented in random order)	In person, at the Passport Office	30%	32%	29%
	In person, at a certified agent location such as a post office	30%	27%	32%
	By mail	20%	18%	21%
	Via the Internet	18%	21%	16%

Source: pages B-72 to B-75

Here are some other differences worth noting:

- regarding the initial application process, those who are least demanding in terms of the production time (expecting the production of the passport to take more than five days) prefer the use of a certified agent (36%) over the Passport Office (30%);
- still regarding the initial application, Canadians by adoption show a much stronger preference for the delivery at the Passport Office (50%) than at a certified agent's location (21%), their second choice;
- regarding renewals, the Internet is the top choice of people aged 18 to 29 with 32% choosing that option; in that group, the Passport Office comes second with 26% of selections.

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	2001 Average	2000 Average ¹
Importance of security	Q21A. Importance — forgery Q21B. Importance — effectiveness Q9F. Counterfeiting improvements	9.2	8.9
Support for service features	Q9A. Acquiring computer systems Q9B. Giving back documents Q9C. More convenient renewal process Q9D. Internet services Q9G. Express Post delivery	6.9	7.3
Perception of threat	Q22A. Frequency — forgery Q22B. Frequency — denial of access Q13A. 1P1P policy	5.8	4.9
Support for price increase	Q8. Currently a good deal Q9E. First \$10 payment Q9H. Second \$10 payment Q9I. \$10 for counter pick-up Q10. \$20 a good deal	5.3	6.0
Support for express issuance prices	Q12A. \$30 for 48 hours Q12B. \$70 for 24 hours Q12C. \$220 outside hours	4.3	4.5

Source: B-108 and ff.

¹ Presented for reference; while the 2001 structure is similar to that derived from the 2000 data, some of the items were worded differently.

The responses to 19 opinion questions line up into five groupings which represent Canadians' overall reaction to the topics raised in this study:

- **Importance of security.** 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 modifying the

¹ Technically, a principal components factor analysis with varimax rotation was used, extracting factors with eigenvalues larger than one. These themes have strong filiation with the five themes which emerged from the analysis in 2000. However, since the wording of some items changed and some concepts were dropped while others were added, the direct comparison between the 2000 and 2001 results must be done with extreme care.

Canadian passport to make it more difficult to falsify into a theme we labelled "Importance of security". What this means is that respondents show a coherent pattern of responses to these questions: 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 security as a whole instead of reverting to each question and set of answers separately.

- **Support for service features.** Responses to the reasonableness of the five new service features regroup into a single scale of reaction to the proposed changes which includes the acquisition of computer systems, the immediate return of documents, the more convenient renewal process, Internet services 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 \$10 prices, the \$10 charge for counter pick-up, the overall \$20 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 and to converge with attitudes regarding the requirement for one passport per person — the latter appearing as a proxy for the perception of a threat related to internal child smuggling, as suggested in the questionnaire. 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.

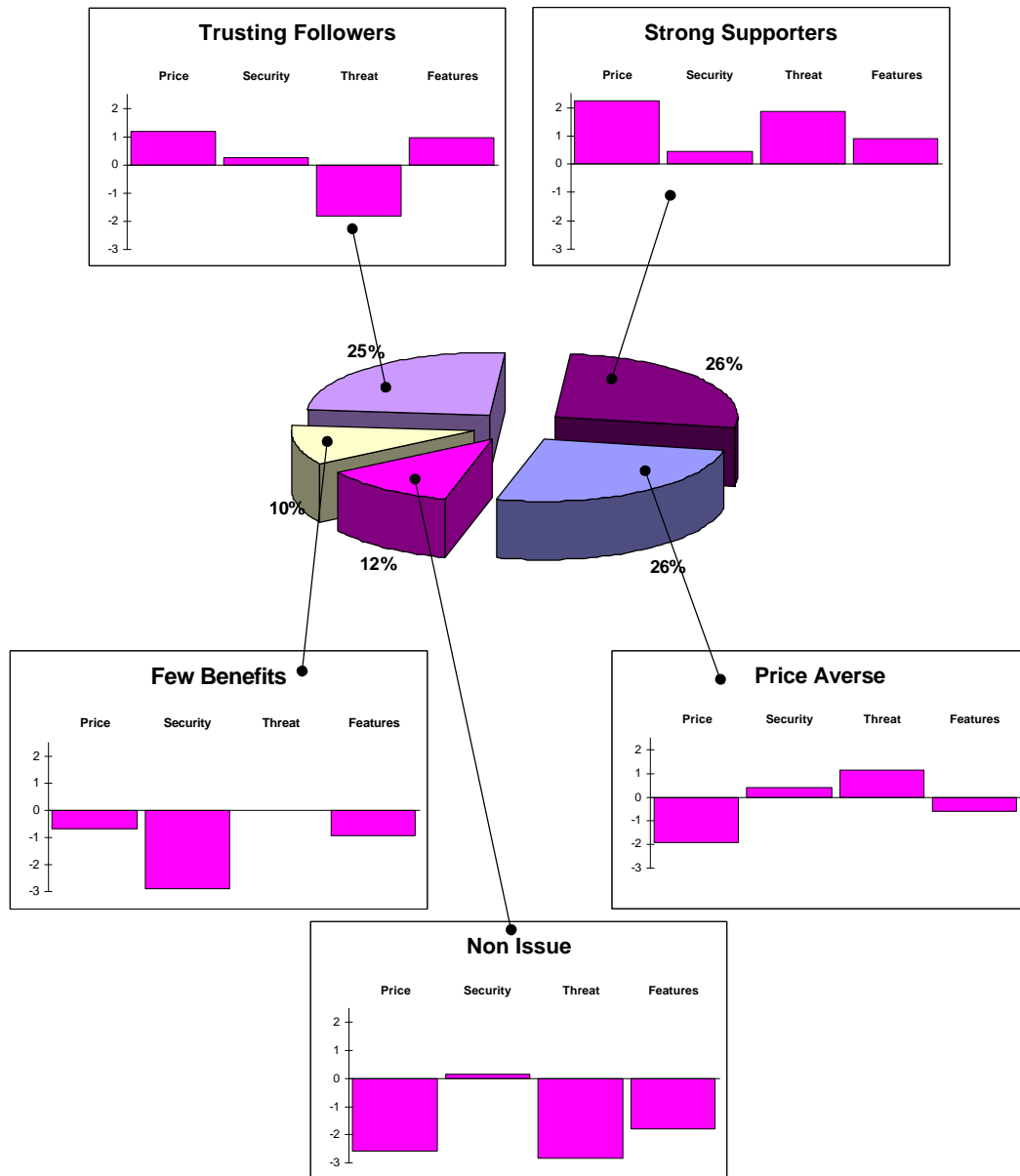
4.2 ***Five Segments of Public Opinion***

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 one of the three most sizeable groups with 26% of Canadian adults. They sense a higher level of threat to the integrity of the Canadian passport which leads them to develop a higher appreciation of the proposed benefits. They are also much more likely to find the proposed cost increases reasonable.

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 are more likely than others to be:

- Canadians by birth (B-96);
- aged 18 to 29 (B-102);
- French-speaking (B-104);
- female (B-105).

They are less likely to be:

- Canadians by adoption (B-96);
 - allophones (B-100);
 - men (B-105);
 - from British Columbia or the Territories (B-107).
- **Trusting Followers.** Trusting Followers regroup 25% of the adult population. They support the features of the new service initiative. 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, they are second only to the Non Issue group in terms of the feeling of threat they present. Since it supports the project without buying into its rational basis, this group was labelled Trusting Followers.

Trusting followers are more likely than others to be:

- people who use their passport primarily for leisure (B-90);
- allophones (B-100);
- people aged 30 to 44 (B-103).

They are less likely to be:

- people who use their passport for both work and leisure (B-90);
 - French-speaking (B-100);
 - people aged 60 and over (B-103).
- **Few Benefits.** A small segment of 10% of the population, the "Few Benefits" group is critical of the price proposed for the changes, mainly because they don't think the security 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.

The members of the Few Benefits group are more likely than others to be:

- Canadians by adoption (B-96);
- members of households with three adults or more (B-98);
- allophones (B-100).

They are less likely to be Canadians by birth (B-96).

- **Non Issue.** The fourth segment represents 12% of the Canadian population. Its members feature the lowest feeling of a threat against the Canadian passport. The importance they attach to security issues is average. Since they don't perceive an issue around the passport, they do not value the proposed features and they react negatively to the proposed price increases. Their support could be gained by emphasizing the need to counter threats to the existing passport document — which is, of course, a double-edged sword since this communication would also reach the other segments and affect their equilibrium in ways that are difficult to predict.

Members of the Non Issue group are more likely than others to be aged 60 or over (B-103) and less likely to be aged 18 to 29.

- **Price Averse.** Finally, a group of 26% of respondents stand out as reacting negatively to price increases while offering average ratings on the importance they attribute to security and to the proposed features; they have a slightly higher than average sense of threat against the passport. 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.

Members of the Price Averse group are more likely than others to be:

- Canadians by birth (B-96);
- from households comprising two adults (B-98).

They are less likely to be aged 18 to 29 (B-103).

4.3 Comparison with 2000

We must exercise caution in comparing the results from 2001 to those arrived at in 2000 because of the addition of some service features to the analysis, the elimination of some and changes in the wording of a subset of the questions. The observations made here are therefore qualitative rather than quantified.

The general structure of the opinion has remained the same between 2000 and 2001. This is not surprising since there has been no public debate around the passport features and the passport fees during that period.

The data suggests, however, that the knee-jerk reaction against public sector (and maybe more general) price increases is more present than it was last year — the Price Averse segment appears to have grown from 17% to 26%.

Support for the Passport Office project, either active and rational like the one offered by Strong Supporters or passive and deferential such as that demonstrated by Trusting Followers, comprises the majority of the adult Canadian population, but seems to be diminishing (from 59% to 51%).

If it elects to pursue the project outlined in this study, the Passport Office should not encounter massive counterattacks albeit the road may be a little more bumpy than that envisaged in 2000. Clear and targeted communications will be a must.

APPENDIX 1

Questionnaire

PASSPORT 2001 ISSUES
SURVEY OF THE CANADIAN POPULATION ON PASSPORT POLICY ISSUES

Hello, I am _____ from Echo Survey. We have been asked by an agency of the Government of Canada to do a study in the Canadian population. I would like to talk to a Canadian citizen 18 or older who has had his or her birthday most recently. (REACH THE RIGHT INDIVIDUAL) This will take no more than 10 minutes and your answers will remain totally confidential. May I begin?

Question	Answer
Who is this survey done for?	The survey is commissioned by the Canadian Passport Office.
How will my answers be kept confidential?	No individual answers will be reported, only percentages and averages. Also, your name or phone number will not be associated with your answers.
Why would I answer this survey?	The results of this study will be used to make decisions on changes to the passport application process, on the Canadian passport itself and on its cost. Since only a limited number of people will be involved in the study, your participation is extremely important.
What is this survey about?	Generally speaking, the questions are about how one gets a Canadian passport and the various characteristics of the Canadian passport and its cost.
I don't have a passport. Why do you call me?	Since the questions are about a government service, they are relevant to any citizen, not only passport holders. Your opinion is important whether or not you hold a passport.

ELIGIBILITY

Q1 May I confirm that you are a Canadian citizen?

YES	1
No	2 >> BACK TO SELECTION WITHIN THE HOUSEHOLD
No CANADIAN CITIZEN IN THE HOUSEHOLD	3 >> BACK TO SELECTION WITHIN THE HOUSEHOLD
DK/NR	9 >> TERMINATE

CONTEXTUAL INFORMATION

Q2 First, I need to ask you a few questions on your present situation. To the best of your knowledge, do you currently hold a valid Canadian passport?

YES	1
No	2
DK/NR	9

(IF YES TO Q2)

Q3 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 TO Q2)

Q4 Is any child listed in your passport?

YES	1
No	2
DK/NR	9

(IF YES TO Q4)

Q5 How many children are listed in your passport?

NUMBER _____ 1
DK/NR 9

(IF YES TO Q4 AND Q5 ≠ DK/NR)

Q6 How many of them are currently 15 or less?

NUMBER _____ 1
DK/NR 9

(IF NO TO Q2)

Q7 Do you expect to apply for a Canadian passport within 12 months?

YES 1
No 2
DK/NR 9

BASIC CHANGES

Q8 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

Q9 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)

- 9.1 Acquiring computer systems which improve passport security
- 9.2 Giving back the citizenship documents immediately at the service counter instead of returning them with the new passport
- 9.3 Offering a more convenient passport renewal without a proof of citizenship and a guarantor
- 9.4 Offering various services on the Internet by 2003 such as the renewal of the passport and a change of address
- 9.5 In order to pay for these changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal and Internet services, increasing the cost of the 5-year passport by \$10.

Now, how reasonable would you find...

(FIRST 2 ITEMS ARE PERMUTATED)

- 9.6 Modifying the Canadian passport to make it more difficult to falsify
- 9.7 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
- 9.8 In order to pay for these changes, that is a passport that is more difficult to falsify and express post delivery, increasing the cost of the 5-year passport by \$10.

Finally, how reasonable would you find...

- 9.9 Charging \$10 for picking up a new passport at the counter for someone who does not want it delivered by express post with signature

Q10 These six changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal, Internet services, a passport that is more difficult to falsify and express post delivery, would increase the price of the 5-year passport by \$20. 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 this proposal for the passport client?

SCALE POINT _____ 1
DK/NR 9

Q11 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

Q12 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)

- 12.1 Charging an additional \$30 to issue the passport within two working days
- 12.2 Charging an additional \$70 to issue the passport within one working day
- 12.3 Charging an additional \$220 if the express issuance of the passport requires opening an office outside regular hours
- 12.4 Refunding the additional charges for express issuance if the passport is required for sickness or death in the family

1P1P

Q13 Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On the 0 to 10 scale, how reasonable would you find each of the following suggestions?

(NO PERMUTATION)

- 13.1 Every child should get his or her own passport
- 13.2 Every child should get his or her own passport but it would cost \$50 less for children under the age of 4 and it would be valid for 3 years instead of 5
- 13.3 If the first passport was issued when the child was less than 1 year old, one replacement passport would be free
- 13.4 Every child should get his or her own passport but it would cost \$25 less for children aged 4 to 11
- 13.5 Every child should get his or her own passport and it would cost the full price for people aged 12 to 15.

Q14 In your view, how effective would it be to demand that children possess their own passport in order to curtail international child smuggling? Would it be very effective, somewhat effective or not at all effective? (RANDOM PRESENTATION OF THE ORDER OF THE SCALE)

VERY EFFECTIVE	1
SOMEWHAT EFFECTIVE	2
NOT AT ALL EFFECTIVE	3
DK/NR	9

(IF YES TO Q4)

Q15 Considering the various price conditions, would you be likely or unlikely to request, before the end of the validity period of your own passport, a separate passport for the (IF Q5=1, child, OTHERWISE, children) currently listed in your passport in order to benefit from improved security features?

(DO NOT READ)

LIKELY	1
UNLIKELY	2
LIKELY FOR SOME BUT NOT ALL CHILDREN LISTED	3
DK/NR	9

VALIDITY PERIOD

(RANDOMLY ASK EITHER Q16 OR Q16B)

Q16 Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; the client does not need to renew as often but this system has disadvantages in terms of the use of latest security features and crime prevention. In your view, which is preferable... (ROTATE AND READ)

A 5-YEAR PASSPORT	1
A 10-YEAR PASSPORT	2
DK/NR	9

(RANDOMLY ASK EITHER Q16A OR Q16B)

Q16B Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; this system has disadvantages in terms of the use of latest security features and crime prevention but the client does not have to renew as often. In your view, which is preferable... (ROTATE AND READ)

A 5-YEAR PASSPORT	1
A 10-YEAR PASSPORT	2
DK/NR	9

Q17 Do you think it is preferable to pay the current price for a passport valid for 5 years or twice as much for a passport valid for 10 years? (DO NOT READ)

CURRENT PRICE FOR 5 YEARS	1
TWICE AS MUCH FOR 10 YEARS	2
MAKES NO DIFFERENCE	3
DK/NR	9

APPLICATION PROCESS AND DELIVERY OPTIONS

Q18 The following questions will be about the first passport application process. Assuming that the cost is the same and that, in all cases, the new passport is sent by mail, in your view, which of the following 4 methods of sending the application form and supporting documentation is preferable... (ROTATE AND READ)

IN PERSON, AT THE PASSPORT OFFICE	1
IN PERSON, AT A CERTIFIED AGENT LOCATION, SUCH AS A POST OFFICE	2
BY MAIL	3
VIA THE INTERNET	4
DK/NR	9

Q19 What about for the renewal of a passport, in your view, which of the 4 methods of sending the application form and supporting documentation is preferable... (ROTATE AND READ)

IN PERSON, AT THE PASSPORT OFFICE	1
IN PERSON, AT A CERTIFIED AGENT LOCATION, SUCH AS A POST OFFICE	2
BY MAIL	3
VIA THE INTERNET	4
DK/NR	9

Q20 As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents?

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

SECURITY THREAT

Q21 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)

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

Q22 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)

- 22.1 the forgery of Canadian passports
- 22.2 the refusal of entry of Canadian passport holders by other countries

SOCIO-DEMOGRAPHICS

Finally, I have a few questions for statistical purposes.

(IF YES TO Q2)

Q23 Do you use your passport mainly for leisure trips or for business trips?

LEISURE TRIPS	1
BUSINESS TRIPS	2
DK/NR	9

Q24 Do you have any children of your own aged 15 or less?

YES	1
No	2
NR	9

(IF YES TO Q24)

Q25 How many children of your own aged 15 or less do you have?

NUMBER _____ 1
NR 9

Q26 Are you a Canadian citizen by birth?

YES 1
No 2
NR 9

Q27 Including yourself, how many people 18 or older live in your household?

NUMBER: _____
DK/NR 9

Q28 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

Q29 In which year were you born?

19 ____
NR 9

THANK AND TERMINATE

Q30 (DO NOT ASK) Interview language

FRENCH 1
ENGLISH 2

Q31 (DO NOT ASK) Gender

FEMALE	1
MALE	2

Q32 (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

ENJEUX PASSEPORT 2001
SONDAGE AUPRÈS DE LA POPULATION CANADIENNE SUR LA POLITIQUE RELATIVE
AUX PASSEPORTS

Bonjour Madame/Monsieur. Je m'appelle _____ de la firme Écho Sondage. Nous sommes mandatés par une agence du Gouvernement du Canada pour faire une étude auprès de la population canadienne. J'aimerais parler à une personne qui a la citoyenneté canadienne, qui est âgée de 18 ans ou plus et qui a eu son anniversaire le plus récemment. (OBTENIR LA BONNE PERSONNE) Le sondage ne prend pas plus de 10 minutes et vos réponses vont demeurer absolument confidentielles. Puis-je commencer?

Question	Réponse
Pour qui le sondage est-il réalisé?	Le sondage est commandité par le Bureau des passeports du Canada.
Comment mes réponses peuvent-elles demeurer confidentielles?	Le rapport ne renfermera aucune réponse individuelle, seulement des pourcentages et des moyennes. Vos nom et numéro de téléphone ne seront pas non plus associés à vos réponses.
Pourquoi devrais-je répondre à ce sondage?	Les résultats de cette étude serviront à prendre des décisions touchant les changements à apporter au processus de demande, au passeport canadien lui-même et à son prix. Puisque l'étude ne s'adresse qu'à un petit nombre de personnes, votre participation est extrêmement importante.
En quoi consiste le sondage?	Dans l'ensemble, les questions touchent l'obtention du passeport canadien, les caractéristiques du passeport et son coût.
Je n'ai pas de passeport. Pourquoi s'adresser à moi?	Puisqu'elles traitent d'un service gouvernemental, les questions sont pertinentes pour tout citoyen, non pas seulement pour les titulaires d'un passeport. Votre opinion est importante, que vous possédiez ou non un passeport.

ADMISSIBILITÉ

Q1 Puis-je avoir la confirmation que vous êtes bien citoyen canadien?

OUI 1
NON 2 >> **RETOUR À SÉLECTION AU SEIN DU MÉNAGE**
AUCUN CITOYEN CANADIEN DANS LE MÉNAGE 3 >> **RETOUR À SÉLECTION AU SEIN DU MÉNAGE**
NSP/NRP 9 >> **TERMINER**

INFORMATION CONTEXTUELLE

Q2 Voici d'abord quelques questions sur votre situation actuelle. À ce que vous sachiez, possédez-vous présentement un passeport canadien valide?

OUI 1
NON 2
NSP/NRP 9

(SI C'EST OUI À Q2)

Q3 Selon votre souvenir, à combien d'années remonte l'émission de votre passeport?

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

(SI C'EST OUI À Q2)

Q4 Y a-t-il un enfant d'inscrit sur votre passeport?

OUI 1
NON 2
NSP/NRP 9

(SI C'EST OUI À Q4)

Q5 Combien d'enfants y a-t-il d'inscrits sur votre passeport?

NOMBRE _____ 1
NSP/NRP 9

(SI C'EST OUI À Q4 ET Q5 ≠ NSP/NRP)

Q6 Combien sont présentement âgés de 15 ans ou moins?

NOMBRE _____ 1
NSP/NRP 9

(SI C'EST NON À Q2)

Q7 Prévoyez-vous demander un passeport canadien dans les 12 prochains mois?

OUI 1
NON 2
NSP/NRP 9

CHANGEMENTS DE BASE

Q8 Présentement, 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 le coût DU passeport POUR le client?

POINTAGE _____ 1
NSP/NRP 9

Q9 Je vais maintenant vous décrire des changements que le Bureau des passeports pourrait envisager. 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...

(PERMUTER LES 4 PREMIERS ARTICLES)

- 9.1 Acquérir des systèmes d'ordinateurs qui améliorent la sécurité du passeport
- 9.2 Remettre immédiatement au comptoir de service les documents touchant la citoyenneté au lieu de les retourner avec le nouveau passeport
- 9.3 Offrir un processus plus commode de renouvellement du passeport sans preuve de citoyenneté ni répondant
- 9.4 Offrir dès 2003 divers services sur Internet, comme celui de renouveler le passeport et d'effectuer un changement d'adresse
- 9.5 Pour assumer le coût de ces changements, c'est-à-dire l'acquisition de systèmes d'ordinateurs, la remise immédiate des documents touchant la citoyenneté, le renouvellement plus commode et les services Internet, augmenter de 10 \$ le coût du passeport valide pour 5 ans.

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

(PERMUTER LES 2 PREMIERS ARTICLES)

- 9.6 Modifier le passeport canadien pour qu'il soit plus difficile de le falsifier
- 9.7 Recourir au courrier express exigeant une signature comme mode de livraison normal du passeport aux clients pour leur éviter de retourner le chercher au Bureau des passeports
- 9.8 Pour assumer le coût de ces changements, c'est-à-dire un passeport plus difficile à falsifier et les frais d'expédition par courrier express, augmenter de 10 \$ le coût du passeport valide pour 5 ans.

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

- 9.9 Demander 10 \$ pour le ramassage au guichet d'un nouveau passeport si quelqu'un ne veut pas qu'il soit livré par courrier express avec signature

Q10 Ces six changements, c'est-à-dire l'acquisition de systèmes d'ordinateurs, la remise immédiate des documents touchant la citoyenneté, le renouvellement plus commode, les services Internet, un passeport plus difficile à falsifier et les frais d'expédition par courrier express, ferait augmenter le prix du passeport de cinq ans de 20 \$. Sur une échelle de 0 à 10 où 0 signifie une très mauvaise affaire et 10, une très bonne affaire, comment évaluez-vous cette proposition pour le client?

POINTAGE _____ 1
NSP/NRP 9

Q11 Laquelle des deux positions suivantes se rapproche le plus de la vôtre...
(ROTATION)

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

SERVICE EXPRESS

Q12 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)

- 12.1 d'exiger un supplément de 30 \$ pour émettre un passeport dans les deux jours ouvrables
- 12.2 d'exiger un supplément de 70 \$ pour émettre un passeport en un seul jour ouvrable
- 12.3 d'exiger un supplément de 220 \$ si l'émission express d'un passeport exige d'ouvrir un bureau en dehors des heures normales
- 12.4 de rembourser le supplément pour l'émission express d'un passeport requis en cas de maladie ou de décès dans la famille

1P1P

Q13 Présentement, les Canadiens de moins de 16 ans peuvent voyager à l'étranger sans être titulaires d'un passeport pourvu qu'ils voyagent avec l'un ou l'autre de leurs parents et que leur nom figure dans le passeport de ce parent. Certains croient que cette situation risque de contribuer au trafic international d'enfants; d'autres sont d'avis contraire. Dans quelle mesure trouveriez-vous raisonnable, sur une échelle de 0 à 10, chacune des suggestions suivantes?
(PAS DE PERMUTATION)

- 13.1 Chaque enfant devrait posséder son propre passeport
- 13.2 Chaque enfant devrait posséder son propre passeport, mais qui coûterait 50 \$ de moins pour les enfants de moins de 4 ans et qui serait valide pour 3 ans au lieu de 5
- 13.3 Si l'enfant n'avait pas encore un an à l'émission du premier passeport, le premier renouvellement serait gratuit
- 13.4 Chaque enfant devrait posséder son propre passeport, mais qui coûterait 25 \$ de moins pour les enfants âgés de 4 à 11 ans
- 13.5 Chaque enfant devrait posséder son propre passeport qui coûterait le plein montant pour les personnes de 12 à 15 ans.

Q14 Selon vous, l'exigence que les enfants possèdent leur propre passeport serait-elle très efficace, plutôt efficace ou pas du tout efficace pour réduire le trafic international d'enfants?
(PRÉSENTATION ALÉATOIRE DE L'ORDRE DES RÉPONSES)

TRÈS EFFICACE	1
PLUTÔT EFFICACE	2
PAS DU TOUT EFFICACE	3
NSP/NRP	9

(SI C'EST OUI À Q4)

Q15 Compte tenu des diverses conditions de prix, est-il probable ou improbable que vous demandiez, avant la fin de la période de validité de votre propre passeport, un passeport distinct pour (SI Q5=1, l'enfant, AUTREMENT, les enfants) dont le nom est inscrit dans votre passeport, afin de profiter de meilleures caractéristiques de sécurité?
(NE PAS LIRE)

PROBABLE	1
IMPROBABLE	2
PROBABLE POUR CERTAINS DES ENFANTS INSCRITS MAIS NON PAS TOUS	3
NSP/NRP	9

PÉRIODE DE VALIDITÉ

(POSER ALÉATOIREMENT Q16 OU Q16B)

Q16 Présentement, les passeports canadiens sont valides pour 5 ans. Dans certains pays, les passeports sont valides pour 10 ans; le client n'a pas à renouveler aussi souvent mais ce système présente des désavantages quant à l'utilisation des mesures les plus récentes en matière de sécurité et de prévention de la criminalité. À votre avis, quelle option est préférable? (FAIRE LA ROTATION ET LIRE)

UN PASSEPORT VALIDE POUR 5 ANS	1
UN PASSEPORT VALIDE POUR 10 ANS	2
NSP/NRP	9

(POSER ALÉATOIREMENT Q16 OU Q16B)

Q16B Présentement, les passeports canadiens sont valides pour 5 ans. Dans certains pays, les passeports sont valides pour 10 ans; ce système présente des désavantages quant à l'utilisation des mesures les plus récentes en matière de sécurité et de prévention de la criminalité, mais le client n'a pas à renouveler aussi souvent. À votre avis, quelle option est préférable? (FAIRE LA ROTATION ET LIRE)

UN PASSEPORT VALIDE POUR 5 ANS	1
UN PASSEPORT VALIDE POUR 10 ANS	2
NSP/NRP	9

Q17 Trouvez-vous préférable de payer le prix actuel pour un passeport valide pour 5 ans ou le double pour un passeport valide pour 10 ans? (NE PAS LIRE)

LE PRIX ACTUEL POUR 5 ANS	1
LE DOUBLE POUR 10 ANS	2
PAS DE DIFFÉRENCE	3
NSP/NRP	9

PROCESSUS DE DEMANDE ET OPTIONS DE LIVRAISON

Q18 Les prochaines questions concernent le processus de demande du premier passeport. En supposant que le coût est le même et que, dans tous les cas, le nouveau passeport est expédié par la poste, laquelle des 4 méthodes suivantes est préférable, selon vous, pour l'envoi du formulaire de demande et des documents d'accompagnement... (FAIRE LA ROTATION ET LIRE)

EN PERSONNE, AU BUREAU DES PASSEPORTS	1
EN PERSONNE, À UN BUREAU D'AGENT CERTIFIÉ, COMME UN BUREAU DE POSTE	2
PAR LA POSTE	3
PAR INTERNET	4
NSP/NRP	9

Q19 Et pour le renouvellement d'un passeport, laquelle des 4 méthodes suivantes est préférable, selon vous, pour l'envoi du formulaire de demande et des documents d'accompagnement... (FAIRE LA ROTATION ET LIRE)

EN PERSONNE, AU BUREAU DES PASSEPORTS	1
EN PERSONNE, À UN BUREAU D'AGENT CERTIFIÉ, COMME UN BUREAU DE POSTE	2
PAR LA POSTE	3
PAR INTERNET	4
NSP/NRP	9

Q20 Comme consommateur, combien de temps vous attendriez-vous à attendre avant d'obtenir votre passeport après avoir fourni tous les renseignements et documents pertinents?

VALEUR : _____	
UNITÉ : MINUTES, HEURES, JOURS, SEMAINES	
NSP/NRP	999

MENACE À LA SÉCURITÉ

Q21 J'aimerais savoir quelle importance vous accordez à chacun des aspects suivants. Veuillez répondre selon une échelle de 0 à 10 où 0 signifie pas du tout important et 10, extrêmement important. Est-il important pour vous que...

(PERMUTATION DES ARTICLES)

21.1 le passeport soit difficile à utiliser pour un imposteur

21.2 votre passeport soit accepté par les autorités des autres pays

Q22 Selon vous, à quelle fréquence les situations suivantes se produisent-elles? Veuillez répondre selon une échelle de 0 à 10 où 0 signifie que cela ne se produit jamais et 10, que cela se produit très souvent.

(PERMUTATION DES ARTICLES)

22.1 la fabrication de faux passeports canadiens

22.2 le refus par un pays étranger de laisser entrer des titulaires d'un passeport canadien

DONNÉES SOCIODÉMOGRAPHIQUES

En dernier lieu, voici quelques questions à des fins statistiques.

(SI C'EST OUI À Q2)

Q23 Utilisez-vous votre passeport surtout pour des voyages d'agrément ou surtout pour des voyages d'affaires?

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

Q24 Avez-vous des enfants de 15 ans ou moins?

OUI 1
NON 2
NRP 9

(SI C'EST OUI À Q24)

Q25 Combien d'enfants âgés de 15 ans ou moins avez-vous?

NOMBRE _____ 1
NRP 9

Q26 Êtes-vous citoyen canadien de naissance?

OUI 1
NON 2
NRP 9

Q27 En vous incluant, combien de personnes de 18 ans et plus vivent au sein de votre ménage?

NOMBRE : _____
NSP/NRP 9

Q28 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

Q29 Quelle est votre année de naissance?

19 ____
NRP 9

REMERCIER ET TERMINER

Q30 (NE PAS DEMANDER) Langue de l'entrevue

FRANÇAIS 1
ANGLAIS 2

Q31 (NE PAS DEMANDER) Sexe

FEMME	1
HOMME	2

Q32 (NE PAS DEMANDER) Province

TERRE-NEUVE	1
ÎPÉ	2
NOUVEAU-BRUNSWICK	3
NOUVELLE-ÉCOSSE	4
QUÉBEC	5
ONTARIO	6
MANITOBA	7
SASKATCHEWAN	8
ALBERTA	9
COLOMBIE-BRITANNIQUE ET TERRITOIRES	10

APPENDIX 2

Detailed Data Tables

First, I need to ask you a few questions on your present situation. To the best of your knowledge, do you currently hold a valid Canadian passport?

		HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			FUNDING OF THE 1P1P POLICY		EFFECTIVENESS				
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q2	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
	Yes	44%	100%	0%	100%	100%	100%	100%	100%	54%	49%	37%	50%	40%	38%	48%	51%	
	No	55%	0%	100%	0%	0%	0%	0%	0%	46%	50%	62%	49%	59%	61%	52%	49%	
	DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	
	chi ² :		***							(***)			(**)		(**)			
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q2	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	Yes	44%	33%	36%	53%	36%	49%	46%	36%	44%	53%	43%	45%	39%	63%	40%	36%	62%
	No	55%	66%	63%	47%	63%	50%	53%	63%	55%	46%	57%	54%	61%	36%	59%	63%	38%
	DK/NR	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	chi ² :		(***)					(**)						(***)		(***)		
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

First, I need to ask you a few questions on your present situation. To the best of your knowledge, do you currently hold a valid Canadian passport?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q2	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Yes		44%	36%	41%	50%	46%	43%	36%	37%	46%	60%	55%	42%	32%
No		55%	64%	58%	50%	53%	57%	62%	63%	53%	38%	44%	57%	67%
DK/NR		1%	0%	1%	1%	1%	0%	2%	0%	1%	2%	1%	1%	0%
	chi ² :		(*)							(***)				
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

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

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q3	497	497	0	97	129	226	380	36	114	193	186	203	264	169	204	101
real # of participants:	497	497	0	97	129	226	380	36	114	193	186	203	264	169	204	101
Less than 1	19%	19%	0%	100%	0%	0%	20%	14%	22%	19%	17%	20%	18%	20%	20%	18%
1-2 years	25%	25%	0%	0%	100%	0%	24%	19%	32%	26%	21%	25%	25%	24%	22%	32%
3-5 years	46%	46%	0%	0%	0%	100%	46%	64%	37%	44%	54%	45%	47%	47%	48%	43%
DK/NR	10%	10%	0%	0%	0%	0%	10%	4%	9%	11%	8%	9%	10%	10%	10%	7%
chi ² :				***												
± ... at 50%:	5	5	*	11	10	8	6	19	11	8	8	8	7	9	8	11
mean for these data:	3.18	3.18	*	*	1.78	3.95	3.18	3.32	3.04	3.11	3.34	3.19	3.21	3.18	3.27	3.08
sig. test for means:		*	*	*	***	***										

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q3	497	39	116	215	58	69	76	147	157	100	238	259	375	120	279	121	95
real # of participants:	497	39	116	215	58	69	76	147	157	100	238	259	375	120	279	121	95
Less than 1	19%	19%	23%	17%	17%	21%	19%	16%	20%	16%	19%	19%	21%	13%	17%	25%	18%
1-2 years	25%	25%	28%	27%	19%	23%	21%	29%	34%	19%	25%	25%	26%	25%	27%	26%	22%
3-5 years	46%	43%	43%	48%	48%	47%	47%	45%	36%	60%	47%	46%	43%	55%	44%	44%	52%
DK/NR	10%	13%	6%	9%	16%	10%	13%	9%	9%	6%	9%	10%	11%	7%	12%	5%	8%
chi ² :							*						*				
± ... at 50%:	5	18	11	8	15	14	13	9	9	11	7	7	6	10	7	10	12
mean for these data:	3.18	3.24	2.97	3.15	3.48	3.33	3.23	3.09	2.81	3.59	3.25	3.12	3.08	3.38	3.09	2.99	3.44
sig. test for means:									***	***							*

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

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting follow ers	Strong supporters
Q3	real # of participants:	497	114	257	126	352	64	56	22	135	88	54	127	89
	Less than 1	19%	23%	19%	17%	20%	17%	17%	16%	20%	18%	15%	19%	20%
	1-2 years	25%	21%	24%	28%	23%	30%	33%	23%	22%	30%	23%	26%	26%
	3-5 years	46%	49%	48%	44%	48%	45%	43%	37%	48%	44%	51%	46%	44%
	DK/NR	10%	8%	8%	11%	9%	9%	7%	24%	10%	7%	10%	9%	10%
	chi ² :													
	± ... at 50%:	5	11	7	10	6	14	15	24	10	12	15	10	12
	mean for these data:	3.18	3.35	3.21	3.12	3.24	3.05	3.11	2.69	3.16	3.11	3.49	3.19	3.07
	sig. test for means:													

Is any child listed in your passport?

		HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q4	real # of participants:	497	497	0	97	129	226	380	36	114	193	186	203	264	169	204	101	
	Yes	7%	7%	0%	9%	7%	8%	7%	13%	11%	5%	8%	8%	8%	9%	6%	10%	
	No	92%	92%	0%	91%	92%	92%	93%	86%	88%	94%	92%	92%	91%	91%	94%	87%	
	DK/NR	1%	1%	0%	0%	1%	1%	0%	2%	1%	1%	0%	0%	1%	0%	0%	3%	
	chi ² :														(*)		++	
	± ... at 50%:	5	5	*	11	10	8	6	19	11	8	8	8	7	9	8	11	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q4	real # of participants:	497	39	116	215	58	69	76	147	157	100	238	259	375	120	279	121	95
	Yes	7%	18%	4%	9%	3%	5%	1%	22%	5%	0%	10%	5%	7%	8%	8%	8%	7%
	No	92%	80%	94%	90%	97%	95%	99%	77%	94%	100%	89%	94%	92%	92%	92%	90%	93%
	DK/NR	1%	1%	2%	0%	0%	0%	0%	2%	1%	0%	0%	1%	1%	0%	0%	2%	0%
	chi ² :							(***)				(*)					+	
	± ... at 50%:	5	18	11	8	15	14	13	9	9	11	7	7	6	10	7	10	12

Is any child listed in your passport?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follo-wers	Strong suppr-ters
Q4	real # of participants:	497	114	257	126	352	64	56	22	135	88	54	127	89
	Yes	7%	3%	9%	7%	0%	24%	29%	27%	4%	5%	8%	11%	10%
	No	92%	95%	90%	93%	99%	76%	68%	71%	96%	94%	92%	87%	89%
	DK/NR	1%	2%	1%	0%	0%	0%	3%	2%	0%	1%	0%	1%	0%
	chi ² :					(***)								
	± ... at 50%:	5	11	7	10	6	14	15	24	10	12	15	10	12

How many children are listed in your passport?

		HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q5	real # of participants:	40	40	0	7	9	21	28	5	13	9	18	17	21	16	14	10	
One		34%	34%	0%	24%	77%	15%	42%	23%	20%	50%	36%	35%	36%	24%	33%	55%	
Two		42%	42%	0%	44%	23%	51%	42%	34%	47%	28%	46%	49%	33%	61%	41%	10%	
Three		9%	9%	0%	0%	0%	18%	8%	24%	7%	0%	18%	12%	9%	11%	7%	11%	
Four		9%	9%	0%	32%	0%	4%	0%	18%	25%	0%	0%	4%	13%	4%	19%	0%	
DK/NR		6%	6%	0%	0%	0%	12%	8%	0%	0%	21%	0%	0%	10%	0%	0%	25%	
	chi ² :	18	18	*	(**)	43	38	25	21	51	(*)	31	38	27	(*)	28	30	36
	± ... at 50%:	1.93	1.93	*	2.39	1.23	2.12	1.63	2.37	2.37	1.36	1.82	1.85	1.99	1.95	2.13	1.42	
	sig. test for means:		*	*		***				*	**							

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE					
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other		
Q5	real # of participants:	40	5	6	21	3	5	1	28	9	0	26	14	28	10	23	8	8		
One		34%	39%	74%	30%	40%	0%	0%	34%	56%	0%	32%	39%	42%	27%	42%	51%	4%		
Two		42%	0%	18%	50%	60%	81%	100%	45%	34%	0%	53%	20%	44%	48%	46%	10%	58%		
Three		9%	15%	8%	7%	0%	19%	0%	13%	0%	0%	7%	14%	11%	8%	8%	5%	16%		
Four		9%	46%	0%	3%	0%	0%	0%	0%	10%	0%	0%	27%	3%	0%	3%	34%	0%		
DK/NR		6%	0%	0%	10%	0%	0%	0%	8%	0%	0%	8%	0%	0%	17%	0%	0%	21%		
	chi ² :	18	51	46	25	65	51	113	21	38	*	(*)	22	30	21	36	(**)	24	40	40
	± ... at 50%:	1.93	2.69	1.34	1.82	1.60	2.19	2.00	1.77	1.65	*	*	1.73	2.29	1.75	1.78	1.73	2.22	2.15	
	sig. test for means:							*			*									

How many children are listed in your passport?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q5	real # of participants:	40	5	25	10	2	16	16	5	6	7	5	14	8
One		34%	23%	25%	48%	48%	75%	10%	0%	24%	62%	13%	48%	19%
Two		42%	25%	59%	20%	0%	21%	78%	0%	49%	29%	87%	18%	53%
Three		9%	52%	13%	0%	0%	4%	0%	53%	27%	9%	0%	13%	0%
Four		9%	0%	3%	18%	52%	0%	0%	47%	0%	0%	0%	5%	28%
DK/NR		6%	0%	0%	14%	0%	0%	13%	0%	0%	0%	0%	15%	0%
	chi ² :		(*)			(***)								
	± ... at 50%:	18	51	23	36	80	28	28	51	46	43	51	30	40
	mean for these data:	1.93	2.29	1.94	1.85	2.55	1.29	1.89	3.47	2.02	1.47	1.87	1.70	2.37
	sig. test for means:						***		**					

How many of them are currently 15 or less?

		HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q6	real # of participants:	38	38	0	7	9	19	27	5	13	8	17	17	19	16	14	8
One		41%	41%	0%	26%	75%	23%	52%	23%	15%	75%	47%	35%	42%	26%	43%	74%
Two		37%	37%	0%	34%	25%	51%	33%	34%	52%	25%	30%	48%	31%	54%	26%	20%
Three		6%	6%	0%	0%	0%	10%	5%	24%	3%	0%	11%	8%	4%	11%	0%	6%
Four		9%	9%	0%	32%	0%	4%	0%	18%	25%	0%	0%	4%	14%	4%	19%	0%
DK/NR		7%	7%	0%	8%	0%	11%	10%	0%	5%	0%	12%	4%	9%	5%	12%	0%
	chi ² :	18	18	*	43	38	26	22	51	31	40	27	27	26	28	30	40
	± ... at 50%:	1.82	1.82	*	2.41	1.25	1.95	1.47	2.37	2.41	1.25	1.59	1.81	1.91	1.93	1.95	1.32
	sig. test for means:		*	*		**				*	**						*

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE				
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
Q6	real # of participants:	38	5	6	19	3	5	1	27	9	0	25	13	28	9	23	8	7	
One		41%	27%	57%	47%	40%	15%	0%	38%	80%	0%	46%	33%	50%	32%	58%	33%	5%	
Two		37%	0%	34%	41%	60%	66%	100%	47%	0%	0%	41%	30%	32%	58%	27%	20%	81%	
Three		6%	15%	8%	0%	0%	19%	0%	8%	0%	0%	3%	10%	9%	0%	8%	5%	0%	
Four		9%	46%	0%	3%	0%	0%	0%	0%	10%	0%	0%	27%	3%	0%	3%	34%	0%	
DK/NR		7%	12%	0%	9%	0%	0%	0%	7%	10%	0%	10%	0%	6%	10%	3%	9%	14%	
	chi ² :	18	51	46	26	65	51	113	22	38	*	23	31	21	38	(*)	24	40	43
	± ... at 50%:	1.82	2.91	1.51	1.56	1.60	2.04	2.00	1.68	1.35	*	1.53	2.30	1.62	1.64	1.55	2.44	1.94	
	sig. test for means:							*			*	*	*						

How many of them are currently 15 or less?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q6	real # of participants:	38	4	25	9	2	16	15	5	6	6	5	13	8
One		41%	23%	29%	63%	48%	87%	12%	0%	24%	76%	13%	51%	37%
Two		37%	55%	49%	16%	0%	4%	88%	0%	59%	0%	87%	21%	35%
Three		6%	22%	8%	0%	0%	0%	0%	35%	17%	9%	0%	7%	0%
Four		9%	0%	3%	21%	52%	0%	0%	47%	0%	0%	0%	6%	28%
DK/NR		7%	0%	11%	0%	0%	9%	0%	18%	0%	15%	0%	15%	0%
	chi ² :					(***)								
	± ... at 50%:	18	57	23	38	80	28	29	51	46	46	51	31	40
	mean for these data:	1.82	1.99	1.84	1.78	2.55	1.04	1.88	3.58	1.92	1.21	1.87	1.61	2.19
	sig. test for means:						***		**					

Do you expect to apply for a Canadian passport within 12 months?

		HOLDS A PASSPORT						LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all			
Q7	real # of participants:	724	0	724	0	0	0	0	0	115	213	374	221	464	326	269	99			
Yes		25%	0%	25%	0%	0%	0%	0%	0%	29%	26%	23%	34%	20%	23%	22%	31%			
No		72%	0%	72%	0%	0%	0%	0%	0%	70%	69%	74%	61%	78%	72%	75%	66%			
DK/NR		3%	0%	3%	0%	0%	0%	0%	0%	1%	5%	3%	6%	2%	5%	2%	4%			
	chi ² :												***	-						
	± ... at 50%:	4	*	4	*	*	*	*	*	11	8	6	8	5	6	7	11			
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE					
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other		
Q7	real # of participants:	724	76	202	226	133	87	117	276	219	93	382	342	642	82	439	216	69		
Yes		25%	11%	16%	35%	27%	28%	29%	23%	25%	24%	18%	32%	21%	49%	24%	15%	48%		
No		72%	88%	80%	60%	72%	70%	65%	74%	74%	72%	78%	65%	77%	42%	74%	81%	45%		
DK/NR		3%	1%	4%	6%	1%	2%	6%	3%	1%	4%	3%	4%	3%	9%	2%	4%	7%		
	chi ² :		(***)		+							***		(***)	++	-		(***)		
	± ... at 50%:	4	13	8	8	10	12	10	7	8	12	6	6	4	12	5	8	14		

Do you expect to apply for a Canadian passport within 12 months?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q7	real # of participants:	724	204	367	153	461	94	119	46	197	61	60	176	217
	Yes	25%	22%	25%	26%	26%	25%	21%	27%	28%	31%	19%	26%	22%
	No	72%	75%	72%	70%	71%	71%	77%	69%	69%	65%	77%	68%	77%
	DK/NR	3%	3%	3%	4%	3%	5%	2%	4%	3%	3%	5%	7%	1%
	chi ² :												+	-
	± ... at 50%:	4	8	6	9	5	12	10	17	8	14	15	9	8

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?

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE			DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all			
Q8	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200			
	Top (8-10)	39%	36%	41%	34%	41%	35%	34%	44%	35%	39%	39%	32%	44%	43%	34%	37%			
	Mid range (5-7)	37%	39%	35%	46%	34%	38%	40%	44%	44%	35%	36%	38%	37%	35%	41%	32%			
	Low (0-4)	19%	22%	17%	18%	22%	23%	23%	12%	18%	20%	19%	28%	14%	18%	19%	23%			
	DK/NR	5%	3%	7%	2%	3%	4%	3%	0%	3%	6%	6%	3%	5%	4%	6%	8%			
	chi ² :		***	***									***	***	*					
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8			
	mean for these data:	6.38	6.20	6.54	6.27	6.30	6.12	6.13	6.66	6.11	6.39	6.48	5.68	6.82	6.56	6.24	6.19			
	sig. test for means:		*	*									***	***						

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q8	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	Top (8-10)	39%	34%	44%	40%	32%	34%	37%	37%	41%	42%	41%	37%	38%	41%	39%	44%	33%
	Mid range (5-7)	37%	39%	34%	36%	46%	34%	47%	38%	32%	28%	35%	39%	36%	40%	35%	34%	44%
	Low (0-4)	19%	19%	18%	17%	16%	29%	13%	21%	22%	20%	19%	19%	20%	16%	20%	17%	18%
	DK/NR	5%	8%	4%	6%	5%	3%	3%	4%	6%	10%	6%	5%	6%	2%	6%	5%	4%
	chi ² :		*					***			++			+	-	*		
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
	mean for these data:	6.38	6.05	6.59	6.48	6.37	5.94	6.56	6.24	6.35	6.46	6.47	6.29	6.28	6.75	6.31	6.60	6.30
	sig. test for means:													*	*			

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?

		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q8	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	Top (8-10)	39%	42%	36%	42%	40%	33%	33%	50%	21%	31%	22%	45%	61%
	Mid range (5-7)	37%	36%	36%	38%	37%	38%	38%	33%	42%	30%	49%	40%	27%
	Low (0-4)	19%	17%	23%	15%	17%	25%	24%	15%	32%	32%	23%	11%	6%
	DK/NR	5%	5%	5%	6%	6%	5%	5%	2%	5%	7%	6%	3%	6%
	chi ² :									***				
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
	mean for these data:	6.38	6.56	6.07	6.71	6.52	5.85	6.04	6.67	5.07	5.33	5.67	7.03	7.83
	sig. test for means:			***	**	*	*			***	***	**	***	***

How reasonable would you find:

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q910 Top (8-10) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Acquiring computer systems	67%	67%	66%	69%	65%	68%	67%	73%	66%	68%	67%	68%	67%	68%	68%	61%
Giving back documents	57%	60%	55%	62%	56%	60%	60%	54%	60%	61%	54%	58%	57%	59%	55%	59%
More convenient renewal	33%	35%	32%	34%	37%	36%	35%	37%	39%	30%	33%	37%	31%	31%	34%	36%
Internet services	52%	50%	54%	46%	51%	51%	49%	62%	51%	52%	52%	56%	49%	50%	54%	54%
\$10 for first 4 changes	37%	33%	41%	38%	30%	33%	32%	42%	29%	40%	38%	26%	45%	40%	34%	40%
Improve passport security	82%	80%	84%	80%	76%	83%	77%	94%	79%	87%	81%	79%	84%	85%	83%	74%
Express post delivery	63%	64%	61%	61%	60%	66%	64%	65%	64%	63%	62%	62%	64%	66%	63%	54%
\$10 for these 2 changes	36%	31%	39%	31%	31%	31%	31%	38%	34%	32%	40%	26%	42%	42%	33%	23%
\$10 for counter pick up	22%	16%	27%	19%	14%	15%	16%	18%	26%	20%	22%	17%	25%	27%	17%	20%
\$20 for all changes	25%	21%	28%	25%	16%	20%	19%	34%	23%	25%	25%	18%	30%	30%	21%	21%
chi ² : ± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8

How reasonable would you find:

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q910 Top (8-10) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Acquiring computer systems	67%	64%	62%	72%	65%	63%	78%	69%	66%	52%	67%	66%	66%	68%	67%	62%	70%
Giving back documents	57%	56%	55%	59%	57%	58%	51%	59%	63%	56%	60%	55%	56%	62%	58%	52%	61%
More convenient renewal	33%	27%	29%	34%	39%	34%	39%	33%	30%	29%	33%	33%	30%	43%	32%	26%	44%
Internet services	52%	54%	49%	54%	53%	48%	66%	56%	51%	30%	51%	53%	53%	50%	54%	50%	49%
\$10 for first 4 changes	37%	36%	38%	36%	42%	35%	32%	42%	39%	36%	38%	36%	39%	29%	39%	39%	30%
Improve passport security	82%	83%	84%	83%	82%	76%	82%	82%	84%	81%	82%	82%	84%	76%	84%	82%	78%
Express post delivery	63%	70%	68%	60%	63%	56%	68%	64%	64%	56%	65%	60%	64%	58%	61%	67%	62%
\$10 for these 2 changes	36%	37%	38%	35%	38%	32%	31%	37%	41%	34%	38%	33%	38%	29%	37%	37%	30%
\$10 for counter pick up	22%	28%	25%	20%	24%	17%	18%	22%	24%	25%	21%	24%	23%	17%	22%	25%	20%
\$20 for all changes	25%	24%	25%	24%	27%	23%	24%	23%	28%	25%	24%	25%	27%	16%	26%	24%	21%
chi ² : ± ... at 50%:	3	11	6	5	8	9	*** 8	5	6	8	5	5	*** 4	8	* 4	6	9

How reasonable would you find:

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q910 Top (8-10) real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Acquiring computer systems	67%	63%	66%	68%	66%	69%	66%	73%	66%	52%	45%	75%	75%
Giving back documents	57%	56%	61%	54%	56%	58%	63%	68%	52%	47%	34%	70%	67%
More convenient renewal	33%	32%	34%	32%	32%	36%	32%	37%	23%	22%	26%	44%	41%
Internet services	52%	47%	50%	55%	50%	61%	52%	49%	41%	35%	33%	69%	63%
\$10 for first 4 changes	37%	36%	37%	37%	35%	43%	38%	51%	13%	8%	14%	56%	67%
Improve passport security	82%	79%	83%	82%	82%	85%	80%	78%	90%	80%	28%	88%	93%
Express post delivery	63%	61%	62%	64%	62%	69%	59%	61%	58%	39%	43%	74%	77%
\$10 for these 2 changes	36%	41%	33%	37%	36%	37%	31%	42%	13%	11%	20%	46%	66%
\$10 for counter pick up	22%	28%	20%	23%	22%	25%	15%	39%	7%	9%	13%	26%	43%
\$20 for all changes	25%	27%	23%	25%	25%	26%	19%	29%	6%	2%	10%	34%	50%
chi ² : ± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

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...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all	
Q9A Acquiring computer systems which improve passport security	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Top (8-10)	67%	67%	66%	69%	65%	68%	67%	73%	66%	68%	67%	68%	67%	68%	68%	61%	
Mid range (5-7)	18%	17%	19%	14%	22%	15%	17%	18%	21%	17%	18%	19%	17%	15%	21%	20%	
Low (0-4)	10%	12%	9%	12%	8%	14%	13%	8%	9%	11%	11%	9%	11%	12%	8%	12%	
DK/NR	5%	3%	6%	4%	4%	3%	3%	1%	4%	5%	5%	4%	5%	5%	4%	7%	
chi ² :																	
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
mean for these data:	7.86	7.77	7.95	7.99	7.95	7.64	7.71	8.07	7.95	7.89	7.84	7.91	7.88	7.86	8.00	7.62	
sig. test for means:																	
	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9A Acquiring computer systems which improve passport security	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	67%	64%	62%	72%	65%	63%	78%	69%	66%	52%	67%	66%	66%	68%	67%	62%	70%
Mid range (5-7)	18%	18%	23%	15%	19%	21%	20%	20%	16%	16%	18%	18%	19%	18%	19%	21%	14%
Low (0-4)	10%	9%	9%	10%	13%	14%	2%	8%	11%	23%	10%	11%	10%	11%	10%	9%	12%
DK/NR	5%	10%	7%	4%	3%	3%	1%	3%	7%	9%	5%	4%	5%	3%	4%	8%	4%
chi ² :																	
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	7.86	7.88	7.91	8.06	7.63	7.45	8.56	7.93	7.94	6.85	7.90	7.82	7.88	7.79	7.84	7.96	7.79
sig. test for means:				*			***			***					*		

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9A Acquiring computer systems which improve passport security													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	67%	63%	66%	68%	66%	69%	66%	73%	66%	52%	45%	75%	75%
Mid range (5-7)	18%	15%	19%	19%	18%	18%	20%	12%	17%	18%	34%	18%	14%
Low (0-4)	10%	15%	10%	10%	11%	9%	10%	14%	13%	24%	19%	3%	6%
DK/NR	5%	7%	5%	4%	5%	4%	5%	1%	4%	6%	2%	4%	5%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.86	7.53	7.86	7.97	7.86	8.05	7.79	7.67	7.70	6.52	6.47	8.54	8.56
sig. test for means:										***	***	***	***

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...

	+-----HOLDS A-----LAST RENEWAL-----MAIN USE---DELIVERY EXPECTATION---SOURCE OF-----EFFECTIVENESS-----+																											
	TOTAL	PASSPORT		Less than 1 year			1-2 years		3-5 years		Leisure		Business		< 5 days		> 5 days		Gene-ral taxes		Price-increases		Very		Some-what		Not at all	
Q9B Giving back the citizenship documents immediately at the service counter	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200												
real # of participants:	57%	60%	55%	62%	56%	60%	60%	54%	60%	61%	54%	58%	57%	59%	55%	59%												
Top (8-10)	25%	23%	27%	24%	27%	21%	22%	26%	24%	24%	27%	26%	25%	24%	28%	22%												
Mid range (5-7)	10%	12%	8%	8%	10%	15%	12%	17%	8%	11%	10%	9%	11%	10%	10%	10%												
Low (0-4)	8%	5%	10%	7%	7%	5%	6%	3%	7%	5%	9%	8%	7%	8%	6%	9%												
DK/NR																												
chi ² :																												
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8												
mean for these data:	7.60	7.57	7.62	7.95	7.55	7.40	7.52	7.13	7.90	7.60	7.47	7.67	7.57	7.61	7.49	7.74												
sig. test for means:																												

	+-----REGION OF RESIDENCE-----AGE-----GENDER-----CANADIAN BY-----MOTHER TONGUE-----+																															
	TOTAL	Atlant-ic		Quebec		Onta-rio		Prai-ries		BC & Terr.		18-29		30-44		45-59		60+		Women		Men		Yes		No		Engl-ish		French		Other
Q9B Giving back the citizenship documents immediately at the service counter	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165															
real # of participants:	57%	56%	55%	59%	57%	58%	51%	59%	63%	56%	60%	55%	56%	62%	58%	52%	61%															
Top (8-10)	25%	30%	31%	23%	23%	21%	32%	27%	24%	18%	22%	28%	26%	24%	23%	33%	23%															
Mid range (5-7)	10%	5%	9%	11%	9%	12%	11%	9%	6%	13%	9%	10%	10%	9%	10%	9%	10%															
Low (0-4)	8%	9%	5%	7%	11%	9%	6%	5%	7%	13%	8%	7%	8%	6%	9%	6%	6%															
DK/NR																																
chi ² :																																
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9															
mean for these data:	7.60	7.80	7.56	7.63	7.68	7.35	7.34	7.69	7.91	7.47	7.73	7.47	7.55	7.74	7.65	7.39	7.72															
sig. test for means:																																

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9B Giving back the citizenship documents immediately at the service counter													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	57%	56%	61%	54%	56%	58%	63%	68%	52%	47%	34%	70%	67%
Mid range (5-7)	25%	23%	23%	29%	26%	26%	28%	11%	27%	22%	43%	23%	22%
Low (0-4)	10%	12%	9%	10%	11%	9%	5%	8%	14%	22%	13%	2%	6%
DK/NR	8%	9%	7%	7%	8%	7%	3%	13%	7%	10%	10%	6%	5%
chi ² :					(*)				***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.60	7.58	7.73	7.45	7.48	7.66	7.96	8.23	7.16	6.34	6.55	8.36	8.26
sig. test for means:					*		*	*	**	***	***	***	***

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...

	PASSPORT															
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q9C Offering a more convenient passport renewal without a proof of citizenship and a guaranteed # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	33%	35%	32%	34%	37%	36%	35%	37%	39%	30%	33%	37%	31%	31%	34%	36%
Mid range (5-7)	23%	23%	23%	24%	22%	20%	24%	18%	29%	23%	20%	22%	23%	22%	26%	20%
Low (0-4)	40%	40%	40%	40%	40%	40%	38%	42%	30%	43%	43%	37%	42%	43%	37%	40%
DK/NR	4%	3%	5%	2%	1%	4%	3%	3%	2%	3%	5%	3%	3%	5%	3%	3%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.99	5 5.04	4 4.99	11 4.96	10 5.10	8 5.13	6 5.18	19 5.04	** 7 5.73	6 4.80	5 4.82	5 5.37	4 4.74	5 4.80	5 5.21	8 5.13

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9C Offering a more convenient passport renewal without a proof of citizenship and a guaranteed # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	33%	27%	29%	34%	39%	34%	39%	33%	30%	29%	33%	33%	30%	43%	32%	26%	44%
Mid range (5-7)	23%	28%	23%	24%	21%	18%	30%	24%	23%	15%	25%	21%	24%	20%	22%	24%	26%
Low (0-4)	40%	37%	45%	39%	36%	42%	28%	40%	43%	51%	39%	42%	42%	33%	42%	47%	27%
DK/NR	4%	8%	2%	3%	4%	6%	4%	3%	4%	5%	4%	4%	4%	4%	5%	3%	3%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.99	11 4.88	6 4.62	5 5.12	8 5.39	9 4.88	*** 8 5.95	5 5.04	6 4.70	8 4.10	5 5.03	5 4.95	** 4 4.83	8 5.55	*** 4 4.93	6 4.39	9 5.88

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting follow ers	Strong supporters
Q9C Offering a more convenient passport renewal without a proof of citizenship and a guarantee	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	33%	32%	34%	32%	32%	36%	32%	37%	23%	22%	26%	44%	41%
Mid range (5-7)	23%	21%	21%	26%	24%	18%	22%	26%	21%	10%	35%	28%	23%
Low (0-4)	40%	41%	41%	38%	40%	43%	41%	33%	52%	63%	37%	26%	33%
DK/NR	4%	5%	4%	4%	4%	2%	5%	4%	4%	4%	2%	3%	3%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.99	4.98	4.95	5.03	4.96	5.10	4.77	5.66	3.89	3.10	5.00	6.16	5.86
sig. test for means:									***	***		***	***

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...

	HOLDS A PASSPORT							LAST RENEWAL			MAIN USE			DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all					
Q9D Offering various services on the Internet by 2003 such as the renewal of the real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200					
Top (8-10)	52%	50%	54%	46%	51%	51%	49%	62%	51%	52%	52%	56%	49%	50%	54%	54%					
Mid range (5-7)	19%	18%	20%	18%	15%	18%	18%	13%	19%	17%	21%	17%	21%	18%	23%	12%					
Low (0-4)	25%	30%	21%	34%	31%	28%	30%	22%	27%	27%	24%	25%	26%	28%	21%	30%					
DK/NR	4%	3%	5%	3%	3%	3%	3%	3%	3%	4%	4%	2%	5%	4%	2%	4%					
chi ² :		**										*		**							
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8					
mean for these data:	6.53	6.27	6.79	6.01	6.36	6.34	6.25	7.25	6.51	6.51	6.57	6.72	6.43	6.31	6.84	6.40					
sig. test for means:		*	*												*						

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9D Offering various services on the Internet by 2003 such as the renewal of the real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	52%	54%	49%	54%	53%	48%	66%	56%	51%	30%	51%	53%	53%	50%	54%	50%	49%
Mid range (5-7)	19%	26%	21%	16%	24%	16%	21%	18%	18%	19%	18%	20%	20%	16%	18%	20%	20%
Low (0-4)	25%	15%	25%	26%	21%	32%	12%	24%	27%	40%	27%	23%	24%	30%	24%	25%	28%
DK/NR	4%	5%	5%	4%	2%	4%	1%	3%	3%	10%	4%	4%	4%	5%	4%	4%	3%
chi ² :							***										
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	6.53	6.89	6.50	6.56	6.69	6.11	7.75	6.81	6.39	4.70	6.35	6.72	6.63	6.20	6.63	6.53	6.32
sig. test for means:							***			***							

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9D Offering various services on the Internet by 2003 such as the renewal of the passport	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:													
Top (8-10)	52%	47%	50%	55%	50%	61%	52%	49%	41%	35%	33%	69%	63%
Mid range (5-7)	19%	18%	20%	18%	21%	13%	16%	20%	22%	7%	29%	16%	20%
Low (0-4)	25%	30%	25%	24%	24%	23%	31%	28%	34%	53%	37%	12%	13%
DK/NR	4%	4%	5%	3%	5%	2%	2%	3%	2%	4%	1%	3%	4%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.53	6.07	6.47	6.75	6.51	7.02	6.23	6.40	5.75	4.23	5.34	7.79	7.65
sig. test for means:		*							***	***	***	***	***

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...

	HOLDS A PASSPORT						LAST RENEWAL			MAIN USE			DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some what	Not at all				
Q9E In order to pay for these changes, that is the acquisition of computer system	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200				
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200				
Top (8-10)	37%	33%	41%	38%	30%	33%	32%	42%	29%	40%	38%	26%	45%	40%	34%	40%				
Mid range (5-7)	28%	26%	30%	17%	31%	25%	27%	22%	32%	25%	30%	30%	27%	28%	32%	21%				
Low (0-4)	33%	41%	26%	43%	39%	42%	40%	36%	37%	33%	31%	44%	25%	30%	33%	37%				
DK/NR	2%	1%	3%	2%	0%	1%	1%	0%	2%	2%	1%	1%	2%	1%	1%	2%				
chi ² :		***	+									***	+							
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8				
mean for these data:	5.53	4.96	6.00	4.97	4.78	5.00	4.94	5.80	5.02	5.62	5.71	4.63	6.16	5.61	5.45	5.55				
sig. test for means:		***	***						*			***	***							

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
Q9E In order to pay for these changes, that is the acquisition of computer system	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	37%	36%	38%	36%	42%	35%	32%	42%	39%	36%	38%	36%	39%	29%	39%	39%	30%
Mid range (5-7)	28%	35%	30%	26%	27%	26%	43%	28%	23%	18%	29%	27%	28%	28%	29%	27%	28%
Low (0-4)	33%	26%	30%	36%	30%	38%	25%	30%	35%	43%	31%	35%	30%	42%	30%	32%	41%
DK/NR	2%	2%	2%	2%	1%	0%	0%	1%	3%	4%	2%	1%	2%	1%	2%	2%	1%
chi ² :							(***)						(***)				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	5.53	5.89	5.72	5.32	5.84	5.17	5.88	5.82	5.39	4.89	5.59	5.46	5.76	4.64	5.76	5.63	4.82
sig. test for means:									**				***	***	*		**

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9E In order to pay for these changes, that is the acquisition of computer system													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	37%	36%	37%	37%	35%	43%	38%	51%	13%	8%	14%	56%	67%
Mid range (5-7)	28%	27%	27%	30%	29%	26%	29%	24%	27%	18%	38%	34%	26%
Low (0-4)	33%	35%	33%	32%	34%	30%	33%	24%	59%	72%	46%	10%	5%
DK/NR	2%	2%	2%	1%	2%	1%	0%	1%	1%	2%	2%	1%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	5.53	5.31	5.54	5.58	5.38	5.91	5.50	6.48	3.27	2.33	4.52	7.30	7.99
sig. test for means:					*			*	***	***	***	***	***

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...

	HOLDS A PASSPORT																
	TOTAL	PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
		Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5-10 days	> 10 days	General taxes	Price increases	Very	Some what	Not at all	
Q9F Modifying the Canadian passport to make it more difficult to falsify	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
real # of participants:	82%	80%	84%	80%	76%	83%	77%	94%	79%	87%	81%	79%	84%	85%	83%	74%	
Top (8-10)	12%	14%	10%	16%	15%	11%	16%	5%	14%	9%	13%	13%	11%	10%	11%	15%	
Mid range (5-7)	4%	4%	3%	2%	4%	5%	4%	0%	4%	3%	4%	5%	3%	3%	4%	7%	
Low (0-4)	3%	2%	3%	2%	5%	1%	3%	1%	3%	2%	3%	3%	2%	3%	2%	4%	
DK/NR																	
chi ² :																	
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
mean for these data:	8.90	8.79	8.99	8.86	8.69	8.80	8.67	9.36	8.63	9.19	8.84	8.71	9.01	9.11	8.88	8.43	
sig. test for means:							**	**	*	***		*	*	**		**	
	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlant-Quebec		Ontario	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9F Modifying the Canadian passport to make it more difficult to falsify	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	82%	83%	84%	83%	82%	76%	82%	82%	84%	81%	82%	82%	84%	76%	84%	82%	78%
Top (8-10)	12%	14%	10%	11%	9%	18%	14%	12%	11%	9%	12%	12%	11%	15%	10%	12%	15%
Mid range (5-7)	4%	1%	3%	5%	4%	3%	2%	3%	4%	4%	4%	4%	3%	7%	4%	2%	5%
Low (0-4)	3%	2%	3%	2%	5%	3%	2%	2%	1%	6%	3%	2%	3%	1%	2%	4%	3%
DK/NR																	
chi ² :																	
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	8.90	8.97	9.11	8.84	8.91	8.67	8.83	8.85	8.99	8.99	8.92	8.89	9.03	8.45	8.93	9.10	8.61
sig. test for means:			*										**	**	*	*	*

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9F Modifying the Canadian passport to make it more difficult to falsify													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	82%	79%	83%	82%	82%	85%	80%	78%	90%	80%	28%	88%	93%
Mid range (5-7)	12%	13%	11%	12%	11%	10%	14%	14%	+++	---	---	++	+++
Low (0-4)	4%	4%	3%	4%	3%	4%	4%	6%	--	+	+++	-	---
DK/NR	3%	4%	3%	2%	3%	2%	2%	2%	---	---	+++	-	---
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	8.90	8.84	8.98	8.84	8.94	8.99	8.73	8.55	9.38	8.82	5.56	9.17	9.55
sig. test for means:									***		***	**	***

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...

	HOLDS A PASSPORT															
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q9G Making express post delivery the normal way of returning real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	63%	64%	61%	61%	60%	66%	64%	65%	64%	63%	62%	62%	64%	66%	63%	54%
Mid range (5-7)	22%	19%	24%	15%	21%	21%	19%	20%	20%	22%	22%	23%	21%	19%	24%	22%
Low (0-4)	14%	16%	12%	24%	19%	13%	16%	14%	14%	13%	14%	14%	14%	14%	11%	23%
DK/NR	2%	1%	3%	0%	0%	1%	1%	0%	3%	1%	1%	1%	2%	2%	2%	1%
chi ² :														(**)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	7.41	7.39	7.44	6.87	7.06	7.62	7.43	7.44	7.38	7.48	7.42	7.34	7.49	7.50	7.63	6.66
sig. test for means:						*									*	***

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9G Making express post delivery the normal way of returning real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	63%	70%	68%	60%	63%	56%	68%	64%	64%	56%	65%	60%	64%	58%	61%	67%	62%
Mid range (5-7)	22%	25%	20%	22%	24%	19%	24%	20%	22%	20%	19%	24%	22%	19%	24%	19%	20%
Low (0-4)	14%	3%	11%	17%	10%	23%	7%	15%	14%	21%	14%	14%	12%	20%	13%	13%	17%
DK/NR	2%	2%	1%	1%	3%	2%	2%	1%	1%	3%	2%	2%	2%	2%	2%	2%	1%
chi ² :		(***)					(**)						(*)				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	7.41	8.10	7.78	7.12	7.67	6.79	7.88	7.43	7.43	6.81	7.47	7.34	7.54	6.87	7.38	7.72	7.11
sig. test for means:		**	*	*		*	**			**			*	*		*	

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9G Making express post delivery the normal way of returning passport with signature	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	63%	61%	62%	64%	62%	69%	59%	61%	58%	39%	43%	74%	77%
Top (8-10)									-	---	---	+++	+++
Mid range (5-7)	22%	25%	21%	21%	22%	21%	18%	24%	22%	22%	39%	19%	17%
Low (0-4)	14%	12%	15%	14%	14%	7%	22%	11%	18%	38%	19%	6%	5%
DK/NR	2%	2%	2%	1%	1%	2%	2%	3%	2%	2%	0%	1%	1%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.41	7.65	7.42	7.32	7.38	8.01	6.95	7.59	6.93	5.15	6.45	8.27	8.52
sig. test for means:						**			**	***	***	***	***

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...

	HOLDS A PASSPORT							LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all				
Q9H In order to pay for these changes, that is a passport that is more difficult to fall real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200				
Top (8-10)	36%	31%	39%	31%	31%	31%	31%	38%	34%	32%	40%	26%	42%	42%	33%	23%				
Mid range (5-7)	32%	30%	34%	36%	29%	26%	31%	33%	34%	34%	29%	30%	34%	31%	34%	31%				
Low (0-4)	31%	38%	25%	33%	40%	41%	37%	29%	30%	34%	30%	42%	23%	25%	31%	46%				
DK/NR	1%	1%	2%	0%	0%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%				
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.59	*** 5.07	4 6.00	11 5.18	10 4.92	8 4.96	6 5.06	19 5.80	7 5.61	6 5.32	5 5.81	*** 4.80	4 6.18	(***) 6.09	5 5.52	8 4.55	***			
	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE						
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other			
Q9H In order to pay for these changes, that is a passport that is more difficult to fall real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165			
Top (8-10)	36%	37%	38%	35%	38%	32%	31%	37%	41%	34%	38%	33%	38%	29%	37%	37%	30%			
Mid range (5-7)	32%	32%	32%	28%	36%	36%	42%	31%	27%	27%	32%	31%	33%	29%	32%	30%	33%			
Low (0-4)	31%	31%	28%	35%	25%	31%	26%	31%	30%	36%	28%	34%	28%	42%	29%	31%	36%			
DK/NR	1%	0%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	2%	1%			
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.59	11 5.73	6 5.74	5 5.31	8 6.04	9 5.50	(**) 8 5.86	5 5.62	6 5.81	8 5.05	5 5.76	5 5.41	(***) 4 5.82	8 4.72	4 5.74	6 5.62	9 5.12	*		

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9H In order to pay for these changes, that is a passport that is more difficult to fall real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	36%	41%	33%	37%	36%	37%	31%	42%	13%	11%	20%	46%	66%
Mid range (5-7)	32%	26%	33%	32%	32%	31%	34%	30%	32%	18%	36%	41%	29%
Low (0-4)	31%	31%	32%	30%	31%	32%	34%	24%	52%	71%	45%	12%	5%
DK/NR	1%	2%	1%	1%	2%	0%	1%	4%	3%	0%	0%	1%	0%
chi ² :									+++ (***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	5.59	5.69	5.45	5.73	5.61	5.50	5.27	6.28	3.51	2.50	4.61	6.94	8.11
sig. test for means:									***	***	***	***	***

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...

	HOLDS A PASSPORT							LAST RENEWAL			MAIN USE			DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all					
Q9I Charging \$10 for picking up a new passport at the counter for someone who doesnot wa real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200					
Top (8-10)	22%	16%	27%	19%	14%	15%	16%	18%	26%	20%	22%	17%	25%	27%	17%	20%					
Mid range (5-7)	25%	22%	26%	21%	26%	20%	23%	24%	26%	24%	25%	25%	25%	22%	29%	21%					
Low (0-4)	50%	59%	44%	54%	59%	62%	58%	54%	45%	55%	50%	56%	47%	46%	52%	56%					
DK/NR	3%	2%	3%	6%	0%	2%	2%	5%	2%	1%	3%	2%	2%	4%	2%	2%					
chi ² :		***		+								**		+							
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8					
mean for these data:	4.06	3.35	4.62	3.59	3.22	3.20	3.43	3.79	4.35	3.72	4.17	3.53	4.41	4.44	3.84	3.68					
sig. test for means:		***	***						*			***	***	**							

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q9I Charging \$10 for picking up a new passport at the counter for someone who doesnot wa real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	22%	28%	25%	20%	24%	17%	18%	22%	24%	25%	21%	24%	23%	17%	22%	25%	20%
Mid range (5-7)	25%	20%	28%	24%	20%	27%	35%	26%	21%	16%	25%	25%	25%	24%	24%	26%	26%
Low (0-4)	50%	45%	44%	54%	52%	52%	46%	50%	53%	54%	51%	49%	49%	57%	51%	45%	54%
DK/NR	3%	6%	2%	1%	4%	5%	1%	3%	2%	6%	3%	2%	3%	1%	3%	3%	1%
chi ² :		(*)		-			***			++			*				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	4.06	4.36	4.59	3.73	4.28	3.60	4.38	4.10	3.90	3.78	3.90	4.22	4.21	3.47	3.97	4.46	3.86
sig. test for means:			**	*									**	**	*		

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q9I Charging \$10 for picking up a new passport at the counter for someone who does not wait													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	22%	28%	20%	23%	22%	25%	15%	39%	7%	9%	13%	26%	43%
Mid range (5-7)	25%	19%	24%	28%	25%	25%	26%	17%	17%	7%	39%	28%	33%
Low (0-4)	50%	49%	53%	47%	50%	48%	56%	42%	73%	82%	47%	44%	21%
DK/NR	3%	4%	3%	2%	3%	1%	4%	3%	3%	2%	1%	2%	3%
chi ² :					(*)				(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.06	4.30	3.82	4.29	4.06	4.32	3.44	4.94	2.19	1.67	4.03	4.77	6.36
sig. test for means:			*				*	*	***	***		***	***

These six changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal, Internet services, a passport that is more difficult to falsify and express post delivery, would increase the price of the 5-year passport by \$20. On a scale from 0 to

		HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q10	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
	Top (8-10)	25%	21%	28%	25%	16%	20%	19%	34%	23%	25%	25%	18%	30%	30%	21%	21%	
	Mid range (5-7)	36%	35%	37%	32%	35%	36%	37%	32%	38%	32%	38%	30%	40%	34%	44%	26%	
	Low (0-4)	38%	43%	33%	43%	47%	44%	43%	34%	38%	41%	35%	51%	29%	35%	35%	51%	
	DK/NR	1%	1%	2%	0%	2%	0%	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%	
	chi ² :		***										(***)		(***)			
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
	mean for these data:	4.94	4.49	5.30	4.66	4.02	4.48	4.48	5.62	4.86	4.71	5.15	4.13	5.53	5.28	4.93	4.21	
	sig. test for means:		***	***				*	*			*	***	***	**		***	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q10	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	Top (8-10)	25%	24%	25%	24%	27%	23%	24%	23%	28%	25%	24%	25%	27%	16%	26%	24%	21%
	Mid range (5-7)	36%	46%	38%	33%	36%	35%	49%	38%	31%	24%	38%	34%	37%	33%	37%	38%	32%
	Low (0-4)	38%	29%	34%	41%	36%	40%	27%	37%	40%	47%	36%	40%	34%	50%	35%	36%	45%
	DK/NR	1%	1%	2%	1%	1%	2%	0%	2%	1%	4%	1%	2%	2%	1%	1%	2%	1%
	chi ² :							(***)						(***)				
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
	mean for these data:	4.94	5.20	5.00	4.71	5.31	4.88	5.61	4.94	4.91	4.24	4.99	4.88	5.18	4.05	5.13	4.87	4.53
	sig. test for means:							***			**			***	***	*		

These six changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal, Internet services, a passport that is more difficult to falsify and express post delivery, would increase the price of the 5-year passport by \$20. On a scale from 0 to

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS				SEGMENTS					
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q10	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	Top (8-10)	25%	27%	23%	25%	25%	26%	19%	29%	6%	2%	10%	34%	50%
	Mid range (5-7)	36%	33%	34%	40%	36%	37%	37%	38%	30%	13%	40%	49%	41%
	Low (0-4)	38%	38%	41%	34%	38%	35%	43%	28%	62%	84%	49%	17%	8%
	DK/NR	1%	1%	2%	1%	1%	1%	1%	5%	1%	1%	1%	1%	1%
	chi ² :									(***)				
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
	mean for these data:	4.94	4.93	4.79	5.12	4.97	4.94	4.50	5.67	2.95	1.86	4.17	6.36	7.26
	sig. test for means:									***	***	**	***	***

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

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all			
TOTAL		1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200		
Q11	real # of participants:	35%	40%	31%	43%	39%	39%	38%	47%	49%	35%	31%	100%	0%	33%	35%	45%		
	Paid out of general taxes		++	--						+++		--	+++	--			++		
	Financed through price increases	58%	53%	63%	51%	52%	54%	54%	50%	49%	58%	64%	0%	100%	63%	58%	50%		
	DK/NR	6%	7%	6%	5%	9%	7%	8%	3%	2%	8%	5%	0%	0%	5%	7%	5%		
	chi ² :		**							***	++		***		*				
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8		
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE				
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
Q11	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165	
	Paid out of general taxes	35%	31%	31%	38%	32%	43%	38%	39%	32%	31%	31%	40%	33%	46%	36%	27%	43%	
	Financed through price increases	58%	65%	60%	56%	65%	51%	56%	57%	62%	60%	61%	55%	60%	51%	57%	65%	55%	
	DK/NR	6%	3%	9%	7%	3%	6%	6%	4%	7%	9%	8%	5%	7%	3%	7%	8%	2%	
	chi ² :		*									+	-	+	-	***		***	
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9	

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

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q11 real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Paid out of general taxes	35%	35%	34%	38%	36%	35%	33%	41%	39%	43%	47%	35%	25%
Financed through price increases	58%	62%	60%	55%	58%	58%	62%	55%	54%	50%	47%	59%	70%
DK/NR	6%	4%	6%	7%	7%	7%	5%	4%	6%	7%	6%	6%	5%
chi ² : ± ... at 50%:	3	6	5	7	4	9	8	14	*** 6	9	11	6	6

How reasonable would you find:

	HOLDS A PASSPORT						LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all			
Q12 Top (8-10) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200			
\$30 for 2-working day service	31%	31%	30%	29%	27%	36%	29%	53%	23%	35%	32%	26%	34%	34%	27%	34%			
\$70 for 1-working day service	27%	26%	28%	25%	23%	29%	25%	46%	18%	29%	29%	22%	31%	33%	22%	28%			
\$220 for out-of-hours service	24%	22%	25%	21%	21%	24%	20%	40%	17%	25%	25%	17%	27%	26%	19%	27%			
Compassionate refund	65%	64%	66%	66%	62%	66%	64%	58%	69%	67%	64%	65%	68%	71%	63%	64%			
chi ² : ± ... at 50%:	3	5	4	11	10	8	**	19	7	6	5	***	4	5	5	8			

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q12 Top (8-10) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
\$30 for 2-working day service	31%	29%	29%	31%	26%	39%	25%	29%	35%	37%	28%	33%	31%	29%	32%	30%	26%
\$70 for 1-working day service	27%	17%	29%	26%	27%	33%	23%	30%	28%	28%	24%	30%	28%	24%	28%	28%	21%
\$220 for out-of-hours service	24%	22%	30%	22%	20%	22%	20%	28%	29%	14%	21%	26%	26%	16%	24%	29%	15%
Compassionate refund	65%	75%	64%	64%	68%	61%	67%	65%	66%	65%	67%	64%	67%	59%	67%	61%	64%
chi ² : ± ... at 50%:	3	11	6	5	8	9	***	5	6	8	*	5	**	8	**	6	9

How reasonable would you find:

	HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q12 Top (8-10)													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
\$30 for 2-working day service	31%	30%	29%	33%	31%	33%	33%	26%	33%	26%	11%	36%	34%
\$70 for 1-working day service	27%	24%	27%	28%	26%	32%	28%	23%	23%	25%	14%	27%	37%
\$220 for out-of-hours service	24%	20%	24%	24%	22%	31%	25%	23%	22%	22%	9%	28%	27%
Compassionate refund	65%	62%	67%	65%	65%	72%	64%	59%	66%	60%	48%	66%	74%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

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...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q12A Charging an additional \$30 to issue the passport within two working days real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	31%	31%	30%	29%	27%	36%	29%	53%	23%	35%	32%	26%	34%	34%	27%	34%
Mid range (5-7)	23%	22%	25%	22%	21%	24%	23%	15%	21%	24%	24%	25%	23%	21%	30%	13%
Low (0-4)	44%	46%	43%	49%	52%	39%	46%	32%	55%	40%	42%	48%	42%	44%	41%	51%
DK/NR	2%	1%	2%	0%	0%	1%	2%	0%	1%	1%	1%	1%	1%	1%	2%	2%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.82	5 4.78	4 4.85	11 4.65	10 4.25	8 5.20	6 4.71	19 6.36	(*) 7 4.01	6 5.15	5 4.97	* 5 4.37	4 5.13	(***) 5 4.90	5 4.91	8 4.55

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q12A Charging an additional \$30 to issue the passport within two working days real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	31%	29%	29%	31%	26%	39%	25%	29%	35%	37%	28%	33%	31%	29%	32%	30%	26%
Mid range (5-7)	23%	30%	24%	24%	26%	16%	30%	25%	21%	16%	25%	22%	24%	23%	24%	22%	24%
Low (0-4)	44%	40%	46%	44%	45%	43%	44%	43%	43%	44%	45%	44%	43%	47%	42%	46%	48%
DK/NR	2%	1%	2%	1%	3%	2%	1%	2%	1%	3%	2%	2%	2%	1%	2%	2%	1%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.82	11 4.88	6 4.62	5 4.84	8 4.85	9 5.03	(**) 8 4.81	5 4.78	6 5.03	8 4.80	5 4.70	5 4.94	4 4.88	8 4.62	4 4.93	6 4.70	9 4.61

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q12A Charging an additional \$30 to issue the passport within two working days													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	31%	30%	29%	33%	31%	33%	33%	26%	33%	26%	11%	36%	34%
Mid range (5-7)	23%	22%	23%	24%	23%	27%	23%	27%	16%	18%	34%	25%	27%
Low (0-4)	44%	46%	46%	42%	45%	40%	43%	43%	48%	57%	54%	38%	37%
DK/NR	2%	1%	2%	2%	2%	1%	1%	4%	2%	0%	1%	1%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.82	4.67	4.64	5.08	4.79	5.02	4.88	4.81	4.50	3.92	3.70	5.45	5.38
sig. test for means:										**	***	***	**

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...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q12B Charging an additional \$70 passport within one working day real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	27%	26%	28%	25%	23%	29%	25%	46%	18%	29%	29%	22%	31%	33%	22%	28%
Mid range (5-7)	21%	20%	22%	16%	22%	22%	20%	16%	21%	22%	20%	19%	22%	16%	26%	17%
Low (0-4)	51%	54%	48%	59%	54%	48%	54%	38%	59%	48%	50%	58%	46%	50%	51%	54%
DK/NR	1%	1%	2%	0%	0%	1%	1%	0%	2%	1%	0%	1%	1%	1%	1%	1%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.25	5 4.04	4 4.42	11 3.83	10 3.93	8 4.37	6 4.03	19 5.54	(**) 7 3.46	6 4.42	5 4.45	(**) 5 3.72	4 4.64	(***) 5 4.48	5 4.21	8 3.93

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q12B Charging an additional \$70 passport within one working day real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	27%	17%	29%	26%	27%	33%	23%	30%	28%	28%	24%	30%	28%	24%	28%	28%	21%
Mid range (5-7)	21%	25%	23%	18%	21%	21%	24%	23%	21%	13%	23%	19%	21%	20%	21%	20%	22%
Low (0-4)	51%	58%	47%	54%	50%	44%	53%	44%	50%	55%	51%	51%	50%	55%	50%	50%	56%
DK/NR	1%	1%	2%	1%	2%	2%	0%	2%	0%	4%	2%	1%	1%	1%	1%	2%	1%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 4.25	11 3.51	6 4.34	5 4.14	8 4.42	9 4.66	(***) 8 4.27	5 4.56	6 4.26	8 3.92	5 4.13	5 4.37	4 4.34	8 3.96	4 4.37	6 4.26	9 3.86

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q12B Charging an additional \$70 passport within one working day													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	27%	24%	27%	28%	26%	32%	28%	23%	23%	25%	14%	27%	37%
Mid range (5-7)	21%	19%	21%	21%	19%	24%	22%	27%	18%	11%	33%	26%	19%
Low (0-4)	51%	54%	51%	50%	53%	43%	49%	45%	58%	65%	53%	47%	42%
DK/NR	1%	3%	2%	1%	1%	1%	1%	5%	1%	0%	0%	1%	2%
								++					
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.25	3.96	4.17	4.44	4.20	4.54	4.26	4.20	3.58	3.20	3.84	4.62	5.22
sig. test for means:									***	***		*	***

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...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q12C Charging an additional \$220 if the issuance of the passport requires real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	24%	22%	25%	21%	21%	24%	20%	40%	17%	25%	25%	17%	27%	26%	19%	27%
Mid range (5-7)	22%	21%	24%	19%	19%	23%	22%	20%	19%	23%	24%	20%	24%	22%	27%	12%
Low (0-4)	52%	56%	49%	58%	58%	52%	57%	40%	64%	50%	49%	61%	47%	51%	51%	61%
DK/NR	2%	1%	2%	2%	3%	1%	1%	0%	1%	2%	1%	2%	1%	2%	2%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3	5	4	11	10	8	6	19	(*)	7	6	5	4	(***)	5	8
	3.98	3.74*	4.20*	3.76	3.55	3.96	3.62*	5.26*	3.28***	4.17	4.14	3.31***	4.41***	4.15	3.98	3.50

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q12C Charging an additional \$220 if the issuance of the passport requires real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	24%	22%	30%	22%	20%	22%	20%	28%	29%	14%	21%	26%	26%	16%	24%	29%	15%
Mid range (5-7)	22%	28%	21%	21%	26%	21%	30%	22%	19%	18%	22%	23%	22%	26%	23%	19%	24%
Low (0-4)	52%	46%	46%	56%	53%	55%	49%	48%	50%	64%	55%	49%	51%	59%	50%	50%	60%
DK/NR	2%	5%	2%	1%	2%	1%	1%	1%	2%	4%	2%	2%	2%	0%	2%	2%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3	(*)	6	5	8	9	(***)	5	6	8	5	5	(**)	4	(**)	6	9
	3.98	4.20	4.45*	3.74	3.91	3.80	4.27	4.38*	4.20	2.78***	3.74*	4.23*	4.15**	3.35**	4.09	4.27	3.34**

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting follow ers	Strong supporters
Q12C Charging an additional \$220 if the express issuance of the passport requires opening real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	24%	20%	24%	24%	22%	31%	25%	23%	22%	22%	9%	28%	27%
Mid range (5-7)	22%	15%	21%	27%	23%	23%	19%	25%	21%	8%	28%	27%	25%
Low (0-4)	52%	62%	54%	47%	53%	45%	56%	51%	55%	69%	63%	44%	47%
DK/NR	2%	3%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%
chi ² :		(*)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	3.98	3.34	3.91	4.28	3.91	4.56	3.84	4.18	3.70	2.78	3.17	4.66	4.47
sig. test for means:		**								***	**	***	**

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...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
Q12D Refunding the additional charges for express issuance if the passport is required by real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	65%	64%	66%	66%	62%	66%	64%	58%	69%	67%	64%	65%	68%	71%	63%	64%
Mid range (5-7)	20%	19%	21%	18%	21%	19%	19%	18%	16%	22%	21%	20%	20%	19%	24%	12%
Low (0-4)	12%	14%	10%	14%	16%	12%	14%	25%	11%	10%	13%	13%	10%	8%	10%	22%
DK/NR	3%	3%	3%	2%	1%	3%	3%	0%	5%	2%	2%	3%	2%	2%	2%	2%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 7.80	5 7.58	4 7.97	11 7.66	10 7.37	8 7.76	6 7.63	19 6.77	7 7.98	6 7.88	5 7.70	5 7.70	4 7.93	(***) 8.21	5 7.73	8 7.22

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q12D Refunding the additional charges for express issuance if the passport is required by real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	65%	75%	64%	64%	68%	61%	67%	65%	66%	65%	67%	64%	67%	59%	67%	61%	64%
Mid range (5-7)	20%	14%	19%	21%	21%	23%	24%	21%	19%	15%	18%	22%	19%	23%	18%	21%	24%
Low (0-4)	12%	9%	14%	13%	7%	12%	7%	12%	12%	16%	12%	11%	11%	16%	11%	15%	11%
DK/NR	3%	2%	3%	2%	4%	4%	2%	3%	3%	4%	3%	2%	3%	1%	4%	3%	1%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 7.80	11 8.28	6 7.79	5 7.62	8 8.22	9 7.55	8 8.16	5 7.77	6 7.79	8 7.61	5 7.86	5 7.74	4 7.93	8 7.32	4 7.94	6 7.55	9 7.70

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q12D Refunding the additional charges for express issuance if the passport is required for real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	65%	62%	67%	65%	65%	72%	64%	59%	66%	60%	48%	66%	74%
Mid range (5-7)	20%	20%	19%	22%	20%	18%	19%	25%	19%	15%	32%	22%	17%
Low (0-4)	12%	16%	11%	11%	12%	9%	14%	12%	12%	22%	19%	9%	7%
DK/NR	3%	3%	3%	2%	3%	2%	3%	4%	4%	2%	1%	2%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.80	7.38	7.89	7.83	7.80	8.16	7.62	7.55	7.77	6.82	6.73	8.07	8.46
sig. test for means:		*								**	***	*	***

How reasonable would you find:

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q13 Top (8-10)																	
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Separate ppt for every child	57%	54%	58%	57%	50%	54%	54%	52%	58%	55%	58%	51%	61%	77%	56%	16%	
Conditions for 1-3 years old	49%	47%	50%	47%	44%	49%	47%	44%	49%	49%	49%	43%	53%	65%	47%	12%	
Replacement if < 1 year old	69%	68%	70%	67%	61%	71%	69%	60%	75%	67%	69%	67%	71%	81%	70%	39%	
Conditions for 4-11 years old	55%	53%	56%	54%	49%	55%	54%	51%	57%	53%	56%	50%	58%	72%	53%	18%	
Conditions for 12-15 years old	26%	27%	25%	15%	32%	31%	25%	29%	22%	30%	25%	21%	30%	38%	21%	14%	
chi ² :				--					+			--	++	+++	---	---	
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q13 Top (8-10)																	
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Separate ppt for every child	57%	59%	57%	55%	62%	54%	59%	56%	57%	55%	58%	55%	60%	45%	57%	62%	50%
Conditions for 1-3 years old	49%	53%	53%	46%	50%	43%	50%	49%	50%	45%	52%	46%	50%	44%	47%	55%	46%
Replacement if < 1 year old	69%	74%	72%	70%	69%	60%	77%	69%	68%	63%	72%	67%	72%	60%	69%	73%	67%
Conditions for 4-11 years old	55%	55%	60%	52%	56%	50%	60%	55%	55%	48%	58%	51%	56%	50%	54%	59%	51%
Conditions for 12-15 years old	26%	21%	29%	27%	27%	20%	25%	25%	25%	31%	28%	24%	26%	27%	24%	28%	28%
chi ² :													**				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

How reasonable would you find:

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q13 Top (8-10)	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	57%	59%	58%	54%	56%	58%	60%	50%	81%	21%	46%	29%	81%
Separate ppt for every child									+++	---	-	---	+++
Conditions for 1-3 years old	49%	50%	47%	51%	48%	55%	48%	49%	57%	19%	31%	40%	71%
Replacement if < 1 year old	69%	68%	68%	71%	70%	71%	68%	69%	++	---	---	---	+++
Conditions for 4-11 years old	69%	68%	68%	71%	70%	71%	68%	69%	+++	---	---	---	+++
Conditions for 12-15 years old	55%	54%	52%	59%	54%	61%	53%	52%	+++	---	---	---	+++
chi ² :	26%	23%	27%	26%	27%	27%	23%	25%	26%	14%	19%	21%	40%
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

		HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q13A Every child should get his or her own passport																		
real # of participants:		1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Top (8-10)		57%	54%	58%	57%	50%	54%	54%	52%	58%	55%	58%	51%	61%	77%	56%	16%	
Mid range (5-7)		19%	19%	19%	17%	21%	21%	18%	19%	21%	19%	18%	21%	18%	12%	26%	18%	
Low (0-4)		22%	25%	19%	26%	24%	24%	26%	29%	19%	23%	22%	26%	19%	10%	17%	64%	
DK/NR		3%	2%	3%	0%	4%	2%	2%	0%	2%	2%	2%	2%	2%	1%	1%	1%	
chi ² :																		
± ... at 50%:		3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
mean for these data:		6.98	6.74	7.16	6.88	6.67	6.64	6.64	6.33	7.12	6.99	6.95	6.52	7.32	8.34	7.17	3.22	
sig. test for means:			*	*								***	***	***	***	***	***	
		REGION OF RESIDENCE			AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE					
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q13A Every child should get his or her own passport																		
real # of participants:		1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)		57%	59%	57%	55%	62%	54%	59%	56%	57%	55%	58%	55%	60%	45%	57%	62%	50%
Mid range (5-7)		19%	20%	19%	20%	15%	21%	22%	18%	21%	15%	19%	20%	17%	25%	19%	16%	24%
Low (0-4)		22%	14%	22%	22%	21%	24%	18%	23%	20%	25%	20%	24%	21%	26%	22%	20%	23%
DK/NR		3%	6%	3%	2%	2%	1%	1%	2%	2%	5%	3%	2%	2%	4%	2%	2%	4%
chi ² :																		
± ... at 50%:		3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:		6.98	7.51	6.86	6.93	7.28	6.71	7.29	6.91	7.01	6.65	7.10	6.87	7.18	6.27	7.00	7.15	6.72
sig. test for means:			+					*			++			***	**			

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q13A Every child should get his or her own passport													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	57%	59%	58%	54%	56%	58%	60%	50%	81%	21%	46%	29%	81%
Mid range (5-7)	19%	15%	16%	24%	21%	17%	13%	19%	14%	15%	26%	31%	13%
Low (0-4)	22%	24%	22%	20%	21%	23%	24%	28%	4%	60%	28%	38%	4%
DK/NR	3%	2%	3%	2%	2%	2%	3%	3%	1%	4%	0%	1%	2%
chi ² :		(**)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.98	6.94	7.02	6.96	6.99	7.04	7.05	6.66	8.71	3.32	6.47	5.19	8.84
sig. test for means:									***	***		***	***

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q13B Every child should get his or her own passport but it would cost \$50 less for child5	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	49%	47%	50%	47%	44%	49%	47%	44%	49%	49%	49%	43%	53%	65%	47%	12%
Mid range (5-7)	21%	19%	22%	21%	21%	15%	19%	13%	20%	21%	21%	22%	21%	18%	25%	17%
Low (0-4)	28%	32%	24%	31%	33%	33%	32%	39%	29%	27%	27%	33%	23%	15%	25%	68%
DK/NR	3%	2%	4%	1%	2%	3%	2%	3%	2%	3%	2%	2%	3%	2%	2%	3%
chi ² :		**										**		(***)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	6.23	5.97	6.42	6.07	5.79	5.92	5.94	5.57	6.05	6.29	6.28	5.62	6.66	7.45	6.37	2.67
sig. test for means:		*	*									***	***	***		***

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q13B Every child should get his or her own passport but it would cost \$50 less for child5	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	49%	53%	53%	46%	50%	43%	50%	49%	50%	45%	52%	46%	50%	44%	47%	55%	46%
Mid range (5-7)	21%	26%	21%	20%	24%	16%	28%	20%	21%	12%	20%	22%	22%	18%	22%	18%	22%
Low (0-4)	28%	17%	24%	31%	23%	36%	21%	29%	26%	36%	24%	31%	25%	36%	28%	24%	30%
DK/NR	3%	4%	3%	3%	2%	4%	2%	2%	2%	7%	4%	2%	3%	1%	4%	3%	2%
chi ² :							***				++	++		**			
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	6.23	6.66	6.53	5.99	6.56	5.69	6.76	6.19	6.29	5.55	6.48	5.97	6.40	5.59	6.12	6.61	6.04
sig. test for means:							**			**	*	*	**	**	*	*	*

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q13B Every child should get his or her own passport but it would cost \$50 less for child5													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	49%	50%	47%	51%	48%	55%	48%	49%	57%	19%	31%	40%	71%
Mid range (5-7)	21%	18%	20%	23%	21%	15%	24%	23%	20%	11%	29%	25%	19%
Low (0-4)	28%	31%	29%	24%	28%	28%	27%	27%	20%	64%	41%	34%	7%
DK/NR	3%	2%	4%	2%	4%	2%	2%	1%	3%	6%	0%	1%	2%
chi ² :					+				(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.23	6.11	6.10	6.41	6.19	6.44	6.24	6.19	6.86	2.92	5.20	5.59	8.10
sig. test for means:									***	***	***	***	***

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q13C If the first passport was issued when the child was less than 1 year old, one replae	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	69%	68%	70%	67%	61%	71%	69%	60%	75%	67%	69%	67%	71%	81%	70%	39%
Mid range (5-7)	14%	15%	14%	12%	20%	12%	14%	11%	12%	16%	14%	14%	15%	11%	18%	13%
Low (0-4)	14%	15%	13%	20%	17%	14%	15%	27%	10%	15%	14%	16%	12%	7%	10%	43%
DK/NR	3%	2%	3%	1%	1%	3%	2%	3%	3%	1%	3%	3%	2%	1%	1%	5%
chi ² :														(***)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	7.74	7.58	7.86	7.25	7.22	7.76	7.68	6.50	8.14	7.54	7.76	7.48	7.91	8.67	7.90	4.93
sig. test for means:									*			*	*	***		***

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q13C If the first passport was issued when the child was less than 1 year old, one replae	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	69%	74%	72%	70%	69%	60%	77%	69%	68%	63%	72%	67%	72%	60%	69%	73%	67%
Mid range (5-7)	14%	19%	11%	13%	17%	14%	16%	14%	15%	10%	14%	14%	13%	18%	14%	11%	17%
Low (0-4)	14%	5%	14%	14%	10%	22%	7%	14%	14%	22%	12%	15%	13%	18%	14%	14%	13%
DK/NR	3%	2%	2%	3%	4%	4%	1%	3%	3%	5%	2%	3%	2%	4%	3%	1%	4%
chi ² :		(*)					***			+			**				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	7.74	8.35	7.87	7.73	7.88	7.00	8.38	7.76	7.66	7.08	7.90	7.58	7.88	7.25	7.68	7.87	7.75
sig. test for means:		**				**	***			**			*	*			

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q13C If the first passport was issued when the child was less than 1 year old, real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	69%	68%	68%	71%	70%	71%	68%	69%	77%	45%	55%	63%	86%
Mid range (5-7)	14%	12%	13%	16%	14%	11%	16%	14%	13%	12%	23%	18%	9%
Low (0-4)	14%	19%	16%	10%	13%	15%	15%	16%	8%	38%	22%	16%	4%
DK/NR	3%	2%	3%	3%	3%	3%	2%	1%	2%	6%	0%	3%	1%
chi ² :		(*)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.74	7.51	7.59	8.01	7.81	7.66	7.61	7.51	8.39	5.33	6.74	7.39	8.92
sig. test for means:				*					***	***	**	*	***

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q13D Every child should get his or her own passport but it would cost \$25 less for child1	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	55%	53%	56%	54%	49%	55%	54%	51%	57%	53%	56%	50%	58%	72%	53%	18%
Mid range (5-7)	22%	22%	22%	20%	26%	20%	21%	13%	20%	25%	22%	24%	22%	17%	28%	19%
Low (0-4)	21%	23%	19%	26%	22%	23%	23%	36%	21%	20%	21%	24%	18%	10%	16%	60%
DK/NR	3%	2%	3%	0%	2%	2%	2%	0%	2%	3%	2%	2%	2%	1%	2%	2%
chi ² :												*		(***)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	6.76	6.61	6.90	6.51	6.55	6.61	6.61	6.01	6.74	6.77	6.79	6.43	7.03	7.93	6.94	3.31
sig. test for means:												**	**	**		**

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q13D Every child should get his or her own passport but it would cost \$25 less for child1	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	55%	55%	60%	52%	56%	50%	60%	55%	55%	48%	58%	51%	56%	50%	54%	59%	51%
Mid range (5-7)	22%	23%	20%	23%	24%	21%	27%	20%	23%	17%	21%	24%	22%	24%	21%	19%	28%
Low (0-4)	21%	18%	19%	22%	17%	25%	11%	23%	20%	29%	18%	23%	20%	24%	21%	20%	19%
DK/NR	3%	4%	2%	2%	3%	3%	1%	2%	2%	6%	3%	2%	3%	2%	3%	1%	2%
chi ² :							***				*				+		
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	6.76	6.91	7.07	6.63	6.96	6.27	7.44	6.74	6.78	6.05	7.02	6.51	6.88	6.37	6.68	7.02	6.68
sig. test for means:							***			**	**	**					

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q13D Every child should get his or her own passport but it would cost \$25 less for child1													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	55%	54%	52%	59%	54%	61%	53%	52%	65%	27%	36%	42%	78%
Mid range (5-7)	22%	20%	22%	23%	23%	14%	21%	32%	19%	15%	34%	31%	16%
Low (0-4)	21%	25%	23%	16%	20%	25%	24%	15%	13%	53%	31%	25%	5%
DK/NR	3%	2%	3%	3%	3%	1%	3%	1%	2%	4%	0%	2%	1%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.76	6.60	6.50	7.15	6.77	6.76	6.60	7.09	7.43	3.87	5.74	6.14	8.41
sig. test for means:			**	**					**	**	**	**	**

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q13E Every child should get his or her own passport and it would cost the full price for 5 real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	26%	27%	25%	15%	32%	31%	25%	29%	22%	30%	25%	21%	30%	38%	21%	14%
Mid range (5-7)	32%	31%	32%	--	34%	23%	32%	26%	36%	31%	31%	--	++	+++	---	---
Low (0-4)	40%	40%	39%	+	32%	43%	41%	45%	40%	37%	42%	46%	36%	30%	39%	66%
DK/NR	3%	2%	3%	0%	2%	3%	2%	0%	2%	2%	2%	2%	2%	1%	2%	3%
chi ² :				(**)								**		(***)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	4.87	4.87	4.87	4.21	5.41	4.86	4.78	4.68	4.71	5.20	4.74	4.40	5.24	5.86	4.79	2.72
sig. test for means:				*	*					*		***	***	***		***

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q13E Every child should get his or her own passport and it would cost the full price for 5 real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	26%	21%	29%	27%	27%	20%	25%	25%	25%	31%	28%	24%	26%	27%	24%	28%	28%
Mid range (5-7)	32%	33%	31%	34%	30%	27%	42%	30%	30%	23%	30%	33%	32%	30%	31%	31%	33%
Low (0-4)	40%	40%	38%	37%	40%	50%	32%	42%	43%	40%	38%	41%	39%	41%	41%	40%	38%
DK/NR	3%	6%	2%	2%	3%	3%	1%	2%	2%	5%	3%	2%	3%	2%	4%	1%	2%
chi ² :		+					***			++					+		
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	4.87	4.83	5.01	5.00	4.98	4.08	5.31	4.77	4.61	4.86	5.05	4.68	4.92	4.68	4.79	4.92	4.97
sig. test for means:						**	*										

Currently, Canadians under the age of 16 may travel abroad without a passport of their own as long as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may think otherwise. On

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follow ers	Strong suppr-ters
Q13E Every child should get his or her own passport and it would cost the full price for 5 real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	26%	23%	27%	26%	27%	27%	23%	25%	26%	14%	19%	21%	40%
Mid range (5-7)	32%	27%	29%	36%	32%	32%	29%	33%	33%	16%	34%	32%	37%
Low (0-4)	40%	47%	41%	36%	39%	40%	46%	41%	39%	66%	47%	45%	22%
DK/NR	3%	2%	3%	3%	3%	1%	3%	1%	2%	4%	0%	2%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.87	4.45	4.87	5.00	4.97	4.88	4.31	4.91	4.91	2.67	4.34	4.55	6.33
sig. test for means:		*					*			***			***

In your view, how effective would it be to demand that children possess their own passport in order to curtail international child smuggling? Would it be very effective, somewhat effective or not at all effective?

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Somewhat	Not at all	
Q14																	
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Very effective	40%	34%	45%	36%	32%	35%	35%	14%	36%	42%	41%	37%	43%	100%	0%	0%	
Somewhat effective	41%	44%	38%	47%	38%	46%	44%	55%	45%	39%	40%	40%	41%	0%	100%	0%	
Not at all effective	15%	17%	13%	16%	21%	16%	17%	31%	15%	15%	15%	19%	13%	0%	0%	100%	
DK/NR	4%	5%	4%	1%	9%	3%	5%	0%	4%	4%	4%	4%	4%	0%	0%	0%	
chi ² :		**		(*)	++		(*)					*		***			
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q14																	
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Very effective	40%	46%	45%	37%	36%	41%	39%	42%	45%	34%	41%	40%	41%	36%	38%	46%	37%
Somewhat effective	41%	37%	35%	44%	48%	37%	52%	35%	37%	39%	43%	39%	41%	39%	43%	35%	43%
Not at all effective	15%	15%	14%	14%	12%	20%	8%	19%	13%	18%	13%	17%	14%	19%	15%	14%	14%
DK/NR	4%	2%	6%	5%	4%	2%	1%	4%	4%	9%	4%	5%	4%	6%	4%	4%	6%
chi ² :		(*)					-			+++							
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

In your view, how effective would it be to demand that children possess their own passport in order to curtail international child smuggling? Would it be very effective, somewhat effective or not at all effective?

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q14 real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Very effective	40%	40%	41%	39%	38%	48%	41%	46%	49%	25%	27%	29%	54%
Somewhat effective	41%	36%	39%	44%	43%	34%	35%	38%	42%	31%	52%	43%	39%
Not at all effective	15%	20%	16%	12%	14%	16%	18%	12%	5%	37%	18%	24%	5%
DK/NR	4%	4%	4%	5%	4%	2%	6%	5%	3%	7%	3%	4%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

Considering the various price conditions, would you be likely or unlikely to request, before the end of the validity period of your own passport, a separate passport for the children currently listed in your passport in order to benefit from improved security features?

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all		
Q15	real # of participants:	40	40	0	7	9	21	28	5	13	9	18	17	21	16	14	10		
	Likely	46%	46%	0%	33%	23%	57%	51%	54%	50%	48%	41%	63%	32%	58%	31%	49%		
	Unlikely	49%	49%	0%	60%	77%	37%	42%	46%	48%	52%	48%	35%	60%	42%	57%	47%		
	Some but not all	3%	3%	0%	0%	0%	6%	4%	0%	0%	0%	7%	0%	5%	0%	7%	0%		
	DK/NR	3%	3%	0%	7%	0%	0%	4%	0%	3%	0%	4%	2%	3%	0%	4%	5%		
	chi ² : ± ... at 50%:	18	18	*	43	38	25	21	51	31	38	27	27	25	28	30	36		

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q15	real # of participants:	40	5	6	21	3	5	1	28	9	0	26	14	28	10	23	8	8
	Likely	46%	15%	61%	50%	60%	44%	0%	58%	25%	0%	48%	42%	38%	69%	46%	35%	54%
	Unlikely	49%	85%	17%	45%	40%	56%	100%	37%	65%	0%	46%	55%	57%	22%	54%	52%	36%
	Some but not all	3%	0%	0%	5%	0%	0%	0%	4%	0%	0%	4%	0%	0%	8%	0%	0%	11%
	DK/NR	3%	0%	22%	0%	0%	0%	0%	1%	10%	0%	2%	3%	4%	0%	0%	13%	0%
	chi ² : ± ... at 50%:	18	51	46	25	65	51	113	21	38	*	22	30	21	36	24	40	40

Considering the various price conditions, would you be likely or unlikely to request, before the end of the validity period of your own passport, a separate passport for the children currently listed in your passport in order to benefit from improved security features?

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follow ers	Strong suppr- ters
Q15	real # of participants:	40	5	25	10	2	16	16	5	6	7	5	14	8
	Likely	46%	25%	36%	61%	52%	47%	55%	15%	17%	48%	66%	48%	47%
	Unlikely	49%	54%	56%	39%	0%	53%	45%	60%	83%	29%	34%	45%	53%
	Some but not all	3%	0%	5%	0%	0%	0%	0%	18%	0%	0%	0%	8%	0%
	DK/NR	3%	22%	3%	0%	48%	0%	0%	7%	0%	24%	0%	0%	0%
	chi ² :					(*)								
	± ... at 50%:	18	51	23	36	80	28	28	51	46	43	51	30	40

Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; the client does not need to renew as often but this system has disadvantages in terms of the use of latest security features and crime prevention. In your view, which is preferable...

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all		
Q16	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200		
	A 5-year passport	63%	57%	67%	54%	58%	59%	54%	64%	60%	65%	62%	52%	70%	68%	62%	53%		
	A 10-year passport	35%	42%	30%	46%	41%	40%	45%	36%	39%	33%	36%	47%	29%	31%	38%	45%		
	DK/NR	2%	1%	3%	0%	1%	1%	1%	0%	2%	2%	1%	1%	2%	2%	1%	3%		
	chi ² :		***	+								***		(**)					
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8		

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q16	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	A 5-year passport	63%	63%	72%	61%	59%	53%	58%	65%	65%	60%	60%	66%	66%	49%	62%	75%	50%
	A 10-year passport	35%	33%	26%	37%	39%	45%	41%	34%	32%	37%	38%	33%	32%	49%	36%	22%	49%
	DK/NR	2%	4%	2%	2%	2%	2%	1%	1%	3%	4%	3%	1%	2%	2%	2%	3%	1%
	chi ² :		(**)					(*)			+	*		***		***		
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; the client does not need to renew as often but this system has disadvantages in terms of the use of latest security features and crime prevention. In your view, which is preferable...

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q16	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	A 5-year passport	63%	66%	64%	60%	63%	58%	64%	65%	65%	59%	55%	61%	67%
	A 10-year passport	35%	32%	34%	38%	35%	41%	34%	34%	34%	38%	44%	38%	32%
	DK/NR	2%	2%	2%	2%	2%	1%	2%	1%	2%	4% +	1%	1%	2%
	chi ² : ± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

Do you think it is preferable to pay the current price for a passport valid for 5 years or twice as much for a passport valid for 10 years?

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q17 real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Current price for 5 years	59%	59%	60%	66%	52%	61%	58%	65%	63%	61%	58%	53%	64%	65%	58%	52%
Twice as much for 10 years	20%	22%	18%	17%	27%	23%	22%	25%	21%	17%	21%	20%	20%	17%	19%	29%
Makes no difference	17%	15%	18%	13%	16%	12%	17%	10%	12%	19%	17%	21%	14%	14%	20%	15%
DK/NR	4%	3%	4%	3%	4%	3%	3%	0%	5%	3%	3%	5%	2%	4%	3%	4%
chi ² : ± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q17 real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Current price for 5 years	59%	71%	63%	56%	58%	58%	56%	59%	66%	55%	58%	61%	62%	52%	59%	66%	52%
Twice as much for 10 years	20%	18%	18%	22%	19%	21%	21%	18%	15%	28%	20%	20%	19%	23%	20%	16%	24%
Makes no difference	17%	11%	17%	18%	18%	16%	19%	17%	15%	15%	18%	16%	16%	19%	16%	17%	19%
DK/NR	4%	0%	2%	5%	5%	5%	4%	5%	4%	2%	4%	4%	3%	6%	4%	2%	5%
chi ² : ± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Do you think it is preferable to pay the current price for a passport valid for 5 years or twice as much for a passport valid for 10 years?

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q17													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Current price for 5 years	59%	61%	59%	60%	60%	61%	60%	56%	60%	64%	54%	56%	63%
Twice as much for 10 years	20%	19%	21%	19%	20%	18%	22%	21%	17%	17%	26%	23%	20%
Makes no difference	17%	17%	17%	17%	17%	17%	13%	20%	16%	16%	17%	19%	15%
DK/NR	4%	3%	3%	4%	3%	4%	5%	3%	6%	3%	3%	2%	2%
chi ² :									+++				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

The following questions will be about the first passport application process. Assuming that the cost is the same and that, in all cases, the new passport is sent by mail, in your view, which of the following 4 methods of sending the application form and supporting documentation is preferable...

		HOLDS A PASSPORT					LAST RENEWAL				MAIN USE			DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all				
Q18	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200				
	In person, Passport Office	37%	42%	33%	36%	46%	40%	41%	37%	42%	44%	30%	36%	39%	42%	35%	32%				
	In person, certified agent	31%	26%	36%	28%	25%	28%	27%	18%	25%	28%	36%	29%	33%	32%	34%	25%				
	By mail	17%	16%	17%	21%	17%	13%	17%	23%	15%	15%	19%	18%	16%	15%	16%	21%				
	Via the Internet	13%	15%	12%	15%	13%	16%	13%	21%	17%	11%	13%	15%	11%	10%	14%	18%				
	DK/NR	2%	1%	3%	1%	0%	3%	2%	0%	0%	2%	2%	2%	2%	1%	1%	4%				
	chi ² :		***							(***)					(**)						
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8				
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE						
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other			
Q18	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165			
	In person, Passport Office	37%	34%	37%	39%	35%	37%	34%	35%	37%	43%	39%	35%	34%	50%	33%	36%	49%			
	In person, certified agent	31%	41%	30%	28%	37%	29%	27%	34%	34%	27%	31%	31%	34%	21%	35%	30%	22%			
	By mail	17%	17%	19%	16%	14%	16%	16%	16%	17%	18%	16%	17%	17%	15%	16%	19%	16%			
	Via the Internet	13%	6%	12%	15%	11%	15%	20%	12%	10%	9%	11%	15%	13%	13%	13%	13%	12%			
	DK/NR	2%	2%	2%	2%	2%	3%	2%	2%	1%	3%	3%	2%	2%	1%	2%	2%	2%			
	chi ² :							(**)						***		**					
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9			

The following questions will be about the first passport application process. Assuming that the cost is the same and that, in all cases, the new passport is sent by mail, in your view, which of the following 4 methods of sending the application form and supporting documentation is preferable...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q18 real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
In person, Passport Office	37%	34%	37%	39%	39%	30%	37%	39%	40%	49%	33%	35%	33%
In person, certified agent	31%	32%	34%	27%	30%	34%	34%	31%	33%	22%	34%	31%	33%
By mail	17%	22%	14%	19%	18%	13%	15%	16%	15%	17%	22%	15%	17%
Via the Internet	13%	11%	13%	13%	12%	21%	12%	12%	11%	9%	11%	16%	15%
DK/NR	2%	1%	2%	2%	2%	2%	2%	3%	1%	3%	0%	3%	2%
chi ² : ± ... at 50%:	3	6	5	7	4	9	8	14	(*) 6	9	11	6	6

What about for the renewal of a passport, in your view, which of the 4 methods of sending the application form and supporting documentation is preferable...

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Not at all	
Q19 real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
In person, Passport Office	30%	32%	29%	30%	38%	27%	31%	31%	39%	32%	25%	31%	30%	33%	27%	30%
In person, certified agent	30%	27%	32%	33%	22%	30%	28%	22%	24%	33%	30%	28%	32%	30%	32%	24%
By mail	20%	18%	21%	12%	26%	17%	20%	19%	14%	16%	25%	18%	20%	20%	18%	20%
Via the Internet	18%	21%	16%	24%	13%	24%	20%	28%	22%	17%	18%	21%	17%	15%	21%	23%
DK/NR	2%	2%	2%	1%	1%	2%	2%	0%	1%	2%	2%	3%	1%	2%	1%	3%
chi ² : ± ... at 50%:	3	5	4	(*) 11	10	8	6	19	(***) 7	6	5	5	4	(*) 5	5	8

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
Q19 real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
In person, Passport Office	30%	24%	29%	32%	30%	31%	26%	32%	30%	32%	31%	29%	28%	36%	28%	28%	38%
In person, certified agent	30%	38%	29%	27%	36%	28%	23%	30%	34%	31%	31%	29%	30%	27%	31%	31%	25%
By mail	20%	26%	22%	18%	19%	17%	18%	18%	21%	25%	20%	20%	21%	15%	19%	23%	18%
Via the Internet	18%	10%	17%	21%	14%	22%	32%	18%	13%	9%	16%	20%	18%	21%	20%	15%	17%
DK/NR	2%	2%	3%	2%	2%	2%	1%	2%	3%	3%	2%	2%	2%	1%	2%	4%	2%
chi ² : ± ... at 50%:	3	11	6	5	8	9	(***) 8	5	6	8	5	5	*	8	*	4	9

What about for the renewal of a passport, in your view, which of the 4 methods of sending the application form and supporting documentation is preferable...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q19													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
In person, Passport Office	30%	31%	31%	29%	30%	27%	32%	36%	36%	37%	22%	27%	28%
In person, certified agent	30%	30%	31%	28%	29%	31%	27%	36%	29%	26%	35%	30%	31%
By mail	20%	23%	18%	20%	20%	18%	22%	10%	20%	23%	19%	15%	22%
Via the Internet	18%	15%	17%	21%	18%	23%	17%	13%	13%	13%	22%	26%	18%
DK/NR	2%	2%	3%	2%	2%	1%	2%	4%	2%	2%	2%	2%	1%
chi ² :									(**)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents?
 (IN DAYS)

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q20																
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
< 1 day	3%	3%	3%	4%	2%	4%	4%	0%	16%	0%	0%	6%	2%	4%	3%	2%
1-4 days	17%	21%	14%	25%	29%	16%	19%	22%	84%	0%	0%	22%	15%	14%	19%	19%
5 days	33%	37%	30%	37%	39%	36%	36%	29%	0%	100%	0%	32%	33%	35%	32%	33%
6-10 days	28%	24%	31%	19%	20%	29%	26%	25%	0%	0%	62%	24%	31%	28%	30%	27%
More than 10 days	17%	14%	19%	15%	10%	15%	14%	23%	0%	0%	38%	15%	18%	18%	15%	19%
DK/NR	2%	1%	3%	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%
chi ² :		***							***			(***)				
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	7.5	6.5	8.2	6.2	5.8	6.9	6.6	7.0	2.2	5.0	11.6	6.8	7.8	7.7	7.2	7.6
sig. test for means:		***	***			*			***	***	***	**	**			

As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents?
 (IN DAYS)

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
Q20 real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
< 1 day	3%	3%	3%	3%	2%	5%	5%	3%	2%	2%	2%	4%	4%	1%	3%	4%	3%
1-4 days	17%	16%	15%	21%	16%	10%	20%	18%	17%	11%	17%	17%	14%	25%	15%	12%	28%
5 days	33%	26%	36%	37%	27%	29%	28%	31%	36%	37%	34%	33%	33%	35%	33%	36%	30%
6-10 days	28%	26%	26%	24%	37%	34%	29%	30%	27%	28%	28%	28%	29%	26%	29%	26%	26%
More than 10 days	17%	27%	16%	14%	17%	19%	17%	16%	16%	20%	17%	17%	19%	11%	18%	18%	12%
DK/NR	2%	1%	4%	1%	1%	3%	0%	2%	2%	3%	2%	2%	2%	2%	1%	4%	1%
chi ² :		(***)					(*)						(***)		(***)		
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	7.46	8.59	7.66	6.89	7.53	7.97	7.51	7.43	7.22	7.94	7.33	7.58	7.81	6.24	7.59	8.03	6.47
sig. test for means:				*									***	***			**

As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents?
 (IN DAYS)

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q20													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
< 1 day	3%	2%	2%	4%	3%	2%	4%	4%	4%	2%	6%	2%	3%
1-4 days	17%	15%	16%	19%	16%	22%	18%	22%	18%	15%	21%	14%	19%
5 days	33%	31%	33%	34%	35%	32%	30%	24%	39%	37%	26%	34%	29%
6-10 days	28%	29%	28%	27%	27%	27%	33%	26%	25%	22%	33%	31%	29%
More than 10 days	17%	19%	19%	14%	17%	18%	15%	24%	14%	21%	11%	18%	19%
DK/NR	2%	3%	2%	1%	2%	0%	1%	0%	1%	2%	2%	1%	2%
chi ² :									(*)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	7.46	7.78	7.70	7.05	7.53	7.34	6.93	8.13	6.79	8.05	6.59	7.83	7.76
sig. test for means:									*				

Importance and occurrence

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1PIP POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q2122 Top (8-10) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Importance, forgery	91%	89%	92%	85%	88%	89%	89%	95%	87%	93%	91%	88%	92%	94%	89%	88%
Importance, acceptance	90%	89%	91%	87%	83%	92%	88%	85%	87%	92%	90%	87%	92%	92%	87%	93%
Occurrence, forgery	31%	30%	32%	28%	26%	32%	28%	31%	30%	31%	30%	30%	32%	35%	28%	29%
Occurrence, lack of acceptance	10%	7%	11%	4%	4%	8%	7%	3%	11%	9%	9%	9%	10%	14%	7%	5%
chi ² : ± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q2122 Top (8-10) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Importance, forgery	91%	94%	92%	91%	94%	81%	85%	92%	91%	95%	93%	89%	93%	83%	93%	92%	83%
Importance, acceptance	90%	89%	89%	90%	89%	92%	88%	91%	90%	90%	90%	89%	91%	85%	91%	91%	84%
Occurrence, forgery	31%	31%	38%	27%	27%	33%	32%	29%	28%	34%	31%	31%	32%	26%	30%	38%	25%
Occurrence, lack of acceptance	10%	6%	14%	10%	7%	5%	14%	9%	9%	6%	10%	9%	10%	7%	9%	13%	7%
chi ² : ± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Importance and occurrence

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q2122 Top (8-10) real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Importance, forgery	91%	94%	93%	87%	89%	95%	94%	93%	97%	97%	42%	94%	99%
			+	--	--	+			+++	++	---	+	+++
Importance, acceptance	90%	90%	91%	88%	88%	94%	90%	98%	96%	96%	48%	95%	93%
					--	+		+	+++	++	---	++	+
Occurrence, forgery	31%	28%	34%	28%	29%	34%	32%	40%	44%	14%	21%	14%	47%
			+						+++	---	-	---	+++
Occurrence, lack of acceptance	10%	8%	9%	11%	9%	10%	10%	14%	10%	0%	14%	1%	19%
										---		---	+++
chi ² : ± ... at 50%:	3	6	5	7	4	9	8	14	***	6	9	11	6

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...

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q21A making the passport difficult to use by an imposter	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	91%	89%	92%	85%	88%	89%	89%	95%	87%	93%	91%	88%	92%	94%	89%	88%
Mid range (5-7)	7%	9%	4%	14%	9%	9%	10%	1%	10%	4%	7%	9%	5%	4%	9%	8%
Low (0-4)	2%	2%	2%	1%	3%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	3%
DK/NR	1%	0%	2%	0%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%
chi ² :		**										(*)				
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	9.41	9.30	9.49	9.25	9.19	9.38	9.40	9.45	9.29	9.50	9.40	9.23	9.53	9.60	9.27	9.21
sig. test for means:		*	*									**	**	***	*	

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q21A making the passport difficult to use by an imposter	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	91%	94%	92%	91%	94%	81%	85%	92%	91%	95%	93%	89%	93%	83%	93%	92%	83%
Mid range (5-7)	7%	4%	5%	6%	4%	16%	13%	5%	5%	2%	6%	8%	4%	14%	4%	5%	14%
Low (0-4)	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	3%	2%	2%	2%	1%	2%
DK/NR	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%
chi ² :		(**)					(***)			*		(***)		(***)			
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	9.41	9.58	9.50	9.38	9.56	9.02	9.11	9.50	9.39	9.65	9.52	9.29	9.52	9.00	9.49	9.56	9.00
sig. test for means:					*	**	**			**	**	**	***	***	*	*	**

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q21A making the passport difficult to use by an imposter													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	91%	94%	93%	87%	89%	95%	94%	93%	97%	97%	42%	94%	99%
Mid range (5-7)	7%	3%	5%	10%	8%	2%	4%	3%	2%	3%	42%	5%	0%
Low (0-4)	2%	2%	2%	2%	2%	2%	2%	3%	0%	0%	16%	0%	0%
DK/NR	1%	2%	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%
chi ² :		(*)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	9.41	9.55	9.48	9.27	9.37	9.56	9.51	9.33	9.75	9.64	6.67	9.61	9.82
sig. test for means:				*					***	**	***	***	***

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...

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all		
Q21B the acceptance of your passport by the authorities in other countries real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200		
Top (8-10)	90%	89%	91%	87%	83%	92%	88%	85%	87%	92%	90%	87%	92%	92%	87%	93%		
Mid range (5-7)	6%	8%	5%	13%	11%	6%	10%	12%	10%	4%	6%	9%	5%	5%	8%	6%		
Low (0-4)	2%	1%	2%	0%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	3%	1%		
DK/NR	2%	2%	3%	0%	4%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%		
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 9.37	* 5 9.32	4 9.43	(* 11 9.32	10 9.11	8 9.41	6 9.28	19 9.37	7 9.32	6 9.47	5 9.33	* 5 9.27	4 9.44	5 9.51	5 9.17	8 9.53	* *	
	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
Q21B the acceptance of your passport by the authorities in other countries real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165	
Top (8-10)	90%	89%	89%	90%	89%	92%	88%	91%	90%	90%	90%	89%	91%	85%	91%	91%	84%	
Mid range (5-7)	6%	6%	6%	7%	7%	6%	7%	6%	7%	5%	5%	7%	5%	11%	5%	6%	11%	
Low (0-4)	2%	3%	3%	1%	2%	0%	2%	1%	2%	2%	2%	2%	2%	2%	1%	1%	3%	
DK/NR	2%	2%	2%	2%	3%	2%	2%	2%	2%	4%	3%	2%	2%	2%	2%	2%	2%	
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 9.37	11 9.37	6 9.37	5 9.39	8 9.26	9 9.45	8 9.20	5 9.44	6 9.39	8 9.47	5 9.38	5 9.36	(**) 4 9.47	8 9.03	(*) 4 9.47	6 9.53	9 8.93	** * **

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...

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q21B the acceptance of your passport by the authorities in other countries													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	90%	90%	91%	88%	88%	94%	90%	98%	96%	96%	48%	95%	93%
Mid range (5-7)	6%	5%	5%	9%	7%	5%	6%	0%	2%	3%	35%	4%	4%
Low (0-4)	2%	2%	2%	2%	2%	0%	3%	2%	0%	0%	15%	0%	0%
DK/NR	2%	3%	2%	2%	3%	1%	1%	0%	2%	1%	2%	1%	2%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	9.37	9.40	9.43	9.30	9.33	9.57	9.36	9.55	9.76	9.67	6.68	9.68	9.63
sig. test for means:						*			***	***	***	***	***

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.

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
Q22A the forgery of Canadian passports	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	31%	30%	32%	28%	26%	32%	28%	31%	30%	31%	30%	30%	32%	35%	28%	29%
Mid range (5-7)	37%	38%	35%	43%	41%	37%	39%	32%	43%	35%	36%	35%	38%	33%	41%	39%
Low (0-4)	16%	16%	17%	13%	14%	16%	15%	25%	11%	18%	18%	17%	17%	17%	16%	17%
DK/NR	16%	17%	16%	16%	20%	15%	18%	12%	16%	15%	16%	18%	14%	15%	15%	16%
chi ² :																
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	6.38	6.38	6.38	6.40	6.40	6.36	6.32	6.09	6.66	6.30	6.28	6.35	6.36	6.46	6.33	6.13
sig. test for means:																

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q22A the forgery of Canadian passports	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	31%	31%	38%	27%	27%	33%	32%	29%	28%	34%	31%	31%	32%	26%	30%	38%	25%
Mid range (5-7)	37%	36%	32%	39%	37%	38%	42%	38%	40%	25%	37%	37%	36%	37%	39%	31%	37%
Low (0-4)	16%	14%	15%	16%	21%	16%	15%	16%	16%	19%	13%	20%	17%	15%	16%	16%	18%
DK/NR	16%	19%	16%	17%	15%	13%	11%	17%	16%	22%	20%	12%	15%	22%	15%	15%	20%
chi ² :																	
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	6.38	6.40	6.73	6.24	6.06	6.53	6.50	6.34	6.27	6.36	6.58	6.20	6.42	6.19	6.41	6.62	6.02
sig. test for means:			*								*	*					

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.

	HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q22A the forgery of Canadian passports													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	31%	28%	34%	28%	29%	34%	32%	40%	44%	14%	21%	14%	47%
Mid range (5-7)	37%	39%	33%	41%	37%	35%	39%	32%	31%	34%	52%	37%	38%
Low (0-4)	16%	17%	17%	15%	17%	13%	13%	20%	7%	32%	14%	35%	2%
DK/NR	16%	16%	16%	16%	17%	18%	16%	7%	18%	21%	13%	14%	13%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.38	6.13	6.48	6.34	6.28	6.69	6.54	6.56	7.39	4.77	6.11	4.81	7.70
sig. test for means:									***	***		***	***

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.

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price inc-reases	Very	Some-what	Not at all
Q22B the refusal of entry of Canadian passport holders by other countries real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	10%	7%	11%	4%	4%	8%	7%	3%	11%	9%	9%	9%	10%	14%	7%	5%
Mid range (5-7)	25%	23%	26%	23%	25%	22%	23%	28%	29%	22%	25%	22%	26%	27%	27%	16%
Low (0-4)	48%	54%	44%	56%	56%	54%	53%	69%	45%	52%	48%	51%	47%	40%	51%	63%
DK/NR	18%	16%	20%	18%	14%	16%	17%	0%	15%	18%	18%	18%	17%	19%	15%	16%
chi ² :		**					++	--						***		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	3.76	3.35	4.09	3.12	3.11	3.38	3.33	2.73	4.10	3.57	3.74	3.60	3.86	4.22	3.73	2.77
sig. test for means:		***	***											***		***

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q22B the refusal of entry of Canadian passport holders by other countries real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	10%	6%	14%	10%	7%	5%	14%	9%	9%	6%	10%	9%	10%	7%	9%	13%	7%
Mid range (5-7)	25%	34%	22%	23%	24%	28%	31%	21%	24%	22%	25%	24%	25%	23%	25%	24%	25%
Low (0-4)	48%	43%	44%	49%	53%	51%	46%	53%	48%	45%	44%	53%	47%	52%	49%	43%	50%
DK/NR	18%	16%	19%	19%	16%	16%	10%	16%	19%	27%	20%	15%	18%	18%	17%	20%	18%
chi ² :		*					***			+++	+	-					
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	3.76	4.05	3.95	3.67	3.70	3.57	4.27	3.62	3.52	3.44	4.02	3.52	3.89	3.27	3.85	3.86	3.42
sig. test for means:							**				**	**	**	**			

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.

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q22B the refusal of entry of Canadian passport holders by other countries real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	10%	8%	9%	11%	9%	10%	10%	14%	10%	0%	14%	1%	19%
Mid range (5-7)	25%	27%	23%	26%	25%	25%	18%	29%	28%	7%	38%	14%	35%
Low (0-4)	48%	47%	51%	46%	46%	53%	55%	48%	42%	74%	37%	76%	22%
DK/NR	18%	18%	18%	18%	20%	12%	18%	9%	20%	19%	12%	9%	24%
chi ² :					+	-	-	-	***			---	+++
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	3.76	3.79	3.64	3.91	3.80	3.59	3.52	4.20	4.18	1.65	4.63	2.27	5.65
sig. test for means:									**	***	**	***	***

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

	HOLDS A PASSPORT																LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all													
Q23 real # of participants:	497	497	0	97	129	226	380	36	114	193	186	203	264	169	204	101													
Leisure trips	77%	77%	0%	82%	74%	77%	100%	0%	73%	75%	83%	74%	78%	79%	76%	78%													
Business trips	6%	6%	0%	4%	4%	8%	0%	100%	5%	5%	7%	7%	5%	2%	7%	10%													
Both	15%	15%	0%	10%	22%	14%	0%	0%	19%	20%	8%	18%	14%	17%	15%	11%													
DK/NR	2%	2%	0%	4%	0%	1%	0%	0%	3%	0%	2%	2%	2%	2%	2%	1%													
chi ² : ± ... at 50%:	5	5	*	11	10	8	(***)	6	19	11	8	8	7	9	8	11													

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q23 real # of participants:	497	39	116	215	58	69	76	147	157	100	238	259	375	120	279	121	95
Leisure trips	77%	71%	81%	75%	79%	83%	86%	74%	71%	83%	85%	70%	80%	74%	79%	77%	76%
Business trips	6%	6%	4%	6%	6%	5%	3%	12%	4%	4%	2%	9%	7%	3%	9%	5%	1%
Both	15%	14%	13%	18%	13%	12%	10%	15%	24%	11%	11%	19%	12%	22%	12%	14%	20%
DK/NR	2%	8%	2%	1%	2%	0%	1%	0%	1%	2%	2%	2%	1%	0%	0%	4%	3%
chi ² : ± ... at 50%:	5	18	11	8	15	14	(**)	13	9	9	11	(***)	7	7	(*)	6	10

Do you use your passport mainly for leisure trips or for business trips?		HOUSEHOLD SIZE				CHILDREN 15 AND LESS			SEGMENTS					
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q23	real # of participants:	497	114	257	126	352	64	56	22	135	88	54	127	89
	Leisure trips	77%	83%	73%	81%	80%	81%	68%	54%	74%	73%	78%	84%	77%
	Business trips	6%	8%	8%	2%	4%	7%	9%	17%	4%	10%	4%	6%	6%
	Both	15%	8%	16%	16%	15%	10%	23%	17%	20%	17%	18%	9%	13%
	DK/NR	2%	1%	2%	1%	1%	3%	0%	13%	2%	0%	0%	1%	4%
	chi ² :					(***)								
	± ... at 50%:	5	11	7	10	6	14	15	24	10	12	15	10	12

Do you have any children of your own aged 15 or less?

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all		
Q24	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200		
	Yes	31%	27%	33%	24%	32%	25%	25%	45%	35%	27%	32%	31%	31%	34%	27%	33%		
	No	69%	73%	66%	76%	68%	75%	75%	55%	65%	73%	68%	69%	68%	66%	73%	67%		
	DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	chi ² :		(*)					(*)											
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8		
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE				
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
Q24	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165	
	Yes	31%	38%	27%	31%	31%	30%	21%	63%	24%	1%	32%	29%	32%	26%	33%	31%	24%	
	No	69%	62%	72%	68%	69%	70%	79%	37%	76%	98%	67%	71%	68%	74%	67%	69%	76%	
	DK/NR	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	
	chi ² :							(***)											
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9	

Do you have any children of your own aged 15 or less?

		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q24	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	Yes	31%	22%	40%	22%	0%	100%	100%	100%	33%	24%	25%	34%	30%
	No	69%	78%	60%	78%	100%	0%	0%	0%	66%	76%	75%	66%	70%
	DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	chi ² :		(***)			***								
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

How many children of your own aged 15 or less do you have?

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all		
Q25	real # of participants:	405	142	260	25	41	60	99	15	88	120	195	140	244	180	145	63		
1		39%	43%	37%	43%	43%	45%	49%	31%	40%	42%	38%	39%	39%	43%	37%	39%		
2		44%	41%	45%	42%	44%	41%	39%	41%	41%	44%	44%	41%	46%	40%	44%	49%		
3 and more		17%	16%	17%	15%	12%	14%	12%	28%	19%	14%	17%	19%	15%	17%	18%	13%		
NR		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%		
	chi ² :																		
	± ... at 50%:	6	9	7	23	18	15	11	29	12	10	8	10	7	8	9	14		
	mean for these data:	1.82	1.78	1.85	1.87	1.69	1.74	1.66	2.08	1.89	1.73	1.84	1.87	1.80	1.76	1.88	1.80		
	sig. test for means:																		

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q25	real # of participants:	405	41	94	153	66	51	46	262	89	2	214	191	344	60	251	107	47
1		39%	50%	44%	40%	30%	31%	55%	29%	61%	0%	40%	38%	41%	35%	41%	46%	22%
2		44%	26%	46%	48%	42%	44%	30%	53%	30%	66%	45%	42%	42%	53%	41%	44%	54%
3 and more		17%	24%	10%	12%	25%	25%	15%	18%	9%	0%	14%	19%	17%	13%	17%	10%	25%
NR		0%	0%	0%	0%	2%	0%	0%	0%	0%	34%	0%	1%	0%	0%	0%	0%	0%
	chi ² :		(*)				(***)									(*)		
	± ... at 50%:	6	18	12	9	14	16	17	7	12	80	8	8	6	15	7	11	17
	mean for these data:	1.82	1.84	1.70	1.77	2.01	1.95	1.69	1.92	1.49	2.00	1.80	1.85	1.80	1.80	1.79	1.70	2.11
	sig. test for means:								***	***	*							*

How many children of your own aged 15 or less do you have?

		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting follow ers	Strongly suppress
Q25	real # of participants:	405	75	259	71	0	158	178	68	118	39	30	111	101
1		39%	38%	34%	53%	0%	100%	0%	0%	42%	42%	27%	37%	42%
2		44%	42%	47%	37%	0%	0%	100%	0%	44%	47%	51%	46%	39%
3 and more		17%	20%	19%	10%	0%	0%	0%	100%	14%	11%	22%	17%	18%
NR		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	chi ² :		(*)			***								
	± ... at 50%:	6	13	7	13	*	9	8	14	10	18	21	11	11
	mean for these data:	1.82	1.82	1.91	1.64	*	1.00	2.00	3.30	1.76	1.75	1.98	1.84	1.85
	sig. test for means:			**	*	*	***	***	***					

Are you a Canadian citizen by birth?

		HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q26	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
	Yes	78%	68%	86%	75%	70%	63%	70%	81%	70%	77%	82%	72%	81%	81%	79%	73%	
	No	22%	31%	14%	22%	30%	37%	30%	19%	29%	23%	18%	28%	19%	21%	27%	-	
	DK/NR	0%	1%	0%	3%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	+	
	chi ² :		(***)		(**)					(***)			(**)					
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q26	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	Yes	78%	94%	88%	69%	85%	69%	80%	80%	79%	74%	79%	77%	100%	0%	89%	95%	29%
	No	22%	3%	12%	31%	15%	31%	20%	20%	21%	26%	21%	22%	0%	100%	11%	4%	71%
	DK/NR	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	chi ² :		(***)											***		(***)		
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Are you a Canadian citizen by birth?

		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q26	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	Yes	78%	85%	83%	71%	77%	84%	78%	81%	82%	72%	62%	75%	87%
	No	22%	15%	17%	29%	23%	16%	22%	14%	18%	28%	38%	25%	12%
	DK/NR	0%	0%	0%	1%	0%	0%	0%	5%	0%	0%	0%	0%	1%
	chi ² :		(***)		+	(***)			+++	(***)				++
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

Including yourself, how many people 18 or older live in your household?
(12 NR cases assigned to single-person household)

		HOLDS A PASSPORT					LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all		
Q27	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200		
1		12%	10%	14%	12%	8%	11%	11%	15%	11%	12%	13%	12%	13%	12%	11%	17%		
2		49%	46%	51%	47%	44%	48%	43%	66%	44%	48%	51%	46%	50%	50%	47%	52%		
3 and more		39%	44%	35%	41%	48%	41%	46%	18%	46%	40%	35%	42%	37%	38%	42%	32%		
	chi ² :		++	--				++	--	+		-				+	-		
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8		
	mean for these data:	2.52	2.69	2.38	2.58	2.70	2.66	2.71	2.14	2.70	2.57	2.42	2.55	2.48	2.53	2.61	2.29		
	sig. test for means:		***	***				***	***	*		**				*	***		
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE				
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
Q27	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165	
1		12%	14%	13%	12%	12%	13%	9%	14%	8%	18%	14%	11%	13%	9%	14%	13%	7%	
2		49%	48%	49%	44%	55%	52%	32%	62%	42%	56%	50%	48%	51%	39%	52%	51%	39%	
3 and more		39%	38%	38%	44%	33%	35%	58%	24%	50%	26%	37%	41%	35%	52%	34%	36%	55%	
	chi ² :				++			+++	---	+++	---			---	+++	---		+++	
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9	
	mean for these data:	2.52	2.44	2.46	2.66	2.41	2.42	2.97	2.19	2.71	2.23	2.49	2.56	2.41	2.87	2.41	2.43	2.91	
	sig. test for means:				**			***	***	***	***			***	***	***		***	

Including yourself, how many people 18 or older live in your household?
 (12 NR cases assigned to single-person household)

		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
Q27	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	1	12%	100%	0%	0%	14%	8%	9%	11%	12%	12%	10%	14%	11%
	2	49%	0%	100%	0%	42%	53%	67%	72%	54%	51%	42%	46%	47%
	3 and more	39%	0%	0%	100%	44%	38%	24%	18%	34%	36%	48%	40%	42%
	chi ² :		***	---	+++	+++	---	---	---	-		+		
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
	mean for these data:	2.52	1.00	2.00	3.65	2.59	2.46	2.32	2.27	2.40	2.49	2.65	2.53	2.62
	sig. test for means:		***	***	***	***		**	*	**				

Which language did you learn first and still understand?

	TOTAL	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
Q28 real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
English	56%	51%	59%	47%	54%	48%	52%	79%	49%	56%	59%	57%	54%	53%	58%	58%	
French	24%	20%	27%	26%	20%	19%	20%	16%	20%	25%	23%	18%	26%	27%	20%	23%	
Other language	18%	26%	11%	24%	23%	29%	25%	5%	28%	17%	15%	22%	17%	17%	17%	17%	
French and English	1%	1%	1%	0%	0%	2%	0%	0%	2%	1%	1%	1%	1%	1%	1%	1%	
Other combination	2%	2%	2%	4%	2%	2%	3%	0%	2%	1%	2%	2%	2%	1%	3%	1%	
DK/NR	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
chi ² : ± ... at 50%:	3	(***) 5	4	11	10	8	(*) 6	19	(***) 7	6	5	(*) 5	4	5	5	8	

	TOTAL	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
		Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
Q28 real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
English	56%	83%	7%	68%	75%	70%	52%	57%	58%	54%	56%	55%	64%	27%	100%	0%	0%
French	24%	16%	82%	5%	3%	2%	22%	23%	25%	24%	24%	23%	29%	5%	0%	100%	0%
Other language	18%	1%	9%	24%	19%	25%	21%	17%	15%	20%	16%	20%	6%	62%	0%	0%	87%
French and English	1%	0%	2%	1%	2%	0%	1%	1%	0%	2%	1%	1%	1%	0%	0%	0%	4%
Other combination	2%	0%	1%	2%	2%	3%	4%	2%	1%	0%	2%	2%	1%	5%	0%	0%	9%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
chi ² : ± ... at 50%:	3	(***) 11	6	5	8	9	(*) 8	5	6	8	5	5	(***) 4	8	(***) 4	6	9

Which language did you learn first and still understand?

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
Q28 real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
English	56%	63%	59%	49%	54%	63%	56%	62%	55%	55%	47%	57%	58%
		++	+	--	-	+							
French	24%	25%	25%	22%	24%	28%	24%	14%	27%	23%	19%	19%	27%
								-				-	
Other language	18%	9%	14%	26%	19%	7%	18%	21%	16%	19%	29%	22%	11%
		---	---	+++	+	---					++	+	---
French and English	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%	3%	0%	2%
											+		
Other combination	2%	1%	2%	2%	2%	1%	1%	3%	0%	4%	2%	2%	2%
									-	+			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
									+				
chi ² :		(***)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

In which year were you born?
 (CODED AS AGE)

		HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price inc-reases	Very	Some-what	Not at all
AGE	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
18-29		24%	26%	23%	26%	21%	26%	28%	11%	31%	21%	25%	26%	23%	23%	31%	13%
30-44		30%	25%	34%	21%	29%	24%	24%	51%	31%	28%	31%	33%	29%	32%	26%	39%
45-59		25%	25%	25%	27%	33%	19%	23%	19%	24%	27%	23%	22%	26%	28%	23%	22%
60+		19%	22%	15%	19%	16%	29%	24%	14%	11%	21%	20%	16%	19%	16%	18%	23%
NR		2%	3%	2%	7%	0%	2%	1%	5%	3%	3%	1%	2%	3%	2%	3%	3%
	chi ² :		**		(***)			(**)		**					(***)		
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
	mean for these data:	43.5	44.4	42.6	44.4	44.0	45.8	44.0	43.9	40.4	44.7	43.7	42.4	43.9	42.7	41.9	47.0
	sig. test for means:									**	*				*	**	**

In which year were you born?
 (CODED AS AGE)

		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
AGE	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
18-29		24%	14%	26%	27%	26%	19%	100%	0%	0%	0%	23%	25%	25%	23%	23%	22%	31%
30-44		30%	33%	31%	28%	29%	34%	0%	100%	0%	0%	31%	30%	31%	28%	31%	29%	29%
45-59		25%	33%	25%	24%	26%	21%	0%	0%	100%	0%	24%	25%	25%	24%	26%	26%	20%
60+		19%	13%	18%	20%	17%	23%	0%	0%	0%	100%	19%	18%	18%	23%	18%	19%	20%
NR		2%	8%	1%	2%	1%	4%	0%	0%	0%	0%	2%	2%	2%	2%	3%	3%	1%
	chi ² :		+++ (**)					***										
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
	mean for these data:	43.5	44.6	42.9	43.1	42.7	45.8	24.0	37.7	51.0	68.1	44.1	42.8	43.0	45.2	43.6	44.1	42.1
	sig. test for means:					*		***	***	***	***							

In which year were you born?
 (CODED AS AGE)

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS			SEGMENTS						
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
AGE	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
18-29		24%	18%	16%	36%	28%	23%	11%	15%	20%	11%	31%	28%	30%
30-44		30%	34%	38%	19%	16%	46%	74%	66%	29%	24%	28%	36%	29%
45-59		25%	17%	21%	32%	27%	30%	13%	10%	27%	27%	23%	23%	24%
60+		19%	27%	21%	12%	26%	0%	1%	0%	21%	36%	14%	12%	15%
NR		2%	4%	3%	1%	2%	1%	0%	9%	3%	3%	4%	1%	2%
	chi ² :		(***)			(***)				(***)				
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
	mean for these data:	43.5	46.4	45.4	40.2	45.7	38.5	38.8	36.9	45.5	50.6	41.4	40.6	41.2
	sig. test for means:		**	***	***	***	***	***	***	**	***		***	**

Interview language

		HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
		Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all		
Q30	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
	French	25%	22%	28%	33%	23%	19%	23%	18%	25%	27%	24%	21%	27%	30%	21%	21%	
	English	75%	78%	72%	67%	77%	81%	77%	82%	75%	73%	76%	79%	73%	70%	79%	79%	
	chi ² :		+	-	-	-	+					+	-	-	+			
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
Q30	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	French	25%	14%	91%	3%	1%	4%	27%	25%	26%	23%	26%	24%	29%	11%	2%	91%	13%
	English	75%	86%	9%	97%	99%	96%	73%	75%	74%	77%	74%	76%	71%	89%	98%	9%	87%
	chi ² :		***	---	+++	+++	+++							---	+++	+++	---	+++
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
		HOUSEHOLD SIZE				CHILDREN 15 AND LESS			SEGMENTS									
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follo-wers	Strongly suppr-ters				
Q30	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307				
	French	25%	26%	25%	25%	26%	27%	24%	19%	27%	24%	17%	22%	30%				
	English	75%	74%	75%	75%	74%	73%	76%	81%	73%	76%	83%	78%	70%				
	chi ² :									*		+		-				
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6				

Gender		HOLDS A PASSPORT											LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
		TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all								
Q31	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200								
Female		50%	49%	52%	49%	49%	54%	15%	49%	51%	50%	44%	53%	51%	53%	45%									
Male		50%	51%	48%	51%	51%	46%	85%	51%	49%	50%	56%	47%	49%	47%	55%									
	chi ² :						***	***				**													
	± ... at 50%:	3	5	4	11	10	6	19	7	6	5	5	4	5	5	8									
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE										
		TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other							
Q31	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165							
Female		50%	51%	50%	51%	48%	52%	49%	51%	50%	52%	100%	0%	51%	49%	51%	52%	47%							
Male		50%	49%	50%	49%	52%	48%	51%	49%	50%	48%	0%	100%	49%	51%	49%	48%	53%							
	chi ² :											***	***												
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9							
		HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS															
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follo-wers	Strong suppr-ters											
Q31	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307											
Female		50%	56%	51%	48%	49%	54%	55%	46%	50%	44%	47%	48%	58%											
Male		50%	44%	49%	52%	51%	46%	45%	54%	50%	56%	53%	52%	42%											
	chi ² :									*															
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6											

Province

Province	TOTAL	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
		Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
STRAT real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Atlantic	8%	6%	10%	7%	6%	6%	6%	7%	8%	7%	10%	7%	9%	10%	8%	9%	
Quebec	24%	20%	28%	25%	22%	19%	21%	15%	22%	26%	23%	22%	25%	28%	21%	23%	
Ontario	38%	46%	32%	41%	49%	47%	44%	50%	46%	43%	33%	41%	37%	35%	41%	37%	
Prairies	16%	13%	18%	11%	10%	13%	13%	14%	14%	13%	19%	14%	17%	14%	18%	13%	
BC & Terr.	13%	15%	12%	16%	13%	15%	16%	13%	9%	12%	16%	16%	11%	13%	12%	18%	
chi ² : ± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	

Province	TOTAL	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
		Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	English	French	Other
STRAT real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Atlantic	8%	100%	0%	0%	0%	0%	5%	9%	11%	6%	8%	8%	10%	1%	13%	5%	1%
Quebec	24%	0%	100%	0%	0%	0%	26%	25%	24%	23%	24%	25%	28%	13%	3%	84%	13%
Ontario	38%	0%	0%	100%	0%	0%	42%	36%	37%	41%	39%	38%	34%	56%	47%	8%	51%
Prairies	16%	0%	0%	0%	100%	0%	17%	15%	17%	14%	15%	16%	17%	11%	21%	2%	17%
BC & Terr.	13%	0%	0%	0%	0%	100%	10%	15%	11%	16%	14%	13%	12%	19%	16%	1%	18%
chi ² : ± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Province

Province	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
STRAT	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	8%	9%	8%	8%	7%	13%	6%	15%	9%	7%	6%	7%	11%
Atlantic						+		+					
Quebec	24%	25%	25%	24%	26%	24%	23%	13%	25%	21%	24%	22%	28%
Ontario	38%	36%	35%	43%	38%	40%	43%	29%	37%	44%	41%	38%	36%
Prairies	16%	15%	18%	13%	16%	12%	15%	24%	15%	11%	14%	19%	16%
BC & Terr.	13%	14%	14%	12%	13%	10%	13%	19%	15%	17%	14%	14%	9%
chi ² :					*								
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6

Summary scales

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY		
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
STHRE Threat perceived (22A,22B,13A) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	24%	20%	28%	23%	18%	19%	21%	5%	26%	23%	24%	22%	26%	35%	22%	5%
Mid range (5-7)	33%	35%	32%	32%	30%	38%	33%	33%	41%	31%	32%	31%	35%	37%	37%	15%
Low (0-4)	42%	45%	39%	45%	51%	42%	45%	62%	33%	46%	43%	47%	38%	28%	41%	80%
DK/NR	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.85	(*) 5 5.57	4 6.06	11 5.62	10 5.37	8 5.56	6 5.53	19 5.01	7 6.09	6 5.75	5 5.80	(*) 5 5.59	4 6.01	(***) 5 6.59	5 5.91	8 3.83

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
STHRE Threat perceived (22A,22B,13A) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	24%	24%	28%	23%	25%	20%	26%	24%	22%	26%	29%	20%	26%	19%	24%	28%	22%
Mid range (5-7)	33%	36%	31%	33%	34%	36%	38%	33%	33%	27%	32%	34%	35%	26%	35%	33%	30%
Low (0-4)	42%	40%	40%	43%	40%	43%	36%	43%	44%	45%	38%	45%	38%	54%	41%	38%	48%
DK/NR	1%	0%	1%	1%	1%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.85	11 6.13	6 6.01	5 5.76	8 5.79	9 5.67	(*) 8 6.10	5 5.78	6 5.73	8 5.70	(**) 5 6.05	5 5.64	(***) 4 6.00	8 5.29	4 5.89	6 6.07	9 5.47

Summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follow ers	Strong suppr-ters
STHRE Threat perceived (22A,22B,13A)													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	24%	25%	25%	24%	24%	25%	29%	18%	38%	0%	19%	0%	49%
Mid range (5-7)	33%	30%	33%	35%	33%	33%	31%	44%	+++	---	36%	12%	51%
Low (0-4)	42%	44%	42%	41%	42%	41%	39%	39%	+++	---	46%	88%	0%
DK/NR	1%	1%	1%	0%	1%	1%	1%	0%	---	+++	0%	+++	---
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	5.85	5.85	5.86	5.82	5.83	5.83	5.98	5.81	7.01	3.02	5.84	4.04	7.71
sig. test for means:									***	***		***	***

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price inc-reases	Very	Some-what	Not at all
SIMPS Importance of security (9F,21A,21B)																
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	91%	89%	93%	90%	88%	89%	89%	94%	89%	93%	91%	88%	93%	94%	90%	88%
Mid range (5-7)	6%	9%	4%	7%	9%	10%	10%	5%	7%	5%	6%	9%	5%	4%	7%	9%
Low (0-4)	2%	2%	3%	3%	3%	1%	2%	1%	4%	2%	2%	3%	2%	1%	3%	3%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		(**)										(*)				
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	9.23	9.14	9.30	9.15	8.98	9.20	9.12	9.38	9.08	9.39	9.19	9.07	9.33	9.41	9.11	9.06
sig. test for means:		*	*							**		**	**	***	**	

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
SIMPS Importance of security (9F,21A,21B)																	
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	91%	96%	91%	90%	92%	90%	89%	91%	92%	93%	92%	91%	93%	83%	93%	93%	84%
Mid range (5-7)	6%	3%	6%	7%	5%	8%	9%	5%	5%	5%	6%	6%	4%	13%	4%	4%	13%
Low (0-4)	2%	1%	3%	3%	2%	1%	2%	3%	3%	2%	2%	3%	2%	4%	2%	2%	3%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
chi ² :										++			(***)		(***)		
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	9.23	9.32	9.32	9.21	9.23	9.04	9.04	9.26	9.25	9.39	9.28	9.17	9.33	8.83	9.29	9.39	8.86
sig. test for means:						*	*			*			***	***	**	**	***

Summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follow ers	Strong suppr-ters
SIMPS Importance of security (9F, 21A, 21B)													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	91%	92%	92%	90%	91%	95%	91%	88%	100%	98%	22%	100%	100%
Mid range (5-7)	6%	6%	6%	7%	6%	3%	6%	11%	+++	++	---	+++	+++
Low (0-4)	2%	2%	2%	3%	3%	1%	3%	1%	0%	2%	56%	0%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	---	-	+++	---	---
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	9.23	9.25	9.30	9.13	9.21	9.36	9.21	9.15	9.63	9.38	6.32	9.49	9.67
sig. test for means:									***	*	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
SPRIC Support for increases (8,9E,9H,9I,10) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	22%	17%	25%	20%	14%	17%	16%	28%	20%	19%	23%	14%	26%	26%	18%	17%
Mid range (5-7)	28%	25%	32%	22%	23%	24%	27%	17%	25%	27%	31%	24%	31%	29%	30%	25%
Low (0-4)	50%	58%	43%	58%	62%	59%	57%	56%	54%	53%	45%	62%	42%	44%	52%	58%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.29	(***) 5 4.82	4 5.67	11 4.97	10 4.64	8 4.75	6 4.82	19 5.57	7 5.19	6 5.13	5 5.46	(***) 5 4.54	4 5.81	(**) 5 5.59	5 5.19	8 4.84

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
SPRIC Support for increases (8,9E,9H,9I,10) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	22%	28%	26%	18%	20%	21%	22%	22%	24%	18%	22%	21%	23%	16%	22%	25%	18%
Mid range (5-7)	28%	20%	28%	30%	35%	22%	38%	29%	24%	23%	29%	28%	29%	25%	30%	27%	26%
Low (0-4)	50%	51%	45%	52%	45%	56%	41%	49%	51%	59%	49%	50%	47%	59%	48%	48%	56%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 5.29	(*) 11 5.43	6 5.52	5 5.09	8 5.58	9 5.05	(**) 8 5.65	5 5.36	6 5.24	8 4.90	5 5.35	5 5.24	(**) 4 5.45	8 4.72	4 5.38	6 5.43	9 4.92

Summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
SPRIC Support for increases (8,9E,9H,9I,10)													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	22%	23%	19%	24%	21%	23%	16%	36%	0%	1%	10%	25%	54%
Mid range (5-7)	28%	28%	27%	30%	28%	29%	29%	24%	11%	7%	24%	49%	38%
Low (0-4)	50%	49%	53%	46%	50%	49%	54%	39%	89%	93%	66%	26%	8%
DK/NR	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	5.29	5.34	5.14	5.47	5.29	5.32	4.95	6.05	3.38	2.72	4.60	6.48	7.52
sig. test for means:			*				*		***	***	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
SEXPR Support for express \$ (12A,12B,12C) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	19%	19%	20%	11%	21%	22%	17%	42%	11%	22%	22%	14%	23%	24%	16%	20%
Mid range (5-7)	18%	15%	20%	20%	9%	19%	16%	13%	13%	18%	20%	14%	20%	17%	20%	14%
Low (0-4)	62%	65%	59%	68%	69%	59%	66%	46%	76%	60%	58%	72%	57%	59%	64%	66%
DK/NR	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%
chi ² :		(*)		(*)			(*)		(***)			(***)		(*)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	4.35	4.19	4.48	4.06	3.93	4.53	4.13	5.72	3.58	4.58	4.51	3.78	4.72	4.52	4.36	4.00
sig. test for means:							*	*	***			***	***			

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
SEXPR Support for express \$ (12A,12B,12C) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	19%	17%	22%	18%	18%	23%	14%	23%	23%	17%	17%	21%	20%	18%	21%	20%	13%
Mid range (5-7)	18%	15%	21%	17%	17%	17%	22%	16%	17%	20%	18%	18%	19%	13%	18%	21%	16%
Low (0-4)	62%	67%	57%	64%	64%	59%	63%	60%	60%	63%	64%	60%	60%	69%	60%	58%	71%
DK/NR	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%
chi ² :							(*)						(*)		(*)		
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	4.35	4.19	4.47	4.24	4.36	4.53	4.45	4.57	4.49	3.85	4.19	4.51	4.46	3.94	4.46	4.42	3.92
sig. test for means:									*				*	*			*

Summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene-fits	Trus-ting follow ers	Strong suppr-ters
SEXPR Support for express \$ (12A,12B,12C)													
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	19%	19%	18%	21%	18%	25%	21%	16%	17%	15%	4%	23%	26%
Mid range (5-7)	18%	14%	18%	19%	18%	20%	16%	19%	17%	12%	14%	22%	21%
Low (0-4)	62%	67%	63%	59%	63%	55%	63%	63%	66%	73%	82%	55%	52%
DK/NR	1%	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%
chi ² :									(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	4.35	4.02	4.23	4.60	4.31	4.70	4.32	4.34	3.90	3.30	3.58	4.93	5.02
sig. test for means:				*					**	***	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IP1P POLICY			
	TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all
SFEAT Features (9A,9B,9C,9D,9G) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Top (8-10)	41%	42%	40%	42%	39%	43%	43%	45%	45%	40%	40%	43%	40%	41%	42%	37%
Mid range (5-7)	37%	35%	39%	34%	35%	36%	34%	33%	37%	40%	35%	37%	37%	34%	40%	39%
Low (0-4)	22%	23%	20%	23%	26%	21%	23%	22%	18%	21%	24%	20%	22%	24%	18%	24%
DK/NR	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 6.85	(*) 5 6.79	+ 4 6.93	11 6.70	10 6.78	8 6.82	6 6.79	19 7.04	7 7.08*	6 6.83	5 6.79	5 6.97	4 6.80	5 6.79	5 7.02*	8 6.67

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
SFEAT Features (9A,9B,9C,9D,9G) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	41%	42%	40%	41%	44%	36%	52% +++	44%	37%	26% ---	41%	40%	40%	43%	41%	38%	44%
Mid range (5-7)	37%	42%	39%	35%	35%	38%	39%	36%	39%	36%	37%	38%	38%	34%	36%	39%	38%
Low (0-4)	22%	16%	21%	23%	20%	26%	8% ---	20%	23%	36% +++	22%	21%	22%	22%	22%	23%	18%
DK/NR	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%
chi ² : ± ... at 50%: mean for these data: sig. test for means:	3 6.85	11 7.07	6 6.85	5 6.90	8 6.94	9 6.49*	(***) 8 7.51 ***	5 6.97	6 6.82	8 5.98 ***	5 6.86	5 6.85	4 6.86	8 6.83	4 6.86	6 6.76	9 6.93

Summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
SFEAT Features (9A,9B,9C,9D,9G) real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	41%	41%	41%	40%	40%	48%	36%	46%	25%	12%	18%	61%	61%
Mid range (5-7)	37%	32%	36%	40%	38%	31%	39%	33%	44%	36%	53%	33%	29%
Low (0-4)	22%	26%	22%	20%	21%	20%	26%	19%	31%	52%	29%	6%	10%
DK/NR	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	6.85	6.74	6.87	6.86	6.81	7.15	6.71	7.06	6.27	5.07	5.92	7.80	7.74
sig. test for means:						*			***	***	***	***	***

Z summary scales

	HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY		
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	Gene-ral taxes	Price in-creases	Very	Some-what	Not at all
ZTHRE Z Threat perceived (22A,22B,13A) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Below average	43%	46%	40%	46%	55%	43%	46%	63%	34%	48%	43%	47%	40%	29%	41%	81%
Average	12%	12%	12%	13%	4%	16%	11%	5%	14%	11%	11%	12%	12%	10%	15%	6%
Above average	45%	42%	47%	41%	40%	40%	42%	31%	51%	41%	45%	40%	48%	60%	43%	13%
MISSING	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	0%
chi ² :				(*)					(*)					(***)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	0.02	-0.10	0.11	-0.08	-0.19	-0.11	-0.12	-0.34	0.13	-0.02	-0.00	-0.09	0.09	0.34	0.05	-0.86
standard deviation:	0.99	0.99	0.98	1.08	1.00	0.94	1.02	0.78	0.96	0.96	1.02	1.05	0.95	0.93	0.84	0.97
sig. test for means:		***	***									**	**	***		***

	REGION OF RESIDENCE						AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE		
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
ZTHRE Z Threat perceived (22A,22B,13A) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average	43%	40%	41%	45%	40%	45%	36%	44%	45%	47%	40%	46%	39%	56%	41%	39%	50%
Average	12%	6%	10%	13%	15%	12%	13%	14%	11%	8%	9%	14%	12%	12%	12%	10%	12%
Above average	45%	54%	48%	42%	44%	42%	50%	42%	43%	43%	50%	39%	48%	32%	45%	50%	38%
MISSING	1%	0%	1%	1%	1%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%
chi ² :							(*)				(***)		(***)				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	0.02	0.14	0.09	-0.02	-0.00	-0.06	0.13	-0.01	-0.03	-0.04	0.11	-0.07	0.09	-0.22	0.04	0.12	-0.14
standard deviation:	0.99	1.01	1.01	1.00	0.98	0.92	0.86	0.99	1.01	1.11	1.01	0.96	0.98	1.01	0.97	1.01	1.02
sig. test for means:							*				**	**	***	***	*	*	*

Z summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
ZTHRE Z Threat perceived (22A,22B,13A)	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	43%	45%	43%	42%	44%	42%	41%	39%	15%	99%	46%	89%	1%
Below average									---	+++		+++	---
Average	12%	9%	12%	12%	12%	9%	12%	13%	20%	1%	16%	11%	7%
Above average	45%	45%	44%	46%	44%	48%	46%	49%	+++	---	37%	0%	92%
MISSING	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.5	-1.2	0.0	-0.8	0.8
standard deviation:	0.99	1.00	0.98	1.00	1.00	1.00	0.98	0.93	0.61	0.74	0.85	0.60	0.55
sig. test for means:									***	***		***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY				
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all	
ZIMPS Z Importance of security real # of participants:	(9F,21A,21B)	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Below average		30%	34%	27%	35%	38%	32%	37%	24%	32%	25%	33%	36%	27%	25%	34%	38%
Average		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Above average		69%	66%	72%	65%	62%	68%	63%	76%	68%	75%	67%	64%	73%	75%	66%	62%
MISSING		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :			(*)									(**)		(**)			
± ... at 50%:		3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:		0.02	-0.05	0.08	-0.04	-0.17	-0.00	-0.06	0.14	-0.10	0.15	-0.01	-0.10	0.10	0.16	-0.07	-0.11
standard deviation:		0.99	1.02	0.97	0.94	1.25	0.95	0.93	0.92	1.14	0.83	1.01	1.10	0.92	0.79	1.11	1.09
sig. test for means:			*	*							**		**	***	**		

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE				
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other	
ZIMPS Z Importance of security real # of participants:	(9F,21A,21B)	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average		30%	31%	26%	29%	31%	43%	39%	28%	29%	25%	29%	32%	27%	42%	29%	24%	41%
Average		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Above average		69%	69%	74%	71%	69%	57%	61%	72%	71%	75%	71%	68%	73%	58%	71%	76%	59%
MISSING		0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
chi ² :			(*)				(***)						(***)		(***)			
± ... at 50%:		3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:		0.02	0.09	0.10	0.00	0.03	-0.12	-0.12	0.05	0.04	0.14	0.06	-0.02	0.10	-0.28	0.07	0.15	-0.26
standard deviation:		0.99	0.94	0.94	1.09	0.89	0.90	1.05	0.91	1.05	0.92	0.90	1.08	0.91	1.21	0.93	0.91	1.18
sig. test for means:						*	*	*	*	*	*	*	*	***	***	**	**	***

Z summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
ZIMPS Z Importance of security real # of participants:	(9F, 21A, 21B) 1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	30%	30%	28%	33%	31%	28%	28%	38%	18%	34%	100%	27%	17%
Average	0%	0%	0%	0%	0%	0%	0%	0%	---	0%	+++	0%	---
Above average	69%	70%	72%	67%	69%	72%	72%	62%	82%	66%	0%	73%	83%
MISSING	0%	0%	0%	0%	0%	0%	0%	0%	+++	0%	---	0%	+++
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	0.0	0.0	0.1	-0.1	0.0	0.1	0.0	-0.0	0.3	0.1	-2.2	0.2	0.4
standard deviation:	0.99	0.90	0.90	1.11	1.01	0.73	1.13	0.85	0.46	0.61	1.22	0.55	0.45
sig. test for means:									***	*	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all
ZPRIC Z Support for increases (8,9E,9H,9I,10) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Below average	43%	53%	36%	57%	57%	52%	52%	52%	44%	48%	40%	56%	36%	40%	44%	49%
Average	7%	5%	8%	1%	6%	8%	5%	4%	11%	5%	6%	7%	7%	5%	8%	10%
Above average	49%	42%	56%	42%	38%	40%	43%	44%	45%	47%	54%	37%	57%	55%	48%	41%
MISSING	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		(***)							(*)			(***)		(*)		
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	-0.00	-0.19	0.15	-0.13	-0.26	-0.22	-0.19	0.11	-0.05	-0.07	0.07	-0.30	0.20	0.12	-0.04	-0.19
standard deviation:	0.99	1.00	0.97	1.02	0.98	0.99	0.97	0.98	0.96	1.01	0.99	1.02	0.91	1.03	0.93	1.01
sig. test for means:		***	***								*	***	***	***		**

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
ZPRIC Z Support for increases (8,9E,9H,9I,10) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average	43%	42%	39%	46%	39%	50%	34%	41%	46%	54%	43%	44%	41%	52%	42%	42%	48%
Average	7%	9%	7%	6%	6%	8%	7%	9%	5%	5%	7%	7%	7%	7%	7%	6%	8%
Above average	49%	49%	54%	47%	55%	42%	59%	50%	49%	40%	50%	49%	52%	41%	51%	52%	44%
MISSING	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :							(**)						(*)				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	-0.00	0.05	0.09	-0.08	0.11	-0.10	0.14	0.02	-0.03	-0.16	0.02	-0.03	0.06	-0.23	0.03	0.05	-0.15
standard deviation:	0.99	0.97	0.98	1.00	0.97	1.03	0.83	1.02	1.04	1.06	0.98	1.01	0.99	0.98	1.00	0.98	0.97
sig. test for means:				*			**			*			***	***			*

Z summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
ZPRIC Z Support for increases (8,9E,9H,9I,10) real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	43%	43%	47%	39%	44%	43%	46%	36%	81%	92%	57%	16%	5%
Average	7%	6%	7%	7%	7%	6%	9%	3%	8%	1%	9%	10%	4%
Above average	49%	51%	46%	53%	49%	51%	45%	60%	11%	7%	34%	73%	92%
MISSING	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	-0.0	0.0	-0.1	0.1	-0.0	0.0	-0.1	0.3	-0.8	-1.0	-0.3	0.5	0.9
standard deviation:	0.99	1.02	1.01	0.95	0.99	1.02	0.97	1.03	0.71	0.67	0.84	0.63	0.54
sig. test for means:			*					*	***	***	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all
ZEXPR Z Support for express \$ (12A,12B,12C) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Below average	46%	48%	44%	49%	54%	42%	48%	35%	55%	42%	44%	53%	42%	45%	45%	49%
Average	5%	5%	4%	5%	6%	4%	6%	6%	5%	6%	4%	5%	4%	4%	5%	7%
Above average	49%	46%	51%	46%	39%	54%	46%	59%	39%	52%	51%	42%	54%	51%	50%	44%
MISSING	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%
chi ² :									(*)			(**)				
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	0.02	-0.04	0.06	-0.08	-0.12	0.07	-0.05	0.46	-0.23	0.09	0.07	-0.17	0.14	0.07	0.02	-0.10
standard deviation:	1.01	1.02	1.00	0.96	1.04	1.04	0.99	1.13	0.92	1.03	1.02	0.96	1.02	1.08	0.92	1.05
sig. test for means:							*	*	***			***	***			

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
ZEXPR Z Support for express \$ (12A,12B,12C) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average	46%	45%	45%	48%	45%	43%	42%	43%	46%	52%	47%	44%	44%	52%	43%	45%	54%
Average	5%	8%	4%	5%	4%	5%	5%	4%	5%	4%	6%	4%	5%	6%	5%	5%	5%
Above average	49%	47%	52%	46%	51%	51%	52%	52%	48%	43%	47%	51%	51%	42%	51%	50%	41%
MISSING	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%
chi ² :													(*)				
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	0.02	-0.04	0.05	-0.02	0.02	0.08	0.05	0.09	0.06	-0.14	-0.03	0.07	0.05	-0.12	0.05	0.04	-0.12
standard deviation:	1.01	0.94	1.05	1.00	0.95	1.10	0.87	1.03	1.06	1.08	1.00	1.02	1.01	1.02	1.03	1.03	0.93
sig. test for means:										*			*	*			*

Z summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few bene- fits	Trus- ting follow ers	Strong suppr- ters
ZEXPR Z Support for express \$ (12A,12B,12C)	1229	319	628	282	817	158	178	68	335	151	115	304	307
real # of participants:	46%	52%	47%	42%	46%	39%	50%	42%	54%	64%	51%	36%	37%
Below average		+							+++	+++		---	---
Average	5%	6%	6%	3%	5%	4%	2%	8%	3%	3%	7%	6%	5%
Above average	49%	41%	46%	55%	48%	56%	47%	49%	43%	33%	42%	58%	57%
MISSING	1%	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%
													+
chi ² :		(**)							(***)				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	0.02	-0.09	-0.02	0.10	0.00	0.13	0.01	0.01	-0.13	-0.32	-0.23	0.20	0.23
standard deviation:	1.01	1.04	1.02	0.98	1.00	1.07	1.04	0.99	1.04	1.07	0.78	0.96	0.99
sig. test for means:				*					**	***	***	***	***

	HOLDS A PASSPORT		LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE 1P1P POLICY			
	TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis-ure	Busi-ness	< 5 days	5 days	> 5 days	Gene-ral taxes	Price incr-eases	Very	Some-what	Not at all
ZFEAT Z Features (9A,9B,9C,9D,9G) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Below average	43%	44%	42%	42%	45%	43%	43%	36%	40%	46%	43%	39%	46%	45%	42%	42%
Average	8%	8%	7%	8%	12%	6%	8%	11%	7%	6%	9%	8%	7%	6%	7%	9%
Above average	49%	48%	49%	50%	42%	51%	49%	53%	53%	48%	48%	54%	47%	48%	51%	48%
MISSING	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%
chi ² :																
± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8
mean for these data:	-0.02	-0.06	0.01	-0.10	-0.06	-0.04	-0.06	0.07	0.09	-0.03	-0.05	0.04	-0.05	-0.06	0.06	-0.12
standard deviation:	1.01	1.06	0.96	1.12	1.01	1.09	1.05	1.07	0.93	1.01	1.03	0.98	1.04	1.09	0.89	1.12
sig. test for means:									*						*	

	REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
	TOTAL	Atlan-tic	Quebec	Onta-rio	Prai-ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
ZFEAT Z Features (9A,9B,9C,9D,9G) real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average	43%	37%	48%	42%	38%	50%	27%	41%	47%	61%	43%	44%	44%	40%	42%	50%	40%
Average	8%	8%	6%	9%	9%	5%	9%	6%	8%	7%	8%	7%	8%	7%	8%	7%	7%
Above average	49%	55%	46%	49%	52%	45%	63%	52%	44%	31%	48%	49%	47%	53%	49%	43%	53%
MISSING	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%
chi ² :							(***)										
± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	-0.02	0.08	-0.02	-0.00	0.02	-0.21	0.30	0.04	-0.04	-0.46	-0.02	-0.03	-0.02	-0.04	-0.02	-0.07	0.02
standard deviation:	1.01	0.90	0.96	1.02	1.01	1.11	0.76	0.97	0.93	1.20	1.02	1.00	0.98	1.10	1.02	0.98	1.02
sig. test for means:						*	***			***							

Z summary scales

	HOUSEHOLD SIZE				CHILDREN 15 AND LESS				SEGMENTS				
	TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
ZFEAT Z Features (9A,9B,9C,9D,9G) real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	43%	44%	44%	42%	45%	40%	42%	34%	61%	80%	62%	17%	27%
Average	8%	9%	7%	7%	7%	7%	10%	6%	10%	3%	8%	10%	5%
Above average	49%	46%	48%	50%	47%	52%	48%	59%	30%	17%	30%	73%	67%
MISSING	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%
chi ² :									***				
± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	-0.02	-0.08	-0.01	-0.02	-0.04	0.13	-0.10	0.08	-0.31	-0.92	-0.49	0.45	0.42
standard deviation:	1.01	1.02	1.02	0.99	1.02	0.94	0.99	1.02	0.91	1.04	0.88	0.73	0.90
sig. test for means:						*			***	***	***	***	***

Typology based on ZPRIC, ZFEAT, ZTHRE and ZIMPS

		HOLDS A PASSPORT			LAST RENEWAL			MAIN USE		DELIVERY EXPECTATION			SOURCE OF FUNDING		EFFECTIVENESS OF THE IPIP POLICY			
		TOTAL	Yes	No	Less than 1 year	1-2 years	3-5 years	Leisure	Business	< 5 days	5 days	> 5 days	General taxes	Price increases	Very	Some-what	Not at all	
TYPE5	real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
	Price averse	26%	28%	25%	30%	24%	28%	26%	18%	28%	31%	22%	29%	24%	32%	27%	9%	
	Non issue	12%	16%	8%	16%	19%	16%	15%	29%	10%	13%	11%	14%	10%	7%	9%	30%	
	Few benefits	10%	13%	8%	10%	12%	14%	13%	10%	14%	8%	10%	14%	8%	7%	13%	13%	
	Trusting followers	25%	24%	26%	24%	24%	23%	26%	25%	19%	25%	27%	24%	25%	18%	26%	40%	
	Strong supporters	26%	19%	31%	20%	19%	18%	19%	18%	28%	22%	27%	18%	31%	35%	25%	8%	
	chi ² :		***	+++						**			***	+++	***			
	± ... at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
		REGION OF RESIDENCE					AGE				GENDER		CANADIAN BY BIRTH		MOTHER TONGUE			
		TOTAL	Atlantic	Quebec	Ontario	Prairies	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl-ish	French	Other
TYPE5	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
	Price averse	26%	28%	26%	25%	24%	30%	21%	25%	28%	29%	26%	27%	27%	22%	26%	29%	22%
	Non issue	12%	10%	10%	14%	9%	15%	5%	9%	13%	23%	10%	13%	11%	15%	12%	11%	13%
	Few benefits	10%	8%	10%	11%	10%	11%	13%	10%	10%	8%	9%	11%	8%	18%	9%	8%	17%
	Trusting followers	25%	21%	22%	25%	30%	25%	28%	30%	23%	16%	24%	26%	24%	29%	25%	20%	29%
	Strong supporters	26%	34%	30%	24%	26%	18%	32%	25%	25%	21%	29%	22%	29%	15%	27%	29%	19%
	chi ² :		+				-	+				++	--	+++	---			-
	± ... at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

Typology based on ZPRIC, ZFEAT, ZTHRE and ZIMPS

		HOUSEHOLD SIZE			CHILDREN 15 AND LESS				SEGMENTS					
		TOTAL	1	2	3 and more	None	1	2	3 and more	Price averse	Non issue	Few benefits	Trusting followers	Strong supporters
TYPE5	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
	Price averse	26%	26%	29%	23%	25%	30%	28%	25%	100%	0%	0%	0%	0%
	Non issue	12%	12%	13%	11%	13%	10%	10%	6%	0%	100%	0%	0%	0%
	Few benefits	10%	8%	9%	13%	11%	6%	10%	11%	0%	0%	100%	0%	0%
	Trusting followers	25%	28%	23%	25%	24%	26%	29%	29%	0%	0%	0%	100%	0%
	Strong supporters	26%	24%	25%	28%	26%	27%	23%	28%	0%	0%	0%	0%	100%
	chi ² :									***	---	---	---	---
	± ... at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6