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## **2003 Canadian Passport Office National Client Satisfaction Survey**

### Final Report

Prepared for

Continuous Improvement  
**Canadian Passport Office**  
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Ottawa, Ontario  
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# EXECUTIVE SUMMARY

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In the context of the global Government of Canada initiative aimed at improving service to the public, the Passport Office initiated a client satisfaction measurement program in 2001. This report presents the analysis of the 2003 Passport Office client satisfaction survey.

## Methodology

This research is based on a telephone survey of clients. It included feedback from a representative sample of 1,196 clients chosen at random from the list of people who were delivered a passport over the three months prior to the survey; a systematic, non-stratified sample was used. No *ex post facto* weights were required considering the nature of the sample and the absence of evidence of unequal propensity to respond. The data collection was performed by Écho Sondage from June 3 to June 25, 2003, and led to an overall response rate of 57%. In the absence of evidence otherwise, we have assumed that no particular bias existed in the sample of respondents. The maximum sampling error is estimated at  $\pm 2.8$  percentage points in the worst, complete-sample case; sampling errors are wider for sub-samples.

This study uses the 2001 questionnaire which generally conforms with the Common Measurement Tool model — the *de facto* standard for federal departments and agencies.

## Client Values

**Declared values.** The top three values declared by clients focussed on **passport effectiveness**. They were:

- design of passports to avoid forgery;
- security features of the passport;
- acceptance of the passport document by other countries.

This contrasts with the top values of 2001 which focussed on service reliability (competence and effectiveness of the staff). **Service reliability** now comes second in client value ranking.

Client **expectations** are adopting a dual trajectory: on the one hand, clients associate higher levels of importance with each of the Passport Office service features (than in 2001) which could indicate rising expectations; on the other hand, quantitative expectations regarding service delays (e.g., waiting time, production time) are less demanding than in 2001.

**Levers of satisfaction.** Each aspect of service has a bearing on the overall satisfaction with the service experience felt by the client. The extent of the tie between being satisfied with a particular aspect of service and the overall satisfaction one feels represents the leverage that that aspect of service exercises on the overall satisfaction. The stronger the leverage, the more effect an improvement in the satisfaction regarding that aspect will have on the overall satisfaction ratings.

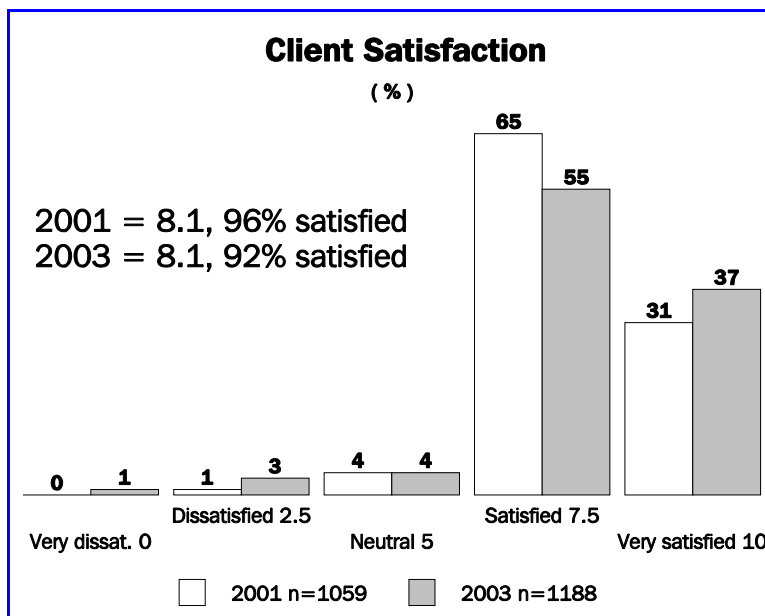
The top eight most effective levers of satisfaction were:

- the understanding of client needs;
- the waiting time to receive the passport by mail (mail only);
- the time it took to produce a passport;
- the ease of picking up your passport;
- the effectiveness of the staff (office visitors only);
- answers provided to your questions;
- the competence of the staff (office visitors only);
- the total time and effort required.

Six out of eight were part of the "responsiveness and reliability" list while the other two are not conceptually far from the idea of responsiveness. These data indicate that client satisfaction is driven by concerns with the **solidity of the process** (effectiveness and competence of the staff) as well as by the **overall result** of the service relationship (overall production time, overall effort necessary). According to these data, client satisfaction at the Passport Office is a consequence of a solid overall **service relationship** rather than of a successful passport document. The reason for this is found in the definition of basic service.

**Basic service.** Basic service elements are highly valued by clients but are not strongly related to overall satisfaction. In a sense, absolutely necessary features without which a supplier would not even be considered. For Passport Office clients, basic service elements include the following aspects of service:

- duration of the validity period;
- the security features of the passport;
- acceptance by other countries;
- design of passports to avoid forgery.



Displayed at the top of the list of client values, **passport security and effectiveness features are relegated to the rank of basic service components** by this analysis. They are considered a given in this service context.

**Client Satisfaction**

92% of participants in the survey indicated that, overall, they were "satisfied" or "very satisfied" with their most recent dealing with the Passport

Office. While this indicates that there is **substantial overall satisfaction**, Passport Office managers must also realize that there is still **room for improvement**: among satisfied clients, 37% chose the top box of the rating scale — a significant amelioration compared to the 31% obtained in 2001. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does. Excellence is therefore better measured by the proportion of top-box clients of which there are less than one third in the case of the overall application process.

No group of client was less satisfied in a statistically significant fashion. The following subgroups were somewhat **more satisfied** (to a statistically significant point) than others:

- clients of Atlantic Canada and Quebec offices;
- clients using the passport primarily for leisure trips;
- clients who had used their passport once already;
- clients residing in Quebec.

Some aspects of service were more satisfying in 2003 than in 2001 while others suffered from diminishing satisfaction. The service features where **satisfaction increased** are:

- the ease of picking up the passport;
- the passport as a travel document;
- the design of passports to avoid forgery;
- communications in the official language of the client's choice.

The service features where **satisfaction diminished** are:

- the simplicity of the application forms;
- the ease of submitting the application;
- the total time and effort required to obtain a passport;
- ease of access to services by telephone;
- the waiting time at the office;
- the base cost of the passport itself.

When asked to compare the Passport Office service with that of "other federal government organisations", 40% of clients indicated that the Passport Office provided better service whereas 4% concluded that its service was not as good — others considered the services of similar quality or could not provide an answer. A similar comparison with "private companies" was also favourable to the Passport Office: 28% of clients rated its service better while 13% rated it not as good.

Between 2001 and 2003, the **Passport Office maintained its position with regard to client satisfaction** although there are indications that it tended to produce more polarized reactions from its clients in 2003 (i.e., more clients were very satisfied and more were dissatisfied). That may be a

reflection of some difficult choices the Office had to make over that period of time.

### ***Priorities for improvement***

According to client satisfaction ratings and to the satisfaction leverage potential of service components, two areas of service were identified as **top priorities**:

- **waiting time** at the office (this applies particularly to the time to deliver applications) and
- the **total time and effort required** by the application process.

Low satisfaction and low leverage components are **low priorities** in terms of service improvement. They include :

- ease of access to services by telephone;
- the convenience of the office location;
- availability of parking close to office;
- the base cost of the passport itself;
- the extra cost for express delivery.



# Chapter 1

## INTRODUCTION

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In 2001, in the context of the global Government of Canada initiative aimed at improving service to the public<sup>1</sup>, the Canadian Passport Office decided to initiate a client satisfaction measurement program. This report presents the analysis of the 2003 Passport Office client satisfaction survey. It is based on a global telephone client survey which is comparable to the baseline study conducted for the Office in 2001. Other work was conducted in 2002 to implement an office-level client survey meant to feed into the development of service improvement strategies at the local level.

### **Assignment**

This assignment included the collection of satisfaction data from clients and the thorough analysis of the data. The first task comprised the following steps:

- assessing the need to adjust the questionnaire used in 2001;

<sup>1</sup> See, among other documents, *Results for Canadians, A Management Framework for the Government of Canada*, Treasury Board of Canada Secretariat

- contacting clients, ensuring their cooperation, completing the interviews, implementing top quality controls;
- running marginal frequencies to ensure that the data are within expected ranges; verifying the distribution of continuous-type variables to identify outlier values and to determine their effects on the further analyses;
- building a complete set of edit statements to impose the questionnaire logic over the data set; identifying eventual out-of-sync cases, evidence of data corruption and any other symptom which may suggest that the data integrity was jeopardized;
- constructing a complete and fully documented data set.

We then conducted the analysis based on the following key themes:

- identification of the value schemes used by clients in their dealings with the Passport Office; description of the basic service features expected by clients;
- description of the levels of client satisfaction, overall and according to the characteristics of service captured in the survey;
- identification of priorities for improvements based on client stated priorities and on priorities induced from the joint importance–satisfaction matrix.

### **Structure of the report**

The study methodology is presented in Chapter 2. Conclusions regarding client values are presented in Chapter 3 whereas Chapter 4 focusses on client satisfaction. Chapter 5 deals with priorities for service improvement.

# Chapter 2

## METHODOLOGY

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This research is based on a telephone survey of clients. The following aspects of the methodology are discussed: questionnaire design, sampling strategy, data collection operations, data weighting, data processing, data analysis and limitations of the study.

### 2.1 *Questionnaire design*

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The questionnaire was developed by **Circum Network Inc.** as part of an early assignment. The questionnaire used in 2003 was the same as that used in 2001 as no need to modify it was identified. It was organized within the following sections:

- the confirmation of the eligibility of the respondent;
- the description of the responsibilities assumed by the respondent in the passport renewal process;
- satisfaction with the overall passport application process;

- satisfaction and importance ratings of service components related to the Passport Office responsiveness and reliability, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to access to Passport Office services, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to Passport Office communications with its clients, as well as priorities for improvement in this area;
- satisfaction and importance ratings of the cost components of the passport application, as well as priorities for improvement in this area;
- overall application process satisfaction measurements;
- satisfaction with the features of the passport as a travel document;
- some background on the client.

This questionnaire was pretested in 2001 before the full fledged implementation of the field work. Since no changes were made and since the context of the study was basically unchanged, no additional pretesting was required. The questionnaire is reproduced in Appendix B.

## 2.2 ***Sampling strategy***

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The client population was defined as all people aged 18 or over who had applied for a passport within the previous twelve months. For operational and cognitive reasons, only clients who had had dealings with the Office in the three months preceding the telephone interview were contacted. Also, only clients who could reasonably comprehend and express themselves in either French or English qualified for the interview.

A non-stratified systematic sample was drawn from the client database by Passport Office information systems personnel. Telephone numbers were not available from this source; they were researched by the consultant's logistics team using existing telephone books, telephone number compilations on CD-ROM and telephone number look-up Web sites.

## **2.3 Data collection operations**

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The telephone interviews were conducted by Echo Sondage, the **Circum Network Inc.** survey division, between June 3 and June 25, 2003. Interviews lasted 12 minutes on average.

A total of 1,196 interviews were completed, thereby providing more completions than anticipated.

The response rate of 57% exceeds industry standards (Exhibit 2.1). The refusal rate was low, at 12%. Considering the time available to complete the fieldwork and the fact that it was conducted during the early summer, these ratios are quite satisfying. They suggest that the data can be considered representative of the client population universe.

## **2.4 Data weighting**

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No *ex post facto* weights were required. The sample was developed without stratification and there was no evidence that response rates varied significantly by region of residence or other socio-demographic variables.

**EXHIBIT 2.1**  
**Sample Disposition Table**

Disposition	#	#
<b>Numbers used from the list obtained from the Passport Office</b>		<b>3,883 (a)</b>
<b>Ineligible numbers:</b>		
Not in service, duplicate, non-residential, fax	278	
Language problem, cognitive problem	187	
Could not locate the telephone number	1,114	
Not eligible (age, passport holder, etc.)	200	
<b>TOTAL INELIGIBLE</b>	<b>1,779 (b)</b>	
<b>Eligible numbers: ( a - b )</b>		<b>2,104 (c)</b>
Refusals	252 (d)	
Callbacks, no answer, answering machine	653	
Discarded after the fact	3	
<b>TOTAL NOT COMPLETED AMONG ELIGIBLE</b>	<b>908</b>	
<b>Completed</b>		<b>1,196 (e)</b>
Response rate ( e / c )		57%
Refusal rate ( d / c )		12%

## 2.5 *Data processing*

Survey data were managed using VoxCo's StatXP software and SPSS. 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 were left unweighted.

## 2.6 **Data analysis**

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Most data analysis was done using basic stubs-and-banners crosstabs developed in StatXP (see Appendix C). Percentage-based differences were tested on a percentage-versus-complement basis using two-tailed binomial distributions. Differences between means were tested using two-tailed t-tests. The analysis of satisfaction drivers was based on a least-squares multiple regression analysis whereas dimensionality analyses were based on principal component factor analysis with varimax rotation.

Based on the full sample of 1,196 responses, the maximum sampling error is estimated at  $\pm 2.8$  percentage points in the worst, complete-sample case (for a proportion of 50%, at a confidence level of 95%, without design effect, without correction for finite population). Sampling errors are wider for sub-samples; Appendix C reports the sampling error for proportions of 50% within each of the groupings presented in the banners.

## 2.7 **Limitations of this research**

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The results of this research are based on a sample of 1,196 Passport Office clients to which is attached a response rate of 57%. While this is a respectable response level for a client survey, it still leaves a good part of the client territory uncharted. If non-respondents share the attitudinal profile of respondents, this response level raises no inconvenience. However, it is not possible to assert the extent of correspondence between respondents and non-respondents. In the absence of evidence otherwise, we have assumed that no particular bias exists in the sample of respondents.

According to past studies, the proportion of Passport Office clients who were not born in Canada is larger than the share of this sociological group in the Canadian population. Hence, by excluding individuals who cannot reasonably comprehend or express themselves in French or English, this study may slightly truncate reality. Where differences exist according to

mother tongue or country of origin, this consideration should be borne in mind.



# Chapter 3

## CLIENT VALUES

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Clients possess fundamental values which allow them to pass judgment on the service they receive. It is important to develop an in-depth understanding of the value schemes used by clients in assessing service since, in a client-focussed approach, this will be one of the bases for determining priorities for improvement.

This chapter first describes the values clients have declared directly through their answers in the survey. Then, it moves on to identify the underlying levers of satisfaction — the elements of service which play the biggest role in shaping global client satisfaction — which may diverge from what clients perceive being their own values. Then, using these results jointly, the analysis portrays the elements of service that clients consider part of the basic service and the elements of service which are hidden motivators of client satisfaction.

### 3.1 **Declared values**

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Some 338 of the 1,196 respondents to the survey were asked to rate the importance they attach to 33 different aspects of the service provided by

the Canadian Passport Office. Exhibit 3.1 summarises the results of this enquiry. Importance was rated from "very unimportant" to "very important" and coded in such a way that the scale would vary from 0 to 10.<sup>1</sup>

In 2003, the top three values presented by clients were:

- the design of passports to avoid forgery;
- the security features of the passport;
- acceptance of the passport document by other countries.

By way of comparison, in 2001, the following were the top three client values:

- the competence of staff;
- acceptance of the passport document by other countries;
- the effectiveness of the staff.

This shift in client values **from service reliability to product security** may not come as a surprise considering the events which took place between the two measurements. The extent of the shift is significant, though:

- the design of passports to avoid forgery moved from 11<sup>th</sup> place to 1<sup>st</sup>;
- it gained 0.9 importance point on a 10-point scale — which is a very important change;
- the proportion identifying this feature as "very important" rose from 32% to 60%.

This is not to say that the value clients attach to service reliability has disappeared. Service reliability features take positions 4, 5 and 6 in the list of feature importance. They are:

- the courtesy of the staff;
- service responsiveness and reliability in general;
- the effectiveness of the staff.

**Service reliability is still an important value of Passport Office clients.**

It is simply not the foremost value anymore.

<sup>1</sup> "Very unimportant" was coded 0; "unimportant", 2.5; "neutral", 5; "important", 7.5; and "very important", 10.

**EXHIBIT 3.1**  
**Summary table of declared importance scores**

Element	Category	Description	Importance score (0 to 10)		
			2003 n = 338	2001 n = 274	Change
Q465	Document	design of passports to avoid forgery	8.9	8.0	+0.9
Q463	Document	the security features of the passport	8.9	8.2	+0.7
Q464	Document	acceptance by other countries	8.9	8.3	+0.6
Q903	Resp. & reliability	the courtesy of the staff	8.7	7.9	+0.8
Q402	General	service responsiveness and reliability	8.6	8.0	+0.6
Q905	Resp. & reliability	the effectiveness of the staff	8.6	8.2	+0.4
Q301	Communications	clarity of written information	8.6	8.2	+0.4
Q404	General	communications	8.5	7.8	+0.7
Q902	Resp. & reliability	the competence of the staff	8.5	8.3	+0.3
Q305	Communications	communications in your official language	8.5	8.2	+0.3
Q403	General	access to services	8.4	7.9	+0.5
Q303	Communications	the ease of access to information	8.4	8.0	+0.4
Q302	Communications	answers provided to your questions	8.4	8.2	+0.2
Q401	General	the passport application rules and process	8.3	7.7	+0.6
Q908	Resp. & reliability	the understanding of your particular needs	8.3	8.1	+0.2
Q461	Document	duration of the validity period	8.2	7.3	+0.9
Q901	Resp. & reliability	the availability of application forms	8.2	7.9	+0.3
Q238	Access	flexibility of the methods of access	8.0	7.6	+0.4
Q911	Resp. & reliability	the time it took to produce a passport	8.0	7.9	+0.1
Q912	Resp. & reliability	the waiting time to receive it by mail	7.9	7.5	+0.4
Q914	Resp. & reliability	the total time and effort required	7.9	7.6	+0.3
Q910	Resp. & reliability	the waiting time at the office	7.9	7.7	+0.2
Q233	Access	availability of parking close to office	7.8	7.5	+0.3
Q405	General	passport cost and payment options	7.8	7.5	+0.3
Q344	Cost	convenience of the payment methods	7.8	7.6	+0.2
Q231	Access	ease of access to services by telephone	7.7	7.2	+0.5
Q232	Access	the convenience of the office location	7.7	7.5	+0.2
Q236	Access	hours of operations of the office	7.7	7.7	0.0
Q234	Access	signage to find the office	7.6	7.3	+0.3
Q341	Cost	the base cost of the passport itself	7.4	7.3	+0.1
Q343	Cost	the timing of the payment	6.9	6.3	+0.6
Q462	Document	the number of pages in the passport	6.6	6.5	+0.1
Q342	Cost	the extra cost for express delivery	6.4	6.2	+0.2

Exhibit 3.1 contains another message. All service features but one (hours of operations of the office) have seen their importance rating increase between 2001 and 2003. Remembering that the study methodology and questionnaires are strictly similar between the two time points — and that the increase in the importance scores therefore cannot be attributed to method changes — this evolution indicates that Passport Office clients exhibit **rising expectations with regard to service**. This can be interpreted to mean that, while clients emphasised passport security features, they want their expectations in this area to be satisfied at the same time as service expectations in other areas are addressed as well.

The **low end of the importance scale** is informative as well. Among the ten service elements rated lowest on the client value scale, there are five elements related to **cost** (passport cost and payment options, convenience of the payment options, the base cost of the passport itself, the timing of the payment, the extra cost for express delivery) and four related to **access** (ease of access to services by telephone, convenience of the office location, hours of operations of the office, signage to find the office).

These results support the conclusions reached through Passport Office research in the last few years. They demonstrate that clients are, first and foremost, seeking a long-term result, i.e., acquiring a travel document which will provide them full service. To achieve this objective, clients minimize the priority they attach to short term costs (monetary costs most obviously, but also other types of cost like difficulty of access or waiting time) and they maximize the importance of the trust they can put in a document and in a process they understand (hence the importance of security and competence.)

## 3.2 **Satisfaction levers**

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Each aspect of service has a bearing on the overall satisfaction with the service experience felt by the client. The extent of the tie between being satisfied with a particular aspect of service and the overall satisfaction one feels represents the leverage that that aspect of service exercises on the overall satisfaction. **The stronger the leverage of an aspect of service,**

**the more effect an improvement in the satisfaction regarding that aspect will have on the overall satisfaction ratings.** Since, in its relationship with its clients, the ultimate goal of the Passport Office is to improve the global feeling of satisfaction with which clients are left, it is important to identify the aspects of service which affect overall satisfaction the most.

Satisfaction leverage of an aspect of service is measured by the simple (zero-order) correlation between the satisfaction ratings for that aspect and the overall satisfaction ratings. This measurement varies between 0, which indicates the absence of any leverage, and 1, which corresponds to a perfect leverage match.<sup>1</sup> The higher the number, the more impact an improvement in the satisfaction of the related aspect of service has on overall satisfaction.

Exhibit 3.2 presents a summary of the leverage effects associated with the 39 aspects of service measured in this study. Three **caveats** before providing an interpretation of these data.

- First, the interpretation of the leverage effect differs slightly in the case of elements of service related to **cost**. Since cost is hardly ever a reason for satisfaction in and by itself, cost leverage is negative: a higher number means that dissatisfaction with cost has more of a negative effect on satisfaction than a lower number; in the jargon of motivation theory, cost is a *dissatisfier*, not a *satisfier*.
- Second, it is known that satisfaction with **classes of elements of service** (e.g., service responsiveness and reliability) generate closer correlations with overall satisfaction (the most generic of elements of service, in a sense) than more specific ones (e.g., the competence of staff) and, hence, higher measured leverage effect. This is because clients and survey respondents are generally logical and tend to provide coherent ratings; since judgment about a class of elements of service is conceptually more similar to overall satisfaction than specific elements of service, coherence in rating translates into better correlation. Since this is in part an artifact of the nature of the indicator, we tend to discard

<sup>1</sup> Theoretically, since the indicator is a correlation coefficient, the range of values could include negative values down to -1. However, item-specific and overall satisfaction ratings very rarely display negative relationships.

the leverage effect of classes of elements and to focus on specific aspects of service.

- Finally, the leverage measurements provided in Exhibit 3.2 stem from the responses of people to whom the questions applied. For example, the leverage effect of the cost for express delivery was **relevant** only to individuals who were subjected to that cost. Care should therefore be exercised in interpreting the leverage effect figures.

The top eight most effective levers of satisfaction (after discarding the cost of express delivery — which applied only to a small group of clients — and three items which referred to classes of aspects of service) were:

- the understanding of your particular needs;
- the waiting time to receive the passport by mail (mail only);
- the time it took to produce a passport;
- the ease of picking up your passport;
- the effectiveness of the staff (office visitors only);
- answers provided to your questions;
- the competence of the staff (office visitors only);
- the total time and effort required.

Six out of eight were part of the "responsiveness and reliability" list. The other two (ease of picking up the passport and answers provided to your questions) are not conceptually far from the idea of responsiveness. These data indicate that client satisfaction is driven by concerns with the solidity of the process (effectiveness and competence of the staff) as well as by the overall result of the service relationship (overall production time, overall effort necessary). Note that satisfaction with the document itself exerts relatively little impact on the overall satisfaction of clients and that access issues come last in the hierarchy of satisfaction levers. According to these data, client satisfaction at the Passport Office is a consequence of a solid overall **service relationship** rather than of a successful passport document. The reason for this is found in the definition of basic service.

**EXHIBIT 3.2 • Summary table of leverage effects**

Element	Category	Description	Leverage score (0 to 1)	
			2003, n = 858	2001, n = 800
Q10	General	service responsiveness and reliability	0.55	0.51
Q31	General	communications	0.46	0.51
Q24	General	access to services	0.43	0.42
Q88	Responsiveness	the understanding of your particular needs	0.42	0.40
Q812	Responsiveness	the waiting time to receive it by mail	0.41	0.49
Q811	Responsiveness	the time it took to produce a passport	0.40	0.44
Q66	Process	the ease of picking up your passport	0.40	0.36
Q68	Process	overall, the fairness of the process	0.40	0.33
Q85	Responsiveness	the effectiveness of the staff	0.39	0.50
Q292	Communications	answers provided to your questions	0.38	0.37
Q82	Responsiveness	the competence of the staff	0.37	0.45
Q814	Responsiveness	the total time and effort required	0.37	0.39
Q65	Process	the ease of submitting your application	0.36	0.28
Q295	Communications	communications in your official language	0.34	0.37
Q228	Access	flexibility of the methods of access	0.34	0.34
Q83	Responsiveness	the courtesy of the staff	0.33	0.40
Q810	Responsiveness	the waiting time at the office	0.33	0.36
Q67	General	the passport application rules and process	0.33	0.34
Q226	Access	hours of operations of the office	0.32	0.37
Q291	Communications	clarity of written information	0.32	0.35
Q293	Communications	the ease of access to information	0.32	0.35
Q334	Cost	convenience of the payment methods	0.32	0.34
Q333	Cost	the timing of the payment	0.32	0.34
Q47	Document	the passport as a travel document	0.32	0.30
Q35	General	passport cost and payment options	0.31	0.33
Q81	Responsiveness	the availability of application forms	0.29	0.30
Q452	Document	the number of pages in the passport	0.29	0.25
Q61	Process	the simplicity of application forms	0.27	0.32
Q453	Document	the security features of the passport	0.25	0.25
Q62	Process	the list of qualified guarantors	0.24	0.27
Q455	Document	design of passports to avoid forgery	0.24	0.20
Q454	Document	acceptance by other countries	0.23	0.27
Q332	Cost	the extra cost for express delivery	0.20	0.54
Q331	Cost	the base cost of the passport itself	0.20	0.28
Q451	Document	duration of the validity period	0.19	0.19
Q222	Access	the convenience of the office location	0.18	0.26
Q221	Access	ease of access to services by telephone	0.17	0.17
Q223	Access	availability of parking close to office	0.15	0.24
Q224	Access	signage to find the office	0.14	0.27

### 3.3 **Basic service and hidden motivations**

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While the individual analysis of client values and of satisfaction leverage is instructive, their joint analysis uncovers two new types of elements of service: basic service elements and hidden motivations.

**Basic service** elements are these aspects of service which are highly valued by clients but are not strongly related to overall satisfaction. In a commercial and competitive environment, these elements constitute the basic service which clients expect from suppliers; they are, in a sense, absolutely necessary features without which a supplier would not even be considered. Take the simple example of an hotel room. Clients may indicate that the most important feature of an hotel room is the comfort of the bed. Meanwhile, providing the most comfortable bed may not affect their overall satisfaction in a systematic way (low leverage effect). This would indicate that comfort of the bed is a necessary but not a sufficient condition for achieving overall satisfaction.

For Passport Office clients, basic service elements can be found in the lower right hand corner of Exhibit 3.3 which plots the average stated importance and average leverage values of each of the service elements for which data are available. Items 34, 36, 37 and 38 are comprised in this category. They all belong to the category of the passport as a travel document and correspond to the following aspects of service:

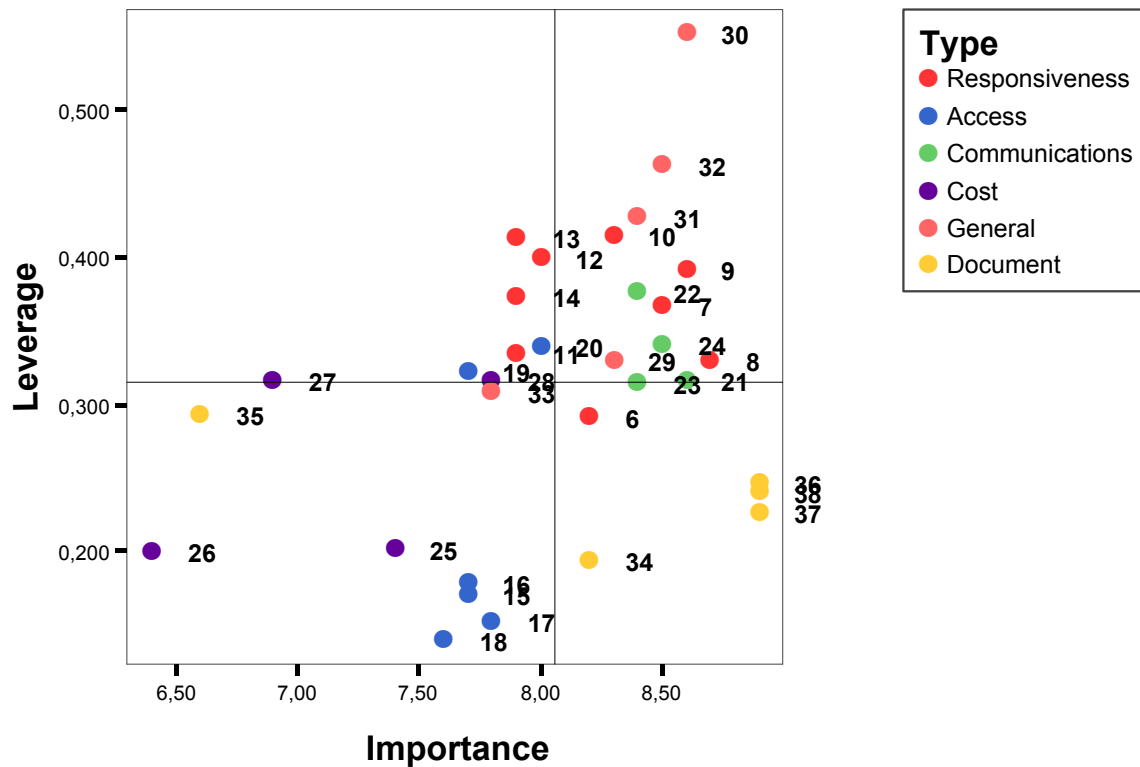
- duration of the validity period;
- the security features of the passport;
- acceptance by other countries;
- design of passports to avoid forgery.

Displayed at the top of the list of client values, **passport security and effectiveness features are relegated to the rank of basic service components** by this analysis. This means that clients will not accept compromise with regard to these aspects of the service but that good performance in these regards will not significantly improve the overall satisfaction of Passport Office clients. It is considered a given in this service context.



### EXHIBIT 3.3

#### Importance vs. Leverage Effect



**Hidden motivation** elements are aspects of service which are not highly valued by clients but which possess higher than average leverage potential. They constitute hidden motivations in that clients are unaware of the importance that these elements of service exert on their overall satisfaction.

In 2001, only one such hidden motivation was identified: the **extra cost incurred for express passport delivery** was not pointed out by clients as an important aspect of service, yet, for those concerned, it constituted a significant lever of satisfaction. In 2003, no such hidden motivator was

identified. Consequently, we conclude that the Passport Office cannot build service improvement strategies on hidden motivators.

# Chapter 4

## CLIENT SATISFACTION

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Most of this client survey focussed on client satisfaction. Three main areas of satisfaction were investigated: general satisfaction with the main phases of the application process, satisfaction with the passport as a travel document and satisfaction with specific aspects of the application process. This chapter deals with each of these issues and highlights related client expectations.

### 4.1 Overall satisfaction

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Clients were asked a number of specific questions regarding their service experience. Some dealt with the overall application process, others with the passport as a product and yet others with each aspect of the service transaction. This line of questioning culminated in a single overall recap question on the clients' experience with the Passport Office. The question wording was:

*Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the service you were provided?*

This question was posed after all of the other questions dealing with the application process, the service responsiveness and reliability, access to the service, communications with the Passport Office, cost and the passport as a travel document. Hence, clients had ample opportunity to build an overall judgment about the performance of Office.

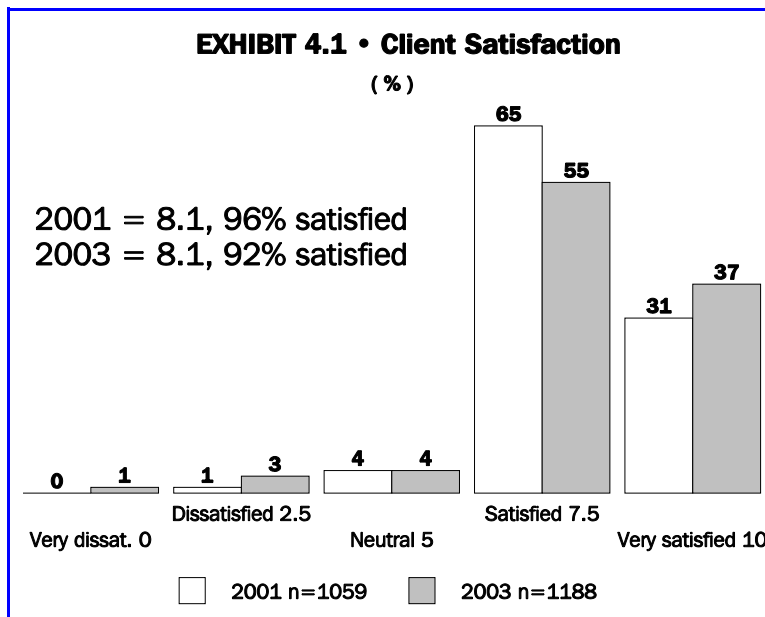


Exhibit 4.1 presents the distribution of satisfaction ratings offered by respondents.

**Three indicators** of satisfaction are presented. First, the **average satisfaction rating** established on a five-point scale is reported. It were coded to range from 0 to 10, the 5 point corresponding to the "neutral" category. In this study, indifference is represented by a score of 5. Second, the **percentage of clients indicating satisfaction** by choosing the "satisfied" or "very satisfied" scale points is presented. This is a usual (but not a prudent) way to express

satisfaction. It is best interpreted as the proportion of clients who was at least a little impressed by the service performance. Third, the **percentage of clients selecting the top satisfaction category** is presented. This is a truer measure of satisfaction than the previous "somewhat+very" satisfied percentage. Some authors<sup>1</sup> indicate that, in a competitive context, only "top box" (or "very satisfied") clients are loyal to the supplier; all others can be lured away with the right promises. Obviously, this is not an issue with regard to the Passport Office. Nevertheless, it is prudent to analyse top-box

<sup>1</sup> See Thomas O. Jones and W. Earl Sasser jr., "Why Satisfied Customers Defect" in Harvard Business Review, November-December 1995, pp. 88-99.

satisfaction instead or in addition to the proportion of simply satisfied clients.<sup>1</sup>

Overall, **92% of clients indicated some dose of satisfaction**; 37% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled with an average rating of 8.1, these results paint a very positive picture of the Passport Office client reactions to the service received. In comparison, in 2001, 96% of clients expressed satisfaction but 31% chose the highest rating of the satisfaction scale; the average satisfaction score was the same. Therefore, **between 2001 and 2003, the Passport Office maintained its position with regard to client satisfaction** although it tended to produce more polarized reactions from its clients in 2003 (i.e., more clients were very satisfied and more were dissatisfied). That may be a reflection of some difficult choices the Office had to make over that period of time.

While these data indicate that there is **substantial overall satisfaction**, Passport Office managers must also realize that there is still **room for improvement**: while 96% indicated some satisfaction, 55% among these 96% (more than half) indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 37% of respondents. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does. Excellence is therefore better measured by the proportion of top-box clients of which there are less than one third in the case of the overall application process.

The Passport Office cannot expect 100% of its clients to be "very satisfied" with the service process. It can't even reasonably expect to bring more than 95% of clients within the "satisfied+very satisfied" range — that is, close to its current performance. However, It can aim at increasing the proportion of top-box clients from the present approximate 30% to 50% or 60%. Excellent organisations have achieved such goals. The Passport Office has succeeded in increasing the proportion of the "very satisfied" clients from 31% to 37% between 2001 and 2003.

<sup>1</sup> Using the proportion of "somewhat+very" satisfied may raise the issue of actionability of the findings: when the proportion approaches 100%, as was the case for the Passport Office in 2003, the organization has little room for improvement. Either the proportion of "very satisfied" or the average satisfaction score provide more room to manoeuvre in developing a service improvement program.

No group of client was less satisfied in a statistically significant fashion. The following subgroups were somewhat more satisfied (to a statistically significant point) than others:

- clients of Atlantic Canada and Quebec offices;
- clients using the passport primarily for leisure trips;
- clients who had used their passport once already;
- clients residing in Quebec.

When asked to compare the Passport Office service with that of "other federal government organisations", 40% of clients indicated that the Passport Office provided better service (39% in 2001) whereas 4% concluded that its service was not as good (2% in 2001) — others considered the services of similar quality or could not provide an answer. A similar comparison with "private companies" was also favourable to the Passport Office: 28% of clients rated its service better (20% in 2001) while 13% rated it not as good (11% in 2001). The polarization of client positions is evident here again: both ends of this comparison (better vs. worse) have increased their ranks between 2001 and 2003.

## 4.2 **Satisfaction with the application process**

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The **generic process of applying** for a passport was decomposed into six components: the simplicity of the application forms, the list of qualified guarantors, the ease of submitting the application, the ease of picking up the passport, the overall requirements and the overall fairness of the process. Exhibit 4.2 presents summary results.

According to Exhibit 4.2, the **most satisfying** aspect of the application process is the **ease of picking up the passport** (93% at least somewhat satisfied, mean of 8.2). The increase in satisfaction with regard to this service feature may be related to the new procedures which emphasize mail return of the passports. The proportion of clients who indicated that they picked up the passport in person went from 71% in 2001 to 38% in 2003.

**EXHIBIT 4.2**  
**Satisfaction with the application process**

Element	Description	Satisfaction 2003 (n=858) <sup>1</sup>			2001 (n=800)
		Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10
Q66	the ease of picking up your passport	8.2↗	93%	39%	7.9
Q68	overall, the fairness of the process	8.0	93%	31%	8.0
Q61	the simplicity of application forms	7.7↘	88%	28%	8.1
Q67	overall, the requirements	7.7	88%	27%	7.9
Q62	the list of qualified guarantors	7.7	88%	28%	7.8
Q65	the ease of submitting your application	7.4↘	83%	29%	8.1

<sup>1</sup> The number of cases varies with each question depending upon the clients service history. Note: Up and down symbols are associated with changes of 0.3 points and more.

In 2001, the simplicity of the application forms was most satisfying; it has dropped in 2003 as has the ease of submitting the application.

The list of qualified guarantors — an aspect of the process which is commonly criticized in Passport Office qualitative research — is stable and fares relatively well with a mean satisfaction rating of 7.7 and 88% of clients indicating at least some satisfaction.

Based on the mean scores, **some differences in satisfaction** surfaced among the groups analysed in this study.

- Clients who received their passport **by mail** were more satisfied with the ease of submitting the application (but there is no such difference between those who submitted the application by mail or in person).
- Clients **serviced in Atlantic Canada or Quebec** were more satisfied with the list of guarantors and the ease of submitting the application.
- Clients **serviced in Ontario** were less satisfied with the ease of submitting the application.
- Clients **serviced west of Ontario** were less satisfied with the list of guarantors.

- Clients who presented their application **in person** were more satisfied (than those who sent it in by mail) with the fairness of the process.
- **Allophones** were less satisfied with the simplicity of the application form.
- **Anglophones** were less satisfied with the list of guarantors and the ease of submitting the application.
- **Women** were more satisfied with the list of guarantors and the requirements overall.
- Residents of **Quebec** were more satisfied with the ease of submitting the application and the requirements overall.
- Residents of **Ontario** were less satisfied with the ease of submitting the application.
- Residents of **British Columbia** were less satisfied with the ease of picking up the passport.

### 4.3 **Satisfaction with the travel document**

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Like few federal government organizations, the Passport Office not only offers a service; it also delivers a product. This section deals with client satisfaction with the passport as a product and a travel document.

Exhibit 4.3 synthesizes the satisfaction indicators relative to the passport itself. Overall, the passport gets an average satisfaction rating of 8.4; 95% of passport applicants indicated some degree of satisfaction with the passport as a travel document and 39% indicated that they were "very satisfied". As in the case of the overall application process, these ratings suggest that the **Passport Office product generates substantial satisfaction**.

The satisfaction rating with the passport as a document has increased by 0.3 point between 2001 and 2003. Where 29% were "very satisfied" with the passport as a travel document in 2001, 39% were in 2003.

Satisfaction with the design of the passport to avoid forgery (among the highest rated client values) also increased by 0.3 points between the two measurements. However, there is still room for improvement 24% were "very satisfied" with this feature in 2003.



Acceptance by other countries rates a 8.1 on the satisfaction scale. It is the highest rated of the product characteristics. As it ranked at the very top of the list of client declared values, this is a significant observation.

**EXHIBIT 4.3**  
**Satisfaction with the travel document**

Element	Description	Satisfaction 2003 (n=858) <sup>1</sup>			2001 (n=800)
		Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10
Q47	the passport as a travel document	8.4↗	95%	39%	8.1
Q454	acceptance by other countries	8.1	93%	32%	8.0
Q453	the security features of the passport	7.8	90%	26%	7.6
Q452	the number of pages in the passport	7.7	90%	21%	7.6
Q455	design of passports to avoid forgery	7.5↗	82%	24%	7.2
Q451	duration of the validity period	6.7	74%	15%	6.8

<sup>1</sup> The number of cases varies with each question depending upon the clients service history. Note: Up and down symbols are associated with changes of 0.3 points and more.

At the other end of the list, **the duration of the validity period of the passport is the least satisfying** of the product characteristics, as it was in 2001: it collects an average satisfaction score of 6.7; 74% of clients express satisfaction in this regard and only 15% selected the top box of the scale. Note that survey respondents were not tipped about the possibility of a different validity period by previous questions since additional queries on this issue took place after the satisfaction rating had been requested.

Asked if they would prefer a 5-year or a 10-year validity period<sup>1</sup>, **54% of clients selected a 10-year validity period** (56% in 2001) while 42% (39% in 2001) elected for the current 5-year period (4% did not provide an answer to this question). Canadians-by-birth preferred the longer validity

<sup>1</sup> The question was: "If you had your choice, would you prefer to maintain the current passport which is valid for 5 years or would you prefer a passport that would be valid for twice as long, would cost twice as much and would contain an electronic description of some of your physical characteristics so that no one else could use it? Take your time and think carefully."

period (52% vs. 44%), but not as much as Canadians-by-adoption (59% vs. 36%). Preference for the 10-year validity period decreased with age from 60% among those aged 18 to 35, to 56% among the 36 to 55 and 47% among those aged 56 or more.

Satisfaction with the resistance of the passport to forgery was second lowest, at 7.5 satisfaction points — but had the best improvement between 2001 and 2003. This rating is clearly a perception held by clients rather than the consequence of real-life experiences. But in the world of client satisfaction, perceptions are everything.

Some group differences occurred with regard to client product satisfaction:

- those using the passport primarily for **leisure** were more satisfied with the number of pages in the document;
- those who have **used the passport** were more satisfied with the acceptance by other countries;
- **Canadians by birth** were more satisfied with the passport as a travel document overall;
- **Francophones** and residents of Quebec were more satisfied with the number of pages in the document, acceptance by other countries and the passport as a travel document overall;
- Residents of **Ontario** were less satisfied with the duration of the validity period;
- Residents of **British Columbia** were less satisfied with the number of pages in the document, acceptance by other countries and the passport as a travel document overall.

## 4.4 **Satisfaction with areas of service**

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Having dealt with the overall application process and with the passport as a product, this section turns to client satisfaction with the service process. Exhibit 4.4 presents the summary satisfaction indicators for the 27 available indicators.

It is striking to note that **six of the top seven most satisfying** service characteristics relate to **responsiveness and reliability**, a clear indication

that Passport Office corporate values are aligned in that direction and that personnel deliver the goods. Specifically, the top three most satisfying aspects of service deal directly with the **client-employee relationship**; they are:

- the courtesy of the staff;
- the competence of the staff;
- the effectiveness of the staff.

In objective terms, the satisfaction levels in these regards averaged 8.4 to 8.6 with 96% to 97% of clients being "satisfied" or "very satisfied" and 43% to 49% being "very satisfied". While not substantively different from the 2001 results, these levels of satisfaction generally suggest an improvement in responsiveness and reliability over time.

The **bottom** of satisfaction list comprises real **cost** elements (cash out), which is no surprise, as well as several service characteristics related to **access** and one responsiveness and reliability component, the **waiting time** at the office (for those concerned). In a sense, if time is money, the bottom seven service characteristics were cost related:

- the total time and effort required;
- ease of access to services by telephone;
- the convenience of the office location;
- the extra cost for express delivery;
- the waiting time at the office;
- availability of parking close to office;
- the base cost of the passport itself.

Note that a lukewarm satisfaction rating does not necessarily mean that the organization should immediately draw service improvement plans in the areas concerned. The next chapter will identify which areas should constitute the improvement priorities.

**EXHIBIT 4.4**  
**Satisfaction with the application transaction**

Element	Type	Description	Satisfaction 2003 (n=858) <sup>1</sup>			2001 (n=800) <sup>1</sup>
			Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10
Q83	Responsiveness	the courtesy of the staff	8.6	96%	49%	8.4
Q82	Responsiveness	the competence of the staff	8.6	97%	48%	8.4
Q85	Responsiveness	the effectiveness of the staff	8.4	96%	43%	8.4
Q81	Responsiveness	the availability of application forms	8.4	95%	42%	8.2
Q295	Communications	communications in your official language	8.4↗	98%	39%	8.1
Q10	General	service responsiveness and reliability	8.1	91%	40%	8.2
Q88	Responsiveness	the understanding of your particular needs	8.1	92%	35%	8.1
Q31	General	communications	8.1	92%	35%	8.1
Q292	Communications	answers provided to your questions	8.1	94%	33%	8.0
Q334	Cost	convenience of the payment methods	8.1	95%	30%	7.9
Q811	Responsiveness	the time it took to produce a passport	7.9	88%	38%	8.0
Q293	Communications	the ease of access to information	7.9	91%	30%	7.8
Q333	Cost	the timing of the payment	7.9	94%	25%	7.7
Q291	Communications	clarity of written information	7.7	89%	27%	7.9
Q228	Access	flexibility of the methods of access	7.7	88%	25%	7.7
Q812	Responsiveness	the waiting time to receive it by mail	7.6	85%	30%	7.5
Q24	General	access to services	7.6	86%	27%	7.6
Q35	General	passport cost and payment options	7.3	82%	19%	7.4
Q226	Access	hours of operations of the office	7.2	80%	19%	7.3
Q224	Access	signage to find the office	7.2	80%	18%	7.2
Q814	Responsiveness	the total time and effort required	7.1↘	75%	25%	7.6
Q221	Access	ease of access to services by telephone	6.8↘	75%	21%	7.3
Q222	Access	the convenience of the office location	6.8	74%	18%	6.9
Q332	Cost	the extra cost for express delivery	6.4	68%	8%	6.5
Q810	Responsiveness	the waiting time at the office	5.9↘	58%	21%	6.4
Q223	Access	availability of parking close to office	5.9	60%	14%	5.9
Q331	Cost	the base cost of the passport itself	5.3↘	51%	6%	6.1

<sup>1</sup> The number of cases varies with each question depending upon the clients service history.  
Note: Up and down symbols are associated with changes of 0.3 points and more.

Discarding the satisfaction differences obviously related to the service circumstances, Exhibit 4.5 identifies the patterns of satisfaction by subgroup.

**EXHIBIT 4.5 • Patterns of satisfaction**

<b>Subgroup</b>	<b>More satisfied with...</b>	<b>Less satisfied with...</b>
Clients served in Atlantic Canada or Quebec	<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>the competence of the staff</li> <li>the courtesy of the staff</li> <li>staff understanding of their needs</li> <li>waiting time at the office</li> <li>the time to produce the passport</li> <li>the total time and effort required</li> <li>overall responsiveness and reliability</li> <li>the convenience of office locations</li> <li>signage to find the office</li> <li>hours of operations</li> <li>the flexibility of access methods</li> <li>access to services, overall</li> <li>answers provided to questions</li> <li>ease of access to information</li> <li>communications in official languages</li> <li>communications, overall</li> <li>the timing of the payment</li> <li>the convenience of payment options</li> </ul>	
Clients served in Ontario	<ul style="list-style-type: none"> <li>the convenience of payment options</li> </ul>	<ul style="list-style-type: none"> <li>the waiting time at the office</li> <li>the total time and effort required</li> <li>the convenience of office locations</li> </ul>
Clients served west of Ontario		<ul style="list-style-type: none"> <li>answers provided to questions</li> <li>ease of access to information</li> <li>communications in official languages</li> <li>communications, overall</li> <li>the convenience of payment options</li> </ul>
Clients who sent their application by mail	<ul style="list-style-type: none"> <li>the extra cost for express delivery</li> </ul>	<ul style="list-style-type: none"> <li>the time to produce the passport</li> </ul>
Clients using their passport primarily for business	<ul style="list-style-type: none"> <li>access to services by telephone</li> </ul>	<ul style="list-style-type: none"> <li>the time to produce the passport</li> <li>overall responsiveness and reliability</li> </ul>
Clients who have used their passport	<ul style="list-style-type: none"> <li>staff understanding of their needs</li> <li>answers provided to questions</li> <li>ease of access to information</li> </ul>	
Canadians by birth	<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>communications in official languages</li> <li>the timing of the payment</li> <li>the convenience of payment options</li> </ul>	<ul style="list-style-type: none"> <li>the flexibility of access methods</li> </ul>
Anglophones		<ul style="list-style-type: none"> <li>the total time and effort required</li> <li>the convenience of office locations</li> <li>the flexibility of access methods</li> </ul>

Subgroup	More satisfied with...	Less satisfied with...
Francophones	<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>the competence of the staff</li> <li>the courtesy of the staff</li> <li>the total time and effort required</li> <li>overall responsiveness and reliability</li> <li>the convenience of office locations</li> <li>hours of operations</li> <li>the flexibility of access methods</li> <li>communications in official languages</li> <li>communications, overall</li> <li>the timing of the payment</li> <li>the convenience of payment options</li> </ul>	
Allophones	<ul style="list-style-type: none"> <li>the convenience of office locations</li> </ul>	<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>the competence of the staff</li> <li>the courtesy of the staff</li> <li>the effectiveness of the staff</li> <li>staff understanding of their needs</li> <li>answers provided to questions</li> <li>communications in official languages</li> </ul>
Clients aged 18 to 35	<ul style="list-style-type: none"> <li>the waiting time to receive the passport by mail</li> </ul>	<ul style="list-style-type: none"> <li>the availability of parking close to the office</li> <li>hours of operations</li> </ul>
Clients aged 36 to 55	<ul style="list-style-type: none"> <li>communications in official languages</li> </ul>	
Clients aged 56 or more	<ul style="list-style-type: none"> <li>the availability of parking close to the office</li> <li>hours of operations</li> </ul>	<ul style="list-style-type: none"> <li>the time it took to produce the passport</li> </ul>
Women	<ul style="list-style-type: none"> <li>the competence of the staff</li> <li>the courtesy of the staff</li> <li>communications in official languages</li> </ul>	<ul style="list-style-type: none"> <li>signage to find the office</li> </ul>
Residents of Atlantic Canada	<ul style="list-style-type: none"> <li>waiting time at the office</li> </ul>	<ul style="list-style-type: none"> <li>the extra cost for express delivery</li> </ul>
Residents of Quebec	<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>the competence of the staff</li> <li>the courtesy of the staff</li> <li>the effectiveness of the staff</li> <li>waiting time at the office</li> <li>the total time and effort required</li> <li>overall responsiveness and reliability</li> <li>the convenience of office locations</li> <li>signage to find the office</li> <li>hours of operations</li> <li>the flexibility of access methods</li> <li>access to services, overall</li> <li>answers provided to questions</li> <li>ease of access to information</li> <li>communications in official languages</li> <li>communications, overall</li> <li>the timing of the payment</li> <li>the convenience of payment options</li> </ul>	

Subgroup	More satisfied with...	Less satisfied with...
Residents of Ontario	<ul style="list-style-type: none"> <li>the convenience of payment options</li> </ul>	<ul style="list-style-type: none"> <li>the courtesy of staff</li> <li>the waiting time at the office</li> <li>the total time and effort required</li> <li>overall responsiveness and reliability</li> <li>the convenience of office locations</li> <li>ease of access to information</li> </ul>
Residents of the Prairie provinces	<ul style="list-style-type: none"> <li>waiting time to receive the passport by mail</li> <li>the extra cost for express delivery</li> </ul>	
Residents of British Columbia		<ul style="list-style-type: none"> <li>the availability of application forms</li> <li>answers provided to questions</li> <li>ease of access to information</li> <li>communications in official languages</li> <li>communications, overall</li> <li>the timing of the payment</li> <li>the convenience of payment options</li> </ul>

A few assessments averaged values lower than 5, indicating that the balance tipped toward dissatisfaction. They were:

- clients serviced in Ontario, regarding waiting time at the office;
- residents of Ontario, regarding waiting time at the office;
- residents of Atlantic Canada, regarding the extra cost for express delivery;

## 4.5 **Client expectations**

In some instances, the survey probed clients for their expectations regarding the service offered by the Passport Office. These results are grouped within this section.

### **Waiting time**

Respondents were asked to estimate the time they waited to deliver the application at the office, to pick up the passport and for the production of the passport. Since individuals cannot be precise in such estimates, these data must be conceived as perceived delays rather than true figures. Meanwhile, this is not crucial since the analysis focusses on expectations.

**EXHIBIT 4.6**  
**Expectations and perceptions regarding delays**

	Year	Average time waited	% acceptable	Average time acceptable	n
<b>Wait time at the office to deliver the application</b>					
All clients	2003	57min.	61%	—	622
	2001	42 min.	63%	—	530
Found acceptable	2003	31 min.	100%	—	382
	2001	22 min.	100%	—	328
Found too long	2003	100 min.	0%	34 min.	240
	2001	75 min.	0%	23 min.	199
<b>Wait time at the office to pick up the passport</b>					
All clients	2003	19 min.	86%	—	258
	2001	17 min.	87%	—	393
Found acceptable	2003	13 min.	100%	—	222
	2001	12 min	100%	—	343
Found too long	2003	56 min.	0%	25 min.	36
	2001	47 min.	0%	13 min.	50
<b>Time to deliver the passport from the time all information was provided</b>					
All clients	2003	15 days	86%	—	1,140
	2001	10 days	90%	—	986
Found acceptable	2003	14 days	100%	—	983
	2001	9 days	100%	—	873
Found too long	2003	26 days	0%	11 days	153
	2001	22 days	0%	8 days	110

Exhibit 4.6 provides the key figures in this regard. **A significant match exists between the experience of clients who considered the delays acceptable and the expectations of clients who considered the delays unacceptably long.** Those who found that the wait to deliver the application was acceptable said they waited 31 minutes on average; clients who were critical of the wait expected to wait 34 minutes. The respective figures for pick up wait time are 13 and 25 minutes (i.e., clients who felt ill serviced had lower expectations than the reality of the service for clients who considered themselves well serviced) and for the production time are



14 and 11 days. These matched data suggest that client expectations were not excessive: dissatisfied clients basically expected what satisfied clients were provided.

Also of note is the fact that **clients' perceived experience has worsened** between 2001 and 2003: time to deliver the application went from 42 to 57 minutes; waiting time to pick up the passport went from 17 to 19 minutes; and passport production time went from 10 to 15 days. The fact that client satisfaction remained fairly constant between the two measurement suggests that **client expectations have diminished**. This is confirmed by the stated expectations of those who where found delays unacceptable; in all three cases, their expectations were lower in 2003 compared to 2001: waiting 34 minutes instead of 23 to deliver the application, waiting 25 minutes instead of 13 to pick up the passport and incurring a 11-day delay instead of 8 for passport production.

Note that 86% were satisfied with the delay they experienced in the production of the passport. The corresponding figures are 86% concerning the pick up wait time and 61% for the application delivery wait time. The delay associated with this latter aspect of the process is the least acceptable to clients.

### **Requirements**

Almost nine client out of ten (85%, 87% in 2001) indicated that they considered the existing requirements to obtain a passport "adequate". Where 8% (5% in 2001) of clients considered that the requirements were "excessive", 6% (same in 2001) assessed that they were "insufficient".

### **Access**

Almost half (46%, same in 2001) of all clients preferred the **in-person delivery of passport applications**. The second most frequently chosen means of delivery of application documents was the **Internet** which was selected by almost one quarter of all clients (24%, 23% in 2001); the Internet garnered more support among business travellers (44%, same in 2001), frequent travellers (36%, 35% in 2001) and people aged 18 to 35 (38%, 27% in 2001). Mail delivery was preferred by almost one client in

four (23%, 21% in 2001). All in all, preferences in delivery method are stable with half of clients opting for in-person and one quarter for each of the Internet and mail.

The preferred time period to deal with the Passport Office was regular business hours (38%, same in 2001), followed by evenings (25%, 29% in 2001). Saturdays were selected by 20% of clients (17% in 2001). A majority of clients aged 18 to 35 and 36 to 55 preferred evenings and Saturdays (60% and 51% respectively).

The physical location of the Passport Office was considered "beyond a reasonable distance" by one client in four (25%, 21% in 2001). This assessment was more frequent for residents of Atlantic Canada (40%, 34% in 2001) and British Columbia (34%, 21% in 2001).

### ***Payment methods***

For a purchase such as that of a passport, several payment methods were appreciated by sizeable groups of clients. Almost half of all clients (47%, 37% in 2001) preferred credit card payment while about one third would choose debit card payment (31%, 27% in 2001); 12% selected cash payment (23% in 2001).

Payment by credit card was the preferred method for all subgroups except clients serviced in Atlantic Canada and Quebec, and among people aged 18 to 35 where debit cards tied with credit cards.

Most clients preferred to pay the fee upon delivering the application documents (65%, 49% in 2001); fewer (24%, 34% in 2001). Every subgroup analysed identified the same preference.

# Chapter 5

## **PRIORITIES FOR IMPROVEMENT**

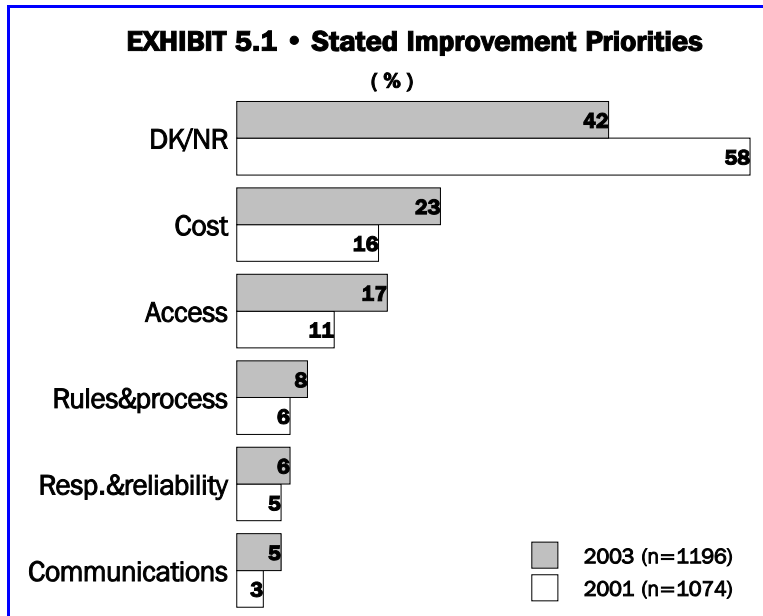
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Priorities for improvement can be determined in two ways: by asking clients what their priorities are and by searching for aspects of service which are important to clients and which do not satisfy them entirely.

### **5.1 Stated priorities**

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The first approach to determining improvement priorities for the Office is to ask clients directly what it should work on. Given this choice, four in 10 (42%, 58% in 2001) of clients were unable to select a priority (see Exhibit 5.1). This datum indicates that, in the view of these respondents, there is **no obvious improvement required** (or that there are so many that they are incapable of selecting a single priority — an unlikely conclusion given the high level of satisfaction documented earlier in this report). Note the reduction of the size of this group between 2001 and 2003: it indicates that clients perceive more room for improvement than two years ago.



The area of service **most often** selected for improvement is the **cost** (23%, 16% in 2001). Within that category, 80% (of the 59% of clients who provided an area for improvement) selected the **base cost** as the prime target for amelioration.

**Access to services** is the service area chosen by the next largest pool of clients (17%, 11% in 2001). Within the access domain, 30% (of the 54% of clients who indicated a priority) wanted improved office location and 30% wanted closer parking space.

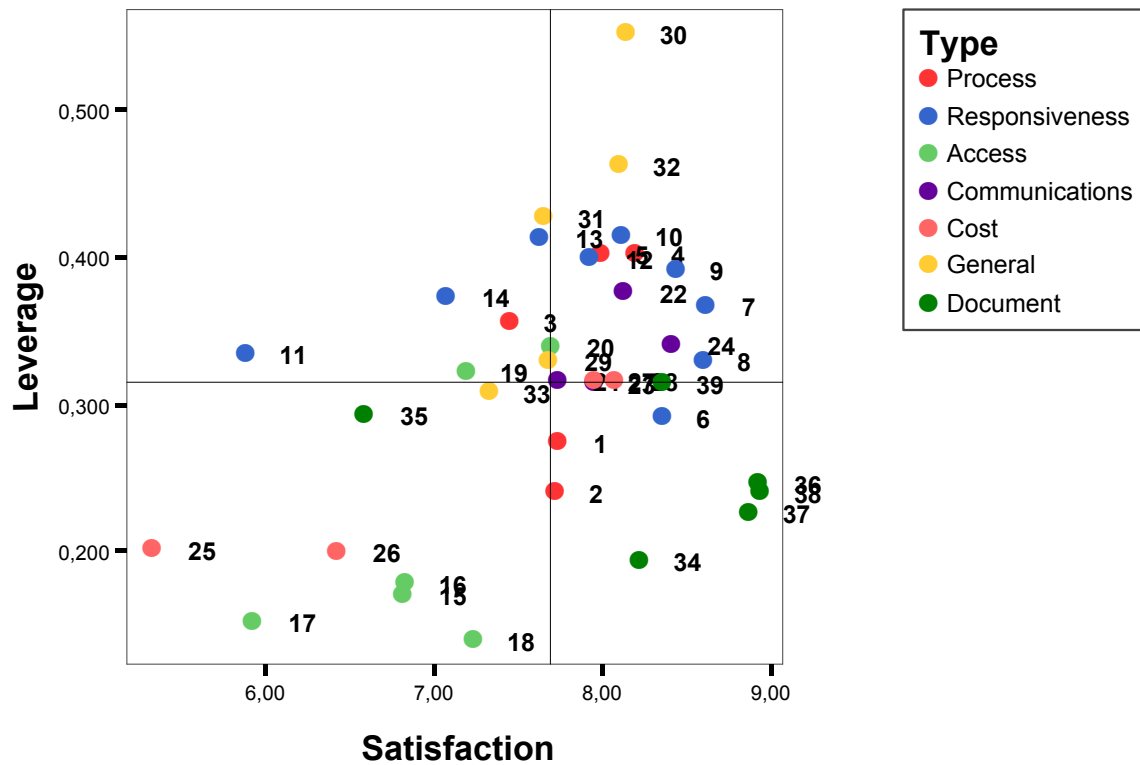
These priorities, stated by clients, may not be the best choices for the Office, however. Indeed, while they may correspond to clients pet peeves, they may not be associated with the best "satisfaction bang for the improvement buck", as the next section will demonstrate.

## 5.2 Modelled priorities

While clients articulate priorities on the basis of their service experience, it is also possible to extract such priorities from the other answers provided. By cross-referencing overall service satisfaction with the leverage potential of each aspect of service (see Exhibit 5.2), four types of service components emerge.

## EXHIBIT 5.2

### Satisfaction vs. Leverage Effect



- Low satisfaction and high leverage components are **top priorities** for improvement since they represent significant drivers of overall satisfaction and fall below the average satisfaction level. In the case of the Passport Office, there are only two such top priorities: **waiting time** at the office (item 11; this applies particularly to the time to deliver applications) and the **total time and effort required** by the application process (item 14).

- High satisfaction and high leverage components are **key strengths** since good organizational performance meet client demands — they must be protected. Six components of service were identified as such in Exhibit 5.2:
  - the ease of picking up your passport (item 4);
  - the competence of the staff (item 7);
  - the effectiveness of the staff (item 9);
  - the understanding of your particular needs (item 10);
  - service responsiveness and reliability (item 30);
  - communications in general (item 32).
  
- Low satisfaction and low leverage components are **low priorities** in terms of service improvement. While clients are not excited about the Passport Office's performance in their regard, they don't associate a high degree of leverage to these aspects of service. They are:
  - ease of access to services by telephone (item 15);
  - the convenience of the office location (item 16);
  - availability of parking close to office (item 17);
  - the base cost of the passport itself (item 25);
  - the extra cost for express delivery (item 26).
  
- High satisfaction and low leverage components can be conceived as **disinvestment opportunities**. These are aspects of service where the organization "over-delivers". The interpretation of this type of service components is trickier than in other cases. Indeed, some of these components may belong to the basic service aspects of service described earlier (see page 16) or they may be of low importance to many clients but otherwise constitute government policy (e.g., availability of service in the official language of choice). The "disinvestment opportunities" identified for the Passport Office are:
  - duration of the validity period (item 34);
  - the security features of the passport (item 36);
  - acceptance by other countries (item 37);
  - design of passports to avoid forgery (item 38).

These service features are included in the list of basic aspects of service which shall not be tinkered with. Hence, this study identified no actionable disinvestment priorities.

# ***APPENDIX A***

## ***List of service elements***

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**List of service elements**

Process	1	Q61	the simplicity of application forms	
	2	Q62	the list of qualified guarantors	
	3	Q65	the ease of submitting your application	
	4	Q66	the ease of picking up your passport	
	5	Q68	overall, the fairness of the process	
Responsiveness	6	Q91	Q81	the availability of application forms
	7	Q92	Q82	the competence of the staff
	8	Q93	Q83	the courtesy of the staff
	9	Q95	Q85	the effectiveness of the staff
	10	Q98	Q88	the understanding of your particular needs
	11	Q910	Q810	the waiting time at the office
	12	Q911	Q811	the time it took to produce a passport
	13	Q912	Q812	the waiting time to receive it by mail
	14	Q914	Q814	the total time and effort required
Access	15	Q231	Q221	ease of access to services by telephone
	16	Q232	Q222	the convenience of the office location
	17	Q233	Q223	availability of parking close to office
	18	Q234	Q224	signage to find the office
	19	Q236	Q226	hours of operations of the office
	20	Q238	Q228	flexibility of the methods of access
Communications	21	Q301	Q291	clarity of written information
	22	Q302	Q292	answers provided to your questions
	23	Q303	Q293	the ease of access to information
	24	Q305	Q295	communications in your official language
Cost	25	Q341	Q331	the base cost of the passport itself
	26	Q342	Q332	the extra cost for express delivery
	27	Q343	Q333	the timing of the payment
	28	Q344	Q334	convenience of the payment methods
General	29	Q401	Q67	the passport application rules and process
	30	Q402	Q10	service responsiveness and reliability
	31	Q403	Q24	access to services
	32	Q404	Q31	communications
	33	Q405	Q35	passport cost and payment options
Document	34	Q461	Q451	duration of the validity period
	35	Q462	Q452	the number of pages in the passport
	36	Q463	Q453	the security features of the passport
	37	Q464	Q454	acceptance by other countries
	38	Q465	Q455	design of passports to avoid forgery
	39		Q47	the passport as a travel document



# ***APPENDIX B*** ***Questionnaire***

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## **Passport Office National Client Satisfaction Survey**

Hello, I would like to talk to [NAME OF CLIENT], please. (REACH THE RIGHT INDIVIDUAL). My name is \_\_\_\_\_ and I call you on behalf of the Canadian Passport Office, the federal agency that issues Canadian passports. I would like to ask you a few questions about your recent dealings with the Passport Office. Your opinion will help improve the service. This will take no more than 10 minutes and your answers will remain totally confidential. May I begin?

<b>Question</b>	<b>Answer</b>
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 improve the service given by the Passport Office. 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 the various aspects of the passport application process. We are interested in the views of anyone who has recently received a passport.
How can I ensure the legitimacy of this survey?	You can call the Canadian Survey Research Council at (800)554-9996 to confirm that Echo Sondage is a legitimate professional survey research company and that this survey was registered with them. Otherwise, you can call the research director, Benoît Gauthier, at (819)770-2423 or the representative of the Passport Office, Hubert Laferrière at (819)954-3996.

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## CONFIRMATION OF ELIGIBILITY

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**Q1 Are you aged 18 or over?**

YES ..... 1  
No ..... 2 >> **TERMINATE**  
DON'T KNOW / NO RESPONSE ..... 9 >> **TERMINATE**

**Q2 Was your passport application sent by mail or delivered in person at the Passport Office?**

BY MAIL/COURRIER ..... 1  
IN PERSON ..... 2  
OTHER, SPECIFY ..... 8  
DON'T KNOW / NO RESPONSE ..... 9 >> **TERMINATE**

**Q2b Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?**

BY MAIL/COURRIER ..... 1  
IN PERSON ..... 2  
OTHER, SPECIFY ..... 8  
DON'T KNOW / NO RESPONSE ..... 9 >> **TERMINATE**

**Q3 Was your passport issued using the normal process and with the normal charges or did you pay additional charges for express delivery?**

NORMAL PROCESS ..... 1  
EXPRESS DELIVERY ..... 2  
DON'T KNOW / NO RESPONSE ..... 9

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## RESPONSIBILITIES

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**Q4 The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with... (NO ROTATION)**

- 4.1 finding an application form
- 4.2 completing the application form
- 4.3 finding a guarantor to vouch for you
- 4.4 (IF "IN PERSON" AT Q2) delivering the application documents at the Passport Office
- 4.5 (IF "IN PERSON" AT Q2b) picking up the passport at the Passport Office

I DID IT .....	1
SOMEONE ELSE DID IT FOR ME .....	2
DON'T KNOW / NO RESPONSE .....	9

**Q5 Did you contact the Passport Office telephone centre during your last passport application?**

YES .....	1
No .....	2
DON'T KNOW / NO RESPONSE .....	9

IF "SOMEONE ELSE" AT ALL Q4 AND "NO" TO Q5, **TERMINATE**

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## AUTOMATIC ASSIGNMENT

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*Automatic assignment: each respondent is automatically and randomly assigned to one of two groups. Group 1 will be asked satisfaction questions while Groupe 2 will be asked importance questions.*

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## PROCESS

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(ASKED OF GROUP 1 ONLY)

**Q6 Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...**

(PERMUTATION OF ITEMS WITHIN BLOCKS)

- 6.1 (IF "I DID IT" AT Q4.2) the simplicity of the application forms
- 6.2 (IF "I DID IT" AT Q4.3) the list of qualified guarantors
- \* 6.3 the need to find a guarantor (item deleted following the pretest)
- \* 6.4 the need to supply pictures (item deleted following the pretest)
- 6.5 (IF "BY MAIL" AT Q2 OR "I DID IT" AT Q4.4) the ease of submitting your application
- 6.6 (IF "I DID IT" AT Q4.5) the ease of picking up your passport
  
- 6.7 overall, the requirements to obtain a passport
- 6.8 overall, the fairness of process

(ASKED OF GROUP 1 ONLY)

**Q7 If only one of the areas of the application process that I mentioned could be improved, which should be focussed on? (READ IF NECESSARY)**

(Same as Q6) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99



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## RESPONSIVENESS AND RELIABILITY

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(ASKED OF GROUP 1 ONLY)

**Q8 Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...**

(PERMUTATION OF ITEMS)

- 8.1 (IF "I DID IT" AT Q4.1) the availability of application forms
- 8.2 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the competence of the staff
- 8.3 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the courtesy of the staff
- \* 8.4 the helpfulness of the staff (item deleted following the pretest)
- 8.5 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the effectiveness of the staff
- \* 8.6 the staff keeping their promises (item deleted following the pretest)
- \* 8.7 the organisation of the office operations (item deleted following the pretest)
- 8.8 the understanding of your particular needs
- \* 8.9 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the authority the personnel had to solve problems (item deleted following the pretest)
- 8.10 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the waiting time at the office
- 8.11 the time it took the Passport Office to produce a passport
- 8.12 (IF "BY MAIL" AT Q2) the waiting time to receive the passport by mail
- \* 8.13 (IF "YES" AT Q5) the availability of the information you needed when you called the telephone centre (item deleted following the pretest)
- 8.14 the total amount of time and effort it required to apply for a passport

(ASKED OF GROUP 2 ONLY)

**Q9 Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...**

(PERMUTATION OF ITEMS)

- 9.1 (Same as Q8; list all items without regard for the skip conditions)

**Q10 Would you say you have been generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the Passport Office overall responsiveness and reliability?**

**Q11 If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on? (READ IF NECESSARY)**

(Same as Q8) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

(IF "I DID IT" AT Q4.4)

**Q12 As far as you remember, how long did you have to wait at the Passport Office when you delivered your application?**

VALUE _____	
MINUTES .....	1
HOURS .....	2
DK/NR .....	9

**Q13 Do you consider this acceptable or too long?**

ACCEPTABLE .....	1
TOO LONG .....	2
DK/NR .....	9

(IF "TOO LONG" AT Q13)

**Q14 In your view, what would be an acceptable wait when you deliver your application?**

VALUE _____	
MINUTES .....	1
HOURS .....	2
DK/NR .....	9

(IF "I DID IT" AT Q4.5)

**Q15 As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport?**

VALUE _____	
MINUTES .....	1
HOURS .....	2
DK/NR .....	9

**Q16 Do you consider this acceptable or too long?**

ACCEPTABLE .....	1
TOO LONG .....	2
DK/NR .....	9

(IF "TOO LONG" AT Q16)

**Q17 In your view, what would be an acceptable wait when you pick up your passport?**

VALUE _____	
MINUTES .....	1
HOURS .....	2
DK/NR .....	9

**Q18 As far as you remember, how long did it take to obtain your passport once you had provided all relevant information and documents?**

VALUE _____	
HOURS .....	1
DAYS .....	2
WEEKS .....	3
DK/NR .....	9

**Q19 Do you consider this acceptable or too long?**

ACCEPTABLE .....	1
TOO LONG .....	2
DK/NR .....	9

(IF "TOO LONG" AT Q19)

**Q20 In your view, how long should it take to obtain the passport once all relevant information and documents are provided?**

VALUE _____	
HOURS .....	1
DAYS .....	2
WEEKS .....	3
DK/NR .....	9

Q21 **Do you consider that the existing requirements to obtain a passport are...** (ROTATE AND READ)

INSUFFICIENT .....	1
ADEQUATE .....	2
EXCESSIVE .....	3
DK/NR .....	9

## ACCESS

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(ASKED OF GROUP 1 ONLY)

Q22 **Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...**

(PERMUTATION OF ITEMS)

- 22.1 (IF "YES" AT Q5) ease of access to services by telephone
- 22.2 the convenience of the office location
- 22.3 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the availability of parking close to office
- 22.4 (IF "I DID IT" AT Q4.4 OR AT Q4.5) signage to find the office
- \* 22.5 (IF "I DID IT" AT Q4.4 OR AT Q4.5) signage within the office (item deleted following the pretest)
- 22.6 (IF "I DID IT" AT Q4.4 OR AT Q4.5) hours of operations of the office
- \* 22.7 (IF "I DID IT" AT Q4.4 OR AT Q4.5) the general appearance of the office (item deleted following the pretest)
- 22.8 the flexibility of the methods of access, that is in person, by mail, by telephone, through the Internet, etc.

(ASKED OF GROUP 2 ONLY)

Q23 **Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...**

(PERMUTATION OF ITEMS)

- 23.1 (Same as Q22; list all items without regard for the skip conditions)

Q24 **Would you say you have been generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the access to the Passport Office services?**

**Q25 If only one of these areas of access to the Passport Office services could be improved, which should be focussed on?**

(Same as Q22) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

**Q26 If you could have delivered your passport application any way you want, which of the following would you have preferred... (PERMUTATE AND READ)**

IN PERSON .....	1
BY MAIL .....	2
BY TELEPHONE .....	3
THROUGH THE INTERNET .....	4
OTHER (PLEASE, SPECIFY _____) .....	98
DK/NR .....	99

**Q27 Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be... (PERMUTATE AND READ)**

MONDAY TO FRIDAY, BETWEEN 9 AND 5 .....	1
MONDAY TO FRIDAY, AFTER 5 .....	2
SATURDAY, BETWEEN 9 AND 5 .....	3
SUNDAY, BETWEEN 9 AND 5 .....	4
SOME OTHER TIME (PLEASE, SPECIFY _____) .....	98
DK/NR .....	99

**Q28 Considering either your home or another location that you access regularly during business hours, how far is the closest of these locations from the nearest Passport Office? Is it...**

WITHIN WALKING DISTANCE .....	1
WITHIN A REASONABLE DRIVE IF YOU DRIVE .....	2
WITHIN A REASONABLE DISTANCE FOR PUBLIC TRANSIT IF THAT IS YOUR MODE OF TRANSPORTATION .....	3
BEYOND A REASONABLE DISTANCE .....	4
DK/NR .....	9

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## COMMUNICATIONS

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(ASKED OF GROUP 1 ONLY)

**Q29 Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...**  
(PERMUTATION OF ITEMS)

- 29.1 the clarity of information provided in forms and pamphlets
- 29.2 (IF "I DID IT" AT Q4.4 OR AT Q4.5 OR "YES" AT Q5) the quality of answers provided to your questions
- 29.3 the ease of access to information
- \* 29.4 the reliability of the information provided (item deleted following the pretest)
- 29.5 communications in the official language of your choice
- \* 29.6 the clarity of the application form (item deleted following the pretest)

(ASKED OF GROUP 2 ONLY)

**Q30 Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...**  
(PERMUTATION OF ITEMS)

30.1 (Same as Q29)

**Q31 Would you say you have been generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the Passport Office communications?**

**Q32 If only one of these areas of the Passport Office communications could be improved, which should be focussed on?**

(Same as Q29) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

## COSTS

(ASKED OF GROUP 1 ONLY)

**Q33 Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...**  
(PERMUTATION OF ITEMS)

- 33.1 the base cost of the passport itself
- 33.2 (IF "EXPRESS DELIVERY" AT Q3) the extra cost for express delivery
- 33.3 the timing of the payment
- 33.4 the convenience of the payment methods available

(ASKED OF GROUP 2 ONLY)

**Q34 Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with...**  
(PERMUTATION OF ITEMS)

- 34.1 (Same as Q33)

**Q35 Would you say you have been generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with payment for the passport?**

**Q36 If only one of these areas associated with payment for the passport could be improved, which should be focussed on?**

(Same as Q33) .....	98
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

**Q37 For such a purchase, how do you prefer to pay? Is it...** (PERMUTATE AND READ)

CASH .....	1
BY CHEQUE .....	2
BY DEBIT CARD (INTERACT) .....	3
BY CREDIT CARD .....	4
OTHER (PLEASE, SPECIFY _____) .....	98
DK/NR .....	99

**Q38 Would you prefer to pay for the passport at the same time as you submit your application or upon picking up the completed passport?**

WITH APPLICATION .....	1
WITH THE COMPLETED PASSPORT .....	2
OTHER (PLEASE, SPECIFY _____) .....	98
DK/NR .....	99

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## GENERAL QUESTIONS

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**Q39 Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the service you were provided?**

(ASKED OF GROUP 2 ONLY)

**Q40 Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with...**

(PERMUTATION OF ITEMS)

- 40.1 the passport application rules and process
- 40.2 service responsiveness and reliability
- 40.3 access to services
- 40.4 communications
- 40.5 passport cost and payment options

(ASKED OF GROUP 2 ONLY)

**Q41 If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on? (PERMUTATE, READ IF NECESSARY)**

(SAME AS Q40) .....	9
DK/NR .....	9

**Q42 As far as you can tell, was the service provided without error?**

YES .....	1
No .....	2
DK/NR .....	9



**Q43 Would you say that, in general, the Passport Office provides much better service than other federal government organisations, a little better, same as others, a little worse or much worse service?**

(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

MUCH BETTER	1
A LITTLE BETTER	2
SAME	3
A LITTLE WORSE	4
MUCH WORSE	5
DK/NR	9

**Q44 Would you say that, in general, the Passport Office provides much better service than private companies, a little better, same as private companies, a little worse or much worse?**

(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

MUCH BETTER	1
A LITTLE BETTER	2
SAME	3
A LITTLE WORSE	4
MUCH WORSE	5
DK/NR	9

## PASSPORT CHARACTERISTICS

(ASKED OF GROUP 1 ONLY)

**Q45 Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...**

(PERMUTATION OF ITEMS)

- 45.1 the duration of the validity period of the passport
- 45.2 the number of pages in the passport
- 45.3 the security features of the passport
- 45.4 the acceptance of the passport by the authorities of other countries
- 45.5 the design of Canadian passports to avoid forgery

(ASKED OF GROUP 2 ONLY)

**Q46 Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...**

(PERMUTATION OF ITEMS)

46.1 (Same as Q45)

**Q47 Would you say you are generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the passport as a travel document?**

**Q48 If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on? (PERMUTATE, READ IF NECESSARY)**

(Same as Q45) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

**Q49 If you had your choice, would you prefer to maintain the current passport which is valid for 5 years or would you prefer a passport that would be valid for twice as long, would cost twice as much and would contain an electronic description of some of your physical characteristics so that no one else could use it? Take your time and think carefully.**

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

## SOCIO-DEMOGRAPHICS

**Finally, I have a few questions for statistical purposes.**

**Q50 Do you use your passport mainly for leisure trips or for business trips?**

LEISURE TRIPS .....	1
BUSINESS TRIPS .....	2
BOTH .....	3
DK/NR .....	9

**Q51 Have you used your recently obtained passport to travel outside Canada yet?**

YES .....	1
No .....	2
DK/NR .....	9

(IF YES TO Q51)

**Q52 How many times have you used your new passport?**

NUMBER OF TIMES _____ .....	1
DK/NR .....	9

(IF ONE OR MORE TO Q52)

**Q53 Did you use your new passport to travel to the United States?**

YES .....	1
No .....	2
DK/NR .....	9

(IF ONE OR MORE TO Q52)

**Q54 Did you use your new passport to travel elsewhere in the world?**

YES .....	1
No .....	2
DK/NR .....	9

**Q55 Are you a Canadian citizen by birth?**

YES .....	1
No .....	2
NR .....	9

**Q56 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

**Q57 In which year were you born?**

19 ____ .....	
NR .....	9

**THANK AND TERMINATE**

**Q58 (DO NOT ASK) Interview language**

FRENCH .....	1
ENGLISH .....	2

**Q59 (DO NOT ASK) Gender**

FEMALE .....	1
MALE .....	2

**Q60 (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

## **Enquête nationale sur la satisfaction de la clientèle du Bureau des passeports**

Bonjour Madame/Monsieur. Puis-je parler à [NOM DU CLIENT] s'il-vous-plaît? (OBTENIR LA BONNE PERSONNE.) Je suis [VOTRE NOM] et je vous appelle au nom du Bureau des passeports du Canada, l'organisme fédéral chargé d'émettre les passeports canadiens. J'aimerais vous poser quelques questions concernant vos récentes transactions avec le Bureau des passeports. Votre opinion nous aidera à améliorer notre service. Il ne vous faudra pas plus de 10 minutes et vos réponses seront complètement confidentielles. Me permettez-vous de continuer?

<b>Question</b>	<b>Réponse</b>
Pour qui ce sondage est-il réalisé?	L'enquête a été commandée par le Bureau des passeports du Canada.
Comment assurerez-vous la confidentialité de mes réponses?	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 enquête serviront à améliorer le service offert par le Bureau des passeports. Puisque le sondage ne s'adresse qu'à un petit nombre de personnes, votre participation est extrêmement importante.
Sur quoi porte ce sondage?	En règle générale, les questions porteront sur divers aspects du processus de demande d'un passeport. Nous voulons connaître le point de vue de personnes qui ont obtenu un passeport récemment.
Comment puis-je m'assurer que ce sondage est légitime?	Vous pouvez appeler le Conseil canadien de la recherche par sondage au (800)554-9996 pour confirmer que Écho Sondage est une entreprise sérieuse et professionnelle de sondage et que le présent sondage a été enregistré auprès d'eux. Autrement, vous pouvez rejoindre le directeur de recherche, Benoît Gauthier, au numéro (819)770-2423 ou le représentant du Bureau des passeports, Hubert Laferrière au numéro (819)954-3996.

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## CONFIRMATION DE L'ADMISSIBILITÉ

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**Q1 Avez-vous 18 ans ou plus?**

OUI ..... 1  
NON ..... 2 >> **TERMINER**  
NE SAIS PAS / PAS DE RÉPONSE ..... 9 >> **TERMINER**

**Q2 Votre demande de passeport a-t-elle été envoyée par la poste ou livrée en personne au Bureau des passeports?**

PAR LA POSTE/COURRIER ..... 1  
EN PERSONNE ..... 2  
AUTRE (PRÉCISER) ..... 8  
NE SAIS PAS / PAS DE RÉPONSE ..... 9 >> **TERMINER**

**Q2b Est-ce que votre nouveau passeport vous a été envoyé par la poste ou est-ce que vous ou quelqu'un d'autre l'a récupéré au comptoir du Bureau des passeports?**

PAR LA POSTE/COURRIER ..... 1  
EN PERSONNE ..... 2  
AUTRE (PRÉCISER) ..... 8  
NE SAIS PAS / PAS DE RÉPONSE ..... 9 >> **TERMINER**

**Q3 Votre passeport a-t-il été délivré selon le processus normal et moyennant les frais habituels ou avez-vous dû payer un supplément pour une production express?**

PROCESSUS NORMAL ..... 1  
PRODUCTION EXPRESS ..... 2  
NE SAIS PAS / PAS DE RÉPONSE ..... 9

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## RESPONSABILITÉS

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**Q4 Le processus de demande de passeport comprend plusieurs étapes. Avez-vous effectué vous-même chacune des démarches suivantes ou est-ce que quelqu'un l'a fait à votre place, à commencer par... (PAS DE ROTATION)**

- 4.1 obtenir un formulaire de demande
  - 4.2 remplir le formulaire de demande
  - 4.3 trouver un répondant pour se porter garant de vous
  - 4.4 (SI C'EST «EN PERSONNE» À Q2) livrer les documents au Bureau des passeports
  - 4.5 (SI C'EST «EN PERSONNE» À Q2b) récupérer le passeport au Bureau des passeports
- JE L'AI FAIT ..... 1  
QUELQU'UN D'AUTRE L'A FAIT POUR MOI ..... 2  
NE SAIS PAS / PAS DE RÉPONSE ..... 9

**Q5 Avez-vous communiqué avec le service téléphonique du Bureau des passeports lors de votre dernière demande de passeport?**

- OUI ..... 1  
NON ..... 2  
NE SAIS PAS / PAS DE RÉPONSE ..... 9

SI «QUELQU'UN D'AUTRE» À TOUS Q4 ET «NON» À Q5, **TERMINER**

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## AFFECTATION AUTOMATIQUE

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*Affectation automatique : chaque répondant est affecté de façon automatique et aléatoire à un groupe. Les questions sur la satisfaction sont posées au groupe 1, celles sur l'importance le sont au groupe 2.*

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## LE PROCESSUS

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(À POSER AU GROUPE 1 SEULEMENT)

**Q6 En ce qui concerne votre dernière demande de passeport, vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants du processus de demande, à commencer par...**

(PERMUTER LES ÉLÉMENTS DANS LES BLOCS)

- 6.1 (SI C'EST «JE L'AI FAIT» À Q4.2) la simplicité des formulaires de demande
- 6.2 (SI C'EST «JE L'AI FAIT» À Q4.3) la liste des répondants admissibles
- \* 6.3 la nécessité de trouver un répondant (item éliminé au prétest)
- \* 6.4 la nécessité de fournir des photos (item éliminé au prétest)
- 6.5 (SI C'EST «PAR LA POSTE» À Q2 OU «JE L'AI FAIT» À Q4.4) la facilité à soumettre votre demande
- 6.6 (SI C'EST «JE L'AI FAIT» À Q4.5) la facilité à récupérer votre passeport
- 6.7 dans l'ensemble, les exigences pour l'obtention d'un passeport
- 6.8 dans l'ensemble, le caractère équitable du processus

(À POSER AU GROUPE 1 SEULEMENT)

**Q7 Si seulement l'un des aspects du processus de demande que je viens de mentionner pouvait être amélioré, lequel choisiriez-vous? (LIRE AU BESOIN)**

(Mêmes aspects que Q6) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99



## SENSIBILITÉ ET FIABILITÉ

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(À POSER AU GROUPE 1 SEULEMENT)

**Q8 Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants relatifs à la sensibilité et à la fiabilité du Bureau des passeports, à commencer par...**

(PERMUTER LES ÉLÉMENTS)

- 8.1 (SI C'EST «JE L'AI FAIT» À Q4.1) la disponibilité des formulaires de demande
- 8.2 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la compétence du personnel
- 8.3 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la courtoisie du personnel
- \* 8.4 l'aide apportée par le personnel (item éliminé au prétest)
- 8.5 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) l'efficacité du personnel
- \* 8.6 le respect des promesses par le personnel (item éliminé au prétest)
- \* 8.7 le fonctionnement du bureau (item éliminé au prétest)
- 8.8 la compréhension de vos besoins particuliers
- \* 8.9 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) le pouvoir du personnel de résoudre les problèmes (item éliminé au prétest)
- 8.10 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) le temps d'attente au bureau
- 8.11 le temps qu'il a fallu au Bureau des passeports pour produire un passeport
- 8.12 (SI C'EST «PAR LA POSTE» À Q2) le temps d'attente avant de recevoir votre passeport par la poste
- \* 8.13 (SI C'EST «OUI» À Q5) la disponibilité de l'information demandée au téléphone (item éliminé au prétest)
- 8.14 l'ensemble du temps et des efforts pour faire une demande de passeport

(À POSER AU GROUPE 2 SEULEMENT)

**Q9 Diriez-vous que chacun des aspects suivants de la sensibilité et de la fiabilité du Bureau des passeports est absolument pas important, pas important, neutre, important ou très important, à commencer par...**

(PERMUTER LES ÉLÉMENTS)

- 9.1 (Mêmes aspects que Q8; tous, sans tenir compte des conditions entre parenthèses.)

**Q10 Vous diriez-vous, dans l'ensemble, très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de la sensibilité et de la fiabilité du Bureau des passeports?**

**Q11 Si seulement l'un des aspects relatifs à la sensibilité et à la fiabilité que je viens de mentionner pouvait être amélioré, lequel choisiriez-vous? (LIRE AU BESOIN)**

(Mêmes aspects que Q8) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

(SI C'EST «JE L'AI FAIT» À Q4.4)

**Q12 Autant que vous vous rappeliez, combien de temps avez-vous dû attendre au Bureau des passeports lorsque vous avez livré votre demande?**

VALEUR _____	
MINUTES .....	1
HEURES .....	2
NSP/PDR .....	9

**Q13 Trouvez-vous ce délai acceptable ou trop long?**

ACCEPTABLE .....	1
TROP LONG .....	2
NSP/PDR .....	9

(SI C'EST «TROP LONG» À Q13)

**Q14 À votre avis, quel serait le temps d'attente acceptable quand on livre sa demande?**

VALEUR _____	
MINUTES .....	1
HEURES .....	2
NSP/PDR .....	9

(SI C'EST «JE L'AI FAIT» À Q4.5)

**Q15 Autant que vous vous rappeliez, combien de temps avez-vous dû attendre au Bureau des passeports lorsque vous avez récupéré votre passeport?**

VALEUR _____	
MINUTES .....	1
HEURES .....	2
NSP/PDR .....	9

**Q16 Trouvez-vous ce délai acceptable ou trop long?**

ACCEPTABLE .....	1
TROP LONG .....	2
NSP/PDR .....	9

(SI C'EST «TROP LONG» À Q16)

**Q17 À votre avis, quel serait le temps d'attente acceptable quand on récupère son passeport?**

VALEUR _____	
MINUTES .....	1
HEURES .....	2
NSP/PDR .....	9

**Q18 Autant que vous vous rappeliez, combien de temps vous a-t-il fallu avant d'obtenir votre passeport après avoir fourni tous les renseignements et documents pertinents?**

VALEUR _____	
HEURES .....	1
JOURS .....	2
SEMAINES .....	3
NSP/PDR .....	9

**Q19 Trouvez-vous ce délai acceptable ou trop long?**

ACCEPTABLE .....	1
TROP LONG .....	2
NSP/PDR .....	9

(SI C'EST «TROP LONG» À Q19)

**Q20 À votre avis, quel devrait être le temps d'attente pour obtenir un passeport une fois que tous les renseignements et documents pertinents ont été soumis?**

VALEUR _____	
HEURES .....	1
JOURS .....	2
SEMAINES .....	3
NSP/PDR .....	9

**Q21 Trouvez-vous que les exigences actuelles pour obtenir un passeport sont...** (FAIRE LA ROTATION ET LIRE)

INSUFFISANTES .....	1
ADÉQUATES .....	2
EXCESSIVES .....	3
NSP/PDR .....	9

## L'ACCÈS

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(À POSER AU GROUPE 1 SEULEMENT)

**Q22 En ce qui concerne votre dernière demande de passeport, vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants relatifs à l'accès au Bureau des passeports, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 22.1 (SI C'EST «OUI» À Q5) la facilité d'accès aux services par téléphone
- 22.2 la commodité de l'emplacement du bureau
- 22.3 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) l'existence d'un stationnement à proximité du bureau
- 22.4 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la signalisation pour se rendre au bureau
- \* 22.5 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la signalisation à l'intérieur du bureau (item éliminé au prétest)
- 22.6 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) les heures d'ouverture du bureau
- \* 22.7 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) l'apparence générale du bureau (item éliminé au prétest)
- 22.8 la souplesse des modes d'accès, soit en personne, par la poste, au téléphone, par Internet, etc.

(À POSER AU GROUPE 2 SEULEMENT)

**Q23 Diriez-vous que chacun des aspects suivants relatifs à l'accès au Bureau des passeports est absolument pas important, pas important, neutre, important ou très important, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 23.1 (Mêmes aspects que Q22; tous, sans tenir compte des conditions entre parenthèses.)

**Q24 Vous diriez-vous dans l'ensemble très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de l'accès aux services du Bureau des passeports?**

**Q25 Si seulement l'un des aspects de l'accès aux services du Bureau des passeports pouvait être amélioré, lequel choisiriez-vous?**

(Mêmes aspects que Q22) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

**Q26 Si vous aviez pu livrer votre demande de passeport de n'importe quelle manière, laquelle des suivantes auriez-vous préférée? (PERMUTER ET LIRE)**

EN PERSONNE .....	1
PAR LA POSTE .....	2
AU TÉLÉPHONE .....	3
PAR INTERNET .....	4
AUTRE (VEUILLEZ PRÉCISER : _____) .....	98
NSP/PDR .....	99

**Q27 Sans tenir compte des heures d'ouverture actuelles, à quelle heure préféreriez-vous faire affaire avec le Bureau des passeports? Serait-ce... (PERMUTER ET LIRE)**

DU LUNDI AU VENDREDI, ENTRE 9 H ET 17 H .....	1
DU LUNDI AU VENDREDI APRÈS 17 H .....	2
LE SAMEDI, ENTRE 9 H ET 17 H .....	3
LE DIMANCHE, ENTRE 9 H ET 17 H .....	4
À UN AUTRE MOMENT (VEUILLEZ PRÉCISER : _____) .....	98
NSP/PDR .....	99

**Q28 À quelle distance de votre domicile ou d'un endroit où vous allez régulièrement durant les heures de bureau se situe le bureau des passeports le plus proche?**

À DISTANCE DE MARCHE .....	1
À UNE DISTANCE RAISONNABLE EN VOITURE .....	2
À UNE DISTANCE RAISONNABLE PAR TRANSPORT EN COMMUN SI C'EST VOTRE MODE DE TRANSPORT .....	3
AU-DELÀ D'UNE DISTANCE RAISONNABLE .....	4
NSP/PDR .....	9

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## LES COMMUNICATIONS

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(À POSER AU GROUPE 1 SEULEMENT)

**Q29 Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants relatifs aux communications du Bureau des passeports, à commencer par...**

(PERMUTER LES ÉLÉMENTS)

- 29.1 la clarté de l'information donnée dans les formulaires et dépliants
- 29.2 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5 OU «OUI» À Q5) la qualité des réponses à vos questions
- 29.3 la facilité d'accès à l'information
- \* 29.4 la fiabilité de l'information donnée (item éliminé au prétest)
- 29.5 la communication dans la langue officielle de votre choix
- \* 29.6 la clarté du formulaire de demande (item éliminé au prétest)

(À POSER AU GROUPE 2 SEULEMENT)

**Q30 Diriez-vous que chacun des aspects suivants de la communication avec le Bureau des passeports est absolument pas important, pas important, neutre, important ou très important, à commencer par...**

(PERMUTER LES ÉLÉMENTS)

30.1 (Mêmes aspects que Q29)

**Q31 Vous diriez-vous dans l'ensemble très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) des communications au Bureau des passeports?**

**Q32 Si seulement l'un des aspects de la communication avec le Bureau des passeports pouvait être amélioré, lequel choisiriez-vous?**

(Mêmes aspects que Q29) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

## LE COÛT

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(À POSER AU GROUPE 1 SEULEMENT)

**Q33 Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants associés au paiement du passeport, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 33.1 le coût de base du passeport
- 33.2 (SI C'EST «PRODUCTION EXPRESS» À Q3) le supplément pour la livraison rapide
- 33.3 le moment où il faut effectuer le paiement
- 33.4 la commodité des modes de paiement offerts

(À POSER AU GROUPE 2 SEULEMENT)

**Q34 Diriez-vous que chacun des aspects suivants associés au paiement du passeport est absolument pas important, pas important, neutre, important ou très important, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 34.1 (Mêmes aspects que Q33)

**Q35 Vous diriez-vous dans l'ensemble très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) du paiement du passeport?**

**Q36 Si seulement l'un des aspects associés au paiement du passeport pouvait être amélioré, lequel choisiriez-vous?**

(Mêmes aspects que Q33) .....	98
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

**Q37 Pour un tel achat, quel est votre mode de paiement préféré ? Est-ce... (PERMUTER ET LIRE)**

AU COMPTANT .....	1
PAR CHÈQUE .....	2
PAR CARTE DE DÉBIT (INTERAC) .....	3
PAR CARTE DE CRÉDIT .....	4
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

**Q38 Préférez-vous payer votre passeport au moment de présenter votre demande ou au moment de récupérer votre passeport?**

AU MOMENT DE LA DEMANDE .....	1
AU MOMENT DE LA RÉCUPÉRATION .....	2
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

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## QUESTIONS GÉNÉRALES

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**Q39 Vous diriez-vous dans l'ensemble très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) du service qui vous a été offert?**

(À POSER AU GROUPE 2 SEULEMENT)

**Q40 Diriez-vous que chacun des aspects généraux suivants était absolument pas important, pas important, neutre, important ou très important, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 40.1 les règles et le processus de la demande de passeport
- 40.2 la sensibilité et la fiabilité du service
- 40.3 l'accès aux services
- 40.4 la communication
- 40.5 le coût du passeport et les modes de paiement

(À POSER AU GROUPE 2 SEULEMENT)

**Q41 Si seulement l'un de ces aspects du fonctionnement du Bureau des passeports pouvait être amélioré, lequel choisiriez-vous?** (PERMUTER, LIRE AU BESOIN)

(MÊMES ASPECTS QUE Q40) .....	
NSP/PDR .....	9

**Q42 Autant que vous puissiez en juger, le service vous a-t-il été fourni sans erreur?**

OUI .....	1
NON .....	2
NSP/PDR .....	9



**Q43 En règle générale, diriez-vous que le Bureau des passeports offre un bien meilleur service que d'autres organismes fédéraux, ou un service un peu meilleur, de même niveau, un peu moins bon ou bien moins bon?**

(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

BIEN MEILLEUR . . . . .	1
UN PEU MEILLEUR . . . . .	2
DE MÊME NIVEAU . . . . .	3
UN PEU MOINS BON . . . . .	4
BIEN MOINS BON . . . . .	5
NSP/PDR . . . . .	9

**Q44 En règle générale, diriez-vous que le Bureau des passeports offre un bien meilleur service que les entreprises privées, ou un service un peu meilleur, de même niveau, un peu moins bon ou bien moins bon?**

(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

BIEN MEILLEUR . . . . .	1
UN PEU MEILLEUR . . . . .	2
DE MÊME NIVEAU . . . . .	3
UN PEU MOINS BON . . . . .	4
BIEN MOINS BON . . . . .	5
NSP/PDR . . . . .	9

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## CARACTÉRISTIQUES DU PASSEPORT

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(À POSER AU GROUPE 1 SEULEMENT)

**Q45 Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants du passeport lui-même, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 45.1 la longueur de la période de validité du passeport
- 45.2 le nombre de pages du passeport
- 45.3 les caractéristiques de sécurité du passeport
- 45.4 l'acceptation du passeport par les autorités des autres pays
- 45.5 la conception des passeports canadiens pour éviter la contrefaçon

(À POSER AU GROUPE 2 SEULEMENT)

**Q46 En ce qui concerne le passeport que vous avez récemment obtenu, diriez-vous que chacun des aspects suivants du passeport lui-même est absolument pas important, pas important, neutre, important ou très important, à commencer par...**  
(PERMUTER LES ÉLÉMENTS)

- 46.1 (Mêmes aspects que Q45)

**Q47 Vous diriez-vous, très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) du passeport en tant que document de voyage?**

**Q48 Si seulement l'une des caractéristiques du passeport que j'ai mentionnées pouvait être améliorée, laquelle choisiriez-vous?** (PERMUTER, LIRE AU BESOIN)

(Mêmes aspects que Q45) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

**Q49 Si vous aviez le choix, aimeriez-vous mieux maintenir le passeport actuel, valide pour 5 ans, ou bien avoir un passeport qui serait valide deux fois plus longtemps, coûterait deux fois plus cher et contiendrait une description électronique de certaines de vos caractéristiques physiques de sorte que personne d'autre ne puisse l'utiliser? Réfléchissez bien avant de répondre.**

PASSEPORT DE 5 ANS .....	1
PASSEPORT DE 10 ANS .....	2
NSP/PDR .....	9

## DONNÉES SOCIO-DÉMOGRAPHIQUES

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**Il me reste quelques questions à vous poser à des fins statistiques.**

**Q50 Utilisez-vous votre passeport surtout pour des voyages d'agrément ou des voyages d'affaires?**

VOYAGES D'AGRÉMENT .....	1
VOYAGES D'AFFAIRES .....	2
LES DEUX .....	3
NSP/PDR .....	9

**Q51 Avez-vous déjà utilisé le passeport que vous avez obtenu récemment pour voyager à l'extérieur du Canada?**

OUI .....	1
NON .....	2
NSP/PDR .....	9

(SI C'EST «OUI» À Q51)

**Q52 Combien de fois avez-vous utilisé votre nouveau passeport?**

NOMBRE DE FOIS _____ .....	1
NSP/PDR .....	9

(SI C'EST UNE FOIS OU PLUS À Q52)

**Q53 Avez-vous utilisé votre nouveau passeport pour vous rendre aux États-Unis?**

OUI .....	1
NON .....	2
NSP/PDR .....	9

(SI C'EST UNE FOIS OU PLUS À Q52)

**Q54 Avez-vous utilisé votre nouveau passeport pour vous rendre ailleurs dans le monde?**

OUI .....	1
NON .....	2
NSP/PDR .....	9

**Q55 Êtes-vous citoyen canadien/citoyenne canadienne de naissance?**

OUI .....	1
NON .....	2
NSP/PDR .....	9

**Q56 Quelle est la première langue que vous avez apprise et que vous comprenez toujours? (NE PAS LIRE)**

ANGLAIS .....	1
FRANÇAIS .....	2
UNE AUTRE LANGUE .....	3
FRANÇAIS ET ANGLAIS .....	4
UNE AUTRE COMBINAISON .....	5
NSP/PDR .....	9

**Q57 Quelle est votre année de naissance?**

19__ __	
PAS DE RÉPONSE .....	9

**REMERCIER LA PERSONNE ET TERMINER**

**Q58 (NE PAS DEMANDER) Langue de l'entrevue**

FRANÇAIS .....	1
ANGLAIS .....	2

**Q59 (NE PAS DEMANDER) Sexe**

FEMME .....	1
HOMME .....	2

**Q60 (NE PAS DEMANDER) Province**

TERRE-NEUVE .....	1
ÎLE-DU-PRINCE-ÉDOUARD .....	2
NOUVEAU-BRUNSWICK .....	3
NOUVELLE-ÉCOSSE .....	4
QUÉBEC .....	5
ONTARIO .....	6
MANITOBA .....	7
SASKATCHEWAN .....	8
ALBERTA .....	9
COLOMBIE-BRITANNIQUE ET LES TERRITOIRES .....	10



# ***APPENDIX C***

## ***Detailed tables***

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Was your passport application sent by mail or delivered in person at the Passport Office?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q2																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>By mail/courier</b>	32%	<b>100%</b>	<b>0%</b>	<b>45%</b>	<b>9%</b>	32%	25%	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>33%</b>	24%	25%	<b>38%</b>	<b>24%</b>	<b>21%</b>	33%	31%
		+++	---	+++	---			---	---	---	+++	+			+++	---	-		
<b>In person</b>	68%	<b>0%</b>	<b>100%</b>	<b>54%</b>	<b>91%</b>	68%	74%	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>0%</b>	<b>67%</b>	76%	73%	<b>62%</b>	<b>76%</b>	<b>79%</b>	67%	69%
		---	+++	---	+++			+++	+++	+++	---	-			---	+++	+		
<b>Other, specify</b>	0%	0%	0%	0%	0%	<b>0%</b>	<b>1%</b>	0%	<b>1%</b>	0%	0%	<b>0%</b>	0%	<b>2%</b>	0%	1%	0%	0%	0%
						-	+		+			--		+++					
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		***		(***)		(*)		(***)				(**)			(***)			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Was your passport application sent by mail or delivered in person at the Passport Office?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q2																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>By mail/courier</b>	32%	<b>35%</b>	<b>21%</b>	33%	34%	<b>23%</b>	26%	29%	<b>37%</b>	31%	32%	<b>44%</b>	35%	<b>27%</b>	<b>21%</b>	<b>41%</b>
		+++	---			-			++			+		-	---	+++
<b>In person</b>	68%	<b>65%</b>	<b>79%</b>	67%	66%	<b>77%</b>	73%	71%	<b>63%</b>	69%	68%	<b>56%</b>	65%	<b>72%</b>	<b>78%</b>	<b>59%</b>
		---	+++			++			--			-		+	+++	---
<b>Other, specify</b>	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(***)		-			(*)			-		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q2B																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
By mail/courier	62%	89%	49%	100%	0%	64%	45%	69%	37%	52%	89%	65%	55%	48%	70%	53%	42%	63%	62%
		+++	---	+++	---	+++	---				+++	+++	5%	4%	+++	---	---		
In person	38%	11%	50%	0%	100%	36%	55%	31%	63%	48%	11%	35%	44%	52%	29%	47%	58%	37%	38%
		---	+++	---	+++	---	+++			+++	+++	---	---	+++	---	+++	+++		
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	0%	0%
													--	++					
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(***)		***		(***)		(***)				(***)			(***)			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q2B																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>By mail/courrier</b>	62%	<b>65%</b>	<b>53%</b>	61%	<b>77%</b>	<b>51%</b>	58%	60%	<b>68%</b>	<b>65%</b>	<b>59%</b>	<b>79%</b>	<b>74%</b>	<b>51%</b>	<b>49%</b>	<b>79%</b>
		+++	---		+++	---			++	+	-	++	+++	---	---	+++
<b>In person</b>	38%	<b>35%</b>	<b>47%</b>	39%	<b>23%</b>	<b>49%</b>	42%	39%	<b>32%</b>	<b>35%</b>	<b>41%</b>	<b>21%</b>	<b>26%</b>	<b>49%</b>	<b>51%</b>	<b>20%</b>
		---	+++		---	+++			-	-	+	--	---	+++	+++	---
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(**)		(***)			()			(*)		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Was your passport issued using the normal process and with the normal charges or did you pay additional charges for express delivery?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q3																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Normal process	86%	87%	86%	89%	82%	100%	0%	80%	88%	87%	87%	87%	77%	85%	89%	82%	80%	85%	88%
Express delivery	11%	9%	12%	8%	17%	0%	100%	19%	11%	10%	9%	10%	23%	13%	8%	16%	16%	13%	10%
DK/NR	2%	4%	1%	3%	2%	0%	0%	1%	1%	2%	4%	2%	0%	3%	3%	1%	4%	2%	2%
khi <sup>2</sup> :		**		***		***		(**)				(*)			(***)				
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Was your passport issued using the normal process and with the normal charges or did you pay additional charges for express delivery?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q3																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Normal process</b>	86%	86%	87%	86%	86%	88%	85%	85%	<b>90%</b> +	87%	85%	79%	85%	88%	90%	83%
<b>Express delivery</b>	11%	12%	10%	11%	14%	9%	13%	13%	<b>8%</b> -	11%	12%	18%	14%	10%	8%	13%
<b>DK/NR</b>	2%	2%	2%	3%	<b>0%</b>	3%	2%	2%	2%	2%	3%	3%	1%	2%	2%	4%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q41 finding an application form																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
I did it	89%	90%	89%	89%	89%	90%	88%	90%	91%	85%	90%	89%	91%	89%	89%	87%	89%	88%	90%
Someone else did it for me	11%	10%	11%	11%	11%	10%	13%	10%	9%	15%	10%	11%	9%	11%	11%	13%	11%	12%	10%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-						-			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q41 finding an application form																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>I did it</b>	89%	88%	90%	<b>88%</b>	92%	92%	86%	91%	90%	89%	88%	86%	92%	90%	86%	87%
<b>Someone else did it for me</b>	11%	12%	10%	<b>12%</b>	8%	8%	14%	9%	10%	11%	12%	14%	8%	10%	14%	13%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-					-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31



The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q42 completing the application form																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
I did it	95%	94%	95%	95%	95%	96%	93%	97%	95%	94%	94%	94%	97%	96%	93%	96%	97%	94%	95%
Someone else did it for me	5%	6%	5%	5%	5%	4%	7%	3%	5%	6%	6%	6%	3%	4%	7%	4%	3%	6%	5%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-						-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q42 completing the application form																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
I did it	95%	95%	94%	95%	96%	94%	96%	96%	93%	95%	94%	92%	96%	95%	94%	94%
Someone else did it for me	5%	5%	6%	5%	4%	6%	4%	4%	7%	5%	6%	8%	4%	5%	6%	6%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q43 finding a guarantor to vouch for you																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
I did it	91%	90%	92%	92%	91%	92%	88%	96%	91%	91%	90%	91%	91%	93%	90%	94%	93%	92%	91%
Someone else did it for me	8%	10%	7%	8%	8%	7%	11%	4%	8%	9%	10%	8%	9%	6%	9%	6%	7%	8%	8%
DK/NR	1%	0%	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	0%	0%	1%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q43 finding a guarantor to vouch for you																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>I did it</b>	91%	91%	94%	91%	92%	93%	90%	93%	90%	92%	90%	92%	94%	91%	93%	<b>88%</b>
<b>Someone else did it for me</b>	8%	9%	6%	8%	8%	7%	9%	7%	9%	<b>7%</b>	<b>10%</b>	8%	6%	8%	6%	<b>12%</b>
<b>DK/NR</b>	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%
khi <sup>2</sup> :		-		-			-			()		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q44 delivering the application documents...																			
TOTAL:	808	0	808	400	407	697	100	178	324	306	0	637	50	115	426	282	82	330	440
I did it	92%	0%	92%	91%	93%	93%	91%	93%	93%	91%	0%	92%	94%	94%	92%	91%	94%	91%	93%
Someone else did it for me	8%	0%	8%	9%	7%	7%	9%	7%	7%	9%	0%	8%	6%	6%	8%	9%	6%	9%	8%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	3.45	*	3.45	4.90	4.86	3.71	9.80	7.35	5.44	5.60	*	3.88	13.86	9.14	4.75	5.84	10.82	5.39	4.67

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q44 delivering the application documents...																
TOTAL:	808	597	206	508	133	136	200	333	185	442	366	41	137	324	166	140
<b>I did it</b>	92%	<b>91%</b>	<b>96%</b>	92%	93%	93%	92%	92%	94%	91%	93%	88%	94%	93%	90%	91%
<b>Someone else did it for me</b>	8%	<b>9%</b>	<b>4%</b>	8%	7%	7%	9%	8%	6%	9%	7%	12%	6%	7%	10%	8%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>
khi <sup>2</sup> :		( )		-			-			-		-				
± ... at 50 %:	3.45	4.01	6.83	4.35	8.50	8.40	6.93	5.37	7.20	4.66	5.12	15.30	8.37	5.44	7.61	8.28

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q45																			
<b>picking up the passport at the office</b>																			
TOTAL:	447	40	406	0	447	366	75	56	204	147	40	337	29	80	201	174	59	184	239
<b>I did it</b>	87%	83%	87%	0%	87%	88%	80%	89%	89%	84%	83%	85%	97%	90%	86%	85%	92%	86%	87%
<b>Someone else did it for me</b>	13%	18%	13%	0%	13%	12%	19%	11%	11%	16%	18%	15%	3%	9%	13%	15%	8%	13%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	4.64	15.49	4.86	*	4.64	5.12	11.32	13.10	6.86	8.08	15.49	5.34	18.20	10.96	6.91	7.43	12.76	7.22	6.34

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45 picking up the passport at the office																
TOTAL:	447	321	122	293	46	87	113	185	94	227	220	15	54	220	109	49
<b>I did it</b>	87%	85%	90%	87%	87%	86%	84%	85%	<b>93%</b> +	84%	90%	87%	89%	88%	86%	80%
<b>Someone else did it for me</b>	13%	14%	10%	13%	13%	14%	16%	15%	<b>6%</b> -	15%	10%	13%	11%	12%	14%	18%
<b>DK/NR</b>	0%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	4.64	5.47	8.87	5.73	14.45	10.51	9.22	7.20	10.11	6.50	6.61	25.30	13.34	6.61	9.39	14.00



Number of responsibilities taken according to question 4 (out of 5)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
RESP																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>0 - 2</b>	9%	<b>15%</b> +++	<b>7%</b> ---	<b>11%</b> ++	<b>7%</b> --	8%	10%	6%	7%	8%	<b>15%</b> +++	10%	9%	8%	11%	8%	6%	10%	9%
<b>3 - 4</b>	65%	<b>85%</b> +++	<b>56%</b> ---	<b>89%</b> +++	<b>26%</b> ---	<b>67%</b> ++	<b>55%</b> --	69%	<b>46%</b> ---	<b>59%</b> -	<b>85%</b> +++	<b>67%</b> +++	55%	<b>55%</b> --	<b>70%</b> +++	<b>61%</b> -	<b>50%</b> ---	68%	64%
<b>All</b>	26%	<b>0%</b> ---	<b>37%</b> +++	<b>0%</b> ---	<b>67%</b> +++	<b>25%</b> -	<b>35%</b> +	26%	<b>47%</b> +++	<b>33%</b> +++	<b>0%</b> ---	<b>23%</b> ---	<b>36%</b> +	<b>37%</b> +++	<b>19%</b> ---	<b>31%</b> ++	<b>44%</b> +++	23%	27%
chi <sup>2</sup> :		***		***		*		***				**			***				
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86
# valid values:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
mean:	3.69	<b>2.82</b>	<b>4.10</b>	<b>3.24</b>	<b>4.44</b>	3.72	3.79	<b>4.03</b>	<b>4.22</b>	<b>4.00</b>	<b>2.82</b>	<b>3.64</b>	3.92	<b>3.92</b>	<b>3.54</b>	<b>3.85</b>	<b>4.06</b>	3.67	3.72
standard deviation:	1.10	0.79	0.99	0.90	0.99	1.03	1.25	0.87	1.00	1.04	0.79	1.10	1.06	1.12	1.12	1.05	1.02	1.05	1.12
Student's t:		***	***	***	***	-	-	***	***	***	***	***	1.06	**	***	***	***	-	-

Number of responsibilities taken according to question 4 (out of 5)																
RESP	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>0 - 2</b>	9%	10%	7%	10%	9%	7%	9%	8%	10%	9%	10%	12%	8%	10%	8%	11%
<b>3 - 4</b>	65%	<b>68%</b> +++	<b>55%</b> ---	65%	<b>75%</b> ++	<b>57%</b> --	63%	64%	69%	<b>69%</b> ++	<b>61%</b> --	<b>77%</b> +	<b>74%</b> ++	<b>56%</b> ---	<b>58%</b> -	<b>77%</b> +++
<b>All</b>	26%	<b>22%</b> ---	<b>38%</b> +++	25%	<b>16%</b> ---	<b>36%</b> +++	28%	28%	<b>21%</b>	<b>23%</b> -	<b>29%</b> +	<b>11%</b> --	<b>18%</b> --	<b>34%</b> +++	<b>34%</b> ++	<b>12%</b> ---
khi <sup>2</sup> :		***		***			-			*		***				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31
# valid values:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
mean:	3.69	<b>3.62</b>	<b>3.95</b>	3.67	3.61	<b>3.91</b>	3.74	3.78	<b>3.61</b>	3.68	3.71	<b>3.37</b>	3.66	<b>3.83</b>	<b>3.89</b>	<b>3.38</b>
standard deviation:	1.10	1.10	1.10	1.10	1.00	1.11	1.11	1.07	1.10	1.05	1.17	1.07	1.02	1.13	1.07	1.08
Student's t:		***	***	-	-	**	-	-	*	-	-	**	-	***	**	***

Did you contact the Passport Office telephone centre during your last passport application?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q5																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Yes	15%	<b>21%</b> +++	<b>12%</b> ---	16%	13%	<b>14%</b> --	<b>24%</b> ++	<b>21%</b> ++	<b>11%</b> --	<b>9%</b> ---	<b>21%</b> +++	15%	20%	13%	14%	17%	15%	15%	15%
No	84%	<b>79%</b> --	<b>86%</b> ++	83%	85%	<b>85%</b> +++	<b>72%</b> ---	<b>78%</b> -	<b>88%</b> ++	<b>88%</b> ++	<b>79%</b> --	84%	80%	86%	85%	82%	84%	83%	84%
DK/NR	2%	1%	2%	1%	2%	<b>1%</b> --	<b>4%</b> ++	1%	1%	<b>3%</b> +	1%	2%	0%	1%	2%	2%	1%	2%	1%
khi <sup>2</sup> :		***		-		(***)		(***)				-			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Did you contact the Passport Office telephone centre during your last passport application?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q5																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Yes</b>	15%	16%	12%	<b>13%</b>	<b>25%</b>	<b>10%</b>	15%	16%	14%	16%	13%	22%	<b>22%</b>	14%	11%	12%
<b>No</b>	84%	83%	87%	85%	<b>74%</b>	88%	84%	83%	84%	82%	85%	78%	<b>77%</b>	85%	85%	<b>88%</b>
<b>DK/NR</b>	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	0%	1%	2%	<b>4%</b>	0%
chi <sup>2</sup> :		-		(***)			-			-		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q61</b> <b>the simplicity of the application forms</b>																			
mean:	7.73	7.75	7.72	7.76	7.69	7.73	7.93	7.95	7.73	7.60	7.75	7.76	7.89	7.50	7.70	7.84	7.60	7.68	7.80
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q62</b> <b>the list of qualified guarantors</b>																			
mean:	7.71	7.59	7.77	7.70	7.74	7.72	7.77	<b>8.11</b>	7.88	<b>7.45</b>	7.59	7.78	7.06	7.64	7.64	<b>7.98</b>	7.50	7.75	7.74
Student's t:		-	-	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-
<b>Q65</b> <b>the ease of submitting your application</b>																			
mean:	7.44	7.44	7.44	<b>7.58</b>	<b>7.20</b>	7.51	7.02	<b>7.97</b>	<b>7.11</b>	7.50	7.44	7.52	6.86	7.15	7.44	7.63	7.01	7.61	7.32
Student's t:		-	-	*	*	-	-	**	*	-	-	-	-	-	-	-	-	-	-
<b>Q66</b> <b>the ease of picking up your passport</b>																			
mean:	8.19	7.93	8.21	*	8.19	8.24	7.90	8.26	8.35	7.96	7.93	8.11	8.25	8.45	8.19	8.23	8.27	8.17	8.29
Student's t:		-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q67</b> <b>overall, the requirements</b>																			
mean:	7.68	7.58	7.72	7.68	7.67	7.71	7.70	7.83	7.76	7.61	7.58	7.72	7.50	7.48	7.64	7.76	7.76	7.67	7.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q68</b> <b>overall, the fairness of process</b>																			
mean:	7.98	<b>7.80</b>	<b>8.07</b>	7.98	7.98	8.03	7.85	8.18	8.12	7.95	<b>7.80</b>	<b>8.05</b>	8.09	<b>7.52</b>	7.95	8.07	7.97	8.02	7.99
Student's t:		*	*	-	-	-	-	-	-	-	*	*	-	*	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q61</b> <b>the simplicity of the application forms</b>																
mean:	7.73	7.78	7.59	7.83	7.65	<b>7.38</b>	7.68	7.76	7.86	7.79	7.67	8.10	7.74	7.77	7.69	7.60
Student's t:		-	-		-	*	-	-	-	-	-	-	-	-	-	-
<b>Q62</b> <b>the list of qualified guarantors</b>																
mean:	7.71	7.75	7.63	<b>7.62</b>	7.91	7.94	7.79	7.89	7.59	<b>7.85</b>	<b>7.55</b>	8.11	7.94	7.82	7.43	7.45
Student's t:		-	-	*	-	-	-	-	-	*	*	-	-	-	-	-
<b>Q65</b> <b>the ease of submitting your application</b>																
mean:	7.44	7.44	7.47	<b>7.32</b>	<b>7.84</b>	7.50	7.58	7.40	7.70	7.45	7.43	7.44	<b>7.93</b>	<b>7.14</b>	7.63	7.43
Student's t:		-	-	*	*	-	-	-	-	-	-	-	**	**	-	-
<b>Q66</b> <b>the ease of picking up your passport</b>																
mean:	8.19	8.26	8.04	8.17	8.30	8.25	8.50	8.19	8.09	8.17	8.20	8.13	8.21	8.33	8.20	<b>7.41</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
<b>Q67</b> <b>overall, the requirements</b>																
mean:	7.68	7.72	7.53	7.66	7.90	7.52	7.80	7.69	7.71	<b>7.84</b>	<b>7.49</b>	7.45	7.83	7.70	7.55	7.68
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-
<b>Q68</b> <b>overall, the fairness of process</b>																
mean:	7.98	8.01	7.92	7.96	8.28	7.94	8.13	8.01	8.06	8.05	7.90	7.60	<b>8.26</b>	7.96	7.83	8.04
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

\* \* \* SUMMARY TABLE

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q61 the simplicity of the application forms																			
TOTAL:	813	254	556	503	308	704	93	117	226	216	254	652	45	109	455	270	72	344	437
DISSATISFIED (smwht + very)	6%	7%	6%	7%	5%	6%	3%	7%	5%	6%	7%	6%	4%	8%	7%	4%	7%	7%	5%
SATISFIED (smwht + very)	88%	88%	88%	88%	89%	88%	95%	88%	88%	89%	88%	88%	93%	86%	89%	89%	83%	89%	88%
Very dissatisfied (0)	1%	1%	1%	1%	1%	1%	0%	3%	0%	1%	1%	1%	0%	1%	2%	1%	0%	1%	1%
Dissatisfied (2.5)	5%	6%	4%	5%	5%	5%	3%	4%	5%	4%	6%	5%	4%	7%	5%	4%	7%	6%	4%
Neutral (5)	6%	6%	6%	6%	6%	6%	2%	5%	6%	6%	6%	6%	2%	6%	5%	6%	10%	4%	7%
Satisfied (7.5)	60%	58%	61%	57%	65%	59%	69%	49%	62%	67%	58%	59%	67%	63%	61%	60%	56%	62%	59%
Very satisfied (10)	28%	30%	28%	31%	24%	29%	26%	39%	27%	22%	30%	29%	27%	23%	28%	30%	28%	27%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-		-		-		-	-		-	-	
± ... at 50 %:	3.44	6.15	4.16	4.37	5.58	3.69	10.16	9.06	6.52	6.67	6.15	3.84	14.61	9.39	4.59	5.96	11.55	5.28	4.69
# valid values:	813	254	556	503	308	704	93	117	226	216	254	652	45	109	455	270	72	344	437
mean:	7.73	7.75	7.72	7.76	7.69	7.73	7.93	7.95	7.73	7.60	7.75	7.76	7.89	7.50	7.70	7.84	7.60	7.68	7.80
standard deviation:	1.98	2.02	1.97	2.07	1.83	2.01	1.55	2.27	1.86	1.89	2.02	1.99	1.68	2.04	2.04	1.87	2.03	2.01	1.95
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with... (SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q61 the simplicity of the application forms																
TOTAL:	813	634	174	529	135	124	191	336	203	439	374	46	138	315	146	168
DISSATISFIED (smwht + very)	6%	6%	6%	5%	9%	8%	5%	7%	4%	7%	5%	4%	7%	6%	6%	5%
SATISFIED (smwht + very)	88%	88%	88%	90%	84%	84%	86%	89%	91%	88%	88%	91%	86%	88%	88%	90%
Very dissatisfied (0)	1%	1%	1%	1%	3%	1%	2%	1%	1%	2%	1%	0%	3%	1%	1%	1%
Dissatisfied (2.5)	5%	5%	5%	4%	6%	7%	4%	5%	3%	5%	5%	4%	4%	6%	5%	4%
Neutral (5)	6%	6%	6%	5%	7%	8%	8%	4%	5%	5%	6%	4%	7%	5%	5%	5%
Satisfied (7.5)	60%	59%	66%	62%	51%	64%	59%	60%	62%	57%	64%	54%	51%	59%	62%	70%
Very satisfied (10)	28%	30%	22%	29%	33%	20%	28%	29%	29%	31%	24%	37%	34%	30%	27%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()			-			-		-				
± ... at 50 %:	3.44	3.89	7.43	4.26	8.43	8.80	7.09	5.35	6.88	4.68	5.07	14.45	8.34	5.52	8.11	7.56
# valid values:	813	634	174	529	135	124	191	336	203	439	374	46	138	315	146	168
mean:	7.73	7.78	7.59	7.83	7.65	7.38	7.68	7.76	7.86	7.79	7.67	8.10	7.74	7.77	7.69	7.60
standard deviation:	1.98	2.01	1.84	1.86	2.38	2.01	2.01	2.00	1.85	2.09	1.85	1.84	2.30	1.98	1.99	1.72
Student's t:		-	-		-	*	-	-	-	-	-	-	-	-	-	-



**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q62 the list of qualified guarantors																			
TOTAL:	769	239	528	480	287	673	84	114	216	200	239	616	40	106	430	256	69	329	411
DISSATISFIED (smwht + very)	6%	8%	5%	6%	6%	6%	6%	4%	<b>3%</b>	9%	8%	6%	<b>15%</b>	4%	7%	4%	6%	6%	6%
SATISFIED (smwht + very)	88%	89%	88%	88%	89%	88%	89%	89%	92%	<b>84%</b>	89%	90%	<b>78%</b>	87%	88%	91%	84%	90%	88%
Very dissatisfied (0)	1%	<b>3%</b> ++	<b>1%</b> --	2%	1%	1%	0%	0%	0%	1%	<b>3%</b> ++	1%	0%	2%	<b>2%</b> ++	<b>0%</b> -	0%	1%	1%
Dissatisfied (2.5)	5%	5%	5%	5%	5%	5%	6%	4%	3%	<b>8%</b> +	5%	5%	<b>15%</b> ++	2%	5%	4%	6%	5%	5%
Neutral (5)	5%	3%	6%	5%	6%	5%	5%	6%	5%	8%	3%	<b>5%</b> -	8%	<b>9%</b> +	5%	5%	10%	4%	6%
Satisfied (7.5)	61%	64%	59%	60%	61%	61%	62%	<b>50%</b> -	64%	60%	64%	61%	58%	62%	61%	60%	62%	62%	60%
Very satisfied (10)	28%	25%	29%	28%	27%	28%	27%	<b>39%</b> ++	27%	24%	25%	29%	20%	25%	27%	32%	22%	27%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		()		-		-		(*)				(*)			-			-	
± ... at 50 %:	3.53	6.34	4.26	4.47	5.78	3.78	10.69	9.18	6.67	6.93	6.34	3.95	15.49	9.52	4.73	6.12	11.80	5.40	4.83
# valid values:	769	239	528	480	287	673	84	114	216	200	239	616	40	106	430	256	69	329	411
mean:	7.71	7.59	7.77	7.70	7.74	7.72	7.77	<b>8.11</b>	7.88	<b>7.45</b>	7.59	7.78	7.06	7.64	7.64	<b>7.98</b>	7.50	7.75	7.74
standard deviation:	1.99	2.14	1.92	2.04	1.91	2.01	1.86	1.90	1.69	2.11	2.14	1.97	2.33	1.92	2.09	1.74	1.87	1.93	1.98
Student's t:		-	-	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q62 the list of qualified guarantors																
TOTAL:	769	591	173	499	127	120	178	324	187	422	347	45	131	301	139	153
<b>DISSATISFIED (smwht + very)</b>	6%	6%	6%	7%	6%	3%	4%	5%	8%	6%	6%	2%	6%	5%	8%	8%
<b>SATISFIED (smwht + very)</b>	88%	89%	88%	88%	88%	92%	88%	90%	89%	90%	87%	93%	89%	91%	<b>81%</b>	89%
<b>Very dissatisfied (0)</b>	1%	2%	1%	2%	2%	0%	1%	1%	2%	1%	1%	0%	1%	1%	1%	2%
<b>Dissatisfied (2.5)</b>	5%	4%	6%	5%	5%	3%	3%	5%	6%	5%	5%	2%	5%	3%	6%	7%
<b>Neutral (5)</b>	5%	5%	5%	5%	6%	5%	<b>8%</b> +	5%	3%	5%	7%	4%	5%	4%	<b>12%</b> +++	3%
<b>Satisfied (7.5)</b>	61%	60%	65%	62%	<b>52%</b> -	63%	58%	58%	64%	58%	65%	60%	<b>53%</b> -	63%	55%	<b>69%</b> +
<b>Very satisfied (10)</b>	28%	29%	24%	<b>25%</b> -	<b>36%</b> +	29%	29%	32%	25%	<b>32%</b> ++	<b>22%</b> --	33%	<b>36%</b> +	28%	26%	<b>20%</b> -
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			-		(				
± ... at 50 %:	3.53	4.03	7.45	4.39	8.70	8.95	7.35	5.44	7.17	4.77	5.26	14.61	8.56	5.65	8.31	7.92
# valid values:	769	591	173	499	127	120	178	324	187	422	347	45	131	301	139	153
mean:	7.71	7.75	7.63	<b>7.62</b>	7.91	7.94	7.79	7.89	7.59	<b>7.85</b>	<b>7.55</b>	8.11	7.94	7.82	7.43	7.45
standard deviation:	1.99	2.01	1.89	2.04	2.13	1.67	1.90	1.92	2.11	2.02	1.94	1.61	2.04	1.87	2.19	2.04
Student's t:		-	-	*	-	-	-	-	-	*	*	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q65 the ease of submitting your application																			
TOTAL:	800	267	533	502	297	688	93	112	219	202	267	644	43	106	456	256	72	336	431
DISSATISFIED (smwht + very)	11%	11%	11%	10%	14%	10%	16%	8%	16%	9%	11%	10%	23%	12%	11%	10%	13%	9%	13%
SATISFIED (smwht + very)	83%	84%	82%	84%	81%	83%	78%	88%	77%	84%	84%	84%	74%	78%	83%	85%	76%	87%	79%
Very dissatisfied (0)	3%	2%	4%	2%	4%	3%	6%	2%	6%	2%	2%	3%	5%	4%	3%	3%	4%	3%	4%
Dissatisfied (2.5)	8%	9%	8%	7%	10%	8%	10%	6%	10%	7%	9%	7%	19%	8%	8%	7%	8%	6%	9%
Neutral (5)	6%	5%	7%	7%	5%	6%	5%	4%	8%	7%	5%	6%	2%	9%	6%	5%	11%	4%	8%
Satisfied (7.5)	54%	58%	51%	52%	55%	53%	54%	48%	47%	57%	58%	54%	47%	55%	54%	52%	56%	57%	49%
Very satisfied (10)	29%	27%	31%	31%	26%	30%	25%	40%	29%	27%	27%	30%	28%	24%	29%	33%	21%	29%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		()				-			-				
± ... at 50 %:	3.46	6.00	4.24	4.37	5.69	3.74	10.16	9.26	6.62	6.90	6.00	3.86	14.94	9.52	4.59	6.12	11.55	5.35	4.72
# valid values:	800	267	533	502	297	688	93	112	219	202	267	644	43	106	456	256	72	336	431
mean:	7.44	7.44	7.44	7.58	7.20	7.51	7.02	7.97	7.11	7.50	7.44	7.52	6.86	7.15	7.44	7.63	7.01	7.61	7.32
standard deviation:	2.45	2.32	2.51	2.35	2.60	2.40	2.79	2.26	2.82	2.23	2.32	2.40	2.99	2.50	2.43	2.43	2.50	2.28	2.60
Student's t:		-	-	*	*	-	-	**	*	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q65 the ease of submitting your application																
TOTAL:	800	614	181	514	134	127	185	325	205	431	369	45	139	309	139	168
DISSATISFIED (smwht + very)	11%	12%	10%	13% +	8%	8%	6% -	14% +	9%	13%	10%	11%	8%	15% ++	8%	10%
SATISFIED (smwht + very)	83%	82%	85%	81%	86%	86%	84%	81%	88% +	82%	83%	87%	87%	77% --	85%	86%
Very dissatisfied (0)	3%	3%	3%	4%	2%	2%	2%	3%	2%	4%	2%	2%	1%	5% ++	1%	2%
Dissatisfied (2.5)	8%	8%	7%	10%	6%	6%	4% -	10% +	7%	9%	7%	9%	6%	10%	6%	7%
Neutral (5)	6%	6%	6%	5%	6%	6%	10% ++	6%	2% -	5%	7%	2%	5%	7%	7%	4%
Satisfied (7.5)	54%	52%	57%	53%	48%	61%	56% ++	49% -	57%	50% -	58% +	62%	47%	49% -	55%	64% ++
Very satisfied (10)	29%	30%	27%	28%	38% +	24%	28%	32%	31%	32% +	26% -	24%	40% ++	29% -	29%	23% -
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			*			-		(*)				
± ... at 50 %:	3.46	3.95	7.28	4.32	8.47	8.70	7.20	5.44	6.84	4.72	5.10	14.61	8.31	5.57	8.31	7.56
# valid values:	800	614	181	514	134	127	185	325	205	431	369	45	139	309	139	168
mean:	7.44	7.44	7.47	7.32	7.84	7.50	7.58	7.40	7.70	7.45	7.43	7.44	7.93	7.14	7.63	7.43
standard deviation:	2.45	2.49	2.33	2.56	2.33	2.16	2.16	2.61	2.27	2.58	2.29	2.29	2.25	2.75	2.18	2.20
Student's t:		-	-	*	*	-	-	-	-	-	-	-	**	**	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with... (SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q66 the ease of picking up your passport																			
TOTAL:	276	23	252	0	276	227	44	36	135	82	23	200	20	55	116	113	39	112	151
DISSATISFIED (smwht + very)	4%	0%	5%	0%	4%	4%	7%	6%	5%	4%	0%	5%	0%	4%	4%	4%	3%	4%	3%
SATISFIED (smwht + very)	93%	96%	93%	0%	93%	93%	93%	92%	93%	95%	96%	93%	95%	95%	94%	94%	92%	92%	95%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	2%	3%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (2.5)	4%	0%	4%	0%	4%	4%	5%	3%	5%	4%	0%	5%	0%	4%	4%	4%	3%	4%	3%
Neutral (5)	2%	4%	2%	0%	2%	3%	0%	3%	2%	1%	4%	2%	5%	2%	2%	2%	5%	4%	1%
Satisfied (7.5)	55%	74%	53%	0%	55%	53%	61%	44%	46%	68%	74%	56%	60%	47%	56%	53%	51%	53%	56%
Very satisfied (10)	39%	22%	40%	0%	39%	40%	32%	47%	47%	27%	22%	37%	35%	47%	38%	41%	41%	39%	40%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	5.90	20.43	6.17	*	5.90	6.50	14.77	16.33	8.43	10.82	20.43	6.93	21.91	13.21	9.10	9.22	15.69	9.26	7.97
# valid values:	276	23	252	0	276	227	44	36	135	82	23	200	20	55	116	113	39	112	151
mean:	8.19	7.93	8.21	*	8.19	8.24	7.90	8.26	8.35	7.96	7.93	8.11	8.25	8.45	8.19	8.23	8.27	8.17	8.29
standard deviation:	1.82	1.23	1.86	*	1.82	1.77	2.08	2.22	1.91	1.58	1.23	1.87	1.43	1.77	1.76	1.88	1.74	1.84	1.67
Student's t:		-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q66 the ease of picking up your passport																
TOTAL:	276	195	79	180	28	57	65	119	64	134	142	8	35	145	61	27
DISSATISFIED (smwht + very)	4%	4%	6%	4%	7%	2%	2%	7%	3%	6%	3%	0%	6%	5%	0%	11%
SATISFIED (smwht + very)	93%	93%	94%	92%	93%	98%	95%	92%	94%	92%	95%	88%	94%	93%	98%	85%
Very dissatisfied (0)	0%	1%	0%	0%	4%	0%	0%	1%	0%	1%	0%	0%	<b>3%</b> ++	0%	0%	0%
Dissatisfied (2.5)	4%	3%	6%	4%	4%	2%	2%	6%	3%	5%	3%	0%	3%	5%	0%	11%
Neutral (5)	2%	3%	0%	3%	0%	0%	3%	2%	3%	2%	2%	13%	0%	2%	2%	4%
Satisfied (7.5)	55%	52%	59%	53%	43%	65%	49%	48%	61%	50%	59%	50%	51%	<b>48%</b> -	<b>69%</b> +	63%
Very satisfied (10)	39%	41%	34%	39%	50%	33%	46%	44%	33%	42%	36%	38%	43%	<b>45%</b> +	30%	22%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		(				
± ... at 50 %:	5.90	7.02	11.03	7.30	18.52	12.98	12.16	8.98	12.25	8.47	8.22	34.65	16.56	8.14	12.55	18.86
# valid values:	276	195	79	180	28	57	65	119	64	134	142	8	35	145	61	27
mean:	8.19	8.26	8.04	8.17	8.30	8.25	8.50	8.19	8.09	8.17	8.20	8.13	8.21	8.33	8.20	<b>7.41</b>
standard deviation:	1.82	1.81	1.86	1.82	2.36	1.41	1.58	2.08	1.65	2.01	1.61	1.77	2.15	1.86	1.22	2.14
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q67 overall, the requirements																			
TOTAL:	852	268	581	529	321	732	99	120	237	227	268	684	47	113	485	275	76	359	458
DISSATISFIED (smwht + very)	6%	7%	6%	7%	6%	6%	8%	8%	6%	5%	7%	6%	13%	4%	7%	5%	8%	6%	6%
SATISFIED (smwht + very)	88%	87%	88%	87%	89%	88%	91%	87%	89%	88%	87%	88%	87%	84%	87%	89%	86%	88%	87%
Very dissatisfied (0)	1%	1%	1%	1%	2%	1%	0%	3%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%	1%
Dissatisfied (2.5)	5%	6%	5%	6%	4%	5%	8%	5%	5%	5%	6%	5%	13% +	3%	5%	5%	7%	6%	5%
Neutral (5)	6%	6%	6%	6%	6%	6% +	1% -	6%	5%	7%	6%	5%	0%	12% ++	6%	5%	7%	6%	6%
Satisfied (7.5)	61%	61%	60%	59%	64%	60%	66%	50% -	60%	66% +	61%	60%	62%	63%	60%	63%	51%	62%	59%
Very satisfied (10)	27%	25%	28%	28%	25%	28%	25%	37% +	29%	22% -	25%	28%	26%	21%	27%	27%	34%	26%	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				(*)			-			-	
± ... at 50 %:	3.36	5.99	4.07	4.26	5.47	3.62	9.85	8.95	6.37	6.50	5.99	3.75	14.29	9.22	4.45	5.91	11.24	5.17	4.58
# valid values:	852	268	581	529	321	732	99	120	237	227	268	684	47	113	485	275	76	359	458
mean:	7.68	7.58	7.72	7.68	7.67	7.71	7.70	7.83	7.76	7.61	7.58	7.72	7.50	7.48	7.64	7.76	7.76	7.67	7.72
standard deviation:	1.99	2.05	1.98	2.03	1.95	1.98	1.91	2.29	1.96	1.80	2.05	1.99	2.21	1.93	2.05	1.82	2.22	1.93	2.02
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q67 overall, the requirements																
TOTAL:	852	660	187	553	139	132	197	350	212	462	390	49	143	328	154	178
<b>DISSATISFIED (smwht + very)</b>	6%	6%	7%	7%	6%	8%	5%	7%	7%	6%	7%	8%	8%	6%	7%	4%
<b>SATISFIED (smwht + very)</b>	88%	88%	87%	88%	86%	88%	87%	87%	90%	89%	85%	88%	85%	87%	88%	90%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	2%	2%	0%	1%	1%	1%	2%	0%	2%	1%	1%	1%
<b>Dissatisfied (2.5)</b>	5%	5%	6%	6%	4%	6%	5%	5%	5%	5%	6%	8%	6%	5%	6%	4%
<b>Neutral (5)</b>	6%	6%	6%	6%	9%	5%	8%	6%	3%	5%	7%	4%	7%	6%	5%	6%
<b>Satisfied (7.5)</b>	61%	60%	64%	62%	<b>47%</b>	66%	58%	59%	64%	59%	62%	69%	<b>48%</b>	59%	66%	<b>67%</b>
<b>Very satisfied (10)</b>	27%	28%	23%	26%	<b>38%</b>	22%	29%	29%	26%	<b>30%</b>	<b>23%</b>	18%	<b>38%</b>	28%	22%	22%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()			-			-		-				
± ... at 50 %:	3.36	3.81	7.17	4.17	8.31	8.53	6.98	5.24	6.73	4.56	4.96	14.00	8.20	5.41	7.90	7.35
# valid values:	852	660	187	553	139	132	197	350	212	462	390	49	143	328	154	178
mean:	7.68	7.72	7.53	7.66	7.90	7.52	7.80	7.69	7.71	<b>7.84</b>	<b>7.49</b>	7.45	7.83	7.70	7.55	7.68
standard deviation:	1.99	2.00	2.01	1.95	2.22	2.01	1.85	2.07	1.98	1.93	2.06	1.87	2.30	2.03	1.93	1.74
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-



**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with... (SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q68 overall, the fairness of process																			
TOTAL:	840	262	575	520	318	719	101	118	234	226	262	678	47	108	476	274	74	358	447
DISSATISFIED (smwht + very)	3%	4%	3%	3%	3%	3%	4%	4%	3%	3%	4%	3%	2%	<b>7%</b>	4%	3%	5%	2%	4%
SATISFIED (smwht + very)	93%	90%	94%	92%	93%	93%	93%	92%	93%	<b>96%</b>	90%	93%	94%	<b>87%</b>	92%	94%	93%	94%	92%
Very dissatisfied (0)	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	<b>0%</b>	0%	<b>4%</b>	1%	0%	1%	<b>0%</b>	<b>1%</b>
Dissatisfied (2.5)	3%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	2%	4%	3%	3%	4%	2%	3%
Neutral (5)	4%	5%	3%	4%	3%	4%	3%	4%	4%	2%	5%	4%	4%	6%	5%	3%	1%	4%	4%
Satisfied (7.5)	62%	64%	61%	61%	64%	61%	67%	<b>51%</b>	58%	<b>69%</b>	64%	62%	62%	62%	61%	63%	61%	65%	59%
Very satisfied (10)	31%	27%	33%	31%	30%	32%	26%	<b>41%</b>	35%	26%	27%	32%	32%	25%	31%	31%	32%	29%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				(*)			-			-	
± ... at 50 %:	3.38	6.05	4.09	4.30	5.50	3.65	9.75	9.02	6.41	6.52	6.05	3.76	14.29	9.43	4.49	5.92	11.39	5.18	4.64
# valid values:	840	262	575	520	318	719	101	118	234	226	262	678	47	108	476	274	74	358	447
mean:	7.98	<b>7.80</b>	<b>8.07</b>	7.98	7.98	8.03	7.85	8.18	8.12	7.95	<b>7.80</b>	<b>8.05</b>	8.09	<b>7.52</b>	7.95	8.07	7.97	8.02	7.99
standard deviation:	1.74	1.83	1.70	1.77	1.70	1.72	1.73	1.92	1.68	1.58	1.83	1.66	1.58	2.23	1.81	1.57	1.93	1.53	1.87
Student's t:		*	*	-	-	-	-	-	-	-	*	*	-	*	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...  
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q68 overall, the fairness of process																
TOTAL:	840	650	185	546	134	132	194	345	209	453	387	49	138	325	153	175
DISSATISFIED (smwht + very)	3%	3%	4%	3%	2%	3%	2%	4%	3%	3%	4%	6%	3%	4%	3%	2%
SATISFIED (smwht + very)	93%	93%	93%	93%	93%	95%	96%	92%	94%	93%	92%	88%	93%	90%	95%	96%
Very dissatisfied (0)	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%
Dissatisfied (2.5)	3%	2%	3%	3%	1%	3%	1%	3%	2%	3%	3%	6%	2%	3%	2%	2%
Neutral (5)	4%	4%	3%	4%	5%	2%	3%	4%	3%	4%	4%	6%	4%	6%	2%	2%
Satisfied (7.5)	62%	61%	65%	63%	<b>50%</b>	69%	64%	59%	61%	60%	64%	65%	<b>51%</b>	58%	<b>72%</b>	67%
Very satisfied (10)	31%	32%	28%	30%	<b>43%</b>	26%	31%	33%	33%	33%	28%	22%	<b>41%</b>	33%	<b>23%</b>	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	3.38	3.84	7.20	4.19	8.47	8.53	7.04	5.28	6.78	4.60	4.98	14.00	8.34	5.44	7.92	7.41
# valid values:	840	650	185	546	134	132	194	345	209	453	387	49	138	325	153	175
mean:	7.98	8.01	7.92	7.96	8.28	7.94	8.13	8.01	8.06	8.05	7.90	7.60	<b>8.26</b>	7.96	7.83	8.04
standard deviation:	1.74	1.74	1.71	1.71	1.85	1.53	1.51	1.84	1.75	1.72	1.76	1.84	<b>1.80</b>	1.84	1.64	1.54
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

If only one of the areas of the application process that I mentioned could be improved, which should be focused on?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q7																			
TOTAL:	858	270	585	533	323	735	101	121	238	229	270	690	47	113	488	278	76	363	459
DK/NR	51%	<b>56%</b>	<b>48%</b>	53%	47%	51%	45%	50%	46%	50%	<b>56%</b>	<b>53%</b>	43%	<b>41%</b>	54%	50%	42%	55%	49%
ease of submitting application	13%	<b>8%</b>	<b>15%</b>	<b>11%</b>	<b>16%</b>	13%	13%	12%	<b>18%</b>	13%	<b>8%</b>	12%	13%	18%	<b>9%</b>	15%	<b>22%</b>	<b>9%</b>	<b>15%</b>
list of qualified guarantors	10%	10%	10%	<b>12%</b>	<b>7%</b>	10%	12%	10%	8%	13%	10%	10%	11%	14%	10%	12%	7%	10%	10%
simplicity of the forms	8%	8%	7%	7%	8%	8%	4%	10%	9%	<b>4%</b>	8%	8%	13%	6%	8%	7%	8%	7%	8%
overall, the requirements	7%	8%	7%	8%	7%	7%	9%	9%	5%	8%	8%	7%	9%	10%	7%	6%	11%	8%	7%
ease of picking up passport	5%	4%	6%	<b>4%</b>	<b>7%</b>	5%	9%	3%	7%	7%	4%	5%	9%	5%	5%	6%	5%	4%	6%
Other	4%	4%	3%	3%	5%	3%	5%	4%	3%	3%	4%	4%	2%	3%	<b>5%</b>	<b>2%</b>	1%	5%	3%
overall, the fairness	2%	2%	2%	2%	3%	2%	4%	2%	3%	2%	2%	2%	2%	4%	2%	2%	4%	2%	3%
kh <sup>2</sup> :				*		-		-				-			(*)			-	
± ... at 50 %:	3.35	5.96	4.05	4.24	5.45	3.61	9.75	8.91	6.35	6.48	5.96	3.73	14.29	9.22	4.44	5.88	11.24	5.14	4.57

If only one of the areas of the application process that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q7																
TOTAL:	858	665	188	557	140	133	198	352	215	465	393	49	144	331	155	179
DK/NR	51%	50%	53%	50%	48%	58%	<b>41%</b>	50%	<b>64%</b>	52%	49%	51%	48%	48%	55%	55%
ease of submitting application	13%	13%	13%	14%	10%	12%	16%	15%	<b>7%</b>	14%	12%	10%	10%	<b>17%</b>	9%	12%
list of qualified guarantors	10%	10%	12%	11%	10%	<b>5%</b>	13%	8%	11%	9%	11%	6%	10%	10%	10%	12%
simplicity of the forms	8%	7%	8%	<b>6%</b>	<b>14%</b>	8%	10%	8%	<b>4%</b>	8%	7%	14%	<b>13%</b>	8%	4%	<b>4%</b>
overall, the requirements	7%	8%	6%	6%	<b>11%</b>	6%	10%	7%	6%	6%	9%	4%	10%	6%	9%	7%
ease of picking up passport	5%	6%	4%	6%	<b>1%</b>	6%	5%	5%	4%	5%	5%	10%	<b>1%</b>	5%	6%	6%
Other	4%	4%	3%	3%	4%	4%	4%	4%	5%	4%	4%	2%	6%	3%	5%	3%
overall, the fairness	2%	2%	1%	3%	1%	1%	2%	3%	1%	2%	3%	2%	1%	3%	2%	1%
khi <sup>2</sup> :		-		(**)			(**)			-		(*)				
± ... at 50 %:	3.35	3.80	7.15	4.15	8.28	8.50	6.96	5.22	6.68	4.54	4.94	14.00	8.17	5.39	7.87	7.32

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q81</b> <b>the availability of application forms</b>																			
mean:	8.35	8.32	8.37	8.37	8.31	8.39	8.13	<b>8.80</b>	8.26	8.25	8.32	8.35	8.51	8.29	8.27	8.50	8.45	8.33	8.41
Student's t:		-	-	-	-	-	-	**	-	-	-	-	-	-	-	-	-	-	-
<b>Q82</b> <b>the competence of the staff</b>																			
mean:	8.61	8.45	8.62	<b>8.77</b>	<b>8.47</b>	8.65	8.51	<b>9.04</b>	8.48	8.53	8.45	8.62	8.82	8.53	8.59	8.76	8.42	8.59	8.63
Student's t:		-	-	*	*	-	-	***	-	-	-	-	-	-	-	-	-	-	-
<b>Q83</b> <b>the courtesy of the staff</b>																			
mean:	8.59	8.64	8.59	<b>8.88</b>	<b>8.33</b>	8.64	8.30	<b>8.93</b>	8.43	8.57	8.64	8.64	8.75	8.31	8.62	8.66	8.42	8.58	8.63
Student's t:		-	-	***	***	-	-	**	-	-	-	-	-	-	-	-	-	-	-
<b>Q85</b> <b>the effectiveness of the staff</b>																			
mean:	8.43	8.64	8.42	<b>8.57</b>	<b>8.30</b>	8.47	8.26	8.66	8.33	8.39	8.64	8.39	8.46	8.61	8.33	8.57	8.50	8.50	8.40
Student's t:		-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q88</b> <b>the understanding of your particular needs</b>																			
mean:	8.10	<b>7.92</b>	<b>8.18</b>	8.07	8.14	8.11	8.01	<b>8.45</b>	8.27	7.95	<b>7.92</b>	8.12	7.93	8.11	<b>7.95</b>	<b>8.31</b>	8.38	8.02	8.17
Student's t:		*	*	-	-	-	-	*	-	-	*	-	-	-	**	*	-	-	-
<b>Q810</b> <b>the waiting time at the office</b>																			
mean:	5.87	6.82	5.83	<b>6.49</b>	<b>5.33</b>	5.86	5.92	<b>7.23</b>	<b>4.84</b>	6.12	6.82	5.92	6.10	5.51	5.93	5.91	5.30	6.15	5.66
Student's t:				***	***	-	-	***	***	-	-	-	-	-	-	-	-	-	-
<b>Q811</b> <b>the time it took to produce a passport</b>																			
mean:	7.92	<b>7.63</b>	<b>8.04</b>	8.01	7.75	7.96	7.68	<b>8.38</b>	7.97	7.95	<b>7.63</b>	7.97	<b>7.29</b>	7.97	7.81	8.12	8.03	7.89	7.97
Student's t:		*	*	-	-	-	-	**	-	-	*	-	*	-	-	-	-	-	-
<b>Q812</b> <b>the waiting time to receive it by mail</b>																			
mean:	7.62	7.62	*	7.65	7.40	7.67	7.40	*	*	*	7.62	7.74	6.50	7.07	7.55	7.69	8.27	7.69	7.61
Student's t:		*	*	-	-	-	-	*	*	*	*	-	-	-	-	-	-	-	-
<b>Q814</b> <b>the total time and effort required</b>																			
mean:	7.07	7.14	7.04	<b>7.23</b>	<b>6.79</b>	7.12	6.83	<b>7.85</b>	<b>6.49</b>	7.16	7.14	7.15	6.44	6.86	7.07	7.12	7.04	7.22	6.94
Student's t:		-	-	*	*	-	-	***	***	-	-	-	-	-	-	-	-	-	-
<b>Q10</b> <b>OVERALL, responsiveness and reliability</b>																			

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
 (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
mean:	8.13	8.04	8.18	8.17	8.07	<b>8.20</b>	<b>7.81</b>	<b>8.69</b>	7.96	8.11	8.04	<b>8.21</b>	7.84	<b>7.79</b>	8.16	8.17	7.95	8.22	8.10
Student's t:		-	-	-	-	*	*	***		-	-	*	-	*	-	-	-	-	-

\* \* \* SUMMARY TABLE

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q81</b> <b>the availability of application forms</b>																
mean:	8.35	<b>8.43</b>	<b>8.11</b>	8.33	<b>8.81</b>	<b>8.04</b>	8.41	8.50	8.30	8.41	8.28	8.21	<b>8.81</b>	8.32	8.30	<b>8.10</b>
Student's t:		*	*	-	***	*	-	-	-	-	-	-	***	-	-	*
<b>Q82</b> <b>the competence of the staff</b>																
mean:	8.61	8.66	8.52	8.61	<b>9.09</b>	<b>8.28</b>	8.57	8.71	8.67	<b>8.75</b>	<b>8.45</b>	8.75	<b>9.09</b>	8.48	8.44	8.63
Student's t:		-	-	-	***	**	-	-	-	*	*	-	***	-	-	-
<b>Q83</b> <b>the courtesy of the staff</b>																
mean:	8.59	8.63	8.49	8.61	<b>8.94</b>	<b>8.32</b>	8.56	8.69	8.69	<b>8.74</b>	<b>8.41</b>	8.84	<b>8.93</b>	<b>8.42</b>	8.59	8.59
Student's t:		-	-	-	*	*	-	-	-	*	*	-	*	*	-	-
<b>Q85</b> <b>the effectiveness of the staff</b>																
mean:	8.43	8.45	8.38	8.43	8.71	<b>8.19</b>	8.41	8.55	8.44	8.50	8.34	8.30	<b>8.76</b>	8.34	8.35	8.45
Student's t:		-	-	-	-	*	-	-	-	-	-	-	*	-	-	-
<b>Q88</b> <b>the understanding of your particular needs</b>																
mean:	8.10	8.15	7.96	8.11	8.33	<b>7.82</b>	8.17	8.22	8.09	8.17	8.02	8.16	8.30	8.21	7.85	7.93
Student's t:		-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
<b>Q810</b> <b>the waiting time at the office</b>																
mean:	5.87	5.95	5.61	5.72	6.34	6.14	6.09	5.74	6.22	5.91	5.81	<b>8.30</b>	<b>6.92</b>	<b>4.90</b>	6.09	6.19
Student's t:		-	-	-	-	-	-	-	-	-	-	***	***	***	-	-
<b>Q811</b> <b>the time it took to produce a passport</b>																
mean:	7.92	7.97	7.76	7.98	7.99	7.69	8.24	8.12	<b>7.60</b>	8.03	7.78	7.65	8.19	7.79	7.84	8.06
Student's t:		-	-	-	-	-	-	-	**	-	-	-	-	-	-	-
<b>Q812</b> <b>the waiting time to receive it by mail</b>																
mean:	7.62	7.54	8.09	7.51	7.64	7.84	<b>8.27</b>	7.65	7.57	7.64	7.60	7.50	7.50	7.47	<b>8.18</b>	7.65
Student's t:		-	-	-	-	-	*	-	-	-	-	-	-	-	*	-
<b>Q814</b> <b>the total time and effort required</b>																
mean:	7.07	7.08	7.06	<b>6.90</b>	<b>7.57</b>	7.29	7.18	7.18	7.15	7.10	7.03	7.50	<b>7.81</b>	<b>6.59</b>	7.09	7.22
Student's t:		-	-	**	*	-	-	-	-	-	-	-	***	***	-	-
<b>Q10</b> <b>OVERALL, responsiveness and reliability</b>																
mean:	8.13	8.17	8.02	8.11	<b>8.44</b>	8.03	8.16	8.18	8.31	8.14	8.13	8.33	<b>8.53</b>	<b>7.92</b>	8.21	8.08

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
 (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Student's t:		-	-	-	*	-	-	-	-	-	-	-	**	**	-	-

\* \* \* SUMMARY TABLE



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q81 the availability of application forms																			
TOTAL:	755	241	512	470	283	656	87	106	218	190	241	605	42	101	432	245	63	317	410
DISSATISFIED (smwht + very)	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	3%	1%	2%	2%	2%
SATISFIED (smwht + very)	95%	96%	94%	95%	94%	95%	92%	96%	93%	94%	96%	95%	98%	92%	94%	96%	95%	96%	94%
Very dissatisfied (0)	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%	0%	<b>2%</b> +	0%	0%	0%	0%	1%	0%
Dissatisfied (2.5)	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	0%	2%	2%	1%	2%	1%	2%
Neutral (5)	3%	2%	4%	3%	4%	3%	5%	2%	5%	3%	2%	3%	0%	6%	3%	3%	3%	3%	4%
Satisfied (7.5)	53%	56%	51%	53%	53%	53%	54%	<b>39%</b> --	54%	55%	56%	53%	50%	50%	54%	49%	51%	56%	50%
Very satisfied (10)	42%	39%	43%	43%	41%	43%	38%	<b>58%</b> +++	39%	39%	39%	41%	48%	42%	40%	46%	44%	40%	44%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	3.57	6.31	4.33	4.52	5.83	3.83	10.51	9.52	6.64	7.11	6.31	3.98	15.12	9.75	4.71	6.26	12.35	5.50	4.84
# valid values:	755	241	512	470	283	656	87	106	218	190	241	605	42	101	432	245	63	317	410
mean:	8.35	8.32	8.37	8.37	8.31	8.39	8.13	<b>8.80</b>	8.26	8.25	8.32	8.35	8.51	8.29	8.27	8.50	8.45	8.33	8.41
standard deviation:	1.66	1.62	1.68	1.68	1.63	1.62	1.88	1.59	1.66	1.70	1.62	1.65	1.84	1.69	1.72	1.59	1.58	1.63	1.65
Student's t:		-	-	-	-	-	-	**	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q81 the availability of application forms																
TOTAL:	755	582	168	482	128	121	173	319	185	412	343	42	130	299	131	153
DISSATISFIED (smwht + very)	2%	2%	3%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%
SATISFIED (smwht + very)	95%	95%	95%	95%	97%	93%	94%	95%	96%	94%	95%	90%	97%	94%	94%	95%
Very dissatisfied (0)	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	2%	0%	0%	1%	1%
Dissatisfied (2.5)	2%	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%	0%	2%	2%	2%	2%
Neutral (5)	3%	3%	2%	3%	2%	3%	4%	3%	2%	3%	3%	7%	2%	4%	4%	2%
Satisfied (7.5)	53%	50%	61%	55%	40%	59%	49%	48%	59%	49%	57%	48%	40%	54%	53%	63%
Very satisfied (10)	42%	45%	33%	40%	57%	34%	45%	47%	37%	45%	38%	43%	57%	40%	41%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(*)			-			-		-				
± ... at 50 %:	3.57	4.06	7.56	4.46	8.66	8.91	7.45	5.49	7.20	4.83	5.29	15.12	8.60	5.67	8.56	7.92
# valid values:	755	582	168	482	128	121	173	319	185	412	343	42	130	299	131	153
mean:	8.35	8.43	8.11	8.33	8.81	8.04	8.41	8.50	8.30	8.41	8.28	8.21	8.81	8.32	8.30	8.10
standard deviation:	1.66	1.65	1.68	1.61	1.54	1.83	1.68	1.66	1.50	1.74	1.55	2.01	1.53	1.61	1.73	1.62
Student's t:		*	*	-	***	*	-	-	-	-	-	-	***	-	-	*

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q82 the competence of the staff																			
TOTAL:	560	21	538	260	299	480	72	112	221	206	21	432	34	90	285	203	60	230	304
DISSATISFIED (smwht + very)	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	2%	1%	0%
SATISFIED (smwht + very)	97%	100%	97%	98%	96%	97%	99%	100%	96%	96%	100%	97%	97%	97%	97%	99%	93%	96%	98%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%
Neutral (5)	3%	0%	3%	2%	3%	2%	0%	0%	3%	4%	0%	2%	3%	3%	3%	1%	5%	3%	2%
Satisfied (7.5)	49%	62%	48%	44%	53%	48%	56%	38%	51%	51%	62%	48%	41%	52%	50%	46%	48%	47%	49%
Very satisfied (10)	48%	38%	49%	54%	43%	49%	43%	62%	45%	45%	38%	49%	56%	44%	47%	53%	45%	49%	48%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()		-		-				-			-			-	
± ... at 50 %:	4.14	21.38	4.23	6.08	5.67	4.47	11.55	9.26	6.59	6.83	21.38	4.71	16.81	10.33	5.80	6.88	12.65	6.46	5.62
# valid values:	560	21	538	260	299	480	72	112	221	206	21	432	34	90	285	203	60	230	304
mean:	8.61	8.45	8.62	8.77	8.47	8.65	8.51	9.04	8.48	8.53	8.45	8.62	8.82	8.53	8.59	8.76	8.42	8.59	8.63
standard deviation:	1.46	1.24	1.47	1.43	1.47	1.44	1.43	1.22	1.59	1.42	1.24	1.48	1.41	1.40	1.42	1.44	1.66	1.52	1.43
Student's t:		-	-	*	*	-	-	***	-	-	-	-	-	-	-	-	-	-	-

Q82 the competence of the staff Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
TOTAL:	560	411	145	355	85	102	135	239	135	303	257	28	91	230	109	102
DISSATISFIED (smwht + very)	1%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	0%	0%
SATISFIED (smwht + very)	97%	97%	98%	97%	99%	96%	96%	97%	99%	97%	97%	100%	100%	96%	96%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
Neutral (5)	3%	3%	2%	3%	1%	4%	4%	2%	1%	2%	3%	0%	0%	3%	4%	4%
Satisfied (7.5)	49%	46%	55%	48%	34%	61%	48%	45%	50%	43%	55%	50%	36%	51%	55%	47%
Very satisfied (10)	48%	51%	43%	49%	65%	35%	47%	52%	49%	54%	42%	50%	64%	45%	41%	49%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()			-			-		-				
± ... at 50 %:	4.14	4.83	8.14	5.20	10.63	9.70	8.43	6.34	8.43	5.63	6.11	18.52	10.27	6.46	9.39	9.70
# valid values:	560	411	145	355	85	102	135	239	135	303	257	28	91	230	109	102
mean:	8.61	8.66	8.52	8.61	9.09	8.28	8.57	8.71	8.67	8.75	8.45	8.75	9.09	8.48	8.44	8.63
standard deviation:	1.46	1.50	1.33	1.51	1.27	1.36	1.45	1.50	1.39	1.49	1.40	1.27	1.21	1.57	1.39	1.43
Student's t:		-	-	-	***	**	-	-	-	*	*	-	***	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q83 the courtesy of the staff																			
TOTAL:	560	22	537	260	299	480	72	112	221	205	22	432	34	90	285	203	60	230	304
DISSATISFIED (smwht + very)	1%	0%	1%	0%	3%	1%	4%	1%	3%	0%	0%	1%	3%	4%	0%	2%	2%	1%	1%
				--	++	-	+		+			--		++	-				
SATISFIED (smwht + very)	96%	100%	96%	98%	95%	97%	93%	96%	94%	98%	100%	97%	94%	93%	96%	96%	95%	97%	96%
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%
												--		++					
Dissatisfied (2.5)	1%	0%	1%	0%	2%	1%	4%	1%	2%	0%	0%	1%	3%	2%	0%	2%	2%	0%	1%
				-	+	--	++												
Neutral (5)	3%	0%	3%	2%	3%	2%	3%	3%	3%	2%	0%	3%	3%	2%	3%	1%	3%	2%	3%
Satisfied (7.5)	47%	55%	46%	40%	53%	47%	50%	35%	48%	52%	55%	47%	35%	48%	48%	43%	52%	48%	45%
				--	++			--											
Very satisfied (10)	49%	45%	50%	58%	42%	50%	43%	62%	47%	46%	45%	50%	59%	46%	49%	53%	43%	49%	51%
				+++	--			++											
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(***)		(*)		-				(*)			-			-	
± ... at 50 %:	4.14	20.89	4.23	6.08	5.67	4.47	11.55	9.26	6.59	6.84	20.89	4.71	16.81	10.33	5.80	6.88	12.65	6.46	5.62
# valid values:	560	22	537	260	299	480	72	112	221	205	22	432	34	90	285	203	60	230	304
mean:	8.59	8.64	8.59	8.88	8.33	8.64	8.30	8.93	8.43	8.57	8.64	8.64	8.75	8.31	8.62	8.66	8.42	8.58	8.63
standard deviation:	1.59	1.27	1.60	1.36	1.73	1.54	1.82	1.49	1.80	1.40	1.27	1.46	1.77	2.05	1.44	1.69	1.59	1.62	1.56
Student's t:		-	-	***	***	-	-	**		-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q83 the courtesy of the staff																
TOTAL:	560	412	144	356	85	101	135	238	136	303	257	28	91	230	108	103
DISSATISFIED (smwht + very)	1%	2%	1%	2%	1%	1%	0%	3%	0%	2%	1%	0%	1%	3%	1%	0%
SATISFIED (smwht + very)	96%	96%	97%	96%	96%	96%	96%	95%	99%	95%	97%	100%	96%	94%	98%	97%
Very dissatisfied (0)	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	0%	1%	1%	0%	0%	2%	0%	1%	1%	0%	1%	2%	1%	0%
Neutral (5)	3%	2%	3%	3%	2%	3%	4%	3%	1%	3%	2%	0%	3%	3%	1%	3%
Satisfied (7.5)	47%	44%	52%	45%	34%	57%	49%	39%	51%	39%	56%	46%	33%	48%	52%	50%
Very satisfied (10)	49%	51%	44%	51%	62%	39%	47%	55%	49%	56%	41%	54%	63%	46%	46%	47%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			(*)			(*)		-				
± ... at 50 %:	4.14	4.83	8.17	5.19	10.63	9.75	8.43	6.35	8.40	5.63	6.11	18.52	10.27	6.46	9.43	9.66
# valid values:	560	412	144	356	85	101	135	238	136	303	257	28	91	230	108	103
mean:	8.59	8.63	8.49	8.61	8.94	8.32	8.56	8.69	8.69	8.74	8.41	8.84	8.93	8.42	8.59	8.59
standard deviation:	1.59	1.61	1.54	1.61	1.51	1.59	1.45	1.73	1.29	1.64	1.51	1.27	1.54	1.78	1.42	1.39
Student's t:		-	-	-	*	*	-	-	-	*	*	-	*	*	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q85 the effectiveness of the staff																			
TOTAL:	561	22	538	260	300	481	72	112	221	206	22	433	34	90	286	203	60	231	304
DISSATISFIED (smwht + very)	1%	0%	1%	2%	1%	1%	1%	2%	2%	0%	0%	1%	3%	0%	1%	1%	2%	1%	1%
SATISFIED (smwht + very)	96%	100%	96%	97%	95%	96%	96%	96%	95%	97%	100%	96%	91%	97%	95%	97%	97%	95%	97%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	1%	0%	1%	1%	1%	1%	1%	2%	1%	0%	0%	1%	3%	0%	1%	1%	2%	1%	1%
Neutral (5)	3%	0%	3%	2%	4%	2%	3%	3%	3%	2%	0%	2%	6%	3%	4%	1%	2%	4%	2%
Satisfied (7.5)	53%	55%	53%	49%	57%	53%	60%	43%	54%	58%	55%	55%	41%	49%	56%	49%	52%	50%	55%
Very satisfied (10)	43%	45%	43%	48%	38%	44%	36%	53%	41%	39%	45%	41%	50%	48%	40%	48%	45%	45%	41%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	4.14	20.89	4.23	6.08	5.66	4.47	11.55	9.26	6.59	6.83	20.89	4.71	16.81	10.33	5.79	6.88	12.65	6.45	5.62
# valid values:	561	22	538	260	300	481	72	112	221	206	22	433	34	90	286	203	60	231	304
mean:	8.43	8.64	8.42	8.57	8.30	8.47	8.26	8.66	8.33	8.39	8.64	8.39	8.46	8.61	8.33	8.57	8.50	8.50	8.40
standard deviation:	1.55	1.27	1.56	1.57	1.53	1.53	1.49	1.61	1.68	1.39	1.27	1.56	1.85	1.41	1.55	1.57	1.54	1.52	1.56
Student's t:		-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q85 the effectiveness of the staff																
TOTAL:	561	412	145	356	85	102	135	239	136	304	257	28	91	230	109	103
DISSATISFIED (smwht + very)	1%	2%	0%	1%	2%	1%	1%	1%	1%	<b>2%</b> +	<b>0%</b> -	0%	2%	2%	1%	0%
SATISFIED (smwht + very)	96%	<b>95%</b> -	<b>99%</b> +	95%	96%	99%	97%	95%	96%	95%	97%	93%	97%	95%	97%	97%
Very dissatisfied (0)	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	0%	1%	2%	1%	1%	1%	1%	<b>2%</b> +	<b>0%</b> -	0%	2%	1%	1%	0%
Neutral (5)	3%	3%	1%	<b>4%</b> +	1%	0%	1%	3%	2%	2%	3%	7%	1%	3%	2%	3%
Satisfied (7.5)	53%	<b>50%</b> --	<b>63%</b> ++	51%	<b>42%</b> -	<b>70%</b> +++	56%	47%	53%	<b>48%</b> --	<b>60%</b> ++	54%	<b>41%</b> --	54%	60%	56%
Very satisfied (10)	43%	<b>45%</b> +	<b>36%</b> -	44%	<b>54%</b> +	<b>29%</b> --	41%	48%	43%	<b>48%</b> ++	<b>37%</b> --	39%	<b>56%</b> ++	41%	38%	41%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(*)		(*)			-			(**)		-				
± ... at 50 %:	4.14	4.83	8.14	5.19	10.63	9.70	8.43	6.34	8.40	5.62	6.11	18.52	10.27	6.46	9.39	9.66
# valid values:	561	412	145	356	85	102	135	239	136	304	257	28	91	230	109	103
mean:	8.43	8.45	8.38	8.43	8.71	<b>8.19</b>	8.41	8.55	8.44	8.50	8.34	8.30	<b>8.76</b>	8.34	8.35	8.45
standard deviation:	1.55	1.65	1.23	1.61	1.62	1.28	1.48	1.61	1.61	1.71	1.34	1.53	1.60	1.66	1.41	1.36
Student's t:		-	-	-		*	-	-	-	-	-	-	*	-	-	-



Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q88 the understanding of your particular needs																			
TOTAL:	835	261	571	520	313	715	99	119	231	224	261	669	47	111	472	273	74	352	448
DISSATISFIED (smwht + very)	2%	3%	2%	3%	2%	2%	4%	2%	1%	3%	3%	2%	6%	3%	3%	2%	0%	3%	2%
SATISFIED (smwht + very)	92%	91%	93%	92%	94%	93%	89%	93%	95%	91%	91%	93%	91%	92%	90%	94%	99%	91%	93%
Very dissatisfied (0)	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	2%	1%	1%	0%	0%	1%	1%
Dissatisfied (2.5)	2%	2%	1%	2%	1%	2%	3%	0%	1%	2%	2%	1%	4%	2%	2%	2%	0%	2%	1%
Neutral (5)	5%	6%	5%	6%	4%	5%	7%	5%	4%	6%	6%	5%	2%	5%	7%	4%	1%	5%	5%
Satisfied (7.5)	58%	62%	56%	57%	60%	58%	53%	45%	58%	60%	62%	59%	57%	56%	59%	54%	62%	58%	57%
Very satisfied (10)	35%	30%	37%	35%	34%	35%	36%	48%	37%	31%	30%	35%	34%	36%	32%	40%	36%	33%	36%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			()			-	
± ... at 50 %:	3.39	6.07	4.10	4.30	5.54	3.66	9.85	8.98	6.45	6.55	6.07	3.79	14.29	9.30	4.51	5.93	11.39	5.22	4.63
# valid values:	835	261	571	520	313	715	99	119	231	224	261	669	47	111	472	273	74	352	448
mean:	8.10	<b>7.92</b>	<b>8.18</b>	8.07	8.14	8.11	8.01	<b>8.45</b>	8.27	7.95	<b>7.92</b>	8.12	7.93	8.11	<b>7.95</b>	<b>8.31</b>	8.38	8.02	8.17
standard deviation:	1.72	1.74	1.70	1.78	1.61	1.69	1.96	1.84	1.52	1.78	1.74	1.67	2.11	1.79	1.83	1.63	1.27	1.79	1.69
Student's t:		*	*	-	-	-	-	*		-	*	-	-	-	**	*		-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q88 the understanding of your particular needs																
TOTAL:	835	646	184	541	136	131	195	344	205	452	383	49	140	320	151	175
DISSATISFIED (smwht + very)	2%	2%	2%	3%	3%	2%	2%	2%	2%	3%	1%	2%	3%	1%	5%	2%
SATISFIED (smwht + very)	92%	92%	93%	93%	91%	93%	92%	94%	93%	93%	92%	94%	92%	94%	87%	94%
Very dissatisfied (0)	1%	1%	1%	0%	2%	1%	1%	1%	0%	1%	1%	2%	2%	0%	1%	0%
Dissatisfied (2.5)	2%	2%	2%	2%	1%	1%	2%	1%	2%	3%	1%	0%	1%	1%	3%	2%
Neutral (5)	5%	5%	4%	5%	6%	5%	6%	4%	4%	4%	7%	4%	5%	5%	8%	4%
Satisfied (7.5)	58%	55%	66%	58%	44%	71%	55%	55%	60%	55%	62%	57%	47%	58%	55%	68%
Very satisfied (10)	35%	37%	28%	35%	47%	22%	37%	39%	33%	38%	31%	37%	45%	36%	32%	26%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(**)			-			(**)		(*)				
± ... at 50 %:	3.39	3.86	7.22	4.21	8.40	8.56	7.02	5.28	6.84	4.61	5.01	14.00	8.28	5.48	7.97	7.41
# valid values:	835	646	184	541	136	131	195	344	205	452	383	49	140	320	151	175
mean:	8.10	8.15	7.96	8.11	8.33	7.82	8.17	8.22	8.09	8.17	8.02	8.16	8.30	8.21	7.85	7.93
standard deviation:	1.72	1.75	1.59	1.70	2.02	1.50	1.70	1.76	1.61	1.80	1.62	1.82	1.97	1.53	2.00	1.50
Student's t:		-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q810 the waiting time at the office																				
TOTAL:	559	22	536	259	299	481	71	112	220	205	22	432	34	89	285	204	58	230	304	
DISSATISFIED (smwht + very)	32%	14%	32%	<b>25%</b>	<b>37%</b>	32%	31%	<b>15%</b>	<b>47%</b>	<b>26%</b>	14%	31%	29%	35%	32%	30%	34%	29%	34%	
SATISFIED (smwht + very)	58%	68%	58%	<b>67%</b>	<b>50%</b>	58%	58%	<b>77%</b>	<b>45%</b>	61%	68%	59%	59%	53%	60%	56%	53%	60%	57%	
Very dissatisfied (0)	13%	0%	14%	12%	14%	13%	13%	<b>7%</b>	<b>21%</b>	<b>9%</b>	0%	13%	12%	13%	12%	12%	21%	<b>10%</b>	<b>16%</b>	
Dissatisfied (2.5)	19%	14%	19%	<b>14%</b>	<b>23%</b>	19%	18%	<b>8%</b>	<b>26%</b>	17%	14%	18%	18%	21%	20%	18%	14%	19%	17%	
Neutral (5)	10%	18%	10%	<b>7%</b>	<b>13%</b>	10%	11%	8%	8%	13%	18%	10%	12%	12%	8%	13%	12%	12%	10%	
Satisfied (7.5)	37%	50%	36%	38%	36%	37%	35%	42%	<b>29%</b>	41%	50%	37%	32%	37%	38%	34%	40%	35%	38%	
Very satisfied (10)	21%	18%	21%	<b>29%</b>	<b>14%</b>	21%	23%	<b>35%</b>	<b>16%</b>	20%	18%	22%	26%	16%	22%	23%	14%	25%	19%	
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
khi <sup>2</sup> :		-		***		-		(***)				-			-			-		
± ... at 50 %:	4.14	20.89	4.23	6.09	5.67	4.47	11.63	9.26	6.61	6.84	20.89	4.71	16.81	10.39	5.80	6.86	12.87	6.46	5.62	
# valid values:	559	22	536	259	299	481	71	112	220	205	22	432	34	89	285	204	58	230	304	
mean:	5.87	6.82	5.83	<b>6.49</b>	<b>5.33</b>	5.86	5.92	<b>7.23</b>	<b>4.84</b>	6.12	6.82	5.92	6.10	5.51	5.93	5.91	5.30	6.15	5.66	
standard deviation:	3.36	2.34	3.40	3.36	3.28	3.37	3.39	2.95	3.57	3.11	2.34	3.37	3.44	3.29	3.37	3.34	3.48	3.27	3.46	
Student's t:				***	***	-	-	***	***	-		-	-	-	-	-	-	-		

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q810 the waiting time at the office																
TOTAL:	559	412	143	356	84	101	135	238	135	304	255	28	91	229	108	103
<b>DISSATISFIED (smwht + very)</b>	32%	32%	32%	<b>34%</b> +	25%	26%	29%	33%	28%	33%	31%	7%	<b>16%</b> ---	<b>45%</b> +++	26%	27%
<b>SATISFIED (smwht + very)</b>	58%	58%	57%	<b>56%</b> -	64%	65%	61%	57%	62%	59%	57%	89%	<b>74%</b> ++	<b>46%</b> ---	59%	62%
<b>Very dissatisfied (0)</b>	13%	13%	13%	15%	14%	8%	11%	15%	11%	14%	11%	0%	9%	<b>20%</b> +++	9%	9%
<b>Dissatisfied (2.5)</b>	19%	18%	20%	19%	11%	18%	18%	18%	17%	18%	19%	7%	<b>8%</b> --	<b>25%</b> +++	17%	18%
<b>Neutral (5)</b>	10%	10%	11%	10%	11%	9%	10%	10%	10%	9%	12%	4%	10%	9%	15%	11%
<b>Satisfied (7.5)</b>	37%	<b>34%</b> -	<b>44%</b> +	<b>33%</b> -	36%	<b>51%</b> +++	38%	37%	36%	34%	40%	39%	45%	<b>30%</b> --	40%	41%
<b>Very satisfied (10)</b>	21%	<b>25%</b> ++	<b>13%</b> --	22%	29%	<b>14%</b> -	23%	21%	26%	<b>25%</b> +	<b>17%</b> -	50%	29%	<b>16%</b> --	19%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		*			-			-		(***)				
± ... at 50 %:	4.14	4.83	8.20	5.19	10.69	9.75	8.43	6.35	8.43	5.62	6.14	18.52	10.27	6.48	9.43	9.66
# valid values:	559	412	143	356	84	101	135	238	135	304	255	28	91	229	108	103
mean:	5.87	5.95	5.61	5.72	6.34	6.14	6.09	5.74	6.22	5.91	5.81	<b>8.30</b>	<b>6.92</b>	<b>4.90</b>	6.09	6.19
standard deviation:	3.36	3.44	3.16	3.48	3.46	2.93	3.30	3.44	3.34	3.50	3.20	2.16	3.01	3.53	3.10	3.15
Student's t:		-	-	-	-	-	-	-	-	-	-	***	***	***	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q811 the time it took to produce a passport																			
TOTAL:	849	265	581	527	320	729	100	120	236	228	265	682	47	112	480	278	75	360	455
DISSATISFIED (smwht + very)	8%	9%	7%	7%	8%	7%	9%	4%	8%	7%	9%	7%	11%	6%	9%	5%	5%	7%	8%
SATISFIED (smwht + very)	88%	85%	89%	88%	86%	88%	84%	91%	88%	89%	85%	88%	79%	90%	87%	89%	88%	88%	88%
Very dissatisfied (0)	2%	2%	1%	2%	1%	2%	0%	1%	2%	1%	2%	2%	0%	2%	2%	1%	0%	1%	2%
Dissatisfied (2.5)	6%	7%	5%	5%	7%	6%	9%	3%	6%	6%	7%	6%	11%	4%	7%	4%	5%	6%	6%
Neutral (5)	5%	6%	4%	4%	6%	4%	7%	5%	5%	4%	6%	5%	11%	4%	4%	6%	7%	6%	5%
Satisfied (7.5)	49%	52%	48%	47%	53%	49%	52%	42%	47%	53%	52%	48%	55%	54%	51%	46%	49%	51%	47%
Very satisfied (10)	38%	<b>32%</b>	<b>41%</b>	<b>41%</b>	<b>33%</b>	39%	32%	<b>49%</b>	41%	36%	<b>32%</b>	40%	<b>23%</b>	37%	36%	43%	39%	36%	41%
DK/NR	0%	-	+	+	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	3.36	6.02	4.07	4.27	5.48	3.63	9.80	8.95	6.38	6.49	6.02	3.75	14.29	9.26	4.47	5.88	11.32	5.16	4.59
# valid values:	849	265	581	527	320	729	100	120	236	228	265	682	47	112	480	278	75	360	455
mean:	7.92	<b>7.63</b>	<b>8.04</b>	8.01	7.75	7.96	7.68	<b>8.38</b>	7.97	7.95	<b>7.63</b>	7.97	<b>7.29</b>	7.97	7.81	8.12	8.03	7.89	7.97
standard deviation:	2.22	2.34	2.15	2.23	2.19	2.22	2.17	1.99	2.28	2.08	2.34	2.22	2.20	2.11	2.30	2.11	1.98	2.16	2.27
Student's t:		*	*			-	-	**	-	-	*	-	*	-			-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q811 the time it took to produce a passport																
TOTAL:	849	659	185	553	137	131	196	350	210	461	388	49	141	327	155	177
<b>DISSATISFIED (smwht + very)</b>	8%	7%	8%	7%	8%	8%	3%	6%	11%	8%	6%	10%	5%	10%	8%	5%
<b>SATISFIED (smwht + very)</b>	88%	88%	86%	89%	85%	87%	90%	90%	85%	89%	86%	82%	88%	86%	88%	91%
<b>Very dissatisfied (0)</b>	2%	2%	1%	2%	2%	1%	1%	1%	3%	2%	1%	0%	1%	3%	2%	1%
<b>Dissatisfied (2.5)</b>	6%	5%	7%	5%	6%	7%	3%	5%	8%	6%	5%	10%	4%	7%	6%	4%
<b>Neutral (5)</b>	5%	5%	5%	4%	7%	5%	7%	4%	4%	3%	7%	8%	7%	4%	4%	5%
<b>Satisfied (7.5)</b>	49%	48%	54%	50%	39%	58%	47%	48%	51%	46%	54%	47%	43%	48%	54%	54%
<b>Very satisfied (10)</b>	38%	40%	33%	39%	45%	29%	43%	42%	34%	43%	32%	35%	45%	38%	35%	37%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			(**)			**		-				
± ... at 50 %:	3.36	3.82	7.20	4.17	8.37	8.56	7.00	5.24	6.76	4.56	4.98	14.00	8.25	5.42	7.87	7.37
# valid values:	849	659	185	553	137	131	196	350	210	461	388	49	141	327	155	177
mean:	7.92	7.97	7.76	7.98	7.99	7.69	8.24	8.12	7.60	8.03	7.78	7.65	8.19	7.79	7.84	8.06
standard deviation:	2.22	2.23	2.17	2.19	2.40	2.07	1.87	2.08	2.50	2.32	2.09	2.31	2.07	2.42	2.21	1.89
Student's t:		-	-	-	-	-		-	**			-		-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q812 the waiting time to receive it by mail																			
TOTAL:	264	264	0	240	24	229	24	0	0	0	264	228	10	23	182	65	13	120	137
DISSATISFIED (smwht + very)	8%	8%	0%	8%	4%	7%	17%	0%	0%	0%	8%	7%	20%	13%	7%	12%	0%	5%	10%
SATISFIED (smwht + very)	85%	85%	0%	86%	79%	86%	79%	0%	0%	0%	85%	86%	80%	78%	85%	82%	100%	88%	83%
Very dissatisfied (0)	2%	2%	0%	3%	0%	2%	0%	0%	0%	0%	2%	2%	0%	9%	3%	2%	0%	1%	3%
Dissatisfied (2.5)	6%	6%	0%	6%	4%	5%	17%	0%	0%	0%	6%	5%	20%	4%	4%	11% +	0%	4%	7%
Neutral (5)	7%	7%	0%	6%	17%	7%	4%	0%	0%	0%	7%	7%	0%	9%	8%	6%	0%	8%	7%
Satisfied (7.5)	55%	55%	0%	55%	58%	55%	46%	0%	0%	0%	55%	55%	80%	52%	58%	42% -	69%	62% +	49% -
Very satisfied (10)	30%	30%	0%	31%	21%	31%	33%	0%	0%	0%	30%	32%	0%	26%	27%	40%	31%	26%	34%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-			-	-			-			-	
± ... at 50 %:	6.03	6.03	*	6.33	20.00	6.48	20.00	*	*	*	6.03	6.49	30.99	20.43	7.26	12.16	27.18	8.95	8.37
# valid values:	264	264	0	240	24	229	24	0	0	0	264	228	10	23	182	65	13	120	137
mean:	7.62	7.62	*	7.65	7.40	7.67	7.40	*	*	*	7.62	7.74	6.50	7.07	7.55	7.69	8.27	7.69	7.61
standard deviation:	2.24	2.24	*	2.27	1.88	2.19	2.60	*	*	*	2.24	2.14	2.11	2.89	2.20	2.55	1.20	1.89	2.46
Student's t:		*	*	-	-	-	-	*	*	*	*		-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q812 the waiting time to receive it by mail																
TOTAL:	264	225	38	176	52	29	52	100	73	142	122	20	50	89	37	68
<b>DISSATISFIED (smwht + very)</b>	8%	8%	5%	8%	10%	7%	2%	10%	7%	8%	7%	20%	6%	10%	3%	6%
<b>SATISFIED (smwht + very)</b>	85%	84%	92%	84%	85%	90%	<b>96%</b> +	84%	85%	82%	89%	75%	84%	84%	92%	87%
<b>Very dissatisfied (0)</b>	2%	3%	0%	3%	2%	0%	0%	3%	1%	3%	2%	0%	0%	<b>6%</b> ++	0%	1%
<b>Dissatisfied (2.5)</b>	6%	6%	5%	5%	8%	7%	2%	7%	5%	6%	6%	20%	6%	4%	3%	4%
<b>Neutral (5)</b>	7%	8%	3%	8%	6%	3%	2%	6%	8%	9%	4%	5%	10%	6%	5%	7%
<b>Satisfied (7.5)</b>	55%	55%	55%	57%	52%	59%	60%	49%	59%	<b>48%</b> --	<b>64%</b> ++	30%	62%	54%	54%	60%
<b>Very satisfied (10)</b>	30%	29%	37%	27%	33%	31%	37%	35%	26%	35%	25%	45%	22%	30%	38%	26%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	6.03	6.53	15.90	7.39	13.59	18.20	13.59	9.80	11.47	8.22	8.87	21.91	13.86	10.39	16.11	11.88
# valid values:	264	225	38	176	52	29	52	100	73	142	122	20	50	89	37	68
mean:	7.62	7.54	8.09	7.51	7.64	7.84	<b>8.27</b>	7.65	7.57	7.64	7.60	7.50	7.50	7.47	<b>8.18</b>	7.65
standard deviation:	2.24	2.29	1.88	2.26	2.34	1.97	1.53	2.46	2.08	2.40	2.04	2.92	1.89	2.57	1.73	2.02
Student's t:		-	-	-	-	-	*	-	-	-	-	-	-	-	*	-



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q814 the total time and effort required																			
TOTAL:	853	267	583	531	320	732	101	121	236	229	267	685	47	113	484	277	76	361	458
DISSATISFIED (smwht + very)	14%	12%	15%	12%	17%	13%	20%	10%	<b>20%</b> ++	13%	12%	14%	23%	14%	14%	14%	13%	14%	15%
SATISFIED (smwht + very)	75%	78%	74%	77%	72%	76%	72%	82%	<b>66%</b> ---	79%	78%	76%	68%	73%	75%	75%	75%	<b>79%</b> +	<b>72%</b> -
Very dissatisfied (0)	3%	2%	3%	2%	4%	3%	4%	2%	<b>5%</b> +	2%	2%	<b>2%</b> -	6%	5%	3%	3%	5%	2%	4%
Dissatisfied (2.5)	11%	10%	12%	10%	13%	11%	16%	8%	<b>15%</b> +	10%	10%	11%	17%	9%	12%	12%	8%	12%	11%
Neutral (5)	10%	9%	11%	10%	11%	11%	8%	8%	<b>14%</b> +	9%	9%	10%	9%	13%	10%	10%	12%	<b>7%</b> -	<b>13%</b> +
Satisfied (7.5)	51%	<b>56%</b> +	<b>48%</b> -	51%	51%	51%	48%	<b>38%</b> --	47%	56%	<b>56%</b> +	51%	49%	51%	51%	49%	50%	54%	47%
Very satisfied (10)	25%	22%	26%	26%	21%	25%	25%	<b>44%</b> +++	<b>19%</b> -	23%	22%	26%	19%	21%	24%	26%	25%	25%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-				-		(***)				-			-			*	
± ... at 50 %:	3.36	6.00	4.06	4.25	5.48	3.62	9.75	8.91	6.38	6.48	6.00	3.74	14.29	9.22	4.45	5.89	11.24	5.16	4.58
# valid values:	853	267	583	531	320	732	101	121	236	229	267	685	47	113	484	277	76	361	458
mean:	7.07	7.14	7.04	<b>7.23</b>	<b>6.79</b>	7.12	6.83	<b>7.85</b>	<b>6.49</b>	7.16	7.14	7.15	6.44	6.86	7.07	7.12	7.04	7.22	6.94
standard deviation:	2.54	2.38	2.62	2.44	2.68	2.50	2.80	2.49	2.77	2.39	2.38	2.50	2.94	2.65	2.53	2.54	2.67	2.42	2.65
Student's t:		-	-	*	*	-	-	***	***	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q814 the total time and effort required																
TOTAL:	853	660	188	553	139	133	198	352	210	462	391	49	143	328	154	179
<b>DISSATISFIED (smwht + very)</b>	14%	15%	12%	<b>16%</b>	11%	9%	11%	15%	13%	15%	13%	10%	<b>8%</b>	<b>20%</b>	12%	12%
				+									-	+++		
<b>SATISFIED (smwht + very)</b>	75%	75%	79%	<b>73%</b>	79%	<b>84%</b>	75%	77%	80%	76%	75%	76%	<b>83%</b>	<b>69%</b>	75%	<b>82%</b>
				--		+							+	---		+
<b>Very dissatisfied (0)</b>	3%	3%	3%	3%	3%	2%	2%	3%	3%	<b>4%</b>	<b>2%</b>	2%	1%	<b>5%</b>	4%	<b>1%</b>
										+	-			+		-
<b>Dissatisfied (2.5)</b>	11%	12%	9%	<b>13%</b>	8%	7%	9%	12%	10%	11%	12%	8%	7%	<b>15%</b>	8%	12%
				+										++		
<b>Neutral (5)</b>	10%	10%	10%	11%	10%	7%	<b>14%</b>	8%	7%	10%	12%	14%	8%	12%	14%	<b>6%</b>
							+									-
<b>Satisfied (7.5)</b>	51%	<b>48%</b>	<b>60%</b>	50%	<b>42%</b>	<b>65%</b>	50%	49%	<b>59%</b>	48%	54%	39%	44%	50%	50%	<b>63%</b>
		--	++		-	+++			+							+++
<b>Very satisfied (10)</b>	25%	<b>26%</b>	<b>19%</b>	23%	<b>37%</b>	19%	25%	28%	22%	<b>28%</b>	<b>21%</b>	<b>37%</b>	<b>39%</b>	<b>19%</b>	25%	20%
		+	-		+++					+	-	+	+++	--		
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(***)			-					(***)				
± ... at 50 %:	3.36	3.81	7.15	4.17	8.31	8.50	6.96	5.22	6.76	4.56	4.96	14.00	8.20	5.41	7.90	7.32
# valid values:	853	660	188	553	139	133	198	352	210	462	391	49	143	328	154	179
mean:	7.07	7.08	7.06	<b>6.90</b>	<b>7.57</b>	7.29	7.18	7.18	7.15	7.10	7.03	7.50	<b>7.81</b>	<b>6.59</b>	7.09	7.22
standard deviation:	2.54	2.60	2.35	2.61	2.57	2.13	2.40	2.62	2.44	2.68	2.37	2.55	2.33	2.72	2.53	2.18
Student's t:		-	-	**	*	-	-	-	-	-	-	-	***	***	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q10 <b>OVERALL, responsiveness and reliability</b>																				
TOTAL:	1174	367	803	726	446	1013	136	175	331	301	367	943	66	155	683	369	100	489	634	
<b>DISSATISFIED (smwht + very)</b>	4%	4%	4%	4%	4%	3%	7%	2%	5%	2%	4%	<b>3%</b>	5%	<b>7%</b>	4%	4%	5%	4%	4%	
<b>SATISFIED (smwht + very)</b>	91%	89%	91%	90%	91%	<b>92%</b>	<b>86%</b>	<b>96%</b>	88%	91%	89%	91%	91%	<b>86%</b>	91%	91%	88%	91%	90%	
<b>Very dissatisfied (0)</b>	1%	1%	1%	2%	0%	1%	1%	1%	2%	<b>0%</b>	1%	1%	2%	2%	1%	1%	2%	1%	1%	
<b>Dissatisfied (2.5)</b>	3%	3%	3%	2%	3%	<b>2%</b>	<b>6%</b>	1%	4%	2%	3%	2%	3%	<b>5%</b>	2%	3%	3%	2%	3%	
<b>Neutral (5)</b>	6%	6%	5%	6%	5%	5%	7%	<b>2%</b>	6%	6%	6%	6%	5%	7%	6%	5%	7%	5%	6%	
<b>Satisfied (7.5)</b>	51%	51%	50%	<b>48%</b>	<b>56%</b>	51%	52%	<b>41%</b>	51%	<b>56%</b>	51%	50%	62%	51%	50%	50%	51%	49%	51%	
<b>Very satisfied (10)</b>	40%	38%	41%	<b>42%</b>	<b>35%</b>	41%	34%	<b>55%</b>	37%	36%	38%	<b>41%</b>	29%	35%	41%	40%	37%	43%	39%	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
khi <sup>2</sup> :		-		-		()		(**)				-			-			-		
± ... at 50 %:	2.86	5.12	3.46	3.64	4.64	3.08	8.40	7.41	5.39	5.65	5.12	3.19	12.06	7.87	3.75	5.10	9.80	4.43	3.89	
# valid values:	1174	367	803	726	446	1013	136	175	331	301	367	943	66	155	683	369	100	489	634	
mean:	8.13	8.04	8.18	8.17	8.07	<b>8.20</b>	<b>7.81</b>	<b>8.69</b>	7.96	8.11	8.04	<b>8.21</b>	7.84	<b>7.79</b>	8.16	8.17	7.95	8.22	8.10	
standard deviation:	1.93	2.00	1.91	2.01	1.81	1.89	2.10	1.75	2.11	1.68	2.00	1.88	1.91	2.22	1.95	1.88	2.11	1.94	1.94	
Student's t:		-	-	-	-	*	*	***		-	-	*	-	*	-	-	-	-	-	

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q10 <b>OVERALL, responsiveness and reliability</b>																
TOTAL:	1174	910	258	755	200	174	271	461	291	640	534	72	207	452	209	234
<b>DISSATISFIED (smwht + very)</b>	4%	4%	3%	4%	4%	1%	3%	4%	4%	4%	3%	4%	3%	<b>6%</b>	2%	2%
<b>SATISFIED (smwht + very)</b>	91%	90%	91%	90%	92%	93%	93%	90%	91%	90%	92%	96%	92%	<b>88%</b>	92%	91%
<b>Very dissatisfied (0)</b>	1%	1%	0%	1%	2%	0%	1%	1%	1%	2%	1%	1%	2%	2%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	3%	3%	3%	3%	1%	2%	3%	3%	3%	3%	3%	1%	<b>4%</b>	2%	1%
<b>Neutral (5)</b>	6%	6%	5%	6%	4%	6%	5%	6%	5%	6%	5%	<b>0%</b>	4%	6%	6%	7%
<b>Satisfied (7.5)</b>	51%	<b>48%</b>	<b>58%</b>	50%	<b>41%</b>	<b>64%</b>	<b>55%</b>	48%	44%	<b>48%</b>	<b>54%</b>	53%	<b>38%</b>	51%	54%	<b>58%</b>
<b>Very satisfied (10)</b>	40%	<b>42%</b>	<b>33%</b>	40%	<b>51%</b>	<b>29%</b>	37%	42%	47%	42%	37%	43%	<b>54%</b>	37%	38%	<b>34%</b>
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Chi <sup>2</sup> :		-		(**)			-			-		(***)				
± ... at 50 %:	2.86	3.25	6.10	3.57	6.93	7.43	5.95	4.56	5.74	3.87	4.24	11.55	6.81	4.61	6.78	6.41
# valid values:	1174	910	258	755	200	174	271	461	291	640	534	72	207	452	209	234
mean:	8.13	8.17	8.02	8.11	<b>8.44</b>	8.03	8.16	8.18	8.31	8.14	8.13	8.33	<b>8.53</b>	<b>7.92</b>	8.21	8.08
standard deviation:	1.93	1.98	1.77	1.97	2.01	1.49	1.75	1.95	2.01	2.03	1.81	1.88	2.02	2.12	1.67	1.67
Student's t:		-	-	-	*	-	-	-	-	-	-	-	**	**	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q91</b> <b>the availability of application forms</b>																			
mean:	8.19	<b>7.87</b>	<b>8.35</b>	8.23	8.13	8.19	7.98	8.58	8.07	8.51	<b>7.87</b>	8.31	<b>6.79</b>	8.09	8.19	8.24	8.13	8.43	8.05
Student's t:		*	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-
<b>Q92</b> <b>the competence of the staff</b>																			
mean:	8.52	8.29	8.61	8.53	8.50	<b>8.46</b>	<b>8.98</b>	<b>8.98</b>	8.46	8.53	8.29	8.56	7.83	8.58	8.55	8.64	7.90	<b>8.84</b>	<b>8.34</b>
Student's t:		-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	**	**
<b>Q93</b> <b>the courtesy of the staff</b>																			
mean:	8.68	8.50	8.76	8.68	8.69	<b>8.62</b>	<b>9.14</b>	8.92	8.64	8.80	8.50	8.71	8.39	8.65	8.75	8.78	7.92	8.84	8.54
Student's t:		-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q95</b> <b>the effectiveness of the staff</b>																			
mean:	8.61	8.46	8.67	8.56	8.69	8.57	8.91	8.82	8.57	8.70	8.46	8.67	7.50	8.62	8.59	8.84	7.98	<b>8.88</b>	<b>8.40</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*
<b>Q98</b> <b>the understanding of your particular needs</b>																			
mean:	8.29	8.21	8.31	8.34	8.20	8.23	8.64	8.61	8.11	8.37	8.21	8.34	7.31	8.29	8.27	8.55	7.59	8.15	8.39
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q910</b> <b>the waiting time at the office</b>																			
mean:	7.93	7.68	8.01	7.77	8.16	7.88	8.13	8.06	8.10	7.90	7.68	8.03	7.17	7.43	7.90	8.04	7.60	7.90	7.89
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q911</b> <b>the time it took to produce a passport</b>																			
mean:	8.04	7.85	8.12	7.99	8.12	7.96	8.55	8.30	8.07	8.06	7.85	8.05	7.50	8.21	7.94	<b>8.53</b>	7.31	8.19	7.89
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**	-	-	-
<b>Q912</b> <b>the waiting time to receive it by mail</b>																			
mean:	7.88	7.79	7.92	8.00	7.65	7.81	8.25	8.27	7.99	7.58	7.79	7.98	6.67	7.77	7.77	<b>8.35</b>	7.20	8.05	7.78
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q914</b> <b>the total time and effort required</b>																			
mean:	7.94	7.76	8.02	7.87	8.06	7.89	8.28	7.89	8.12	8.01	7.76	8.02	7.88	7.44	7.83	<b>8.42</b>	7.10	8.13	7.79
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

\*\* \* SUMMARY TABLE

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q91</b> <b>the availability of application forms</b>																
mean:	8.19	8.20	8.14	8.16	8.39	7.80	8.26	8.17	<b>8.65</b>	8.31	8.04	8.21	8.45	8.04	8.37	8.07
Student's t:		-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
<b>Q92</b> <b>the competence of the staff</b>																
mean:	8.52	8.52	8.50	8.37	<b>8.91</b>	8.44	8.52	8.44	8.87	8.56	8.46	7.63	<b>9.17</b>	8.36	8.42	8.51
Student's t:		-	-	-	*	-	-	-	-	-	-	-	***	-	-	-
<b>Q93</b> <b>the courtesy of the staff</b>																
mean:	8.68	8.65	8.81	8.65	8.88	8.44	8.63	8.57	8.87	8.78	8.55	8.55	<b>9.06</b>	8.46	8.72	8.75
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q95</b> <b>the effectiveness of the staff</b>																
mean:	8.61	8.61	8.64	8.56	8.83	8.38	8.42	8.51	<b>9.03</b>	8.60	8.62	7.86	8.98	8.53	8.80	8.49
Student's t:		-	-	-	-	-	-	-	**	-	-	-	-	-	-	-
<b>Q98</b> <b>the understanding of your particular needs</b>																
mean:	8.29	8.24	8.48	8.18	8.53	8.21	8.35	8.14	8.45	8.38	8.16	7.89	<b>8.71</b>	8.06	8.23	8.45
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q910</b> <b>the waiting time at the office</b>																
mean:	7.93	7.90	8.03	7.97	7.89	7.75	8.25	7.78	7.67	8.01	7.82	7.76	7.97	7.91	7.76	8.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q911</b> <b>the time it took to produce a passport</b>																
mean:	8.04	8.09	7.87	8.00	8.23	7.74	8.26	7.80	8.15	8.17	7.87	7.75	8.33	8.02	8.06	7.82
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q912</b> <b>the waiting time to receive it by mail</b>																
mean:	7.88	7.86	7.96	7.75	8.15	7.83	7.77	7.81	8.00	8.02	7.70	6.94	<b>8.51</b>	7.80	7.26	8.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-
<b>Q914</b> <b>the total time and effort required</b>																
mean:	7.94	7.93	8.05	7.97	7.87	8.21	7.78	7.89	8.09	8.05	7.80	7.64	7.74	8.05	7.76	8.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q91 the availability of application forms																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	3%	4%	3%	4%	3%	3%	9%	4%	4%	0%	4%	2%	7%	5%	4%	2%	0%	2%	3%
Neutral (5)	9%	13%	7%	9%	8%	9%	3%	7%	4%	9%	13%	7%	33%	7%	7%	11%	11%	7%	9%
Important (7.5)	44%	47%	43%	41%	49%	45%	42%	30%	52%	42%	47%	45%	33%	41%	45%	38%	54%	41%	48%
Very important (10)	42%	35%	46%	44%	38%	42%	39%	57%	36%	49%	35%	44%	20%	39%	43%	44%	36%	48%	37%
DK/NR	2%	2%	1%	2%	2%	1%	6%	2%	3%	0%	2%	1%	7%	7%	1%	4%	0%	2%	2%
chi <sup>2</sup> :		-		-		(*)		( )				(**)		++		+			
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	310	101	209	194	116	274	31	53	87	69	101	256	14	38	193	85	28	129	168
mean:	8.19	<b>7.87</b>	<b>8.35</b>	8.23	8.13	8.19	7.98	8.58	8.07	8.51	<b>7.87</b>	8.31	<b>6.79</b>	8.09	8.19	8.24	8.13	8.43	8.05
standard deviation:	1.89	1.98	1.83	1.94	1.80	1.85	2.27	1.99	1.86	1.62	1.98	1.79	2.28	2.05	1.93	1.92	1.61	1.80	1.88
Student's t:		*	*	-	-	-	-	-	-	-	*		*	-	-	-	-		

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q91 the availability of application forms																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	3%	3%	4%	2%	5%	7%	1%	4%	1%	3%	3%	0%	5%	4%	0%	3%
Neutral (5)	9%	10%	4%	<b>12%</b> ++	<b>2%</b> -	5%	8%	9%	4%	<b>5%</b> -	<b>13%</b> +	14%	6%	8%	10%	8%
Important (7.5)	44%	43%	49%	42%	46%	55%	49%	40%	41%	46%	42%	43%	34%	48%	45%	47%
Very important (10)	42%	43%	38%	42%	46%	31%	42%	43%	51%	44%	40%	43%	<b>53%</b> +	37%	45%	37%
DK/NR	2%	1%	4%	2%	2%	2%	0%	4%	3%	2%	2%	0%	2%	2%	0%	3%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	310	242	66	192	62	41	72	109	78	176	134	21	63	120	49	57
mean:	8.19	8.20	8.14	8.16	8.39	7.80	8.26	8.17	<b>8.65</b>	8.31	8.04	8.21	8.45	8.04	8.37	8.07
standard deviation:	1.89	1.90	1.88	1.88	1.87	2.03	1.71	2.03	1.60	1.82	1.97	1.79	2.03	1.92	1.66	1.89
Student's t:		-	-	-	-	-	-	-	*	-	-	-	-	-	-	-



**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q92 the competence of the staff																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	4%	1%	0%
Unimportant (2.5)	1%	0%	1%	1%	1%	1%	0%	4%	1%	0%	0%	1%	7%	0%	1%	1%	0%	0%	1%
Neutral (5)	4%	4%	5%	3%	7%	5%	0%	0%	7%	6%	4%	5%	7%	2%	5%	2%	11%	2%	6%
Important (7.5)	43%	50%	41%	44%	42%	44%	39%	30%	42%	46%	50%	42%	53%	46%	42%	46%	39%	39%	48%
Very important (10)	46%	35%	51%	45%	47%	45%	58%	67%	46%	46%	35%	48%	33%	41%	46%	49%	36%	56%	38%
DK/NR	5%	11%	2%	7%	3%	5%	3%	0%	4%	1%	11%	5%	0%	10%	6%	1%	11%	3%	7%
chi <sup>2</sup> :		(**)		-		-		(**)				-			(*)			(*)	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	300	92	207	185	115	264	32	54	86	68	92	246	15	37	183	88	25	127	160
mean:	8.52	8.29	8.61	8.53	8.50	8.46	8.98	8.98	8.46	8.53	8.29	8.56	7.83	8.58	8.55	8.64	7.90	8.84	8.34
standard deviation:	1.65	1.65	1.64	1.66	1.65	1.69	1.25	1.72	1.68	1.51	1.65	1.66	2.08	1.39	1.60	1.51	2.36	1.54	1.56
Student's t:		-	-	-	-	*	*	*	-	-	-	-	-	-	-	-	-	**	**

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q92 the competence of the staff																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	1%	1%	0%	2%	0%	0%	<b>3%</b> +	0%	0%	<b>0%</b> -	<b>2%</b> +	10%	0%	1%	0%	0%
Neutral (5)	4%	5%	1%	<b>7%</b> +	2%	0%	4%	7%	3%	3%	7%	5%	0%	6%	8%	3%
Important (7.5)	43%	40%	54%	41%	40%	<b>60%</b> +	42%	41%	38%	47%	38%	52%	33%	45%	47%	46%
Very important (10)	46%	48%	39%	44%	<b>57%</b> +	36%	50%	45%	54%	45%	47%	29%	<b>66%</b> +++	42%	45%	39%
DK/NR	5%	5%	6%	7%	2%	5%	1%	6%	6%	4%	7%	5%	2%	6%	0%	<b>12%</b> ++
khi <sup>2</sup> :		-		-			-			()		(**)				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	300	233	65	183	62	40	71	106	75	172	128	20	63	116	49	52
mean:	8.52	8.52	8.50	8.37	<b>8.91</b>	8.44	8.52	8.44	8.87	8.56	8.46	7.63	<b>9.17</b>	8.36	8.42	8.51
standard deviation:	1.65	1.74	1.31	1.83	1.33	1.23	1.77	1.77	1.38	1.53	1.81	2.22	1.19	1.78	1.59	1.42
Student's t:		-	-		*	-	-	-	-	-	-	***	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q93 the courtesy of the staff																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	4%	1%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	4%	4%	4%	5%	3%	5%	0%	2%	6%	4%	4%	4%	13%	2%	3%	6%	11%	1%	6%
Important (7.5)	41%	41%	41%	38%	45%	42%	33%	39%	42%	39%	41%	40%	33%	46%	42%	37%	36%	40%	42%
Very important (10)	50%	42%	54%	50%	50%	48%	64%	57%	50%	57%	42%	51%	47%	46%	50%	56%	36%	54%	46%
DK/NR	5%	13%	1%	7%	2%	5%	3%	2%	2%	0%	13%	5%	7%	5%	6%	1%	14%	5%	5%
chi <sup>2</sup> :		(***)						(*)							(**)			( )	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	300	90	209	184	116	263	32	53	88	69	90	245	14	39	184	88	24	125	163
mean:	8.68	8.50	8.76	8.68	8.69	8.62	9.14	8.92	8.64	8.80	8.50	8.71	8.39	8.65	8.75	8.78	7.92	8.84	8.54
standard deviation:	1.54	1.71	1.45	1.61	1.42	1.57	1.21	1.34	1.51	1.46	1.71	1.55	1.86	1.39	1.38	1.52	2.41	1.51	1.54
Student's t:		-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q93 the courtesy of the staff																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	4%	5%	0%	6%	2%	2%	3%	6%	3%	2%	7%	0%	2%	7%	6%	2%
Important (7.5)	41%	39%	45%	38%	40%	55% +	49%	37%	38%	40%	41%	52%	33%	42%	39%	42%
Very important (10)	50%	50%	49%	51%	54%	38%	47%	49%	54%	53%	46%	38%	61%	46%	55%	47%
DK/NR	5%	5%	6%	6%	5%	5%	1%	7%	6%	4%	7%	10%	5%	5%	0%	8%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	300	233	65	185	60	40	71	105	75	172	128	19	61	117	49	54
mean:	8.68	8.65	8.81	8.65	8.88	8.44	8.63	8.57	8.87	8.78	8.55	8.55	<b>9.06</b>	8.46	8.72	8.75
standard deviation:	1.54	1.61	1.26	1.65	1.34	1.35	1.39	1.76	1.38	1.52	1.56	1.27	1.30	1.73	1.54	1.35
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q95 the effectiveness of the staff																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	2%	0%	1%	1%	0%	3%	0%	0%	0%	2%	0%	7%	0%	0%	0%	7%	1%	1%
Unimportant (2.5)	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	7%	0%	1%	0%	0%	0%	0%
Neutral (5)	4%	3%	5%	5%	3%	5%	0%	2%	8%	4%	3%	4%	13%	5%	4%	4%	7%	2%	6%
Important (7.5)	41%	40%	41%	39%	42%	42%	30%	37%	41%	43%	40%	41%	27%	41%	43%	37%	32%	37%	45%
Very important (10)	49%	42%	52%	46%	53%	47%	64%	57%	50%	52%	42%	50%	47%	46%	46%	57%	46%	56%	42%
DK/NR	5%	14%	1%	8%	0%	5%	3%	2%	1%	0%	14%	5%	0%	7%	6%	1%	7%	5%	5%
kh <sup>2</sup> :		(***)		(*)		-		(**)				(***)			(**)			( )	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	300	89	210	182	118	263	32	53	89	69	89	246	15	38	183	88	26	125	163
mean:	8.61	8.46	8.67	8.56	8.69	8.57	8.91	8.82	8.57	8.70	8.46	8.67	7.50	8.62	8.59	8.84	7.98	8.88	8.40
standard deviation:	1.66	1.90	1.55	1.69	1.62	1.61	2.00	1.60	1.59	1.46	1.90	1.54	3.13	1.50	1.52	1.47	2.83	1.54	1.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q95 the effectiveness of the staff																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	0%	1%	2%	0%	0%	1%	0%	1%	0%	0%	2%	1%	0%	0%
Unimportant (2.5)	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	5%	0%	0%	0%	0%
Neutral (5)	4%	5%	3%	6%	3%	2%	7%	4%	3%	3%	7%	10%	2%	7%	2%	3%
Important (7.5)	41%	39%	46%	40%	32%	57% +	49%	43%	31% -	43%	37%	52%	30% -	40%	43%	47%
Very important (10)	49%	50%	46%	48%	59%	36% +	43%	45%	60% +	48%	50%	33%	63% +	48%	53%	39%
DK/NR	5%	5%	4%	5%	5%	5%	1%	6%	6%	5%	5%	0%	5%	5%	2%	10% +
khi <sup>2</sup> :		-		-			-			-		(*)				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	300	233	66	187	60	40	71	106	75	170	130	21	61	117	48	53
mean:	8.61	8.61	8.64	8.56	8.83	8.38	8.42	8.51	9.03	8.60	8.62	7.86	8.98	8.53	8.80	8.49
standard deviation:	1.66	1.73	1.40	1.70	1.81	1.33	1.54	1.68	1.36	1.68	1.65	1.98	1.73	1.74	1.36	1.42
Student's t:		-	-	-	-	-	-	-	**	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q98 the understanding of your particular needs																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	1%	<b>2%</b> +	<b>0%</b> -	1%	0%	1%	0%	0%	0%	0%	<b>2%</b> +	1%	0%	0%	1%	0%	4%	2%	0%
<b>Unimportant (2.5)</b>	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%
<b>Neutral (5)</b>	8%	7%	9%	8%	8%	9%	6%	9%	8%	10%	7%	8%	27%	5%	8%	8%	11%	8%	8%
<b>Important (7.5)</b>	45%	45%	45%	41%	50%	45%	42%	35%	<b>53%</b> +	41%	45%	43%	40%	54%	44%	40%	57%	50%	41%
<b>Very important (10)</b>	41%	39%	42%	44%	37%	40%	52%	52%	33%	48%	39%	44%	20%	34%	41%	48%	25%	37%	44%
<b>DK/NR</b>	4%	<b>8%</b> +	<b>3%</b> -	5%	3%	5%	0%	4%	4%	<b>0%</b> -	<b>8%</b> +	3%	13%	7%	5%	3%	4%	3%	5%
khi <sup>2</sup> :		()		-		-		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	302	95	206	188	114	264	33	52	86	69	95	249	13	38	185	86	27	127	163
mean:	8.29	8.21	8.31	8.34	8.20	8.23	8.64	8.61	8.11	8.37	8.21	8.34	7.31	8.29	8.27	8.55	7.59	8.15	8.39
standard deviation:	1.78	1.95	1.70	1.86	1.65	1.81	1.54	1.67	1.62	1.81	1.95	1.82	1.90	1.44	1.80	1.60	2.14	1.84	1.73
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q98 the understanding of your particular needs																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	0%	1%	2%	0%	0%	2%	0%	1%	0%	0%	0%	2%	0%	0%
Unimportant (2.5)	1%	0%	1%	1%	0%	2%	0%	1%	1%	1%	1%	0%	0%	1%	2%	0%
Neutral (5)	8%	<b>11%</b> ++	<b>0%</b> --	<b>11%</b> +	6%	<b>0%</b> -	7%	11%	5%	<b>5%</b> -	<b>12%</b> +	10%	5%	10%	12%	5%
Important (7.5)	45%	42%	52%	44%	40%	<b>60%</b> +	51%	41%	44%	46%	42%	57%	42%	45%	39%	47%
Very important (10)	41%	42%	39%	39%	<b>52%</b> +	31%	40%	42%	43%	44%	39%	24%	<b>53%</b> +	37%	45%	41%
DK/NR	4%	3%	7%	5%	0%	7%	1%	4%	8%	3%	6%	10%	0%	6%	2%	7%
chi <sup>2</sup> :		(*)		( )			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	302	237	64	187	63	39	71	109	74	173	129	19	64	116	48	55
mean:	8.29	8.24	8.48	8.18	8.53	8.21	8.35	8.14	8.45	8.38	8.16	7.89	<b>8.71</b>	8.06	8.23	8.45
standard deviation:	1.78	1.86	1.45	1.81	1.89	1.51	1.52	2.08	1.64	1.78	1.78	1.51	1.48	2.01	1.93	1.48
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-



**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q910 the waiting time at the office																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	2%	1%	1%	2%	1%	0%	0%	1%	1%	2%	1%	0%	2%	0%	3%	4%	2%	1%
Unimportant (2.5)	6%	5%	7%	7%	5%	6%	6%	13%	4%	4%	5%	6%	7%	5%	8%	2%	4%	7%	5%
Neutral (5)	9%	9%	8%	11%	4%	9%	9%	6%	8%	12%	9%	7%	20%	15%	7%	11%	11%	8%	10%
Important (7.5)	37%	34%	38%	33%	42%	37%	36%	28%	41%	42%	34%	36%	53%	39%	37%	35%	39%	34%	40%
Very important (10)	40%	30%	45%	37%	46%	39%	45%	54%	43%	41%	30%	43%	20%	29%	38%	47%	32%	40%	38%
DK/NR	7%	20%	1%	11%	1%	7%	3%	0%	2%	0%	20%	7%	0%	10%	10%	1%	11%	10%	6%
chi <sup>2</sup> :		(***)		(**)				(***)							(*)				
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	293	82	210	176	117	257	32	54	88	69	82	239	15	37	176	88	25	118	162
mean:	7.93	7.68	8.01	7.77	8.16	7.88	8.13	8.06	8.10	7.90	7.68	8.03	7.17	7.43	7.90	8.04	7.60	7.90	7.89
standard deviation:	2.35	2.45	2.31	2.41	2.24	2.38	2.20	2.60	2.18	2.25	2.45	2.34	2.08	2.46	2.30	2.44	2.55	2.47	2.27
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q910 the waiting time at the office																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	1%	2%	0%	0%	0%	2%	3%	2%	1%	0%	0%	2%	2%	0%
Unimportant (2.5)	6%	6%	7%	4%	13%	7%	6%	6%	9%	6%	6%	10%	13%	5%	4%	2%
Neutral (5)	9%	11%	1%	9%	8%	10%	8%	7%	10%	6%	12%	0%	6%	9%	12%	10%
Important (7.5)	37%	34%	45%	40%	24%	45%	35%	39%	30%	38%	35%	52%	23%	37%	43%	41%
Very important (10)	40%	40%	41%	38%	48%	33%	49%	35%	41%	42%	38%	29%	48%	41%	37%	36%
DK/NR	7%	8%	4%	7%	8%	5%	3%	12%	8%	7%	8%	10%	9%	6%	2%	12%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	293	226	66	182	58	40	70	100	74	167	126	19	58	116	48	52
mean:	7.93	7.90	8.03	7.97	7.89	7.75	8.25	7.78	7.67	8.01	7.82	7.76	7.97	7.91	7.76	8.13
standard deviation:	2.35	2.37	2.30	2.21	2.68	2.18	2.14	2.41	2.72	2.37	2.32	2.19	2.67	2.44	2.32	1.84
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q911																			
<b>the time it took to produce a passport</b>																			
TOTAL:	315	103	211	197	118	276	33	54	90	68	103	257	15	41	194	89	28	131	171
<b>Very unimportant (0)</b>	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	4%	1%	0%
<b>Unimportant (2.5)</b>	5%	5%	5%	6%	4%	5%	6%	7%	4%	4%	5%	5%	7%	2%	<b>7%</b>	1%	4%	6%	5%
<b>Neutral (5)</b>	7%	7%	8%	7%	8%	8%	0%	6%	7%	10%	7%	6%	20%	10%	8%	4%	14%	<b>3%</b>	<b>10%</b>
<b>Important (7.5)</b>	45%	50%	43%	45%	47%	47%	36%	33%	49%	43%	50%	46%	40%	41%	45%	45%	50%	44%	47%
<b>Very important (10)</b>	39%	33%	42%	39%	41%	38%	52%	<b>52%</b>	38%	41%	33%	40%	33%	41%	38%	47%	25%	45%	35%
<b>DK/NR</b>	3%	4%	2%	4%	1%	2%	6%	2%	2%	1%	4%	2%	0%	5%	3%	2%	4%	1%	4%
chi <sup>2</sup> :		-		-		-		-				-			(*)			(*)	
± ... at 50 %:	5.52	9.66	6.75	6.98	9.02	5.90	17.06	13.34	10.33	11.88	9.66	6.11	25.30	15.30	7.04	10.39	18.52	8.56	7.49
# valid values:	307	99	207	190	117	271	31	53	88	67	99	251	15	39	189	87	27	130	165
mean:	8.04	7.85	8.12	7.99	8.12	7.96	8.55	8.30	8.07	8.06	7.85	8.05	7.50	8.21	7.94	<b>8.53</b>	7.31	8.19	7.89
standard deviation:	2.05	2.08	2.03	2.12	1.94	2.06	2.02	2.23	1.92	2.03	2.08	2.07	2.31	1.90	2.12	1.60	2.39	2.13	1.99
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q911 the time it took to produce a passport																
TOTAL:	315	244	69	195	63	42	72	113	80	178	137	21	64	123	49	58
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	5%	4%	9%	5%	6%	7%	3%	7%	8%	4%	6%	10%	6%	5%	4%	3%
Neutral (5)	7%	9%	3%	9%	6%	2%	8%	10%	3%	3%	12%	10%	6%	6%	10%	9%
Important (7.5)	45%	43%	51%	45%	38%	62%	44%	41%	44%	48%	42%	38%	34%	48%	45%	55%
Very important (10)	39%	41%	35%	39%	48%	26%	44%	38%	43%	40%	39%	38%	52%	38%	41%	28%
DK/NR	3%	2%	3%	3%	2%	2%	0%	4%	4%	3%	1%	5%	2%	2%	0%	5%
khi <sup>2</sup> :		-		-			-			(*)		-				
± ... at 50 %:	5.52	6.27	11.80	7.02	12.35	15.12	11.55	9.22	10.96	7.35	8.37	21.38	12.25	8.84	14.00	12.87
# valid values:	307	238	67	190	62	41	72	109	77	172	135	20	63	120	49	55
mean:	8.04	8.09	7.87	8.00	8.23	7.74	8.26	7.80	8.15	8.17	7.87	7.75	8.33	8.02	8.06	7.82
standard deviation:	2.05	2.03	2.14	2.08	2.14	1.92	1.86	2.33	2.12	1.97	2.15	2.42	2.15	2.07	1.99	1.80
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q912 the waiting time to receive it by mail																			
TOTAL:	315	103	211	197	118	276	33	54	90	68	103	257	15	41	194	89	28	131	171
Very unimportant (0)	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%	4%	1%	1%
Unimportant (2.5)	6%	9%	5%	6%	7%	6%	9%	7%	3%	6%	9%	6%	20%	5%	8%	3%	4%	8%	5%
Neutral (5)	10%	7%	11%	8%	13%	10%	6%	9%	11%	12%	7%	7%	27%	17%	9%	8%	14%	5%	12%
Important (7.5)	37%	45%	33%	42%	29%	38%	24%	22%	37%	37%	45%	39%	20%	32%	37%	35%	46%	36%	39%
Very important (10)	39%	39%	39%	43%	34%	37%	52%	52%	39%	31%	39%	40%	33%	37%	39%	46%	21%	44%	36%
DK/NR	7%	0%	10%	1%	17%	7%	9%	9%	9%	13%	0%	7%	0%	10%	6%	8%	11%	7%	7%
Chi <sup>2</sup> :		(**)		(***)		-		( )				( )			-			-	
± ... at 50 %:	5.52	9.66	6.75	6.98	9.02	5.90	17.06	13.34	10.33	11.88	9.66	6.11	25.30	15.30	7.04	10.39	18.52	8.56	7.49
# valid values:	293	103	189	195	98	257	30	49	82	59	103	239	15	37	183	82	25	122	159
mean:	7.88	7.79	7.92	8.00	7.65	7.81	8.25	8.27	7.99	7.58	7.79	7.98	6.67	7.77	7.77	8.35	7.20	8.05	7.78
standard deviation:	2.33	2.36	2.32	2.25	2.48	2.33	2.47	2.40	2.20	2.41	2.36	2.29	2.94	2.27	2.44	1.97	2.43	2.35	2.30
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q912 the waiting time to receive it by mail																
TOTAL:	315	244	69	195	63	42	72	113	80	178	137	21	64	123	49	58
Very unimportant (0)	1%	1%	0%	1%	2%	0%	0%	1%	3%	1%	1%	0%	0%	2%	2%	0%
Unimportant (2.5)	6%	7%	6%	7%	5%	5%	6%	7%	5%	6%	7%	19%	3%	6%	8%	5%
Neutral (5)	10%	10%	7%	10%	8%	12%	14%	12%	4%	6%	15%	5%	9%	11%	14%	5%
Important (7.5)	37%	34%	45%	37%	37%	40%	36%	32%	43%	40%	32%	38%	30%	37%	31%	48%
Very important (10)	39%	41%	36%	36%	48%	33%	35%	41%	40%	41%	37%	24%	55%	38%	29%	40%
DK/NR	7%	7%	6%	8%	2%	10%	10%	7%	6%	6%	9%	14%	3%	7%	16%	2%
Chi²:		-		-			-			0		(*)				
± ... at 50 %:	5.52	6.27	11.80	7.02	12.35	15.12	11.55	9.22	10.96	7.35	8.37	21.38	12.25	8.84	14.00	12.87
# valid values:	293	227	65	179	62	38	65	105	75	168	125	18	62	115	41	57
mean:	7.88	7.86	7.96	7.75	8.15	7.83	7.77	7.81	8.00	8.02	7.70	6.94	8.51	7.80	7.26	8.11
standard deviation:	2.33	2.41	2.07	2.39	2.31	2.11	2.22	2.44	2.36	2.27	2.41	2.79	2.00	2.39	2.67	1.96
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q914 the total time and effort required																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	2%	1%	0%	4%	0%	1%
Unimportant (2.5)	4%	4%	4%	4%	4%	4%	3%	6%	3%	3%	4%	4%	0%	5%	5%	2%	4%	2%	5%
Neutral (5)	9%	12%	8%	11%	8%	10%	9%	13%	7%	7%	12%	9%	13%	10%	12% +	2% --	14%	10%	9%
Important (7.5)	47%	46%	47%	47%	45%	47%	39%	37%	47%	55%	46%	45%	47%	56%	45%	51%	50%	47%	49%
Very important (10)	36%	32%	38%	33%	41%	35%	45%	39%	41%	33%	32%	38%	27%	24%	35%	43%	18%	39%	33%
DK/NR	3%	6%	2%	5%	2%	3%	3%	6%	1%	1%	6%	3%	13%	2%	3%	2%	11%	2%	4%
chi <sup>2</sup> :		-		-		-		-				-			(*)			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	305	97	207	189	116	268	32	51	89	68	97	250	13	40	189	87	25	128	165
mean:	7.94	7.76	8.02	7.87	8.06	7.89	8.28	7.89	8.12	8.01	7.76	8.02	7.88	7.44	7.83	<b>8.42</b>	7.10	8.13	7.79
standard deviation:	2.03	2.12	1.99	2.00	2.09	2.05	1.95	2.20	2.04	1.76	2.12	2.01	1.72	2.23	2.11	1.62	2.36	1.83	2.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

**Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q914 the total time and effort required																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%	1%	0%	2%	1%	0%	0%
Unimportant (2.5)	4%	4%	3%	4%	5%	0%	7%	5%	1%	3%	5%	5%	8%	3%	4%	0%
Neutral (5)	9%	10%	7%	9%	11%	10%	13%	9%	8%	8%	11%	5%	11%	9%	10%	10%
Important (7.5)	47%	46%	48%	46%	46%	52%	43%	44%	49%	50%	42%	57%	36%	44%	57%	51%
Very important (10)	36%	36%	39%	36%	35%	38%	38%	37%	36%	35%	37%	19%	41%	39%	29%	37%
DK/NR	3%	4%	1%	5%	3%	0%	0%	4%	5%	3%	4%	14%	3%	4%	0%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	305	235	68	187	61	42	72	109	76	173	132	18	62	118	49	58
mean:	7.94	7.93	8.05	7.97	7.87	8.21	7.78	7.89	8.09	8.05	7.80	7.64	7.74	8.05	7.76	8.19
standard deviation:	2.03	2.02	2.06	2.00	2.03	1.59	2.20	2.18	1.91	1.80	2.29	1.81	2.51	2.04	1.86	1.61
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q11																				
TOTAL:	1178	372	802	732	444	1016	134	174	329	303	372	949	64	155	681	370	104	495	633	
DK/NR	46%	54% +++	42% ---	52% +++	36% ---	47%	40%	50%	36% ---	45%	54% +++	48% +++	38% ---	35% --	48%	43%	43%	49%	44%	
the waiting time at the office	29%	13% ---	36% +++	22% ---	40% +++	29%	32%	23%	46% +++	32%	13% ---	28%	31%	32%	27%	32%	26%	27%	29%	
time to produce a passport	6%	9% ++	4% --	6%	6%	6%	7%	5%	5%	4% -	9% +++	6%	9%	5%	6%	6%	7%	5%	7%	
waiting time by mail	4%	8% +++	3% ---	5%	3%	5%	3%	5%	2% -	2% -	8% +++	5%	3%	5%	5%	5%	2%	4%	5%	
availability of forms	3%	3%	2%	3%	3%	3%	4%	3%	2%	3%	3%	3%	5%	4%	2%	2%	7% ++	2%	3%	
total effort required	3%	3%	2%	3%	2%	3%	2%	6% ++	1% -	2%	3%	2%	3%	5%	2%	3%	7% +	3%	3%	
the courtesy of the staff	2%	1%	3%	2%	3%	2%	3%	2%	3%	3%	1%	2% -	3%	5% +	2%	3%	2%	3%	2%	
the competence of the staff	2%	2%	2%	2%	1%	2%	1%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%	2%	
understanding of your needs	2%	2%	2%	2%	2%	2%	4%	2%	1%	3%	2%	2%	2%	2%	2%	2%	1%	2%	2%	
Other	2%	2%	2%	2%	1%	2%	3%	0%	2%	3%	2%	2%	0%	3%	2%	1%	1%	2%	2%	
the effectiveness of the staff	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	5% ++	1%	1%	1%	3%	1%	1%	
khi <sup>2</sup> :		(***)		***		-		(***)				()			-			-		
± ... at 50 %:	2.86	5.08	3.46	3.62	4.65	3.07	8.47	7.43	5.40	5.63	5.08	3.18	12.25	7.87	3.76	5.09	9.61	4.40	3.90	

If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q11																
TOTAL:	1178	910	261	756	202	175	269	465	296	643	535	70	207	454	208	239
DK/NR	46%	47%	43%	46%	50%	49%	42%	48%	55%	46%	47%	56%	49%	39%	48%	52%
the waiting time at the office	29%	26%	36%	30%	17%	35%	33%	28%	22%	29%	28%	10%	21%	37%	28%	25%
time to produce a passport	6%	7%	3%	6%	9%	1%	5%	6%	6%	6%	6%	10%	6%	7%	4%	5%
waiting time by mail	4%	5%	4%	4%	7%	3%	4%	4%	4%	5%	4%	10%	6%	4%	3%	4%
availability of forms	3%	3%	3%	3%	4%	2%	4%	2%	2%	2%	3%	1%	5%	2%	3%	2%
total effort required	3%	3%	2%	2%	5%	2%	4%	3%	3%	2%	3%	3%	5%	2%	3%	2%
the courtesy of the staff	2%	2%	3%	3%	1%	2%	3%	2%	2%	2%	2%	1%	2%	2%	2%	3%
the competence of the staff	2%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%	4%	3%	2%	1%	2%
understanding of your needs	2%	1%	3%	2%	1%	2%	3%	2%	1%	2%	2%	1%	2%	1%	3%	3%
Other	2%	2%	1%	2%	0%	1%	0%	2%	1%	2%	1%	0%	0%	2%	3%	1%
the effectiveness of the staff	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	3%	1%	1%	1%	1%
khi <sup>2</sup> :		(*)		(**)			-			-		(***)				
± ... at 50 %:	2.86	3.25	6.07	3.56	6.90	7.41	5.98	4.54	5.70	3.86	4.24	11.71	6.81	4.60	6.79	6.34

As far as you remember, how long did you have to wait at the Passport Office when you delivered your application? (EXPRESSED IN MINUTES)																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q12																				
TOTAL:	624	0	624	309	314	545	72	142	236	246	0	489	38	93	329	217	63	257	338	
<b>0-14 min.</b>	19%	0%	19%	<b>26%</b> +++	<b>12%</b> ---	19%	18%	23%	<b>15%</b> -	21%	0%	20%	24%	15%	21%	20%	13%	20%	18%	
<b>15-29 min.</b>	19%	0%	19%	<b>24%</b> +++	<b>14%</b> ---	19%	18%	23%	<b>15%</b> -	20%	0%	19%	<b>32%</b> +	14%	20%	<b>14%</b> -	24%	19%	18%	
<b>30-59 min.</b>	21%	0%	21%	21%	20%	20%	22%	<b>28%</b> +	<b>15%</b> --	22%	0%	21%	16%	19%	19%	23%	19%	19%	22%	
<b>60+ min.</b>	42%	0%	42%	<b>29%</b> ---	<b>54%</b> +++	41%	42%	<b>25%</b> ---	<b>56%</b> +++	37%	0%	41%	29%	<b>52%</b> +	40%	44%	44%	42%	41%	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
khi <sup>2</sup> :		-		***		-		***				-			-			-		
± ... at 50 %:	3.92	*	3.92	5.57	5.53	4.20	11.55	8.22	6.38	6.25	*	4.43	15.90	10.16	5.40	6.65	12.35	6.11	5.33	
# valid values:	624	0	624	309	314	545	72	142	236	246	0	489	38	93	329	217	63	257	338	
mean:	57.3	*	57.3	<b>43.2</b>	<b>71.3</b>	58.1	53.5	<b>37.1</b>	<b>76.5</b>	<b>50.5</b>	*	56.5	<b>40.7</b>	<b>68.2</b>	55.2	59.1	63.6	55.1	59.7	
standard deviation:	52.3	*	52.3	44.9	55.3	53.0	48.3	32.6	60.7	46.6	*	52.2	41.2	55.3	51.4	53.0	55.5	50.7	54.4	
Student's t:		*	*	***	***	-	-	***	***	**	*	-	*	*	-	-	-	-	-	

As far as you remember, how long did you have to wait at the Passport Office when you delivered your application? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q12																
TOTAL:	624	450	170	390	106	107	154	257	146	337	287	28	114	236	132	114
<b>0-14 min.</b>	19%	20%	16%	18%	25%	17%	16%	22%	20%	21%	17%	39%	19%	<b>15%</b>	23%	18%
<b>15-29 min.</b>	19%	18%	21%	18%	20%	19%	18%	19%	20%	<b>15%</b>	<b>23%</b>	29%	22%	<b>15%</b>	19%	22%
<b>30-59 min.</b>	21%	22%	17%	18%	<b>29%</b>	20%	25%	19%	18%	20%	21%	21%	<b>30%</b>	<b>15%</b>	21%	22%
<b>60+ min.</b>	42%	40%	46%	<b>45%</b>	<b>26%</b>	45%	40%	39%	42%	44%	39%	11%	<b>29%</b>	<b>56%</b>	37%	38%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		*			-					***				
± ... at 50 %:	3.92	4.62	7.52	4.96	9.52	9.47	7.90	6.11	8.11	5.34	5.78	18.52	9.18	6.38	8.53	9.18
# valid values:	624	450	170	390	106	107	154	257	146	337	287	28	114	236	132	114
mean:	57.3	55.0	63.9	<b>61.7</b>	<b>40.0</b>	59.1	55.0	56.2	56.7	58.9	55.4	<b>21.3</b>	<b>41.0</b>	<b>76.5</b>	50.9	50.0
standard deviation:	52.3	50.5	56.7	54.9	37.1	51.7	47.3	52.9	53.1	53.9	50.4	17.8	34.2	60.7	47.9	45.3
Student's t:				**	***	-	-	-	-	-	-	***	***	***		

**As far as you remember, how long did you have to wait at the Passport Office when you delivered your application? (EXPRESSED IN MINUTES)**

	Total	Waiting time to deliver application	
		Acceptable	Too long
Q12			
TOTAL:	622	382	240
<b>0-14 min.</b>	19%	<b>30%</b> +++	<b>1%</b> ---
<b>15-29 min.</b>	19%	<b>29%</b> +++	<b>3%</b> ---
<b>30-59 min.</b>	20%	<b>23%</b> +	<b>16%</b> -
<b>60+ min.</b>	41%	<b>17%</b> ---	<b>80%</b> +++
<b>DK/NR</b>	0%	0%	0%
khi <sup>2</sup> :		***	
± ... at 50 %:	3.93	5.01	6.33
# valid values:	624	382	240
mean:	57.3	<b>30.7</b>	<b>99.7</b>
standard deviation:	52.3	30.2	52.3
Student's t:		***	***

Do you consider this acceptable or too long?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q13																			
TOTAL:	624	0	624	309	314	545	72	142	236	246	0	489	38	93	329	217	63	257	338
<b>Acceptable</b>	61%	0%	61%	<b>70%</b> +++	<b>52%</b> ---	61%	61%	<b>74%</b> +++	<b>53%</b> ---	62%	0%	<b>64%</b> +	71%	<b>44%</b> ---	62%	60%	62%	63%	59%
<b>Too long</b>	38%	0%	38%	<b>30%</b> ---	<b>47%</b> +++	39%	39%	<b>26%</b> ---	<b>47%</b> +++	37%	0%	<b>36%</b> -	29%	<b>56%</b> +++	38%	40%	38%	37%	40%
<b>DK/NR</b>	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
khi <sup>2</sup> :		-		(***)		-		(***)				(**)			-			-	
± ... at 50 %:	3.92	*	3.92	5.57	5.53	4.20	11.55	8.22	6.38	6.25	*	4.43	15.90	10.16	5.40	6.65	12.35	6.11	5.33

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q13																
TOTAL:	624	450	170	390	106	107	154	257	146	337	287	28	114	236	132	114
<b>Acceptable</b>	61%	63%	56%	59%	<b>71%</b> +	58%	58%	61%	<b>70%</b> +	61%	62%	86%	<b>71%</b> +	<b>53%</b> ---	61%	62%
<b>Too long</b>	38%	37%	43%	40%	<b>28%</b> -	42%	42%	39%	<b>30%</b> -	39%	38%	14%	<b>29%</b> -	<b>47%</b> +++	38%	37%
<b>DK/NR</b>	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
khi <sup>2</sup> :		-		-						-		(**)				
± ... at 50 %:	3.92	4.62	7.52	4.96	9.52	9.47	7.90	6.11	8.11	5.34	5.78	18.52	9.18	6.38	8.53	9.18

In your view, what would be an acceptable wait when you deliver your application? (EXPRESSED IN MINUTES)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q14																			
TOTAL:	286	0	286	106	180	249	35	39	145	102	0	209	14	60	143	105	31	106	169
<b>0-14 min.</b>	9%	0%	9%	<b>18%</b> +++	<b>4%</b> ---	9%	9%	8%	8%	13%	0%	10%	7%	5%	11%	7%	10%	12%	7%
<b>15-29 min.</b>	25%	0%	25%	25%	26%	23%	37%	<b>49%</b> +++	<b>15%</b> ---	30%	0%	25%	36%	25%	22%	30%	19%	30%	22%
<b>30-59 min.</b>	46%	0%	46%	<b>36%</b> --	<b>52%</b> ++	48%	34%	41%	50%	42%	0%	43%	50%	57%	48%	45%	48%	42%	49%
<b>60+ min.</b>	19%	0%	19%	22%	18%	19%	20%	<b>3%</b> --	<b>27%</b> +++	15%	0%	22%	7%	13%	20%	18%	23%	16%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		***		-		(***)				-			-			-	
± ... at 50 %:	5.79	*	5.79	9.52	7.30	6.21	16.56	15.69	8.14	9.70	*	6.78	26.19	12.65	8.20	9.56	17.60	9.52	7.54
# valid values:	286	0	286	106	180	249	35	39	145	102	0	209	14	60	143	105	31	106	169
mean:	33.8	*	33.8	31.7	35.0	33.9	33.9	<b>25.5</b>	<b>37.9</b>	31.0	*	35.0	<b>26.2</b>	32.1	33.1	33.1	40.5	<b>29.9</b>	<b>36.6</b>
standard deviation:	24.2	*	24.2	21.8	25.5	24.0	26.3	17.8	24.7	24.7	*	26.2	13.2	18.0	22.9	21.5	37.2	19.8	26.6
Student's t:		*	*	-	-	-	-	**	**	-	*	-	*	-	-	-	-	*	*



In your view, what would be an acceptable wait when you deliver your application? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q14																
TOTAL:	286	202	82	187	35	53	79	121	52	154	132	5	34	145	56	46
<b>0-14 min.</b>	9%	10%	7%	8%	11%	13%	13%	6%	13%	10%	9%	0%	9%	8%	13%	13%
<b>15-29 min.</b>	25%	25%	23%	24%	<b>43%</b> +	19%	25%	28%	19%	23%	27%	80%	<b>44%</b> ++	<b>15%</b> ---	32%	28%
<b>30-59 min.</b>	46%	44%	52%	48%	34%	49%	43%	48%	50%	49%	43%	0%	47%	50%	48%	35%
<b>60+ min.</b>	19%	20%	17%	20%	11%	19%	19%	18%	17%	18%	20%	20%	<b>0%</b> --	<b>27%</b> +++	<b>7%</b> -	24%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi <sup>2</sup> :		-		-			-			-		(***)				
± ... at 50 %:	5.79	6.90	10.82	7.17	16.56	13.46	11.03	8.91	13.59	7.90	8.53	43.83	16.81	8.14	13.10	14.45
# valid values:	286	202	82	187	35	53	79	121	52	154	132	5	34	145	56	46
mean:	33.8	34.7	31.9	34.5	29.6	32.2	35.1	32.9	30.5	33.2	34.4	38.0	<b>23.7</b>	<b>37.9</b>	<b>27.2</b>	35.6
standard deviation:	24.2	27.0	15.6	24.5	26.1	20.3	31.7	20.4	16.6	23.2	25.4	45.9	9.1	24.7	17.9	30.6
Student's t:		-	-	-	-	-	-	-	-	-	-	-	***	**	**	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q15																				
TOTAL:	259	16	242	0	259	210	45	33	125	85	16	184	19	55	113	97	42	109	144	
<b>1-239 minutes</b>	100%	100%	100%	0%	100%	100%	100%	100%	99%	100%	100%	99%	100%	100%	100%	99%	100%	99%	100%	
<b>&gt;= 240 minutes</b>	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	
khi <sup>2</sup> :		-		-		-		-				-			-			-		
± ... at 50 %:	6.09	24.50	6.30	*	6.09	6.76	14.61	17.06	8.77	10.63	24.50	7.22	22.48	13.21	9.22	9.95	15.12	9.39	8.17	
# valid values:	361	27	333	0	361	299	57	45	171	118	27	265	26	69	160	138	51	145	200	
mean:	14.6	21.4	14.1	*	14.6	15.1	13.1	<b>9.5</b>	15.5	13.8	21.4	13.8	13.9	18.3	14.4	15.1	11.1	15.8	13.9	
standard deviation:	27.4	41.0	26.0	*	27.4	28.9	19.4	12.7	31.4	20.5	41.0	26.9	24.3	30.4	26.4	30.6	14.1	33.0	22.8	
Student's t:		-	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q15																
TOTAL:	259	170	87	161	26	58	66	110	54	121	138	6	32	130	63	28
<b>1-239 minutes</b>	100%	99%	100%	99%	100%	100%	100%	99%	100%	100%	99%	100%	100%	99%	100%	100%
<b>&gt;= 240 minutes</b>	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	6.09	7.52	10.51	7.72	19.22	12.87	12.06	9.34	13.34	8.91	8.34	40.01	17.32	8.60	12.35	18.52
# valid values:	361	256	102	237	36	70	91	153	76	177	184	11	43	181	89	37
mean:	14.6	13.7	17.1	14.9	10.7	13.3	10.9	16.9	12.9	13.7	15.5	9.1	<b>10.2</b>	15.3	14.2	19.3
standard deviation:	27.4	29.3	22.5	30.1	14.1	15.8	12.2	34.4	23.4	21.2	32.3	17.6	11.5	30.8	25.6	29.1
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)			
	Total	Waiting time to pick up passport	
		Acceptable	Too long
Q15			
TOTAL:	258	222	36
<b>1-239 minutes</b>	100%	100%	100%
<b>&gt;= 240 minutes</b>	0%	0%	0%
khi <sup>2</sup> :		-	
± ... at 50 %:	6.10	6.58	16.33
# valid values:	258	222	36
mean:	19.3	<b>13.3</b>	<b>56.4</b>
standard deviation:	25.1	11.6	46.0
Student's t:		***	***

Do you consider this acceptable or too long?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q16																			
TOTAL:	258	16	241	0	258	209	45	33	124	85	16	183	19	55	113	96	42	108	144
<b>Acceptable</b>	86%	63%	88%	0%	86%	87%	82%	91%	90%	84%	63%	89%	74%	82%	85%	88%	90%	90%	84%
<b>Too long</b>	14%	38%	12%	0%	14%	13%	18%	9%	10%	16%	38%	11%	26%	18%	15%	13%	10%	10%	16%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(**)		-		-		(*)				-			-			-	
± ... at 50 %:	6.10	24.50	6.31	*	6.10	6.78	14.61	17.06	8.80	10.63	24.50	7.24	22.48	13.21	9.22	10.00	15.12	9.43	8.17

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q16																
TOTAL:	258	169	87	160	26	58	66	109	54	121	137	6	32	129	63	28
<b>Acceptable</b>	86%	86%	86%	86%	85%	88%	89%	83%	93%	83%	89%	100%	84%	89%	83%	79%
<b>Too long</b>	14%	14%	14%	14%	15%	12%	11%	17%	7%	17%	11%	0%	16%	11%	17%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	6.10	7.54	10.51	7.75	19.22	12.87	12.06	9.39	13.34	8.91	8.37	40.01	17.32	8.63	12.35	18.52

In your view, what would be an acceptable wait when you pick up your passport? (EXPRESSED IN MINUTES)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q17																			
TOTAL:	36	6	30	0	36	28	8	3	13	14	6	21	5	10	17	12	4	11	23
<b>0-14 min.</b>	36%	33%	37%	0%	36%	36%	38%	33%	31%	43%	33%	24%	60%	50%	47%	33%	25%	27%	43%
<b>15-29 min.</b>	36%	17%	40%	0%	36%	36%	38%	33%	38%	43%	17%	52%	20%	10%	35%	42%	25%	45%	30%
<b>30-59 min.</b>	19%	33%	17%	0%	19%	21%	13%	33%	23%	7%	33%	19%	0%	30%	18%	17%	0%	18%	17%
<b>60+ min.</b>	8%	17%	7%	0%	8%	7%	13%	0%	8%	7%	17%	5%	20%	10%	0%	8%	50%	9%	9%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-		-		-		-	-		-	-	
± ... at 50 %:	16.33	40.01	17.89	*	16.33	18.52	34.65	56.58	27.18	26.19	40.01	21.38	43.83	30.99	23.77	28.29	49.00	29.55	20.43
# valid values:	36	6	30	0	36	28	8	3	13	14	6	21	5	10	17	12	4	11	23
mean:	25.3	49.2	20.5	*	25.3	22.0	36.9	18.3	20.4	21.1	49.2	22.1	45.0	22.0	15.0	20.4	82.5	26.8	24.6
standard deviation:	33.7	65.7	22.1	*	33.7	23.2	58.4	12.6	14.5	29.4	65.7	24.0	75.7	18.7	9.7	16.4	81.8	32.1	36.6
Student's t:		-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-

In your view, what would be an acceptable wait when you pick up your passport? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q17																
TOTAL:	36	24	12	23	4	7	7	18	4	21	15	0	5	14	11	6
<b>0-14 min.</b>	36%	33%	42%	30%	25%	57%	57%	33%	50%	33%	40%	0%	40%	36%	45%	17%
<b>15-29 min.</b>	36%	38%	33%	48%	25%	14%	29%	39%	0%	38%	33%	0%	20%	36%	36%	50%
<b>30-59 min.</b>	19%	21%	17%	13%	25%	29%	14%	22%	25%	14%	27%	0%	20%	21%	18%	17%
<b>60+ min.</b>	8%	8%	8%	9%	25%	0%	0%	6%	25%	14%	0%	0%	20%	7%	0%	17%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	16.33	20.00	28.29	20.43	49.00	37.04	37.04	23.10	49.00	21.38	25.30	*	43.83	26.19	29.55	40.01
# valid values:	36	24	12	23	4	7	7	18	4	21	15	0	5	14	11	6
mean:	25.3	26.0	23.8	23.3	58.8	14.3	13.6	20.6	41.3	31.2	17.0	*	49.0	19.3	14.5	39.2
standard deviation:	33.7	35.4	31.4	24.7	81.5	11.3	10.3	14.2	53.6	42.9	9.6	*	73.9	14.5	9.6	41.4
Student's t:		-	-	-	-		-	-	-	-	-	*	-	-	-	-



As far as you remember, how long did it take to obtain your passport once you had provided all relevant information and documents? (EXPRESSED IN DAYS)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q18																			
TOTAL:	1139	349	786	706	431	989	130	177	323	290	349	916	66	147	650	364	103	476	615
<b>Within 24 hours</b>	2%	1%	2%	1%	3%	2%	3%	3%	2%	1%	1%	2%	3%	1%	1%	3%	3%	1%	2%
<b>2-5 days</b>	8%	4%	10%	7%	10%	6%	18%	12%	11%	6%	4%	7%	18%	5%	7%	7%	15%	6%	9%
<b>6-10 days.</b>	33%	17%	40%	30%	37%	33%	38%	47%	39%	37%	17%	31%	32%	46%	30%	37%	38%	35%	31%
<b>11+ days</b>	57%	78%	48%	62%	50%	59%	41%	38%	48%	56%	78%	60%	47%	48%	62%	53%	45%	58%	58%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi <sup>2</sup> :		***		***		(***)		(***)				(***)			(***)				
± ... at 50 %:	2.90	5.25	3.50	3.69	4.72	3.12	8.60	7.37	5.45	5.75	5.25	3.24	12.06	8.08	3.84	5.14	9.66	4.49	3.95
# valid values:	1140	349	787	706	432	989	131	177	323	291	349	917	66	147	651	364	103	477	615
mean:	15.8	<b>23.6</b>	<b>12.3</b>	<b>17.7</b>	<b>12.5</b>	15.9	13.6	<b>10.8</b>	<b>12.6</b>	<b>12.9</b>	<b>23.6</b>	<b>16.1</b>	13.8	14.4	<b>17.0</b>	<b>14.3</b>	<b>13.7</b>	15.8	15.7
standard deviation:	11.8	15.9	7.1	13.3	7.9	11.3	13.2	6.0	7.8	6.9	15.9	11.8	14.2	10.6	12.5	10.6	11.2	11.9	11.9
Student's t:		***	***	***	***			***	***	***	***	*	-		***	**	*	-	-

**As far as you remember, how long did it take to obtain your passport once you had provided all relevant information and documents?  
(EXPRESSED IN DAYS)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q18																
TOTAL:	1139	881	251	728	196	171	257	457	283	620	519	72	205	438	197	227
<b>Within 24 hours</b>	2%	2%	2%	2%	1%	2%	1%	2%	1%	2%	2%	4%	1%	2%	2%	1%
<b>2-5 days</b>	8%	<b>7%</b>	<b>12%</b>	8%	7%	8%	9%	8%	6%	7%	9%	11%	9%	9%	5%	5%
		--	++													
<b>6-10 days.</b>	33%	32%	37%	31%	35%	37%	30%	35%	34%	33%	33%	36%	37%	33%	31%	30%
<b>11+ days</b>	57%	<b>60%</b>	<b>49%</b>	60%	57%	53%	60%	54%	58%	58%	56%	49%	53%	56%	62%	<b>63%</b>
		++	--													+
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi <sup>2</sup> :		(**)		-			-			-		-				
± ... at 50 %:	2.90	3.30	6.19	3.63	7.00	7.49	6.11	4.58	5.83	3.94	4.30	11.55	6.84	4.68	6.98	6.50
# valid values:	1140	882	251	729	196	171	258	457	283	620	520	72	205	438	197	228
mean:	15.8	<b>16.6</b>	<b>13.1</b>	<b>16.4</b>	16.0	<b>13.3</b>	15.2	15.9	16.0	15.6	16.0	13.8	14.8	15.8	<b>14.0</b>	<b>18.6</b>
standard deviation:	11.8	12.4	9.2	12.2	12.5	9.8	11.3	12.3	10.9	11.1	12.6	9.8	11.7	12.2	7.6	14.2
Student's t:		***	***	*	-	***	-	-	-	-	-	-	-	-	**	***

**As far as you remember, how long did it take to obtain your passport once you had provided all relevant information and documents?  
 (EXPRESSED IN DAYS)**

	Total	Days to obtain the passport	
		Acceptable	Too long
Q18			
TOTAL:	1135	982	153
<b>Within 24 hours</b>	2%	2%	3%
<b>2-5 days</b>	8%	<b>9%</b> ++	<b>3%</b> --
<b>6-10 days.</b>	33%	<b>36%</b> +++	<b>12%</b> ---
<b>11+ days</b>	57%	<b>53%</b> ---	<b>82%</b> +++
<b>DK/NR</b>	0%	0%	0%
khi <sup>2</sup> :		(***)	
± ... at 50 %:	2.91	3.13	7.92
# valid values:	1140	983	153
mean:	15.8	<b>14.2</b>	<b>25.7</b>
standard deviation:	11.8	9.5	18.4
Student's t:		***	***

Do you consider this acceptable or too long?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q19																			
TOTAL:	1140	349	787	706	432	989	131	177	323	291	349	917	66	147	651	364	103	477	615
<b>Acceptable</b>	86%	<b>79%</b> ---	<b>90%</b> +++	87%	86%	87%	81%	<b>93%</b> ++	89%	89%	<b>79%</b> ---	<b>87%</b> +	<b>76%</b> --	84%	86%	87%	86%	85%	87%
<b>Too long</b>	13%	<b>21%</b> +++	<b>10%</b> ---	13%	14%	<b>13%</b> -	<b>19%</b> +	<b>7%</b> --	11%	11%	<b>21%</b> +++	<b>12%</b> -	<b>24%</b> ++	15%	13%	13%	14%	14%	13%
<b>DK/NR</b>	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%
khi <sup>2</sup> :		(***)		-		-		(***)				()			-			-	
± ... at 50 %:	2.90	5.25	3.49	3.69	4.71	3.12	8.56	7.37	5.45	5.74	5.25	3.24	12.06	8.08	3.84	5.14	9.66	4.49	3.95

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q19																
TOTAL:	1140	882	251	729	196	171	258	457	283	620	520	72	205	438	197	228
<b>Acceptable</b>	86%	87%	85%	87%	85%	85%	<b>91%</b> +	86%	85%	87%	85%	88%	85%	86%	87%	87%
<b>Too long</b>	13%	13%	15%	12%	15%	15%	<b>9%</b> -	13%	15%	12%	15%	13%	14%	14%	12%	13%
<b>DK/NR</b>	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
khi <sup>2</sup> :		-		-			()			-		-				
± ... at 50 %:	2.90	3.30	6.19	3.63	7.00	7.49	6.10	4.58	5.83	3.94	4.30	11.55	6.84	4.68	6.98	6.49

In your view, how long should it take to obtain the passport once all relevant information and documents are provided?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q20																			
TOTAL:	153	72	81	93	60	125	25	13	36	32	72	112	16	22	86	48	14	68	78
<b>Within 24 hours</b>	6%	6%	6%	5%	7%	5%	12%	8%	8%	3%	6%	4%	19%	5%	3%	10%	7%	9%	4%
<b>2-5 days</b>	18%	<b>7%</b>	<b>28%</b>	<b>9%</b>	<b>33%</b>	17%	28%	38%	19%	<b>34%</b>	<b>7%</b>	18%	19%	18%	14%	17%	43%	13%	18%
		---	+++	---	+++					++	---								
<b>6-10 days.</b>	31%	<b>17%</b>	<b>44%</b>	<b>22%</b>	<b>47%</b>	32%	28%	46%	<b>47%</b>	41%	<b>17%</b>	29%	31%	41%	33%	25%	36%	32%	32%
		---	+++	--	++				+		---								
<b>11+ days</b>	41%	<b>65%</b>	<b>20%</b>	<b>59%</b>	<b>13%</b>	44%	32%	8%	<b>25%</b>	<b>19%</b>	<b>65%</b>	44%	31%	36%	48%	42%	14%	43%	42%
		+++	---	+++	---				-	--	+++								
<b>DK/NR</b>	3%	6%	1%	5%	0%	2%	0%	0%	0%	3%	6%	4%	0%	0%	2%	6%	0%	3%	4%
khi <sup>2</sup> :		(***)		(***)		-		(***)				-			()			-	
± ... at 50 %:	7.92	11.55	10.89	10.16	12.65	8.77	19.60	27.18	16.33	17.32	11.55	9.26	24.50	20.89	10.57	14.14	26.19	11.88	11.10
# valid values:	148	68	80	88	60	122	25	13	36	31	68	107	16	22	84	45	14	66	75
mean:	11.2	<b>15.1</b>	<b>7.9</b>	<b>14.1</b>	<b>7.0</b>	11.6	9.5	<b>5.6</b>	<b>8.9</b>	<b>7.7</b>	<b>15.1</b>	11.6	8.6	11.0	<b>12.5</b>	10.3	<b>8.0</b>	11.4	11.5
standard deviation:	8.17	9.15	5.39	8.90	4.38	8.16	8.29	3.39	6.26	4.78	9.15	8.32	6.57	7.97	8.83	7.36	6.03	8.41	8.13
Student's t:		***	***	***	***	-	-	***	*	***	***	-	-	-	*	-	*	-	-

In your view, how long should it take to obtain the passport once all relevant information and documents are provided?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q20																
TOTAL:	153	114	37	91	29	25	22	60	42	77	76	9	29	62	23	30
<b>Within 24 hours</b>	6%	6%	5%	5%	7%	4%	5%	3%	5%	6%	5%	22%	3%	6%	0%	7%
<b>2-5 days</b>	18%	<b>14%</b>	<b>30%</b>	13%	28%	24%	9%	<b>25%</b>	12%	21%	16%	11%	28%	13%	30%	13%
		-	+					+								
<b>6-10 days.</b>	31%	<b>25%</b>	<b>51%</b>	25%	31%	48%	41%	32%	33%	29%	34%	22%	38%	31%	43%	20%
		--	++													
<b>11+ days</b>	41%	<b>51%</b>	<b>14%</b>	<b>52%</b>	34%	20%	45%	37%	45%	39%	43%	33%	31%	47%	22%	57%
		+++	---	++												
<b>DK/NR</b>	3%	4%	0%	4%	0%	4%	0%	3%	5%	5%	1%	11%	0%	3%	4%	3%
chi <sup>2</sup> :		(***)		-			-			-		-				
± ... at 50 %:	7.92	9.18	16.11	10.27	18.20	19.60	20.89	12.65	15.12	11.17	11.24	32.67	18.20	12.45	20.43	17.89
# valid values:	148	109	37	87	29	24	22	58	40	73	75	8	29	60	22	29
mean:	11.2	<b>12.5</b>	<b>7.7</b>	<b>12.4</b>	10.1	9.0	11.9	10.9	11.4	11.0	11.4	8.6	10.2	11.4	8.8	14.2
standard deviation:	8.2	8.3	6.7	7.9	8.5	8.3	8.0	8.0	7.5	8.5	7.9	7.5	8.3	7.2	6.0	10.6
Student's t:		***	***	*	-	-	-	-	-	-	-	-	-	-	-	-

Do you consider that the existing requirements to obtain a passport are...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q21																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Insufficient	6%	6%	6%	5%	7%	5%	9%	5%	5%	6%	6%	6%	9%	3%	6%	6%	3%	5%	6%
Adequate	85%	84%	85%	85%	85%	85%	83%	82%	86%	86%	84%	85%	80%	86%	84%	87%	88%	84%	85%
Excessive	8%	9%	8%	9%	7%	8%	8%	11%	8%	7%	9%	8%	9%	11%	10%	6%	9%	9%	8%
DK/NR	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86



Do you consider that the existing requirements to obtain a passport are...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q21																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Insufficient</b>	6%	6%	6%	5%	4%	8%	6%	7%	4%	5%	6%	4%	6%	5%	5%	7%
<b>Adequate</b>	85%	86%	83%	<b>87%</b> ++	<b>80%</b> -	80%	82%	85%	<b>89%</b> +	85%	84%	92%	81%	85%	86%	85%
<b>Excessive</b>	8%	8%	9%	<b>7%</b> -	<b>14%</b> ++	9%	11%	8%	6%	8%	9%	4%	11%	8%	8%	7%
<b>DK/NR</b>	1%	<b>1%</b> -	<b>2%</b> +	<b>1%</b> --	2%	<b>3%</b> +	1%	0%	1%	1%	1%	0%	<b>2%</b> +	1%	0%	0%
khi <sup>2</sup> :		-		(**)			-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q221 ease of access to services by telephone</b>																			
mean:	6.81	6.81	6.81	6.90	6.62	6.72	7.14	7.28	6.30	6.91	6.81	6.68	<b>8.13</b>	6.61	6.86	6.73	6.67	6.50	7.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
<b>Q222 the convenience of the office location</b>																			
mean:	6.82	6.71	6.82	6.94	6.69	6.84	6.76	<b>7.50</b>	<b>6.48</b>	6.82	6.71	6.83	7.12	6.67	6.96	6.84	<b>6.14</b>	6.73	6.89
Student's t:		-	-	-	-	-	-	**	*	-	-	-	-	-	-	-	*	-	-
<b>Q223 availability of parking close to office</b>																			
mean:	5.92	6.67	5.89	5.89	5.94	6.03	5.46	5.87	5.91	5.88	6.67	5.99	6.50	5.41	5.87	6.26	5.18	5.90	5.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q224 signage to find the office</b>																			
mean:	7.22	7.50	7.21	7.25	7.20	7.27	7.11	<b>7.71</b>	7.03	7.14	7.50	7.25	7.27	7.02	7.15	7.31	7.14	7.22	7.20
Student's t:		-	-	-	-	-	-	**	-	-	-	-	-	-	-	-	-	-	-
<b>Q226 hours of operations of the office</b>																			
mean:	7.18	7.50	7.18	7.20	7.15	7.25	6.80	<b>7.68</b>	7.06	7.01	7.50	7.19	7.05	7.13	7.08	7.40	7.03	7.30	7.06
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
<b>Q228 flexibility of the methods of access</b>																			
mean:	7.69	7.57	7.75	7.66	7.73	7.76	7.47	<b>8.39</b>	7.63	7.53	7.57	7.68	7.72	7.75	7.67	7.71	7.74	7.71	7.67
Student's t:		-	-	-	-	-	-	***	-	-	-	-	-	-	-	-	-	-	-
<b>Q24 OVERALL, access</b>																			
mean:	7.64	7.58	7.66	7.64	7.63	7.70	7.32	<b>8.14</b>	7.51	7.57	7.58	7.64	7.54	7.68	7.64	7.64	7.65	7.63	7.65
Student's t:		-	-	-	-	-	-	***	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q221 ease of access to services by telephone</b>																
mean:	6.81	6.80	6.84	7.10	6.08	6.67	6.94	6.44	7.39	6.53	7.31	6.46	6.96	6.50	6.54	7.63
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q222 the convenience of the office location</b>																
mean:	6.82	6.72	7.09	<b>6.54</b>	<b>7.38</b>	<b>7.35</b>	6.51	6.80	7.09	6.77	6.87	6.61	<b>7.75</b>	<b>6.51</b>	6.76	6.79
Student's t:		-	-	***	*	**	-	-	-	-	-	-	***	*	-	-
<b>Q223 availability of parking close to office</b>																
mean:	5.92	5.95	5.82	5.89	5.99	5.93	<b>5.39</b>	5.97	<b>6.55</b>	6.02	5.79	4.91	6.37	5.92	5.85	5.89
Student's t:		-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
<b>Q224 signage to find the office</b>																
mean:	7.22	7.19	7.30	7.10	7.40	7.45	7.15	7.26	7.36	<b>7.06</b>	<b>7.42</b>	<b>7.78</b>	<b>7.68</b>	7.06	7.22	7.05
Student's t:		-	-	-	-	-	-	-	-	*	*	*	*	-	-	-
<b>Q226 hours of operations of the office</b>																
mean:	7.18	7.17	7.20	7.07	<b>7.69</b>	7.10	<b>6.86</b>	7.16	<b>7.63</b>	7.07	7.30	7.68	<b>7.70</b>	7.06	7.15	6.88
Student's t:		-	-	-	*	-	*	-	**	-	-	-	*	-	-	-
<b>Q228 flexibility of the methods of access</b>																
mean:	7.69	<b>7.63</b>	<b>7.91</b>	<b>7.52</b>	<b>8.12</b>	7.83	7.90	7.73	7.70	7.78	7.59	7.76	<b>8.30</b>	7.60	7.48	7.54
Student's t:		*	*	**	**	-	-	-	-	-	-	-	***	-	-	-
<b>Q24 OVERALL, access</b>																
mean:	7.64	7.66	7.59	7.61	7.79	7.60	7.62	7.66	7.77	7.57	7.73	7.67	<b>8.03</b>	7.56	7.54	7.54
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

\* \* \* SUMMARY TABLE

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q221 ease of access to services by telephone																			
TOTAL:	112	47	65	75	37	90	21	23	25	17	47	88	8	14	59	39	12	45	61
DISSATISFIED (smwht + very)	15%	15%	15%	15%	16%	16%	14%	17%	16%	12%	15%	17%	0%	14%	14%	18%	17%	20%	10%
SATISFIED (smwht + very)	75%	77%	74%	79%	68%	74%	76%	78%	64%	82%	77%	74%	100%	64%	76%	74%	67%	71%	79%
Very dissatisfied (0)	8%	11%	6%	9%	5%	9%	5%	0%	12%	6%	11%	9%	0%	7%	10%	5%	8%	9%	7%
Dissatisfied (2.5)	7%	4%	9%	5%	11%	7%	10%	17%	4%	6%	4%	8%	0%	7%	3%	13%	8%	11%	3%
Neutral (5)	10%	9%	11%	7%	16%	10%	10%	4%	20%	6%	9%	9%	0%	21%	10%	8%	17%	9%	11%
Satisfied (7.5)	54%	55%	54%	57%	49%	56%	48%	48%	48%	71%	55%	55%	75%	43%	54%	56%	42%	53%	56%
Very satisfied (10)	21%	21%	20%	21%	19%	19%	29%	30%	16%	12%	21%	19%	25%	21%	22%	18%	25%	18%	23%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	9.26	14.29	12.16	11.32	16.11	10.33	21.38	20.43	19.60	23.77	14.29	10.45	34.65	26.19	12.76	15.69	28.29	14.61	12.55
# valid values:	112	47	65	75	37	90	21	23	25	17	47	88	8	14	59	39	12	45	61
mean:	6.81	6.81	6.81	6.90	6.62	6.72	7.14	7.28	6.30	6.91	6.81	6.68	<b>8.13</b>	6.61	6.86	6.73	6.67	6.50	7.13
standard deviation:	2.79	2.94	2.71	2.84	2.71	2.82	2.77	2.60	2.99	2.43	2.94	2.88	1.16	2.88	2.88	2.70	3.08	2.94	2.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q221 ease of access to services by telephone																
TOTAL:	112	93	19	68	30	12	27	47	22	72	40	12	28	40	13	19
DISSATISFIED (smwht + very)	15%	17%	5%	10%	<b>30%</b> ++	8%	15%	23%	5%	18%	10%	17%	21%	15%	15%	5%
SATISFIED (smwht + very)	75%	75%	74%	79%	63%	75%	74%	72%	82%	69%	85%	75%	75%	70%	69%	89%
Very dissatisfied (0)	8%	9%	5%	4%	<b>17%</b> +	8%	0%	<b>17%</b> +	5%	11%	3%	8%	7%	13%	8%	0%
Dissatisfied (2.5)	7%	9%	0%	6%	13%	0%	15%	6%	0%	7%	8%	8%	14%	3%	8%	5%
Neutral (5)	10%	8%	21%	10%	7%	17%	11%	4%	14%	13%	5%	8%	4%	15%	15%	5%
Satisfied (7.5)	54%	53%	63%	60%	<b>37%</b> -	67%	56%	47%	59%	49%	65%	67%	43%	53%	54%	68%
Very satisfied (10)	21%	23%	11%	19%	27%	8%	19%	26%	23%	21%	20%	8%	32%	18%	15%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	9.26	10.16	22.48	11.88	17.89	28.29	18.86	14.29	20.89	11.55	15.49	28.29	18.52	15.49	27.18	22.48
# valid values:	112	93	19	68	30	12	27	47	22	72	40	12	28	40	13	19
mean:	6.81	6.80	6.84	7.10	6.08	6.67	6.94	6.44	7.39	6.53	7.31	6.46	6.96	6.50	6.54	7.63
standard deviation:	2.79	2.91	2.18	2.39	3.64	2.46	2.33	3.49	2.25	3.04	2.22	2.71	3.14	2.99	2.80	1.76
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q222 the convenience of the office location																			
TOTAL:	555	19	535	259	295	476	71	111	220	205	19	428	33	90	284	200	59	228	301
DISSATISFIED (smwht + very)	16%	21%	16%	14%	18%	16%	15%	11%	<b>21%</b>	13%	21%	16%	12%	17%	<b>13%</b>	17%	<b>25%</b>	16%	16%
SATISFIED (smwht + very)	74%	79%	74%	75%	73%	74%	72%	80%	<b>69%</b>	75%	79%	75%	76%	69%	76%	75%	<b>61%</b>	72%	74%
Very dissatisfied (0)	4%	0%	4%	4%	3%	3%	4%	2%	5%	4%	0%	4%	3%	2%	4%	3%	5%	3%	4%
Dissatisfied (2.5)	12%	21%	12%	9%	15%	12%	11%	9%	<b>16%</b>	9%	21%	12%	9%	14%	<b>9%</b>	14%	<b>20%</b>	13%	12%
Neutral (5)	10%	0%	11%	11%	9%	10%	13%	9%	10%	12%	0%	9%	12%	14%	11%	9%	14%	11%	10%
Satisfied (7.5)	55%	68%	55%	55%	56%	56%	54%	48%	53%	<b>61%</b>	68%	56%	52%	52%	58%	56%	46%	56%	54%
Very satisfied (10)	18%	11%	19%	20%	17%	18%	18%	<b>32%</b>	16%	<b>14%</b>	11%	18%	24%	17%	19%	19%	15%	16%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		(**)				-			-			-	
± ... at 50 %:	4.16	22.48	4.24	6.09	5.71	4.49	11.63	9.30	6.61	6.84	22.48	4.74	17.06	10.33	5.82	6.93	12.76	6.49	5.65
# valid values:	555	19	535	259	295	476	71	111	220	205	19	428	33	90	284	200	59	228	301
mean:	6.82	6.71	6.82	6.94	6.69	6.84	6.76	<b>7.50</b>	<b>6.48</b>	6.82	6.71	6.83	7.12	6.67	6.96	6.84	<b>6.14</b>	6.73	6.89
standard deviation:	2.55	2.36	2.56	2.52	2.56	2.52	2.58	2.43	2.72	2.37	2.36	2.57	2.51	2.49	2.44	2.55	2.84	2.49	2.57
Student's t:		-	-	-	-	-	-	**	*	-	-	-	-	-	-	-	*	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q222 the convenience of the office location																
TOTAL:	555	406	145	352	83	102	134	236	134	300	255	28	90	227	108	102
DISSATISFIED (smwht + very)	16%	17%	12%	<b>19%</b> ++	13%	<b>6%</b> --	16%	17%	13%	17%	14%	18%	<b>9%</b> -	<b>20%</b> +	15%	13%
SATISFIED (smwht + very)	74%	72%	80%	<b>69%</b> ---	82%	<b>84%</b> ++	68%	73%	<b>81%</b> +	72%	76%	64%	<b>86%</b> ++	70%	74%	75%
Very dissatisfied (0)	4%	4%	3%	5%	2%	2%	4%	3%	6%	4%	4%	4%	1%	5%	5%	3%
Dissatisfied (2.5)	12%	13%	9%	<b>14%</b> +	11%	<b>4%</b> --	13%	14%	7%	13%	11%	14%	8%	<b>15%</b> +	10%	10%
Neutral (5)	10%	11%	8%	12%	5%	10%	<b>16%</b> +	10%	<b>5%</b> -	11%	10%	18%	6%	10%	11%	13%
Satisfied (7.5)	55%	53%	62%	52%	53%	<b>67%</b> ++	55%	53%	60%	52%	60%	43%	51%	55%	58%	62%
Very satisfied (10)	18%	19%	18%	17%	<b>29%</b> +	18%	13%	19%	22%	20%	16%	21%	<b>34%</b> +++	15%	16%	13%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(***)						-		(*)				
± ... at 50 %:	4.16	4.86	8.14	5.22	10.76	9.70	8.47	6.38	8.47	5.66	6.14	18.52	10.33	6.50	9.43	9.70
# valid values:	555	406	145	352	83	102	134	236	134	300	255	28	90	227	108	102
mean:	6.82	6.72	7.09	<b>6.54</b>	<b>7.38</b>	<b>7.35</b>	6.51	6.80	7.09	6.77	6.87	6.61	<b>7.75</b>	<b>6.51</b>	6.76	6.79
standard deviation:	2.55	2.63	2.30	2.68	2.50	1.95	2.47	2.58	2.60	2.64	2.43	2.74	2.25	2.68	2.52	2.29
Student's t:		-	-	***	*	**	-	-	-	-	-	-	***	*	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q223 availability of parking close to office																			
TOTAL:	520	18	501	247	273	449	65	103	205	194	18	401	30	85	262	192	55	213	283
<b>DISSATISFIED (smwht + very)</b>	27%	11%	27%	27%	26%	25%	32%	32%	26%	26%	11%	25%	27%	34%	28%	22%	35%	27%	27%
<b>SATISFIED (smwht + very)</b>	60%	78%	59%	57%	62%	61%	55%	55%	61%	59%	78%	61%	63%	54%	59%	65%	51%	59%	60%
<b>Very dissatisfied (0)</b>	10%	6%	10%	11%	10%	9%	14%	12%	12%	8%	6%	10%	7%	13%	11%	<b>7%</b>	<b>18%</b>	10%	10%
<b>Dissatisfied (2.5)</b>	17%	6%	17%	17%	16%	16%	18%	20%	14%	19%	6%	15%	20%	21%	17%	16%	16%	17%	17%
<b>Neutral (5)</b>	14%	11%	14%	16%	12%	14%	12%	13%	13%	15%	11%	14%	10%	12%	13%	13%	15%	15%	13%
<b>Satisfied (7.5)</b>	46%	72%	45%	<b>41%</b>	<b>50%</b>	46%	46%	<b>32%</b>	47%	48%	72%	47%	33%	45%	44%	49%	42%	45%	46%
<b>Very satisfied (10)</b>	14%	6%	14%	16%	12%	15%	9%	<b>23%</b>	14%	10%	6%	14%	<b>30%</b>	9%	15%	15%	9%	14%	14%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		()				-			-			-	
± ... at 50 %:	4.30	23.10	4.38	6.24	5.93	4.62	12.16	9.66	6.84	7.04	23.10	4.89	17.89	10.63	6.05	7.07	13.21	6.71	5.83
# valid values:	520	18	501	247	273	449	65	103	205	194	18	401	30	85	262	192	55	213	283
mean:	5.92	6.67	5.89	5.89	5.94	6.03	5.46	5.87	5.91	5.88	6.67	5.99	6.50	5.41	5.87	6.26	5.18	5.90	5.91
standard deviation:	3.02	2.27	3.04	3.09	2.96	2.99	3.12	3.37	3.08	2.82	2.27	2.98	3.26	3.11	3.09	2.83	3.26	3.01	3.02
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q223																
availability of parking close to office																
TOTAL:	520	391	125	333	78	94	127	224	118	283	237	28	82	211	103	96
DISSATISFIED (smwht + very)	27%	26%	30%	26%	29%	29%	32%	27%	19%	26%	28%	43%	26%	26%	28%	24%
SATISFIED (smwht + very)	60%	59%	61%	59%	59%	62%	51%	60%	71%	61%	58%	46%	62%	62%	60%	56%
Very dissatisfied (0)	10%	9%	14%	8%	13%	13%	14%	10%	8%	10%	10%	18%	9%	12%	9%	6%
Dissatisfied (2.5)	17%	17%	16%	17%	17%	16%	18%	17%	11%	16%	18%	25%	17%	13%	19%	18%
Neutral (5)	14%	15%	10%	16%	12%	10%	17%	13%	9%	13%	14%	11%	12%	13%	12%	20%
Satisfied (7.5)	46%	45%	46%	48%	36%	45%	40%	45%	53%	45%	47%	36%	35%	48%	50%	47%
Very satisfied (10)	14%	14%	15%	11%	23%	17%	11%	15%	19%	16%	11%	11%	27%	13%	11%	9%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-						-		-				
± ... at 50 %:	4.30	4.96	8.77	5.37	11.10	10.11	8.70	6.55	9.02	5.83	6.37	18.52	10.82	6.75	9.66	10.00
# valid values:	520	391	125	333	78	94	127	224	118	283	237	28	82	211	103	96
mean:	5.92	5.95	5.82	5.89	5.99	5.93	5.39	5.97	6.55	6.02	5.79	4.91	6.37	5.92	5.85	5.89
standard deviation:	3.02	2.96	3.23	2.85	3.38	3.24	3.14	3.04	2.90	3.06	2.97	3.37	3.22	3.07	2.92	2.69
Student's t:		-	-	-	-	-	*	-	*	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q224 signage to find the office																			
TOTAL:	539	18	520	251	287	462	70	105	214	202	18	414	33	88	274	197	56	220	295
DISSATISFIED (smwht + very)	8%	0%	8%	10%	6%	7%	9%	7%	9%	7%	0%	8%	6%	7%	8%	8%	11%	9%	7%
SATISFIED (smwht + very)	80%	89%	80%	81%	80%	81%	80%	87%	<b>75%</b>	82%	89%	81%	79%	74%	80%	82%	71%	81%	79%
Very dissatisfied (0)	2%	0%	2%	2%	2%	2%	3%	2%	3%	1%	0%	2%	3%	1%	3%	1%	0%	2%	2%
Dissatisfied (2.5)	6%	0%	6%	8%	5%	6%	6%	5%	7%	6%	0%	6%	3%	6%	5%	7%	11%	7%	5%
Neutral (5)	12%	11%	12%	10%	14%	12%	11%	7%	<b>16%</b>	11%	11%	<b>10%</b>	15%	<b>19%</b>	12%	10%	18%	10%	13%
Satisfied (7.5)	62%	78%	61%	60%	63%	62%	64%	56%	<b>56%</b>	<b>69%</b>	78%	63%	58%	59%	63%	63%	<b>46%</b>	62%	61%
Very satisfied (10)	18%	11%	19%	21%	16%	19%	16%	<b>30%</b>	19%	<b>12%</b>	11%	19%	21%	15%	17%	19%	25%	19%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		(*)				-			-			-	
± ... at 50 %:	4.22	23.10	4.30	6.19	5.78	4.56	11.71	9.56	6.70	6.90	23.10	4.82	17.06	10.45	5.92	6.98	13.10	6.61	5.71
# valid values:	539	18	520	251	287	462	70	105	214	202	18	414	33	88	274	197	56	220	295
mean:	7.22	7.50	7.21	7.25	7.20	7.27	7.11	<b>7.71</b>	7.03	7.14	7.50	7.25	7.27	7.02	7.15	7.31	7.14	7.22	7.20
standard deviation:	2.09	1.21	2.11	2.21	1.98	2.05	2.16	2.14	2.28	1.87	1.21	2.11	2.20	2.00	2.13	2.00	2.31	2.14	2.10
Student's t:		-	-	-	-	-	-	**		-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q224 signage to find the office																
TOTAL:	539	399	136	348	78	96	130	232	127	294	245	27	85	220	108	99
<b>DISSATISFIED (smwht + very)</b>	8%	9%	5%	9%	10%	3%	8%	7%	9%	10%	5%	0%	8%	9%	5%	10%
<b>SATISFIED (smwht + very)</b>	80%	78%	85%	78%	82%	86%	77%	81%	83%	76%	85%	93%	86%	75%	81%	81%
<b>Very dissatisfied (0)</b>	2%	2%	2%	1%	4%	3%	1%	2%	2%	3%	0%	0%	2%	3%	1%	1%
<b>Dissatisfied (2.5)</b>	6%	7%	3%	8%	6%	0%	7%	5%	7%	7%	4%	0%	6%	6%	4%	9%
<b>Neutral (5)</b>	12%	13%	10%	14%	8%	10%	15%	12%	7%	14%	10%	7%	6%	15%	14%	9%
<b>Satisfied (7.5)</b>	62%	59%	70%	61%	54%	69%	59%	63%	61%	57%	68%	74%	54%	57%	69%	69%
<b>Very satisfied (10)</b>	18%	20%	15%	17%	28%	18%	18%	19%	23%	19%	17%	19%	32%	19%	13%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(*)			-			(**)		()				
± ... at 50 %:	4.22	4.91	8.40	5.25	11.10	10.00	8.60	6.43	8.70	5.72	6.26	18.86	10.63	6.61	9.43	9.85
# valid values:	539	399	136	348	78	96	130	232	127	294	245	27	85	220	108	99
mean:	7.22	7.19	7.30	7.10	7.40	7.45	7.15	7.26	7.36	7.06	7.42	7.78	7.68	7.06	7.22	7.05
standard deviation:	2.09	2.17	1.88	2.08	2.47	1.88	2.04	2.07	2.23	2.32	1.75	1.27	2.28	2.25	1.75	2.00
Student's t:		-	-	-	-	-	-	-	-	*	*	*	*	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q226																			
<b>hours of operations of the office</b>																			
TOTAL:	544	18	525	254	289	465	71	109	214	203	18	419	33	88	277	196	59	224	295
<b>DISSATISFIED (smwht + very)</b>	11%	0%	11%	11%	11%	10%	15%	10%	10%	13%	0%	11%	12%	9%	10%	11%	12%	9%	12%
<b>SATISFIED (smwht + very)</b>	80%	89%	80%	80%	81%	<b>82%</b>	<b>72%</b>	85%	77%	80%	89%	81%	73%	80%	80%	82%	76%	83%	78%
<b>Very dissatisfied (0)</b>	2%	0%	2%	2%	2%	2%	3%	2%	1%	2%	0%	2%	3%	1%	<b>3%</b>	<b>0%</b>	0%	1%	2%
<b>Dissatisfied (2.5)</b>	9%	0%	9%	9%	9%	8%	13%	8%	9%	10%	0%	10%	9%	8%	7%	11%	12%	8%	10%
<b>Neutral (5)</b>	9%	11%	9%	9%	8%	8%	13%	5%	<b>13%</b>	7%	11%	8%	15%	11%	9%	7%	12%	7%	10%
<b>Satisfied (7.5)</b>	61%	78%	61%	59%	63%	62%	54%	<b>51%</b>	61%	65%	78%	61%	48%	64%	64%	58%	59%	64%	59%
<b>Very satisfied (10)</b>	19%	11%	20%	20%	18%	20%	18%	<b>34%</b>	16%	15%	11%	20%	24%	16%	17%	<b>24%</b>	17%	19%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		(*)				-			-			-	
± ... at 50 %:	4.20	23.10	4.28	6.15	5.76	4.54	11.63	9.39	6.70	6.88	23.10	4.79	17.06	10.45	5.89	7.00	12.76	6.55	5.71
# valid values:	544	18	525	254	289	465	71	109	214	203	18	419	33	88	277	196	59	224	295
mean:	7.18	7.50	7.18	7.20	7.15	7.25	6.80	<b>7.68</b>	7.06	7.01	7.50	7.19	7.05	7.13	7.08	7.40	7.03	7.30	7.06
standard deviation:	2.21	1.21	2.23	2.23	2.20	2.15	2.51	2.35	2.12	2.27	1.21	2.23	2.54	2.06	2.26	2.16	2.15	2.09	2.31
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q226																
hours of operations of the office																
TOTAL:	544	400	140	347	80	99	132	231	132	293	251	28	87	221	107	101
DISSATISFIED (smwht + very)	11%	11%	10%	11%	11%	10%	14%	11%	6%	12%	10%	4%	11%	10%	11%	14%
SATISFIED (smwht + very)	80%	79%	85%	79%	84%	83%	<b>73%</b>	81%	<b>89%</b>	<b>77%</b>	<b>84%</b>	89%	85%	77%	83%	77%
Very dissatisfied (0)	2%	1%	3%	<b>1%</b>	3%	<b>5%</b>	2%	2%	1%	2%	1%	0%	2%	1%	3%	2%
Dissatisfied (2.5)	9%	10%	7%	--	9%	5%	12%	9%	5%	10%	8%	4%	9%	9%	8%	12%
Neutral (5)	9%	10%	5%	10%	5%	7%	<b>14%</b>	8%	5%	11%	6%	7%	3%	<b>13%</b>	6%	9%
Satisfied (7.5)	61%	<b>58%</b>	<b>69%</b>	63%	<b>46%</b>	67%	56%	61%	65%	57%	65%	68%	<b>48%</b>	62%	66%	63%
Very satisfied (10)	19%	21%	16%	<b>16%</b>	<b>38%</b>	16%	17%	19%	23%	20%	19%	21%	<b>37%</b>	16%	17%	14%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(***)			-			-		( )				
± ... at 50 %:	4.20	4.90	8.28	5.26	10.96	9.85	8.53	6.45	8.53	5.73	6.19	18.52	10.51	6.59	9.47	9.75
# valid values:	544	400	140	347	80	99	132	231	132	293	251	28	87	221	107	101
mean:	7.18	7.17	7.20	7.07	<b>7.69</b>	7.10	<b>6.86</b>	7.16	<b>7.63</b>	7.07	7.30	7.68	<b>7.70</b>	7.06	7.15	6.88
standard deviation:	2.21	2.25	2.15	2.11	2.51	2.33	2.32	2.27	1.89	2.32	2.08	1.66	2.48	2.09	2.24	2.28
Student's t:		-	-	-	*	-	*	-	**	-	-	-	*	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q228 flexibility of the methods of access																			
TOTAL:	831	259	569	520	309	714	100	118	230	224	259	667	46	111	472	272	72	349	451
DISSATISFIED (smwht + very)	4%	7%	3%	5%	4%	4%	7%	0%	3%	5%	7%	5%	2%	2%	5%	4%	3%	5%	4%
SATISFIED (smwht + very)	88%	85%	90%	88%	89%	89%	88%	97%	88%	88%	85%	88%	89%	88%	88%	89%	89%	88%	89%
Very dissatisfied (0)	1%	2%	1%	1%	1%	1%	4%	0%	1%	0%	2%	1%	2%	0%	1%	1%	0%	1%	2%
Dissatisfied (2.5)	3%	5%	3%	3%	3%	3%	3%	0%	2%	4%	5%	4%	0%	2%	4%	3%	3%	5%	2%
Neutral (5)	7%	8%	7%	7%	7%	7%	5%	3%	9%	7%	8%	7%	9%	10%	7%	7%	8%	7%	8%
Satisfied (7.5)	64%	59%	66%	63%	65%	64%	66%	58%	66%	70%	59%	63%	65%	65%	63%	64%	65%	62%	65%
Very satisfied (10)	25%	26%	24%	25%	24%	25%	22%	39%	22%	18%	26%	25%	24%	23%	25%	25%	24%	26%	23%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		()		-		(*)		(**)				-			-			-	
± ... at 50 %:	3.40	6.09	4.11	4.30	5.57	3.67	9.80	9.02	6.46	6.55	6.09	3.79	14.45	9.30	4.51	5.94	11.55	5.25	4.61
# valid values:	831	259	569	520	309	714	100	118	230	224	259	667	46	111	472	272	72	349	451
mean:	7.69	7.57	7.75	7.66	7.73	7.76	7.47	8.39	7.63	7.53	7.57	7.68	7.72	7.75	7.67	7.71	7.74	7.71	7.67
standard deviation:	1.84	2.09	1.71	1.90	1.73	1.75	2.18	1.37	1.79	1.72	2.09	1.89	1.81	1.58	1.89	1.85	1.63	1.89	1.81
Student's t:		-	-	-	-	-	-	***	-	-	-	-	-	-	-	-	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q228																
<b>flexibility of the methods of access</b>																
TOTAL:	831	644	183	541	134	128	193	344	205	454	377	49	138	316	153	175
<b>DISSATISFIED (smwht + very)</b>	4%	<b>5%</b>	<b>2%</b>	5%	4%	2%	3%	5%	4%	5%	4%	6%	1%	5%	7%	3%
		+	-													
<b>SATISFIED (smwht + very)</b>	88%	<b>87%</b>	<b>93%</b>	87%	93%	90%	91%	88%	88%	89%	88%	90%	<b>95%</b>	87%	85%	89%
		-	+										++			
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	<b>4%</b>	1%	2%	1%	0%
												+				
<b>Dissatisfied (2.5)</b>	3%	4%	1%	4%	2%	2%	3%	4%	3%	3%	3%	2%	1%	3%	<b>6%</b>	3%
															+	
<b>Neutral (5)</b>	7%	8%	5%	8%	4%	8%	6%	7%	7%	6%	8%	4%	4%	8%	8%	9%
<b>Satisfied (7.5)</b>	64%	62%	68%	66%	<b>55%</b>	63%	62%	62%	63%	<b>61%</b>	<b>67%</b>	59%	<b>56%</b>	63%	63%	<b>73%</b>
					-					-	+		-			++
<b>Very satisfied (10)</b>	25%	25%	25%	<b>21%</b>	<b>37%</b>	27%	29%	26%	25%	<b>28%</b>	<b>20%</b>	31%	<b>39%</b>	24%	22%	<b>16%</b>
				--	+++					++	--		+++			--
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		( )		(*)			-			-		(**)				
± ... at 50 %:	3.40	3.86	7.24	4.21	8.47	8.66	7.05	5.28	6.84	4.60	5.05	14.00	8.34	5.51	7.92	7.41
# valid values:	831	644	183	541	134	128	193	344	205	454	377	49	138	316	153	175
mean:	7.69	<b>7.63</b>	<b>7.91</b>	<b>7.52</b>	<b>8.12</b>	7.83	7.90	7.73	7.70	7.78	7.59	7.76	<b>8.30</b>	7.60	7.48	7.54
standard deviation:	1.84	1.92	1.52	1.85	1.90	1.70	1.73	1.86	1.89	1.93	1.72	2.24	1.63	1.93	1.93	1.50
Student's t:		*	*	**	**	-	-	-	-	-	-	-	***	-	-	-

**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q24																			
<b>OVERALL, access</b>																			
TOTAL:	1171	363	804	724	445	1014	136	176	329	303	363	941	64	156	680	367	102	490	635
<b>DISSATISFIED (smwht + very)</b>	6%	8%	5%	7%	5%	5%	10%	2%	7%	5%	8%	6%	6%	4%	6%	5%	7%	6%	6%
<b>SATISFIED (smwht + very)</b>	86%	84%	87%	85%	87%	87%	82%	92%	83%	87%	84%	86%	84%	87%	85%	86%	87%	86%	86%
<b>Very dissatisfied (0)</b>	1%	2%	1%	2%	1%	1%	2%	1%	2%	0%	2%	1%	0%	1%	1%	2%	1%	1%	1%
<b>Dissatisfied (2.5)</b>	5%	6%	4%	5%	4%	4%	7%	2%	5%	5%	6%	5%	6%	3%	5%	4%	6%	5%	5%
<b>Neutral (5)</b>	8%	8%	8%	8%	8%	8%	9%	6%	10%	8%	8%	8%	9%	9%	8%	8%	6%	9%	8%
<b>Satisfied (7.5)</b>	59%	55%	61%	56%	64%	59%	59%	56%	58%	67%	55%	59%	61%	60%	58%	60%	61%	60%	58%
<b>Very satisfied (10)</b>	27%	29%	26%	29%	23%	27%	23%	36%	25%	20%	29%	27%	23%	26%	28%	26%	26%	26%	28%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-				-		(**)				-			-			-	
± ... at 50 %:	2.86	5.14	3.46	3.64	4.65	3.08	8.40	7.39	5.40	5.63	5.14	3.19	12.25	7.85	3.76	5.12	9.70	4.43	3.89
# valid values:	1171	363	804	724	445	1014	136	176	329	303	363	941	64	156	680	367	102	490	635
mean:	7.64	7.58	7.66	7.64	7.63	7.70	7.32	8.14	7.51	7.57	7.58	7.64	7.54	7.68	7.64	7.64	7.65	7.63	7.65
standard deviation:	2.01	2.21	1.91	2.11	1.82	1.95	2.25	1.73	2.09	1.76	2.21	2.03	1.92	1.93	2.02	2.01	2.02	1.94	2.05
Student's t:		-	-	-	-			***	-	-	-	-	-	-	-	-	-	-	-



**Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of access to the Passport Office, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q24																
<b>OVERALL, access</b>																
TOTAL:	1171	907	258	756	198	173	269	462	288	643	528	72	207	449	210	233
<b>DISSATISFIED (smwht + very)</b>	6%	7%	4%	6%	6%	4%	5%	6%	7%	7%	5%	6%	4%	7%	6%	5%
<b>SATISFIED (smwht + very)</b>	86%	86%	86%	86%	85%	87%	86%	86%	86%	84%	88%	89%	89%	<b>83%</b>	89%	85%
<b>Very dissatisfied (0)</b>	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	0%	1%	2%	0%	1%
<b>Dissatisfied (2.5)</b>	5%	<b>6%</b> +	<b>2%</b> -	6%	4%	3%	4%	5%	6%	5%	4%	6%	3%	5%	6%	4%
<b>Neutral (5)</b>	8%	8%	9%	8%	9%	9%	9%	7%	7%	9%	7%	6%	6%	10%	5%	10%
<b>Satisfied (7.5)</b>	59%	58%	63%	60%	<b>52%</b> -	64%	61%	58%	54%	58%	61%	65%	<b>52%</b> -	<b>55%</b> -	<b>70%</b> +++	61%
<b>Very satisfied (10)</b>	27%	28%	23%	26%	<b>34%</b> +	23%	25%	28%	33%	27%	27%	24%	<b>38%</b> +++	28%	<b>19%</b> --	23%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		( )		-			-			-		(*)				
± ... at 50 %:	2.86	3.25	6.10	3.56	6.96	7.45	5.98	4.56	5.77	3.86	4.26	11.55	6.81	4.62	6.76	6.42
# valid values:	1171	907	258	756	198	173	269	462	288	643	528	72	207	449	210	233
mean:	7.64	7.66	7.59	7.61	7.79	7.60	7.62	7.66	7.77	7.57	7.73	7.67	<b>8.03</b>	7.56	7.54	7.54
standard deviation:	2.01	2.04	1.93	2.00	2.15	1.84	1.92	2.07	2.14	2.10	1.88	1.80	<b>2.01</b>	2.16	1.79	1.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q231</b> <b>ease of access to services by telephone</b>																			
mean:	7.71	7.90	7.60	7.70	7.72	7.62	8.00	7.50	7.44	7.90	7.90	7.79	6.92	7.50	7.76	7.53	7.95	7.96	7.50
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q232</b> <b>the convenience of the office location</b>																			
mean:	7.70	<b>7.10</b>	<b>7.94</b>	7.75	7.63	7.67	8.31	8.07	7.95	7.86	<b>7.10</b>	7.83	6.96	7.12	7.85	7.53	7.31	7.82	7.59
Student's t:		**	**	-	-	-	-	-	-	-	**	-	-	-	-	-	-	-	-
<b>Q233</b> <b>availability of parking close to office</b>																			
mean:	7.78	<b>7.05</b>	<b>8.06</b>	7.64	7.98	<b>7.67</b>	<b>8.52</b>	7.95	7.89	<b>8.38</b>	<b>7.05</b>	7.86	7.14	7.44	7.81	7.95	7.22	7.89	7.66
Student's t:		**	**	-	-	*	*	-	-	*	**	-	-	-	-	-	-	-	-
<b>Q234</b> <b>signage to find the office</b>																			
mean:	7.55	<b>7.10</b>	<b>7.72</b>	7.50	7.63	7.50	8.00	7.55	7.71	7.90	<b>7.10</b>	7.62	6.79	7.43	7.60	7.62	7.00	7.54	7.50
Student's t:		*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-
<b>Q236</b> <b>hours of operations of the office</b>																			
mean:	7.71	<b>7.28</b>	<b>7.89</b>	7.68	7.78	7.66	7.80	<b>8.19</b>	7.72	7.90	<b>7.28</b>	7.76	7.67	7.44	7.81	7.73	7.12	7.90	7.55
Student's t:		*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-
<b>Q238</b> <b>flexibility of the methods of access</b>																			
mean:	8.01	8.05	7.99	8.00	8.03	7.95	8.33	8.35	<b>7.62</b>	8.20	8.05	8.00	7.86	8.19	8.17	8.02	<b>7.14</b>	8.23	7.88
Student's t:		-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-

\* \* \* SUMMARY TABLE

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q231</b> <b>ease of access to services by telephone</b>																
mean:	7.71	7.66	7.82	7.72	7.93	7.31	7.62	7.76	7.86	7.82	7.54	<b>6.43</b>	8.05	7.59	7.95	7.88
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
<b>Q232</b> <b>the convenience of the office location</b>																
mean:	7.70	7.66	7.87	7.67	8.16	7.44	7.29	7.77	7.89	<b>8.01</b>	<b>7.29</b>	<b>6.38</b>	<b>8.25</b>	7.67	7.55	7.82
Student's t:		-	-	-	-	-	-	-	-	**	**	*	*	-	-	-
<b>Q233</b> <b>availability of parking close to office</b>																
mean:	7.78	7.85	7.58	7.84	7.94	7.31	7.65	7.67	7.81	<b>8.04</b>	<b>7.42</b>	6.58	7.90	7.74	<b>8.39</b>	7.60
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	*	-
<b>Q234</b> <b>signage to find the office</b>																
mean:	7.55	7.44	7.95	7.58	7.54	7.37	7.46	7.38	7.79	7.71	7.34	6.32	7.72	7.48	7.86	7.65
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q236</b> <b>hours of operations of the office</b>																
mean:	7.71	7.63	8.03	7.59	8.03	7.68	7.43	7.76	7.73	7.79	7.62	7.75	<b>8.17</b>	7.48	7.81	7.63
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q238</b> <b>flexibility of the methods of access</b>																
mean:	8.01	8.06	7.85	7.98	8.27	7.69	8.00	8.05	7.91	8.19	7.78	7.63	8.40	7.87	8.13	7.92
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q231 ease of access to services by telephone																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	2%	1%	0%	0%	1%	0%
Unimportant (2.5)	5%	3%	6%	6%	4%	5%	3%	6%	7%	6%	3%	5%	7%	5%	4%	9%	0%	6%	5%
Neutral (5)	16%	12%	17%	13%	19%	16%	15%	17%	20%	14%	12%	14%	27%	22%	15%	16%	14%	11%	17%
Important (7.5)	34%	45%	28%	37%	28%	34%	33%	28%	28%	29%	45%	36%	33%	17%	33%	33%	36%	30%	38%
Very important (10)	34%	32%	34%	33%	36%	32%	39%	33%	31%	41%	32%	34%	20%	39%	34%	35%	29%	43%	26%
DK/NR	12%	9%	13%	11%	13%	12%	9%	15%	14%	10%	9%	11%	13%	15%	12%	8%	21%	9%	15%
khi <sup>2</sup> :		()		-		-		-				-			-			(*)	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	279	94	184	176	103	243	30	46	77	62	94	229	13	35	171	82	22	119	147
mean:	7.71	7.90	7.60	7.70	7.72	7.62	8.00	7.50	7.44	7.90	7.90	7.79	6.92	7.50	7.76	7.53	7.95	7.96	7.50
standard deviation:	2.26	1.92	2.41	2.26	2.27	2.28	2.12	2.58	2.40	2.32	1.92	2.17	2.32	2.78	2.24	2.44	1.83	2.39	2.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q231 ease of access to services by telephone																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	2%	0%	0%	0%
Unimportant (2.5)	5%	5%	4%	5%	2%	7%	6%	4%	5%	6%	4%	14%	2%	7%	6%	2%
Neutral (5)	16%	16%	16%	17%	11%	21%	14%	17%	11%	14%	18%	33%	9%	17%	14%	14%
Important (7.5)	34%	33%	35%	30%	41%	36%	42%	31%	31%	36%	31%	33%	38%	30%	27%	42%
Very important (10)	34%	33%	36%	36%	29%	29%	29%	35%	38%	37%	30%	19%	36%	33%	43%	31%
DK/NR	12%	13%	9%	11%	17%	7%	10%	13%	14%	8%	17%	0%	14%	13%	10%	12%
chi <sup>2</sup> :		-		-			-			-	+	-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	279	214	63	174	52	39	65	98	69	165	114	21	55	107	44	52
mean:	7.71	7.66	7.82	7.72	7.93	7.31	7.62	7.76	7.86	7.82	7.54	6.43	8.05	7.59	7.95	7.88
standard deviation:	2.26	2.29	2.18	2.34	1.83	2.32	2.14	2.23	2.40	2.21	2.33	2.45	2.13	2.35	2.37	1.88
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q232 the convenience of the office location																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	2%	1%	2%	1%	1%	0%	2%	0%	1%	2%	1%	7%	0%	0%	3%	4%	2%	1%
Unimportant (2.5)	6%	10%	4%	7%	4%	5%	6%	2%	4%	6%	10%	5%	13%	12%	6%	7%	4%	7%	5%
Neutral (5)	11%	13%	11%	9%	15%	13%	0%	11%	11%	10%	13%	12%	0%	15%	10%	12%	14%	8%	14%
Important (7.5)	41%	37%	43%	37%	47%	41%	45%	41%	44%	42%	37%	40%	47%	44%	41%	39%	46%	37%	45%
Very important (10)	35%	24%	40%	37%	31%	34%	42%	43%	38%	41%	24%	37%	27%	24%	35%	37%	25%	40%	30%
DK/NR	6%	15%	1%	8%	2%	5%	6%	2%	2%	0%	15%	6%	7%	5%	8%	1%	7%	5%	6%
kh <sup>2</sup> :		(***)		(*)		-		(**)				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	298	88	209	182	116	262	31	53	88	69	88	243	14	39	180	88	26	124	162
mean:	7.70	7.10	7.94	7.75	7.63	7.67	8.31	8.07	7.95	7.86	7.10	7.83	6.96	7.12	7.85	7.53	7.31	7.82	7.59
standard deviation:	2.32	2.60	2.15	2.44	2.13	2.30	1.98	2.17	2.03	2.32	2.60	2.25	3.13	2.40	2.16	2.61	2.44	2.51	2.16
Student's t:		**	**	-	-	-	-	-	-	-	**	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q232 the convenience of the office location																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	3%	1%	0%	2%	3%	1%	1%	2%	1%	5%	2%	1%	2%	0%
Unimportant (2.5)	6%	6%	6%	6%	5%	10%	6%	8%	4%	5%	7%	10%	0%	7%	8%	7%
Neutral (5)	11%	13%	4%	13%	8%	10%	15%	11%	6%	7%	18%	19%	11%	11%	14%	8%
Important (7.5)	41%	40%	45%	42%	37%	43%	49%	32%	51%	40%	42%	52%	34%	42%	37%	44%
Very important (10)	35%	34%	39%	33%	41%	33%	26%	39%	33%	41%	26%	10%	42%	34%	39%	34%
DK/NR	6%	7%	3%	5%	10%	2%	1%	10%	5%	5%	7%	5%	11%	5%	0%	7%
khi <sup>2</sup> :		-		-			()			(*)		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	298	229	67	186	57	41	71	102	76	170	128	20	57	117	49	55
mean:	7.70	7.66	7.87	7.67	8.16	7.44	7.29	7.77	7.89	8.01	7.29	6.38	8.25	7.67	7.55	7.82
standard deviation:	2.32	2.29	2.43	2.22	2.09	2.59	2.38	2.49	2.04	2.29	2.31	2.50	2.06	2.31	2.58	2.15
Student's t:		-	-	-		-	-	-	-	**	**	*	*	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q233 availability of parking close to office																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	0%	1%	1%	1%	1%	0%	0%	<b>2%</b>	0%	0%	1%	0%	0%	1%	0%	0%	1%	1%
Unimportant (2.5)	8%	12%	6%	10%	5%	9%	3%	11%	3%	6%	12%	<b>6%</b>	20%	15%	7%	7%	21%	7%	9%
Neutral (5)	10%	14%	8%	9%	12%	11%	3%	7%	10%	7%	14%	10%	7%	10%	9%	13%	4%	8%	11%
Important (7.5)	35%	33%	36%	34%	36%	35%	42%	28%	<b>44%</b>	32%	33%	35%	33%	37%	37%	29%	36%	37%	34%
Very important (10)	38%	<b>22%</b>	<b>45%</b>	35%	43%	36%	48%	46%	39%	<b>54%</b>	<b>22%</b>	38%	33%	37%	36%	44%	36%	39%	36%
DK/NR	8%	<b>19%</b>	<b>3%</b>	<b>12%</b>	<b>3%</b>	9%	3%	7%	<b>1%</b>	<b>1%</b>	<b>19%</b>	9%	7%	2%	10%	7%	4%	8%	9%
kh <sup>2</sup> :		(***)		(*)		-		(***)				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	290	83	206	175	115	253	32	50	89	68	83	234	14	40	176	83	27	121	156
mean:	7.78	<b>7.05</b>	<b>8.06</b>	7.64	7.98	<b>7.67</b>	<b>8.52</b>	7.95	7.89	<b>8.38</b>	<b>7.05</b>	7.86	7.14	7.44	7.81	7.95	7.22	7.89	7.66
standard deviation:	2.40	2.50	2.30	2.48	2.27	2.46	1.78	2.56	2.26	2.15	2.50	2.33	2.92	2.62	2.35	2.35	2.89	2.33	2.45
Student's t:		**	**	-	-	*	*	-	-	*	**	-	-	-	-	-	-	-	-



**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q233 availability of parking close to office																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	0%	3%	1%	0%	2%	0%	2%	0%	1%	1%	0%	0%	2%	0%	0%
Unimportant (2.5)	8%	8%	7%	7%	10%	10%	7%	11%	8%	7%	9%	19%	11%	7%	2%	8%
Neutral (5)	10%	11%	7%	10%	10%	12%	15%	6%	11%	7%	14%	14%	8%	9%	10%	14%
Important (7.5)	35%	33%	42%	37%	27%	38%	36%	32%	35%	37%	33%	38%	25%	41%	37%	31%
Very important (10)	38%	40%	33%	38%	44%	31%	35%	39%	38%	42%	32%	19%	44%	36%	49%	34%
DK/NR	8%	9%	7%	7%	10%	7%	7%	11%	9%	6%	11%	10%	13%	6%	2%	14%
khi <sup>2</sup> :		()		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	290	224	64	182	57	39	67	101	73	168	122	19	56	116	48	51
mean:	7.78	7.85	7.58	7.84	7.94	7.31	7.65	7.67	7.81	<b>8.04</b>	<b>7.42</b>	6.58	7.90	7.74	<b>8.39</b>	7.60
standard deviation:	2.40	2.36	2.56	2.32	2.51	2.65	2.30	2.70	2.32	2.27	2.53	2.66	2.60	2.38	1.89	2.45
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	*	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q234 <b>signage to find the office</b>																			
TOTAL:	315	102	212	197	118	277	32	54	90	69	102	257	15	41	195	88	28	130	172
<b>Very unimportant (0)</b>	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	4%	1%	0%
<b>Unimportant (2.5)</b>	7%	11%	5%	8%	5%	7%	6%	7%	3%	6%	11%	7%	13%	7%	7%	7%	7%	7%	7%
<b>Neutral (5)</b>	12%	10%	13%	12%	12%	12%	6%	19%	11%	10%	10%	11%	20%	15%	9%	16%	14%	12%	12%
<b>Important (7.5)</b>	43%	37%	47%	<b>39%</b>	<b>51%</b>	43%	44%	35%	<b>54%</b>	45%	37%	43%	40%	44%	45%	40%	43%	40%	47%
<b>Very important (10)</b>	29%	22%	32%	29%	27%	28%	38%	35%	26%	38%	22%	30%	20%	27%	27%	34%	21%	30%	26%
<b>DK/NR</b>	9%	<b>20%</b>	<b>4%</b>	11%	5%	9%	6%	4%	6%	<b>1%</b>	<b>20%</b>	9%	7%	7%	11%	<b>3%</b>	11%	10%	9%
chi <sup>2</sup> :		(***)	---	-	-	-	-	(***)				-			(*)			-	-
± ... at 50 %:	5.52	9.70	6.73	6.98	9.02	5.89	17.32	13.34	10.33	11.80	9.70	6.11	25.30	15.30	7.02	10.45	18.52	8.60	7.47
# valid values:	287	82	204	175	112	252	30	52	85	68	82	233	14	38	173	85	25	117	157
mean:	7.55	<b>7.10</b>	<b>7.72</b>	7.50	7.63	7.50	8.00	7.55	7.71	7.90	<b>7.10</b>	7.62	6.79	7.43	7.60	7.62	7.00	7.54	7.50
standard deviation:	2.21	2.53	2.05	2.35	1.98	2.23	2.12	2.35	1.82	2.10	2.53	2.21	2.49	2.21	2.15	2.25	2.60	2.32	2.12
Student's t:		*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q234 signage to find the office																
TOTAL:	315	244	69	195	63	42	72	113	79	178	137	21	64	123	49	58
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	7%	7%	7%	7%	6%	10%	4%	10%	4%	7%	7%	19%	8%	6%	8%	3%
Neutral (5)	12%	<b>14%</b> ++	<b>1%</b> --	11%	<b>19%</b> +	<b>2%</b> -	14%	10%	14%	<b>8%</b> -	<b>17%</b> +	14%	16%	10%	8%	14%
Important (7.5)	43%	43%	48%	43%	33%	<b>62%</b> +	<b>57%</b> +	41%	38%	44%	42%	33%	<b>28%</b> --	<b>53%</b> ++	43%	45%
Very important (10)	29%	27%	32%	29%	33%	17%	21%	27%	32%	32%	24%	14%	<b>39%</b> +	23%	39%	26%
DK/NR	9%	8%	12%	9%	8%	10%	4%	12%	13%	8%	10%	19%	9%	8%	2%	12%
khi <sup>2</sup> :		()		-			-			-		()				
± ... at 50 %:	5.52	6.27	11.80	7.02	12.35	15.12	11.55	9.22	11.03	7.35	8.37	21.38	12.25	8.84	14.00	12.87
# valid values:	287	224	61	177	58	38	69	100	69	164	123	17	58	113	48	51
mean:	7.55	7.44	7.95	7.58	7.54	7.37	7.46	7.38	7.79	7.71	7.34	6.32	7.72	7.48	7.86	7.65
standard deviation:	2.21	2.24	2.07	2.23	2.32	2.01	1.84	2.45	2.08	2.24	2.16	2.67	2.45	2.07	2.25	1.96
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q236																			
<b>hours of operations of the office</b>																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	1%	<b>2%</b>	<b>0%</b>	1%	0%	1%	0%	0%	0%	0%	<b>2%</b>	1%	0%	0%	1%	0%	4%	1%	1%
<b>Unimportant (2.5)</b>	5%	4%	5%	6%	3%	5%	3%	2%	6%	7%	4%	4%	7%	7%	3%	8%	4%	4%	5%
<b>Neutral (5)</b>	13%	17%	11%	12%	15%	13%	12%	11%	11%	12%	17%	14%	0%	15%	14%	11%	14%	11%	14%
<b>Important (7.5)</b>	45%	44%	46%	43%	48%	45%	55%	44%	51%	39%	44%	43%	73%	46%	44%	44%	54%	44%	48%
<b>Very important (10)</b>	33%	<b>22%</b>	<b>37%</b>	32%	33%	32%	30%	43%	31%	42%	<b>22%</b>	34%	20%	27%	33%	36%	18%	37%	28%
<b>DK/NR</b>	4%	<b>12%</b>	<b>0%</b>	<b>7%</b>	<b>0%</b>	4%	0%	0%	1%	0%	<b>12%</b>	4%	0%	5%	5%	1%	7%	4%	5%
kh <sup>2</sup> :		(***)		( )		-		(**)				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	303	91	211	185	118	265	33	54	89	69	91	247	15	39	185	88	26	126	164
mean:	7.71	<b>7.28</b>	<b>7.89</b>	7.68	7.78	7.66	7.80	<b>8.19</b>	7.72	7.90	<b>7.28</b>	7.76	7.67	7.44	7.81	7.73	7.12	7.90	7.55
standard deviation:	2.13	2.26	2.05	2.24	1.96	2.16	1.85	1.84	2.02	2.25	2.26	2.16	1.76	2.18	2.04	2.23	2.31	2.11	2.12
Student's t:		*	*	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q236 hours of operations of the office																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	0%	1%	1%	0%	2%	0%	1%	1%	1%	1%	0%	0%	1%	0%	2%
Unimportant (2.5)	5%	5%	4%	6%	3%	5%	7%	4%	6%	4%	5%	0%	2%	7%	6%	5%
Neutral (5)	13%	16%	4%	14%	13%	10%	17%	16%	8%	11%	16%	14%	11%	14%	14%	12%
Important (7.5)	45%	44%	48%	44%	41%	48%	46%	37%	49%	49%	40%	57%	42%	46%	41%	44%
Very important (10)	33%	31%	38%	31%	40%	33%	28%	35%	33%	32%	33%	24%	39%	28%	39%	32%
DK/NR	4%	4%	4%	5%	3%	2%	3%	7%	4%	3%	5%	5%	6%	4%	0%	5%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	303	235	66	187	61	41	70	105	77	173	130	20	60	118	49	56
mean:	7.71	7.63	8.03	7.59	8.03	7.68	7.43	7.76	7.73	7.79	7.62	7.75	<b>8.17</b>	7.48	7.81	7.63
standard deviation:	2.13	2.14	2.13	2.17	2.00	2.33	2.17	2.22	2.23	2.05	2.24	1.60	1.83	2.23	2.20	2.31
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q238																			
<b>flexibility of the methods of access</b>																			
TOTAL:	315	102	212	197	118	277	32	54	90	69	102	257	15	41	195	88	28	130	172
<b>Very unimportant (0)</b>	0%	0%	0%	1%	0%	<b>0%</b>	<b>3%</b>	0%	1%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%
<b>Unimportant (2.5)</b>	2%	3%	1%	3%	0%	2%	0%	0%	3%	0%	3%	2%	0%	0%	3%	1%	0%	<b>0%</b>	<b>3%</b>
<b>Neutral (5)</b>	12%	13%	11%	11%	14%	13%	3%	9%	13%	10%	13%	13%	7%	7%	9%	14%	21%	11%	13%
<b>Important (7.5)</b>	46%	38%	50%	44%	48%	46%	44%	46%	50%	51%	38%	<b>42%</b>	67%	56%	43%	47%	57%	46%	48%
<b>Very important (10)</b>	36%	39%	34%	38%	34%	35%	44%	43%	<b>28%</b>	38%	39%	38%	20%	34%	39%	36%	18%	38%	33%
<b>DK/NR</b>	4%	7%	3%	4%	4%	4%	6%	2%	4%	1%	7%	4%	7%	2%	6%	2%	0%	5%	3%
chi <sup>2</sup> :		-	-	-	-	(*)	-	-	-	-	-	-	-	-	(*)	-	-	-	-
± ... at 50 %:	5.52	9.70	6.73	6.98	9.02	5.89	17.32	13.34	10.33	11.80	9.70	6.11	25.30	15.30	7.02	10.45	18.52	8.60	7.47
# valid values:	302	95	206	189	113	266	30	53	86	68	95	246	14	40	184	86	28	124	166
mean:	8.01	8.05	7.99	8.00	8.03	7.95	8.33	8.35	<b>7.62</b>	8.20	8.05	8.00	7.86	8.19	8.17	8.02	<b>7.14</b>	8.23	7.88
standard deviation:	1.89	2.00	1.83	2.00	1.69	1.86	2.11	1.62	2.06	1.61	2.00	1.98	1.34	1.50	1.87	1.80	2.12	1.65	1.90
Student's t:		-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-

**Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q238																
<b>flexibility of the methods of access</b>																
TOTAL:	315	244	69	195	63	42	72	113	79	178	137	21	64	123	49	58
<b>Very unimportant (0)</b>	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
<b>Unimportant (2.5)</b>	2%	2%	3%	2%	3%	2%	1%	2%	4%	1%	3%	0%	2%	2%	2%	2%
<b>Neutral (5)</b>	12%	11%	12%	12%	6%	14%	10%	14%	10%	9%	15%	19%	9%	11%	14%	10%
<b>Important (7.5)</b>	46%	45%	48%	46%	46%	50%	54%	42%	47%	46%	46%	52%	41%	47%	39%	52%
<b>Very important (10)</b>	36%	38%	30%	35%	43%	26%	32%	39%	33%	39%	32%	24%	<b>48%</b> +	33%	43%	29%
<b>DK/NR</b>	4%	3%	7%	5%	2%	7%	3%	4%	6%	4%	4%	5%	0%	6%	2%	7%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.52	6.27	11.80	7.02	12.35	15.12	11.55	9.22	11.03	7.35	8.37	21.38	12.25	8.84	14.00	12.87
# valid values:	302	236	64	186	62	39	70	109	74	170	132	20	64	116	48	54
mean:	8.01	8.06	7.85	7.98	8.27	7.69	8.00	8.05	7.91	8.19	7.78	7.63	8.40	7.87	8.13	7.92
standard deviation:	1.89	1.88	1.88	1.90	1.84	1.85	1.68	1.91	1.94	1.82	1.95	1.72	1.80	1.99	1.96	1.73
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

If only one of these areas of access to the Passport Office services could be improved, which should be focussed on?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q25																			
TOTAL:	1182	374	804	735	445	1019	135	176	330	302	374	952	65	155	685	371	104	498	634
DK/NR	46%	<b>58%</b> +++	<b>40%</b> ---	<b>48%</b> +	<b>41%</b> -	46%	39%	46%	<b>35%</b> ---	41%	<b>58%</b> +++	46%	45%	43%	<b>50%</b> ++	<b>40%</b> -	39%	47%	44%
office location	16%	17%	16%	16%	15%	16%	15%	13%	<b>19%</b> +	13%	17%	15%	12%	19%	15%	16%	18%	16%	16%
parking close to office	16%	<b>5%</b> ---	<b>21%</b> +++	<b>12%</b> ---	<b>21%</b> +++	<b>15%</b> -	<b>22%</b> +	19%	<b>20%</b> ++	<b>21%</b> ++	<b>5%</b> ---	16%	12%	16%	<b>14%</b> -	17%	<b>25%</b> ++	16%	16%
hours of operations	10%	<b>6%</b> -	<b>11%</b> +	<b>8%</b> -	<b>12%</b> +	10%	8%	9%	<b>13%</b> +	11%	<b>6%</b> -	9%	12%	10%	9%	11%	9%	8%	11%
Other	4%	3%	5%	4%	4%	4%	6%	5%	4%	5%	3%	4%	6%	4%	3%	<b>6%</b> +	3%	4%	3%
access by telephone	4%	5%	3%	4%	2%	3%	5%	5%	2%	3%	5%	3%	5%	3%	3%	4%	3%	4%	3%
signage to find the office	3%	<b>2%</b> -	<b>4%</b> +	4%	3%	3%	3%	3%	4%	5%	<b>2%</b> -	4%	2%	3%	4%	3%	2%	3%	4%
flexibility, methods of access	2%	<b>5%</b> +++	<b>1%</b> ---	3%	2%	3%	2%	2%	2%	1%	<b>5%</b> +++	2%	<b>6%</b> +	3%	3%	2%	1%	2%	3%
kh <sup>2</sup> :		***		***		-		(***)				-			( )			-	
± ... at 50 %:	2.85	5.07	3.46	3.61	4.65	3.07	8.43	7.39	5.39	5.64	5.07	3.18	12.16	7.87	3.74	5.09	9.61	4.39	3.89



If only one of these areas of access to the Passport Office services could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q25																
TOTAL:	1182	914	261	759	203	176	271	466	296	644	538	72	209	455	206	240
DK/NR	46%	46%	46%	44%	48%	49%	<b>36%</b>	45%	<b>58%</b>	44%	48%	46%	<b>53%</b>	<b>42%</b>	44%	49%
office location	16%	<b>17%</b>	<b>12%</b>	<b>18%</b>	15%	<b>10%</b>	16%	17%	13%	17%	14%	18%	<b>11%</b>	<b>19%</b>	<b>11%</b>	18%
parking close to office	16%	<b>14%</b>	<b>23%</b>	15%	13%	<b>24%</b>	17%	16%	15%	15%	16%	21%	<b>11%</b>	16%	<b>20%</b>	13%
hours of operations	10%	10%	7%	<b>11%</b>	8%	6%	<b>17%</b>	8%	<b>3%</b>	11%	8%	<b>3%</b>	9%	11%	10%	9%
Other	4%	4%	4%	5%	3%	3%	4%	5%	3%	3%	5%	6%	3%	4%	4%	5%
access by telephone	4%	3%	4%	3%	<b>6%</b>	3%	3%	4%	4%	4%	3%	4%	<b>6%</b>	3%	4%	2%
signage to find the office	3%	3%	3%	3%	4%	4%	4%	3%	1%	3%	3%	1%	3%	3%	4%	3%
flexibility, methods of access	2%	3%	2%	2%	3%	1%	3%	3%	2%	2%	3%	1%	4%	3%	1%	2%
khi <sup>2</sup> :		**		(*)			***			-		()				
± ... at 50 %:	2.85	3.24	6.07	3.56	6.88	7.39	5.95	4.54	5.70	3.86	4.23	11.55	6.78	4.59	6.83	6.33

If you could have delivered your passport application any way you want, which of the following would you have preferred...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q26																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>In person</b>	46%	<b>34%</b>	<b>52%</b>	<b>41%</b>	<b>54%</b>	46%	51%	49%	50%	<b>55%</b>	<b>34%</b>	<b>48%</b>	38%	<b>38%</b>	47%	47%	40%	<b>51%</b>	<b>42%</b>
		---	+++	---	+++					+++	---	++		-				++	--
<b>By mail</b>	23%	<b>39%</b>	<b>16%</b>	<b>29%</b>	<b>14%</b>	<b>24%</b>	<b>16%</b>	<b>17%</b>	<b>17%</b>	<b>15%</b>	<b>39%</b>	<b>25%</b>	17%	18%	<b>27%</b>	<b>19%</b>	18%	<b>27%</b>	<b>21%</b>
		+++	---	+++	---	+	-	-	--	---	+++	+			++	-		+	-
<b>By telephone</b>	5%	5%	4%	5%	5%	5%	4%	5%	5%	4%	5%	5%	0%	6%	4%	6%	4%	4%	6%
<b>Through the Internet</b>	24%	<b>21%</b>	<b>26%</b>	24%	25%	24%	28%	29%	26%	25%	<b>21%</b>	<b>21%</b>	<b>44%</b>	<b>36%</b>	<b>21%</b>	28%	<b>36%</b>	<b>17%</b>	<b>31%</b>
		-	+								-	---	+++	+++	--		++	---	+++
<b>Other, specify</b>	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%
<b>DK/NR</b>	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	2%	0%	1%	0%	2%	1%	0%
chi <sup>2</sup> :		(***)		(***)		-		(***)				(***)			(**)			(***)	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

If you could have delivered your passport application any way you want, which of the following would you have preferred...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q26																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>In person</b>	46%	45%	49%	47%	<b>38%</b>	50%	42%	47%	47%	47%	46%	47%	<b>39%</b>	45%	<b>53%</b>	49%
<b>By mail</b>	23%	24%	21%	23%	28%	21%	<b>16%</b>	21%	<b>35%</b>	25%	22%	19%	27%	26%	<b>17%</b>	22%
<b>By telephone</b>	5%	5%	3%	5%	5%	3%	4%	5%	5%	5%	4%	8%	5%	4%	4%	5%
<b>Through the Internet</b>	24%	24%	26%	24%	27%	24%	<b>38%</b>	26%	<b>12%</b>	<b>22%</b>	<b>28%</b>	25%	28%	24%	24%	23%
<b>Other, specify</b>	1%	0%	1%	0%	0%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	0%
<b>DK/NR</b>	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%
khi <sup>2</sup> :		-		-			(***)			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q27																			
TOTAL:	1177	375	798	735	440	1019	130	170	329	303	375	949	65	153	683	367	104	492	632
<b>M-F, between 9 and 5</b>	38%	38%	38%	37%	40%	38%	37%	41%	39%	35%	38%	39%	46%	<b>30%</b>	40%	35%	41%	41%	36%
<b>M-F, after 5</b>	25%	25%	26%	26%	24%	25%	29%	30%	26%	22%	25%	24%	<b>35%</b>	28%	25%	25%	31%	23%	28%
<b>Saturday, between 9 and 5</b>	20%	17%	22%	19%	22%	20%	22%	17%	19%	<b>28%</b>	17%	20%	<b>11%</b>	24%	19%	<b>25%</b>	13%	20%	21%
<b>Sunday, between 9 and 5</b>	3%	3%	2%	3%	3%	3%	2%	1%	2%	2%	3%	3%	0%	1%	3%	2%	1%	3%	3%
<b>Some other time</b>	5%	<b>2%</b>	<b>7%</b>	5%	6%	5%	5%	5%	7%	7%	<b>2%</b>	<b>4%</b>	6%	<b>10%</b>	5%	6%	3%	5%	5%
		--	++								--	-		++					
<b>DK/NR</b>	9%	<b>14%</b>	<b>6%</b>	<b>11%</b>	<b>5%</b>	9%	5%	6%	7%	<b>5%</b>	<b>14%</b>	<b>9%</b>	<b>2%</b>	7%	9%	7%	11%	8%	8%
		+++	---	+++	---					--	+++	+	2	-					
chi <sup>2</sup> :		***		*				(***)				(**)							
± ... at 50 %:	2.86	5.06	3.47	3.61	4.67	3.07	8.60	7.52	5.40	5.63	5.06	3.18	12.16	7.92	3.75	5.12	9.61	4.42	3.90

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q27																
TOTAL:	1177	913	257	762	196	175	271	461	293	645	532	73	203	455	210	236
<b>M-F, between 9 and 5</b>	38%	<b>36%</b>	<b>44%</b>	37%	36%	43%	<b>28%</b>	<b>34%</b>	<b>54%</b>	37%	39%	48%	37%	40%	35%	36%
<b>M-F, after 5</b>	25%	27%	21%	25%	31%	22%	<b>38%</b>	26%	<b>13%</b>	<b>23%</b>	<b>28%</b>	26%	<b>31%</b>	26%	21%	21%
<b>Saturday, between 9 and 5</b>	20%	21%	19%	<b>22%</b>	<b>15%</b>	19%	22%	<b>25%</b>	<b>13%</b>	22%	18%	16%	16%	18%	<b>27%</b>	25%
<b>Sunday, between 9 and 5</b>	3%	3%	2%	<b>2%</b>	<b>5%</b>	3%	4%	3%	2%	3%	2%	1%	3%	2%	1%	4%
<b>Some other time</b>	5%	5%	6%	6%	3%	5%	4%	5%	5%	6%	5%	4%	3%	5%	<b>9%</b>	4%
<b>DK/NR</b>	9%	9%	7%	8%	11%	8%	<b>4%</b>	8%	<b>13%</b>	10%	7%	4%	10%	9%	7%	10%
chi <sup>2</sup> :		-		(*)			***			-		(*)				
± ... at 50 %:	2.86	3.24	6.11	3.55	7.00	7.41	5.95	4.56	5.73	3.86	4.25	11.47	6.88	4.59	6.76	6.38

**Considering either your home or another location that you access regularly during business hours, how far is the closest of these locations from the nearest Passport Office? Is it...**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q28																				
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643	
<b>Within walking distance</b>	7%	6%	7%	6%	8%	7%	6%	4%	9%	6%	6%	7%	3%	7%	7%	5%	9%	6%	7%	
<b>Within a reasonable drive</b>	56%	<b>46%</b>	<b>60%</b>	<b>53%</b>	<b>60%</b>	57%	57%	61%	59%	<b>61%</b>	<b>46%</b>	<b>54%</b>	<b>68%</b>	61%	<b>54%</b>	<b>61%</b>	57%	57%	56%	
		---	+++	-	+					+	---	-	+		-	+				
<b>Reasonable distance, transit</b>	10%	<b>6%</b>	<b>11%</b>	<b>8%</b>	<b>12%</b>	10%	7%	13%	9%	12%	<b>6%</b>	10%	6%	10%	9%	9%	11%	10%	9%	
		-	+	-	+						-									
<b>Beyond a reasonable distance</b>	25%	<b>36%</b>	<b>20%</b>	<b>30%</b>	<b>18%</b>	24%	30%	20%	<b>21%</b>	<b>20%</b>	<b>36%</b>	26%	23%	23%	26%	24%	22%	24%	26%	
		+++	---	+++	---					-	-	+++								
<b>DK/NR</b>	3%	<b>5%</b>	<b>1%</b>	3%	2%	3%	0%	1%	2%	<b>1%</b>	<b>5%</b>	<b>3%</b>	0%	<b>0%</b>	<b>3%</b>	1%	2%	2%	2%	
		+++	---							-	+++	++		-	+					
chi <sup>2</sup> :		***		***		-		(***)				-			-			-		
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86	

**Considering either your home or another location that you access regularly during business hours, how far is the closest of these locations from the nearest Passport Office? Is it...**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q28																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Within walking distance</b>	7%	6%	9%	7%	5%	8%	6%	7%	8%	6%	7%	10%	4%	8%	7%	6%
<b>Within a reasonable drive</b>	56%	56%	56%	55%	58%	60%	58%	56%	54%	54%	58%	45%	59%	59%	60%	<b>48%</b>
<b>Reasonable distance, transit</b>	10%	<b>8%</b>	<b>16%</b>	<b>8%</b>	9%	<b>15%</b>	11%	<b>7%</b>	12%	10%	8%	5%	<b>15%</b>	<b>7%</b>	10%	10%
		--	+++	-		++		-					++	-		
<b>Beyond a reasonable distance</b>	25%	<b>27%</b>	<b>17%</b>	<b>28%</b>	23%	<b>16%</b>	23%	28%	23%	27%	23%	<b>40%</b>	<b>18%</b>	23%	21%	<b>34%</b>
		++	--	++		--						++	--			+++
<b>DK/NR</b>	3%	3%	2%	2%	4%	1%	2%	2%	3%	3%	3%	0%	4%	3%	2%	2%
Chi <sup>2</sup> :		***		(**)			-			-		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q291</b> <b>clarity of written information</b>																			
mean:	7.73	7.66	7.76	7.70	7.79	7.81	7.40	7.96	7.82	7.61	7.66	7.74	7.71	7.66	7.72	7.85	7.50	7.78	7.71
Student's t:		-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-
<b>Q292</b> <b>answers provided to your questions</b>																			
mean:	8.12	7.93	8.15	8.13	8.12	8.15	8.03	<b>8.69</b>	8.10	<b>7.89</b>	7.93	8.12	8.19	8.11	8.05	<b>8.37</b>	7.75	8.07	8.14
Student's t:		-	-	-	-	-	-	***	-	**	-	-	-	-	-	**	-	-	-
<b>Q293</b> <b>the ease of access to information</b>																			
mean:	7.94	7.86	7.97	7.86	8.05	7.99	7.73	<b>8.29</b>	8.08	<b>7.69</b>	7.86	7.93	8.03	7.96	<b>7.82</b>	<b>8.19</b>	7.85	8.00	7.90
Student's t:		-	-	-	-	-	-	*		*	-	-	-	-	*	**	-	-	-
<b>Q295</b> <b>communications in your official language</b>																			
mean:	8.41	8.36	8.43	8.38	8.44	8.43	8.29	<b>8.82</b>	8.50	<b>8.14</b>	8.36	8.41	8.14	8.47	8.34	8.55	8.43	8.31	8.49
Student's t:		-	-	-	-	-	-	***	-	***	-	-	-	-	-	-	-	-	-
<b>Q31</b> <b>OVERALL, communications</b>																			
mean:	8.09	<b>7.94</b>	<b>8.17</b>	<b>8.00</b>	<b>8.24</b>	8.13	7.87	<b>8.55</b>	8.21	<b>7.89</b>	<b>7.94</b>	8.13	7.92	7.95	8.08	8.18	8.06	8.13	8.07
Student's t:		*	*	*	*			***	-	*	*	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...**  
**(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q291</b> <b>clarity of written information</b>																
mean:	7.73	7.76	7.67	7.77	7.68	7.58	7.56	7.80	7.88	7.77	7.69	7.81	7.82	7.79	7.56	7.68
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q292</b> <b>answers provided to your questions</b>																
mean:	8.12	8.18	7.95	8.12	8.39	<b>7.82</b>	8.19	8.22	8.09	8.16	8.08	8.44	<b>8.69</b>	8.09	7.85	<b>7.87</b>
Student's t:		-	-	-	-	*	-	-	-	-	-	-	***	-	-	*
<b>Q293</b> <b>the ease of access to information</b>																
mean:	7.94	7.95	7.90	7.85	<b>8.20</b>	7.89	8.11	7.97	7.87	7.91	7.96	7.76	<b>8.32</b>	<b>8.09</b>	7.76	<b>7.54</b>
Student's t:		-	-	-	*	-	-	-	-	-	-	-	**	*	-	***
<b>Q295</b> <b>communications in your official language</b>																
mean:	8.41	<b>8.47</b>	<b>8.20</b>	8.35	<b>8.79</b>	<b>8.15</b>	8.39	<b>8.62</b>	8.33	<b>8.49</b>	<b>8.30</b>	8.37	<b>8.92</b>	8.50	8.29	<b>7.94</b>
Student's t:		*	*	-	***	*	-	*	-	*	*	-	***	-	-	***
<b>Q31</b> <b>OVERALL, communications</b>																
mean:	8.09	8.12	8.04	8.04	<b>8.35</b>	8.03	8.08	8.11	8.28	8.16	8.02	8.13	<b>8.51</b>	8.13	8.00	<b>7.74</b>
Student's t:		-	-	-	*	-	-	-	-	-	-	-	***	-	-	***

\* \* \* SUMMARY TABLE

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q291 clarity of written information																			
TOTAL:	838	264	571	523	313	717	101	119	228	227	264	673	47	110	476	274	72	354	450
DISSATISFIED (smwht + very)	5%	6%	5%	7%	4%	5%	8%	8%	4%	5%	6%	5%	6%	7%	5%	6%	10%	6%	5%
SATISFIED (smwht + very)	89%	88%	89%	87%	91%	90%	85%	91%	90%	88%	88%	89%	89%	89%	89%	90%	83%	90%	88%
Very dissatisfied (0)	1%	2%	1%	1%	1%	1%	1%	3%	0%	0%	2%	1%	2%	2%	1%	1%	1%	1%	1%
Dissatisfied (2.5)	4%	4%	4%	5%	3%	4%	7%	6%	4%	4%	4%	4%	4%	5%	3%	5%	8%	5%	4%
Neutral (5)	6%	6%	5%	6%	5%	5%	7%	1%	6%	7%	6%	6%	4%	4%	6%	4%	7%	4%	7%
Satisfied (7.5)	62%	61%	62%	59%	66%	61%	65%	52%	63%	67%	61%	62%	62%	63%	64%	59%	56%	63%	61%
Very satisfied (10)	27%	27%	27%	28%	25%	29%	20%	39%	27%	22%	27%	27%	28%	26%	25%	31%	28%	27%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		()				-			-			-	
± ... at 50 %:	3.39	6.03	4.10	4.29	5.54	3.66	9.75	8.98	6.49	6.50	6.03	3.78	14.29	9.34	4.49	5.92	11.55	5.21	4.62
# valid values:	838	264	571	523	313	717	101	119	228	227	264	673	47	110	476	274	72	354	450
mean:	7.73	7.66	7.76	7.70	7.79	7.81	7.40	7.96	7.82	7.61	7.66	7.74	7.71	7.66	7.72	7.85	7.50	7.78	7.71
standard deviation:	1.93	2.03	1.89	2.04	1.74	1.90	2.00	2.28	1.77	1.77	2.03	1.91	2.07	2.07	1.87	1.98	2.26	1.86	1.95
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...**  
**(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q291 clarity of written information																
TOTAL:	838	652	181	543	138	130	194	344	209	454	384	49	141	317	155	176
<b>DISSATISFIED (smwht + very)</b>	5%	6%	5%	<b>4%</b>	<b>11%</b>	5%	5%	7%	4%	6%	5%	6%	<b>11%</b>	4%	6%	<b>2%</b>
				-	++								++			-
<b>SATISFIED (smwht + very)</b>	89%	89%	90%	90%	86%	89%	86%	88%	<b>93%</b>	88%	90%	92%	87%	90%	87%	90%
									+							
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	<b>4%</b>	1%	1%	2%	1%	1%	1%	0%	<b>4%</b>	1%	1%	0%
					++								++			
<b>Dissatisfied (2.5)</b>	4%	4%	4%	3%	<b>7%</b>	5%	4%	6%	3%	4%	4%	6%	7%	3%	5%	2%
					+											
<b>Neutral (5)</b>	6%	6%	5%	6%	4%	5%	<b>9%</b>	4%	3%	7%	4%	2%	3%	6%	6%	8%
							++									
<b>Satisfied (7.5)</b>	62%	60%	67%	64%	<b>49%</b>	69%	64%	<b>56%</b>	67%	<b>58%</b>	<b>66%</b>	65%	<b>46%</b>	63%	64%	<b>70%</b>
					---			--		-	+		---			+
<b>Very satisfied (10)</b>	27%	28%	23%	26%	<b>36%</b>	20%	<b>22%</b>	<b>33%</b>	27%	30%	24%	27%	<b>40%</b>	27%	23%	<b>20%</b>
					++		-	+					+++			-
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(***)			(*)			-		(***)				
± ... at 50 %:	3.39	3.84	7.28	4.21	8.34	8.60	7.04	5.28	6.78	4.60	5.00	14.00	8.25	5.50	7.87	7.39
# valid values:	838	652	181	543	138	130	194	344	209	454	384	49	141	317	155	176
mean:	7.73	7.76	7.67	7.77	7.68	7.58	7.56	7.80	7.88	7.77	7.69	7.81	7.82	7.79	7.56	7.68
standard deviation:	1.93	1.96	1.82	1.78	2.52	1.79	1.86	2.14	1.73	1.98	1.88	1.81	2.53	1.84	1.97	1.51
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q292 answers provided to your questions																			
TOTAL:	595	64	530	294	300	506	80	111	215	205	64	460	36	94	308	213	61	245	321
DISSATISFIED (smwht + very)	2%	3%	2%	2%	2%	2%	4%	1%	2%	1%	3%	2%	3%	1%	2%	1%	5%	3%	1%
SATISFIED (smwht + very)	94%	92%	94%	93%	95%	94%	95%	<b>98%</b> +	93%	92%	92%	93%	97%	94%	92%	<b>97%</b> +	90%	94%	93%
Very dissatisfied (0)	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	2%	1%	2%	1%	4%	1%	2%	1%	2%	2%	3%	1%	1%	1%	<b>5%</b> +	2%	1%
Neutral (5)	4%	5%	4%	5%	3%	4%	1%	<b>1%</b> -	4%	6%	5%	5%	0%	5%	6%	<b>2%</b> -	5%	3%	6%
Satisfied (7.5)	61%	63%	60%	59%	62%	60%	65%	<b>48%</b> --	60%	<b>67%</b> +	63%	60%	64%	62%	60%	59%	66%	62%	59%
Very satisfied (10)	33%	30%	34%	34%	32%	34%	30%	<b>50%</b> +++	33%	<b>25%</b> --	30%	34%	33%	32%	32%	38%	25%	32%	34%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-	-	-	-	-	-	(*)	-	-	-	-	-	-	()	-	-	-	-
± ... at 50 %:	4.02	12.25	4.26	5.72	5.66	4.36	10.96	9.30	6.68	6.84	12.25	4.57	16.33	10.11	5.58	6.71	12.55	6.26	5.47
# valid values:	595	64	530	294	300	506	80	111	215	205	64	460	36	94	308	213	61	245	321
mean:	8.12	7.93	8.15	8.13	8.12	8.15	8.03	<b>8.69</b>	8.10	<b>7.89</b>	7.93	8.12	8.19	8.11	8.05	<b>8.37</b>	7.75	8.07	8.14
standard deviation:	1.59	1.81	1.57	1.62	1.57	1.58	1.63	1.42	1.60	1.54	1.81	1.62	1.54	1.50	1.67	1.42	1.75	1.66	1.58
Student's t:		-	-	-	-	-	-	***	-	**	-	-	-	-	-	**	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q292 answers provided to your questions																
TOTAL:	595	448	143	378	95	103	145	255	136	323	272	32	99	240	115	109
<b>DISSATISFIED (smwht + very)</b>	2%	2%	1%	2%	4%	1%	1%	2%	1%	2%	1%	0%	1%	3%	3%	1%
<b>SATISFIED (smwht + very)</b>	94%	93%	95%	94%	93%	91%	93%	93%	96%	94%	94%	100%	97%	94%	<b>89%</b>	94%
<b>Very dissatisfied (0)</b>	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
<b>Dissatisfied (2.5)</b>	2%	2%	0%	1%	<b>4%</b> +	0%	1%	1%	1%	2%	1%	0%	1%	2%	2%	1%
<b>Neutral (5)</b>	4%	4%	4%	4%	3%	8%	6%	5%	2%	4%	5%	0%	2%	4%	<b>9%</b> +	5%
<b>Satisfied (7.5)</b>	61%	<b>57%</b> --	<b>71%</b> ++	62%	<b>45%</b> ---	68%	57%	55%	<b>68%</b> +	58%	63%	63%	<b>45%</b> ---	61%	60%	<b>73%</b> ++
<b>Very satisfied (10)</b>	33%	<b>36%</b> ++	<b>24%</b> --	32%	<b>47%</b> ++	<b>23%</b> -	36%	38%	29%	36%	31%	38%	<b>52%</b> +++	33%	29%	<b>21%</b> --
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(*)		(**)			-			-		(*)				
± ... at 50 %:	4.02	4.63	8.20	5.04	10.05	9.66	8.14	6.14	8.40	5.45	5.94	17.32	9.85	6.33	9.14	9.39
# valid values:	595	448	143	378	95	103	145	255	136	323	272	32	99	240	115	109
mean:	8.12	8.18	7.95	8.12	8.39	<b>7.82</b>	8.19	8.22	8.09	8.16	8.08	8.44	<b>8.69</b>	8.09	7.85	<b>7.87</b>
standard deviation:	1.59	1.65	1.41	1.54	1.86	1.55	1.57	1.65	1.40	1.69	1.48	1.23	1.49	1.64	1.78	1.31
Student's t:		-	-	-		*	-	-	-	-	-	-	***	-		*

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q293 the ease of access to information																			
TOTAL:	837	260	574	519	316	718	99	120	231	226	260	673	47	109	477	273	72	352	452
DISSATISFIED (smwht + very)	3%	4%	3%	4%	2%	3%	3%	3%	1%	4%	4%	4%	0%	3%	4%	1%	4%	3%	3%
SATISFIED (smwht + very)	91%	89%	92%	89%	94%	92%	90%	93%	95%	89%	89%	91%	96%	91%	90%	94%	90%	92%	91%
Very dissatisfied (0)	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
Dissatisfied (2.5)	3%	4%	2%	3%	2%	2%	3%	3%	0%	4%	4%	3%	0%	3%	4%	1%	3%	2%	3%
Neutral (5)	6%	7%	5%	7%	4%	5%	7%	4%	3%	7%	7%	5%	4%	6%	6%	5%	6%	5%	6%
Satisfied (7.5)	61%	59%	62%	60%	64%	60%	68%	50%	65%	66%	59%	61%	70%	61%	61%	59%	61%	60%	62%
Very satisfied (10)	30%	30%	30%	30%	30%	31%	22%	43%	30%	23%	30%	30%	26%	30%	28%	35%	29%	32%	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		(*)				-			-			-	
± ... at 50 %:	3.39	6.08	4.09	4.30	5.51	3.66	9.85	8.95	6.45	6.52	6.08	3.78	14.29	9.39	4.49	5.93	11.55	5.22	4.61
# valid values:	837	260	574	519	316	718	99	120	231	226	260	673	47	109	477	273	72	352	452
mean:	7.94	7.86	7.97	7.86	8.05	7.99	7.73	8.29	8.08	7.69	7.86	7.93	8.03	7.96	7.82	8.19	7.85	8.00	7.90
standard deviation:	1.73	1.84	1.68	1.83	1.56	1.72	1.60	1.77	1.54	1.73	1.84	1.77	1.27	1.67	1.81	1.55	1.89	1.72	1.73
Student's t:		-	-	-	-	-	-	*		*	-	-	-	-	*	**	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...**  
**(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q293 the ease of access to information																
TOTAL:	837	650	183	542	139	129	194	345	207	454	383	48	143	316	155	175
DISSATISFIED (smwht + very)	3%	3%	3%	4%	4%	2%	1%	5%	4%	4%	2%	2%	4%	2%	5%	3%
SATISFIED (smwht + very)	91%	91%	92%	92%	91%	88%	94%	89%	92%	91%	92%	90%	92%	94%	89%	87%
Very dissatisfied (0)	0%	0%	1%	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%
Dissatisfied (2.5)	3%	3%	3%	3%	4%	2%	1%	4%	3%	3%	2%	2%	3%	1%	5%	3%
Neutral (5)	6%	6%	5%	5%	4%	10%	6%	6%	4%	5%	6%	8%	3%	4%	6%	10%
Satisfied (7.5)	61%	60%	64%	65%	50%	60%	63%	54%	64%	59%	63%	67%	47%	62%	63%	68%
Very satisfied (10)	30%	31%	28%	26%	42%	29%	31%	35%	28%	31%	29%	23%	45%	32%	26%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		(*)			()			-		(**)				
± ... at 50 %:	3.39	3.84	7.24	4.21	8.31	8.63	7.04	5.28	6.81	4.60	5.01	14.14	8.20	5.51	7.87	7.41
# valid values:	837	650	183	542	139	129	194	345	207	454	383	48	143	316	155	175
mean:	7.94	7.95	7.90	7.85	8.20	7.89	8.11	7.97	7.87	7.91	7.96	7.76	8.32	8.09	7.76	7.54
standard deviation:	1.73	1.74	1.70	1.70	1.93	1.64	1.44	1.93	1.78	1.85	1.58	1.57	1.92	1.60	1.81	1.68
Student's t:		-	-	-	*	-	-	-	-	-	-	-	**	*	-	***

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q295 communications in your official language																			
TOTAL:	848	264	581	525	321	727	101	121	235	228	264	680	47	113	480	277	75	359	455
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	2%	3%	1%	0%	3%	1%	0%
SATISFIED (smwht + very)	98%	96%	98%	98%	98%	98%	98%	100%	98%	98%	96%	98%	98%	97%	97%	99%	96%	97%	98%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
Dissatisfied (2.5)	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	2%	3%	1%	0%	1%	0%	0%
Neutral (5)	2%	3%	1%	2%	1%	1%	1%	0%	1%	1%	3%	2%	0%	0%	2%	1%	1%	2%	1%
Satisfied (7.5)	58%	56%	59%	59%	57%	58%	63%	47%	56%	69%	56%	59%	68%	53%	60%	57%	51%	60%	57%
Very satisfied (10)	39%	40%	39%	38%	41%	40%	35%	53%	42%	29%	40%	39%	30%	44%	38%	43%	45%	37%	42%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		()				(**)			-			-	
± ... at 50 %:	3.37	6.03	4.07	4.28	5.47	3.63	9.75	8.91	6.39	6.49	6.03	3.76	14.29	9.22	4.47	5.89	11.32	5.17	4.59
# valid values:	848	264	581	525	321	727	101	121	235	228	264	680	47	113	480	277	75	359	455
mean:	8.41	8.36	8.43	8.38	8.44	8.43	8.29	8.82	8.50	8.14	8.36	8.41	8.14	8.47	8.34	8.55	8.43	8.31	8.49
standard deviation:	1.41	1.52	1.36	1.40	1.43	1.41	1.37	1.25	1.35	1.36	1.52	1.38	1.42	1.58	1.42	1.27	1.78	1.48	1.34
Student's t:		-	-	-	-	-	-	***	-	***	-	-	-	-	-	-	-	-	-



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q295 communications in your official language																
TOTAL:	848	658	185	550	139	131	196	349	211	459	389	49	143	323	155	178
DISSATISFIED (smwht + very)	1%	<b>0%</b>	<b>2%</b>	<b>0%</b>	1%	<b>2%</b>	1%	1%	0%	1%	1%	2%	0%	1%	1%	1%
		--	++	--		+										
SATISFIED (smwht + very)	98%	98%	97%	98%	99%	97%	99%	98%	98%	97%	98%	96%	<b>100%</b>	98%	99%	96%
													+			
Very dissatisfied (0)	0%	<b>0%</b>	<b>1%</b>	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>
		--	++													++
Dissatisfied (2.5)	0%	0%	1%	<b>0%</b>	1%	2%	1%	1%	0%	1%	0%	2%	0%	1%	1%	0%
				--												
Neutral (5)	2%	2%	1%	2%	0%	1%	1%	1%	2%	2%	1%	2%	0%	2%	1%	3%
Satisfied (7.5)	58%	57%	63%	61%	<b>44%</b>	65%	62%	<b>50%</b>	61%	<b>54%</b>	<b>64%</b>	55%	<b>43%</b>	54%	65%	<b>72%</b>
					---			--		--	++		---			+++
Very satisfied (10)	39%	41%	34%	37%	<b>55%</b>	32%	37%	<b>48%</b>	36%	<b>44%</b>	<b>34%</b>	41%	<b>57%</b>	43%	34%	<b>24%</b>
					+++			++		++	--		+++			---
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(**)		(***)			-			( )		(***)				
± ... at 50 %:	3.37	3.82	7.20	4.18	8.31	8.56	7.00	5.25	6.75	4.57	4.97	14.00	8.20	5.45	7.87	7.35
# valid values:	848	658	185	550	139	131	196	349	211	459	389	49	143	323	155	178
mean:	8.41	<b>8.47</b>	<b>8.20</b>	8.35	<b>8.79</b>	<b>8.15</b>	8.39	<b>8.62</b>	8.33	<b>8.49</b>	<b>8.30</b>	8.37	<b>8.92</b>	8.50	8.29	<b>7.94</b>
standard deviation:	1.41	1.34	1.60	1.35	1.45	1.57	1.30	1.46	1.41	1.47	1.34	1.58	1.24	1.40	1.30	1.45
Student's t:		*	*	-	***	*	-	*		*	*	-	***	-	-	***

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q31 <b>OVERALL, communications</b>																			
TOTAL:	1181	371	806	732	447	1020	136	176	330	304	371	948	66	157	689	366	103	494	636
<b>DISSATISFIED (smwht + very)</b>	2%	4%	2%	3%	2%	2%	4%	1%	<b>1%</b>	3%	4%	2%	3%	3%	2%	3%	2%	2%	3%
<b>SATISFIED (smwht + very)</b>	92%	<b>90%</b>	<b>93%</b>	<b>90%</b>	<b>95%</b>	93%	91%	95%	94%	91%	<b>90%</b>	93%	91%	91%	92%	93%	92%	92%	92%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%
<b>Dissatisfied (2.5)</b>	2%	<b>3%</b>	<b>1%</b>	2%	1%	<b>1%</b>	<b>4%</b>	1%	1%	2%	<b>3%</b>	1%	3%	2%	1%	2%	2%	1%	2%
<b>Neutral (5)</b>	6%	7%	5%	<b>7%</b>	<b>3%</b>	5%	5%	3%	5%	6%	7%	5%	6%	6%	7%	<b>4%</b>	6%	6%	5%
<b>Satisfied (7.5)</b>	58%	58%	58%	57%	59%	57%	64%	<b>47%</b>	59%	<b>63%</b>	58%	57%	62%	60%	57%	56%	60%	57%	58%
<b>Very satisfied (10)</b>	35%	32%	36%	33%	36%	35%	27%	<b>48%</b>	35%	<b>29%</b>	32%	36%	29%	31%	34%	37%	32%	35%	35%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()		-		(**)				-			-			-	
± ... at 50 %:	2.85	5.09	3.45	3.62	4.64	3.07	8.40	7.39	5.39	5.62	5.09	3.18	12.06	7.82	3.73	5.12	9.66	4.41	3.89
# valid values:	1181	371	806	732	447	1020	136	176	330	304	371	948	66	157	689	366	103	494	636
mean:	8.09	<b>7.94</b>	<b>8.17</b>	<b>8.00</b>	<b>8.24</b>	8.13	7.87	<b>8.55</b>	8.21	<b>7.89</b>	<b>7.94</b>	8.13	7.92	7.95	8.08	8.18	8.06	8.13	8.07
standard deviation:	1.71	1.84	1.65	1.79	1.57	1.71	1.68	1.61	1.53	1.75	1.84	1.70	1.67	1.82	1.72	1.74	1.60	1.64	1.80
Student's t:		*	*	*	*			***	-	*	*	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with...**  
**(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q31																
<b>OVERALL, communications</b>																
TOTAL:	1181	915	259	759	201	176	270	468	290	645	536	72	208	452	211	238
<b>DISSATISFIED (smwht + very)</b>	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	3%	3%	1%	2%	2%	3%
<b>SATISFIED (smwht + very)</b>	92%	92%	93%	92%	91%	93%	93%	91%	94%	93%	91%	93%	93%	93%	91%	90%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	<b>2%</b> +
<b>Dissatisfied (2.5)</b>	2%	2%	1%	1%	2%	1%	1%	2%	1%	2%	2%	3%	0%	2%	2%	2%
<b>Neutral (5)</b>	6%	6%	5%	6%	7%	5%	6%	6%	4%	5%	6%	4%	6%	5%	6%	6%
<b>Satisfied (7.5)</b>	58%	57%	61%	<b>60%</b> +	<b>44%</b> ---	62%	<b>61%</b> +	54%	54%	57%	58%	58%	<b>45%</b> ---	58%	60%	<b>66%</b> ++
<b>Very satisfied (10)</b>	35%	36%	32%	<b>32%</b> -	<b>46%</b> +++	31%	<b>31%</b> -	37%	40%	36%	33%	35%	<b>49%</b> +++	35%	31%	<b>24%</b> ---
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		( )			-			-		(*)				
± ... at 50 %:	2.85	3.24	6.09	3.56	6.91	7.39	5.96	4.53	5.75	3.86	4.23	11.55	6.79	4.61	6.75	6.35
# valid values:	1181	915	259	759	201	176	270	468	290	645	536	72	208	452	211	238
mean:	8.09	8.12	8.04	8.04	<b>8.35</b>	8.03	8.08	<b>8.11</b>	8.28	8.16	8.02	8.13	<b>8.51</b>	8.13	8.00	<b>7.74</b>
standard deviation:	1.71	1.72	1.69	1.67	1.85	1.70	1.51	1.82	1.71	1.66	1.77	1.67	<b>1.67</b>	1.67	1.69	1.80
Student's t:		-	-	-	*	-	-	-	-	-	-	-	***	-	-	***

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q301 clarity of written information</b>																			
mean:	8.60	8.60	8.59	8.70	8.43	8.57	8.75	8.84	8.34	8.73	8.60	8.62	8.33	8.60	<b>8.78</b>	8.39	7.86	8.78	8.49
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
<b>Q302 answers provided to your questions</b>																			
mean:	8.40	8.20	8.48	8.44	8.33	8.44	7.95	8.52	8.43	8.53	8.20	8.44	7.67	8.44	8.39	8.58	7.79	8.52	8.32
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q303 the ease of access to information</b>																			
mean:	8.36	8.45	8.31	8.38	8.34	8.34	8.33	8.19	8.17	8.62	8.45	8.37	7.67	8.63	8.47	8.28	7.79	8.35	8.38
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q305 communications in your official language</b>																			
mean:	8.51	8.53	8.49	8.53	8.47	8.51	8.41	8.52	8.31	8.73	8.53	8.52	8.00	8.60	8.62	8.45	<b>7.77</b>	<b>8.78</b>	<b>8.33</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	*

\* \* \* SUMMARY TABLE

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q301</b> <b>clarity of written information</b>																
mean:	8.60	8.54	8.77	8.46	8.89	8.69	<b>8.21</b>	8.68	8.85	8.74	8.41	8.38	<b>9.05</b>	8.39	8.67	8.55
Student's t:		-	-	-	-	-	*	-	-	-	-	-	*	-	-	-
<b>Q302</b> <b>answers provided to your questions</b>																
mean:	8.40	8.32	8.64	8.35	8.35	8.56	8.18	8.49	8.64	<b>8.59</b>	<b>8.13</b>	8.50	8.53	8.35	8.57	8.16
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-
<b>Q303</b> <b>the ease of access to information</b>																
mean:	8.36	8.32	8.48	8.41	8.10	8.39	8.21	8.39	8.32	8.46	8.23	<b>7.38</b>	8.32	8.31	8.70	8.58
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
<b>Q305</b> <b>communications in your official language</b>																
mean:	8.51	8.47	8.59	8.46	8.57	8.45	8.52	8.26	8.75	8.62	8.35	7.75	8.71	8.37	8.70	8.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q301 clarity of written information																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	1%	1%	1%	0%	2%	2%	0%	0%	1%	0%	0%	1%	0%	4%	1%	1%
Neutral (5)	9%	11%	8%	8%	10%	9%	6%	4%	9%	9%	11%	8%	13%	12%	5%	12%	21%	5%	10%
Important (7.5)	35%	33%	36%	33%	39%	35%	36%	33%	41%	32%	33%	35%	40%	32%	34%	38%	32%	34%	35%
Very important (10)	53%	53%	53%	57%	48%	53%	55%	61%	47%	57%	53%	54%	47%	56%	57%	47%	43%	56%	52%
DK/NR	2%	3%	1%	2%	2%	1%	3%	0%	1%	3%	3%	2%	0%	0%	2%	2%	0%	3%	1%
chi <sup>2</sup> :		-		-		-		-				-			()			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	310	100	209	194	116	274	32	54	89	67	100	252	15	41	191	87	28	127	170
mean:	8.60	8.60	8.59	8.70	8.43	8.57	8.75	8.84	8.34	8.73	8.60	8.62	8.33	8.60	<b>8.78</b>	8.39	7.86	8.78	8.49
standard deviation:	1.73	1.72	1.75	1.71	1.76	1.76	1.56	1.66	1.84	1.65	1.72	1.73	1.81	1.77	1.62	1.75	2.23	1.60	1.81
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q301 clarity of written information																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	0%	1%	3%	0%	1%	1%	1%	1%	1%	0%	2%	2%	0%	0%
Neutral (5)	9%	9%	7%	<b>11%</b> +	<b>2%</b> -	5%	13%	8%	6%	<b>6%</b> -	<b>12%</b> +	10%	<b>2%</b> -	11%	12%	8%
Important (7.5)	35%	36%	33%	36%	32%	43%	40%	34%	29%	36%	34%	43%	30%	37%	29%	39%
Very important (10)	53%	52%	57%	49%	63%	52%	<b>43%</b> -	57%	61%	57%	49%	43%	<b>66%</b> +	49%	59%	49%
DK/NR	2%	2%	3%	3%	0%	0%	3%	1%	3%	<b>1%</b> -	<b>4%</b> +	5%	2%	2%	0%	3%
khi <sup>2</sup> :		-				()	-				()	-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	310	241	67	191	63	42	70	112	78	178	132	20	63	121	49	57
mean:	8.60	8.54	8.77	8.46	8.89	8.69	<b>8.21</b>	8.68	8.85	8.74	8.41	8.38	<b>9.05</b>	8.39	8.67	8.55
standard deviation:	1.73	1.77	1.59	1.77	1.73	1.49	1.86	1.71	1.69	1.64	1.83	1.68	1.52	1.85	1.78	1.63
Student's t:		-	-			-	*	-	-	-	-	-	*		-	-

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q302 answers provided to your questions																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	1%	2%	0%	1%	0%	2%	2%	0%	1%	2%	0%	0%	2%	0%	0%	0%	2%
Neutral (5)	7%	9%	6%	6%	8%	6%	12%	7%	4%	7%	9%	6%	20%	7%	6%	8%	14%	6%	7%
Important (7.5)	44%	47%	43%	41%	48%	43%	58%	39%	44%	43%	47%	43%	53%	46%	45%	39%	54%	45%	45%
Very important (10)	44%	37%	47%	46%	41%	45%	30%	52%	44%	48%	37%	45%	27%	44%	44%	49%	25%	46%	42%
DK/NR	4%	7%	2%	5%	3%	4%	0%	0%	4%	1%	7%	4%	0%	2%	4%	3%	7%	3%	5%
chi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	304	96	207	189	115	267	33	54	86	68	96	247	15	40	188	86	26	127	164
mean:	8.40	8.20	8.48	8.44	8.33	8.44	7.95	8.52	8.43	8.53	8.20	8.44	7.67	8.44	8.39	8.58	7.79	8.52	8.32
standard deviation:	1.69	1.69	1.68	1.75	1.58	1.70	1.59	1.79	1.72	1.57	1.69	1.70	1.76	1.57	1.73	1.61	1.63	1.52	1.73
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q302 answers provided to your questions																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	1%	1%	3%	2%	1%	1%	3%	1%	1%	0%	2%	2%	0%	2%
Neutral (5)	7%	8%	4%	8%	6%	5%	7%	7%	5%	4%	11%	10%	5%	6%	12%	7%
Important (7.5)	44%	46%	39%	46%	43%	38%	53%	40%	35%	44%	45%	38%	44%	46%	33%	53%
Very important (10)	44%	42%	51%	41%	46%	50%	36%	46%	54%	49%	38%	48%	48%	41%	55%	36%
DK/NR	4%	4%	4%	4%	2%	5%	3%	6%	4%	3%	5%	5%	2%	7%	0%	3%
khi <sup>2</sup> :		-		-			-			()		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	304	236	66	188	62	40	70	106	77	174	130	20	63	115	49	57
mean:	8.40	8.32	8.64	8.35	8.35	8.56	8.18	8.49	8.64	8.59	8.13	8.50	8.53	8.35	8.57	8.16
standard deviation:	1.69	1.69	1.65	1.62	1.86	1.78	1.64	1.68	1.79	1.58	1.80	1.70	1.66	1.68	1.77	1.67
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q303																			
<b>the ease of access to information</b>																			
TOTAL:	315	103	211	198	117	276	33	54	90	68	103	258	15	40	195	89	27	131	171
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	1%	1%	2%	1%	0%	0%	<b>3%</b>	0%	1%	2%	0%	0%	2%	0%	4%	2%	1%
<b>Neutral (5)</b>	6%	5%	7%	6%	7%	7%	6%	11%	7%	4%	5%	7%	13%	3%	5%	9%	11%	5%	8%
<b>Important (7.5)</b>	48%	48%	48%	48%	47%	48%	55%	50%	49%	46%	48%	46%	67%	50%	47%	49%	52%	49%	47%
<b>Very important (10)</b>	43%	44%	42%	42%	44%	43%	39%	39%	40%	49%	44%	44%	20%	48%	46%	39%	30%	43%	43%
<b>DK/NR</b>	2%	3%	1%	2%	1%	1%	0%	0%	1%	1%	3%	2%	0%	0%	1%	2%	4%	2%	2%
chi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	5.52	9.66	6.75	6.96	9.06	5.90	17.06	13.34	10.33	11.88	9.66	6.10	25.30	15.49	7.02	10.39	18.86	8.56	7.49
# valid values:	310	100	209	194	116	273	33	54	89	67	100	253	15	40	193	87	26	129	168
mean:	8.36	8.45	8.31	8.38	8.34	8.34	8.33	8.19	8.17	8.62	8.45	8.37	7.67	8.63	8.47	8.28	7.79	8.35	8.38
standard deviation:	1.65	1.58	1.68	1.61	1.71	1.67	1.49	1.64	1.84	1.46	1.58	1.69	1.48	1.38	1.63	1.59	1.91	1.70	1.62
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q303																
<b>the ease of access to information</b>																
TOTAL:	315	244	69	195	63	42	72	112	80	179	136	21	64	123	48	59
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	1%	2%	2%	0%	1%	0%	4%	1%	1%	5%	0%	2%	0%	0%
<b>Neutral (5)</b>	6%	7%	4%	6%	8%	5%	8%	9%	3%	4%	9%	19%	6%	5%	6%	5%
<b>Important (7.5)</b>	48%	48%	48%	45%	56%	55%	49%	46%	50%	49%	47%	48%	55%	49%	40%	46%
<b>Very important (10)</b>	43%	41%	46%	45%	35%	40%	39%	44%	43%	45%	40%	24%	39%	41%	54%	47%
<b>DK/NR</b>	2%	2%	0%	3%	0%	0%	3%	2%	1%	1%	2%	5%	0%	2%	0%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.52	6.27	11.80	7.02	12.35	15.12	11.55	9.26	10.96	7.32	8.40	21.38	12.25	8.84	14.14	12.76
# valid values:	310	239	69	190	63	42	70	110	79	177	133	20	64	120	48	58
mean:	8.36	8.32	8.48	8.41	8.10	8.39	8.21	8.39	8.32	8.46	8.23	<b>7.38</b>	8.32	8.31	8.70	8.58
standard deviation:	1.65	1.66	1.62	1.69	1.66	1.44	1.71	1.61	1.78	1.58	1.73	2.06	1.48	1.72	1.55	1.49
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q305 communications in your official language																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	2%	1%	2%	1%	3%	2%	3% +	0%	0%	2%	0%	0%	2%	0%	4%	1%	1%
Neutral (5)	7%	5%	8%	6%	9%	8%	3%	9%	10%	4%	5%	7%	7%	7%	6%	8%	14%	3% -	9% +
Important (7.5)	41%	49%	38%	44%	37%	41%	48%	35%	38%	41%	49%	40%	67%	41%	39%	45%	50%	40%	44%
Very important (10)	49%	46%	51%	48%	52%	50%	45%	54%	49%	52%	46%	50%	27%	51%	53%	45%	32%	55%	45%
DK/NR	1%	1%	1%	2%	0%	0%	0%	0%	0%	3%	1%	1%	0%	0%	1%	2%	0%	2%	1%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	313	102	210	195	118	276	33	54	90	67	102	255	15	41	194	87	28	129	171
mean:	8.51	8.53	8.49	8.53	8.47	8.51	8.41	8.52	8.31	8.73	8.53	8.52	8.00	8.60	8.62	8.45	7.77	8.78	8.33
standard deviation:	1.69	1.47	1.80	1.62	1.82	1.69	1.75	1.85	1.98	1.47	1.47	1.73	1.40	1.59	1.69	1.58	1.96	1.50	1.74
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	*

**Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q305 communications in your official language																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	1%	1%	3%	0%	1%	2%	1%	1%	1%	0%	2%	2%	0%	0%
Neutral (5)	7%	7%	7%	7%	6%	10%	7%	11%	3%	4% -	10% +	19%	6%	8%	4%	3%
Important (7.5)	41%	43%	38%	44%	35%	43%	40%	42%	41%	42%	40%	48%	34%	41%	43%	46%
Very important (10)	49%	48%	54%	46%	56%	48%	50%	44%	55%	51%	47%	29%	58%	48%	51%	49%
DK/NR	1%	1%	0%	2%	0%	0%	1%	1%	0%	1%	1%	5%	0%	0%	2%	2%
chi²:		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	313	242	69	193	63	42	71	112	80	178	135	20	64	123	48	58
mean:	8.51	8.47	8.59	8.46	8.57	8.45	8.52	8.26	8.75	8.62	8.35	7.75	8.71	8.37	8.70	8.66
standard deviation:	1.69	1.69	1.74	1.65	1.89	1.65	1.72	1.83	1.54	1.59	1.81	1.80	1.72	1.84	1.46	1.42
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

If only one of these areas of the Passport Office communications could be improved, which should be focussed on?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q32																			
TOTAL:	1172	372	796	731	439	1011	133	175	327	298	372	944	63	155	682	366	103	494	627
DK/NR	69%	68%	69%	69%	69%	70%	62%	69%	70%	69%	68%	69%	65%	72%	69%	70%	69%	70%	68%
clarity of written info	12%	12%	12%	13%	11%	12%	13%	15%	12%	11%	12%	13%	6%	10%	11%	13%	12%	13%	11%
ease of access to information	9%	10%	9%	10%	8%	9%	11%	9%	9%	8%	10%	10%	8%	6%	10%	9%	8%	8%	11%
answers provided to questions	4%	3%	4%	3%	4%	3%	4%	3%	3%	4%	3%	3%	11%	5%	4%	3%	5%	3%	4%
Other	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	3%	3%	6%	5%	3%	3%	3%	3%	4%
official language of choice	3%	3%	3%	2%	4%	3%	4%	1%	3%	4%	3%	3%	3%	2%	2%	2%	4%	3%	3%
khi <sup>2</sup> :		-		-		-		-				(**)			-			-	
± ... at 50 %:	2.86	5.08	3.47	3.62	4.68	3.08	8.50	7.41	5.42	5.68	5.08	3.19	12.35	7.87	3.75	5.12	9.66	4.41	3.91

If only one of these areas of the Passport Office communications could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q32																
TOTAL:	1172	904	261	752	202	174	269	464	296	642	530	71	207	453	204	237
DK/NR	69%	69%	69%	70%	<b>61%</b>	74%	<b>63%</b>	69%	<b>75%</b>	68%	70%	66%	64%	70%	70%	71%
clarity of written info	12%	12%	11%	12%	<b>19%</b>	<b>7%</b>	<b>16%</b>	13%	<b>8%</b>	13%	12%	15%	<b>18%</b>	11%	11%	<b>8%</b>
ease of access to information	9%	10%	7%	9%	11%	7%	10%	9%	10%	10%	8%	11%	11%	9%	8%	9%
answers provided to questions	4%	3%	5%	3%	4%	3%	3%	4%	3%	3%	4%	3%	4%	3%	4%	4%
Other	3%	3%	3%	3%	3%	3%	4%	4%	3%	3%	3%	3%	2%	3%	4%	3%
official language of choice	3%	2%	4%	2%	1%	<b>5%</b>	4%	2%	2%	3%	2%	1%	1%	3%	2%	<b>5%</b>
khi <sup>2</sup> :		-		(*)			-			-		-				
± ... at 50 %:	2.86	3.26	6.07	3.57	6.90	7.43	5.98	4.55	5.70	3.87	4.26	11.63	6.81	4.60	6.86	6.37

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q331</b> <b>the base cost of the passport itself</b>																			
mean:	5.32	5.42	5.27	5.45	5.12	5.33	5.43	5.17	5.27	5.35	5.42	5.32	5.64	5.20	5.32	5.14	<b>5.95</b>	5.32	5.37
Student's t:		-	-			-	-	-	-	-	-	-	-	-	-	-	*	-	-
<b>Q332</b> <b>the extra cost for express delivery</b>																			
mean:	6.42	<b>7.17</b>	<b>6.20</b>	6.82	6.08	*	6.42	5.50	6.25	6.67	<b>7.17</b>	6.58	6.36	5.67	6.71	6.14	6.35	6.63	6.48
Student's t:		*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-
<b>Q333</b> <b>the timing of the payment</b>																			
mean:	7.94	7.95	7.93	7.93	7.95	7.97	7.78	<b>8.21</b>	7.91	7.81	7.95	7.93	7.88	8.04	7.94	7.97	7.93	7.99	7.89
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
<b>Q334</b> <b>convenience of the payment methods</b>																			
mean:	8.07	7.93	8.14	8.05	8.13	8.12	7.90	<b>8.45</b>	<b>8.23</b>	<b>7.87</b>	7.93	8.04	7.87	<b>8.34</b>	8.00	8.22	8.07	7.99	8.14
Student's t:				-	-	-	-	**	*	*		-	-	*			-	-	-
<b>Q35</b> <b>OVERALL, payment</b>																			
mean:	7.32	7.26	7.34	7.33	7.29	<b>7.38</b>	<b>7.00</b>	7.44	7.34	7.28	7.26	7.34	7.12	7.26	7.31	7.35	7.18	7.33	7.32
Student's t:		-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q331</b>																
<b>the base cost of the passport itself</b>																
mean:	5.32	5.35	5.30	5.42	4.95	5.31	5.62	5.29	5.22	5.33	5.32	5.51	5.02	5.37	5.49	5.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q332</b>																
<b>the extra cost for express delivery</b>																
mean:	6.42	6.48	6.19	6.25	6.73	6.61	6.20	6.53	6.56	6.31	6.51	<b>4.17</b>	6.88	6.38	<b>7.50</b>	6.38
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	**	-
<b>Q333</b>																
<b>the timing of the payment</b>																
mean:	7.94	<b>8.01</b>	<b>7.70</b>	7.90	<b>8.30</b>	7.81	7.97	7.98	8.02	8.01	7.86	7.81	<b>8.31</b>	7.93	7.97	<b>7.66</b>
Student's t:		*	*	-	**	-	-	-	-	-	-	-	***	-	-	**
<b>Q334</b>																
<b>convenience of the payment methods</b>																
mean:	8.07	<b>8.13</b>	<b>7.88</b>	8.04	<b>8.43</b>	7.94	8.15	8.19	8.00	8.11	8.03	7.86	<b>8.48</b>	<b>8.19</b>	7.89	<b>7.74</b>
Student's t:		*	*	-	**	-	-	-	-	-	-	-	***	*	-	***
<b>Q35</b>																
<b>OVERALL, payment</b>																
mean:	7.32	7.34	7.24	7.35	7.34	7.14	7.23	7.39	7.47	7.30	7.33	7.29	7.40	7.38	7.33	7.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q331 the base cost of the passport itself																			
TOTAL:	849	268	578	527	320	728	100	120	234	227	268	682	47	112	481	276	76	360	457
DISSATISFIED (smwht + very)	36%	35%	36%	33%	40%	36%	35%	36%	38%	34%	35%	36%	30%	36%	36%	39%	<b>22%</b>	35%	35%
SATISFIED (smwht + very)	51%	51%	50%	52%	49%	50%	54%	48%	50%	52%	51%	51%	60%	47%	51%	46%	58%	51%	50%
Very dissatisfied (0)	8%	8%	8%	7%	9%	8%	6%	<b>13%</b> +	6%	8%	8%	8%	6%	12%	9%	8%	<b>1%</b>	9%	7%
Dissatisfied (2.5)	28%	27%	28%	26%	30%	28%	29%	23%	32%	26%	27%	28%	23%	24%	27%	30%	21%	27%	28%
Neutral (5)	14%	14%	13%	15%	12%	14%	11%	17%	12%	14%	14%	13%	11%	17%	12%	15%	20%	14%	14%
Satisfied (7.5)	45%	44%	45%	45%	44%	44%	50%	39%	45%	48%	44%	45%	57%	39%	45%	40%	54%	46%	44%
Very satisfied (10)	6%	8%	5%	7%	5%	6%	4%	8%	5%	4%	8%	6%	2%	8%	7%	6%	4%	6%	7%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			()			-	
± ... at 50 %:	3.36	5.99	4.08	4.27	5.48	3.63	9.80	8.95	6.41	6.50	5.99	3.75	14.29	9.26	4.47	5.90	11.24	5.16	4.58
# valid values:	849	268	578	527	320	728	100	120	234	227	268	682	47	112	481	276	76	360	457
mean:	5.32	5.42	5.27	5.45	5.12	5.33	5.43	5.17	5.27	5.35	5.42	5.32	5.64	5.20	5.32	5.14	<b>5.95</b>	5.32	5.37
standard deviation:	2.82	2.86	2.81	2.79	2.87	2.82	2.71	3.05	2.73	2.76	2.86	2.81	2.63	2.99	2.88	2.84	2.27	2.82	2.80
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q331 the base cost of the passport itself																
TOTAL:	849	659	185	553	138	130	195	350	213	460	389	49	142	327	154	177
DISSATISFIED (smwht + very)	36%	35%	37%	34%	41%	36%	30%	37%	38%	36%	35%	29%	40%	36%	32%	36%
SATISFIED (smwht + very)	51%	51%	51%	52%	<b>42%</b>	54%	53%	51%	50%	51%	51%	47%	45%	52%	53%	51%
Very dissatisfied (0)	8%	8%	6%	7%	12%	9%	<b>3%</b>	9%	10%	8%	9%	6%	<b>14%</b>	7%	6%	7%
Dissatisfied (2.5)	28%	27%	31%	27%	28%	27%	--	28%	28%	28%	26%	22%	26%	29%	26%	29%
Neutral (5)	14%	14%	12%	14%	17%	10%	17%	12%	12%	13%	14%	<b>24%</b>	15%	12%	15%	12%
Satisfied (7.5)	45%	44%	46%	46%	<b>33%</b>	50%	48%	44%	42%	45%	44%	39%	<b>35%</b>	46%	47%	49%
Very satisfied (10)	6%	7%	5%	6%	9%	4%	5%	7%	8%	6%	6%	8%	<b>10%</b>	6%	6%	<b>3%</b>
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	3.36	3.82	7.20	4.17	8.34	8.60	7.02	5.24	6.71	4.57	4.97	14.00	8.22	5.42	7.90	7.37
# valid values:	849	659	185	553	138	130	195	350	213	460	389	49	142	327	154	177
mean:	5.32	5.35	5.30	5.42	4.95	5.31	5.62	5.29	5.22	5.33	5.32	5.51	5.02	5.37	5.49	5.28
standard deviation:	2.82	2.84	2.75	2.77	3.03	2.84	2.53	2.89	2.97	2.81	2.84	2.70	3.14	2.82	2.73	2.69
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q332 the extra cost for express delivery																			
TOTAL:	97	23	73	44	53	0	97	20	30	24	23	71	11	15	38	44	13	43	49
DISSATISFIED (smwht + very)	16%	4%	21%	11%	21%	0%	16%	35%	17%	13%	4%	14%	18%	27%	11%	23%	15%	12%	16%
SATISFIED (smwht + very)	68%	78%	66%	73%	64%	0%	68%	50%	67%	75%	78%	69%	64%	67%	71%	66%	62%	72%	69%
Very dissatisfied (0)	3%	0%	4%	2%	4%	0%	3%	10%	3%	0%	0%	1%	0%	13%	3%	5%	0%	7%	0%
Dissatisfied (2.5)	13%	4%	16%	9%	17%	0%	13%	25%	13%	13%	4%	13%	18%	13%	8%	18%	15%	5%	16%
Neutral (5)	15%	17%	14%	16%	15%	0%	15%	15%	17%	13%	17%	17%	18%	7%	18%	11%	23%	16%	14%
Satisfied (7.5)	60%	65%	59%	59%	60%	0%	60%	35%	63%	71%	65%	59%	55%	67%	61%	59%	54%	60%	63%
Very satisfied (10)	8%	13%	7%	14%	4%	0%	8%	15%	3%	4%	13%	10%	9%	0%	11%	7%	8%	12%	6%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	9.95	20.43	11.47	14.77	13.46	*	9.95	21.91	17.89	20.00	20.43	11.63	29.55	25.30	15.90	14.77	27.18	14.94	14.00
# valid values:	97	23	73	44	53	0	97	20	30	24	23	71	11	15	38	44	13	43	49
mean:	6.42	<b>7.17</b>	<b>6.20</b>	6.82	6.08	*	6.42	5.50	6.25	6.67	<b>7.17</b>	6.58	6.36	5.67	6.71	6.14	6.35	6.63	6.48
standard deviation:	2.34	1.74	2.47	2.25	2.38	*	2.34	3.20	2.25	1.90	1.74	2.21	2.34	2.91	2.18	2.55	2.19	2.49	2.10
Student's t:		*	*	-	-	*	*	-	-	-	*	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q332 the extra cost for express delivery																
TOTAL:	97	76	21	64	13	14	27	44	16	44	53	9	16	38	14	20
<b>DISSATISFIED (smwht + very)</b>	16%	16%	19%	19%	15%	14%	11%	18%	19%	18%	15%	56%	13%	16%	0%	15%
<b>SATISFIED (smwht + very)</b>	68%	70%	62%	67%	62%	71%	56%	73%	75%	66%	70%	33%	69%	71%	86%	65%
<b>Very dissatisfied (0)</b>	3%	4%	0%	3%	8%	0%	0%	5%	0%	2%	4%	11%	6%	3%	0%	0%
<b>Dissatisfied (2.5)</b>	13%	12%	19%	16%	8%	14%	11%	14%	19%	16%	11%	44%	6%	13%	0%	15%
<b>Neutral (5)</b>	15%	14%	19%	14%	23%	14%	33%	9%	6%	16%	15%	11%	19%	13%	14%	20%
<b>Satisfied (7.5)</b>	60%	61%	57%	63%	31%	64%	52%	61%	69%	59%	60%	33%	44%	68%	71%	60%
<b>Very satisfied (10)</b>	8%	9%	5%	5%	31%	7%	4%	11%	6%	7%	9%	0%	25%	3%	14%	5%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		(*)				
± ... at 50 %:	9.95	11.24	21.38	12.25	27.18	26.19	18.86	14.77	24.50	14.77	13.46	32.67	24.50	15.90	26.19	21.91
# valid values:	97	76	21	64	13	14	27	44	16	44	53	9	16	38	14	20
mean:	6.42	6.48	6.19	6.25	6.73	6.61	6.20	6.53	6.56	6.31	6.51	<b>4.17</b>	<b>6.88</b>	<b>6.38</b>	<b>7.50</b>	<b>6.38</b>
standard deviation:	2.34	2.39	2.18	2.31	3.13	2.10	1.88	2.54	2.21	2.32	2.37	<b>2.80</b>	<b>2.81</b>	<b>2.15</b>	<b>1.39</b>	<b>2.06</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	**	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q333 the timing of the payment																			
TOTAL:	844	265	576	524	318	724	100	119	234	226	265	678	46	112	476	276	76	360	452
DISSATISFIED (smwht + very)	1%	1%	2%	2%	1%	1%	3%	1%	3%	1%	1%	2%	2%	0%	2%	1%	0%	1%	2%
SATISFIED (smwht + very)	94%	94%	94%	94%	94%	94%	96%	94%	93%	94%	94%	93%	98%	95%	94%	93%	92%	94%	94%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	2%	1%	1%	1%	3%	1%	3% +	1%	1%	1%	2%	0%	1%	1%	0%	1%	2%
Neutral (5)	5%	5%	5%	5%	5%	5%	1%	5%	4%	5%	5%	5%	0%	5%	4%	5%	8%	5%	5%
Satisfied (7.5)	68%	68%	69%	69%	68%	67%	78% +	59% -	68%	75% ++	68%	68%	78%	68%	69%	66%	67%	66%	70%
Very satisfied (10)	25%	26%	25%	25%	25%	26%	18%	35% ++	26%	19% -	26%	26%	20%	27%	25%	27%	25%	27%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		(*)		-				-			-			-	
± ... at 50 %:	3.37	6.02	4.08	4.28	5.50	3.64	9.80	8.98	6.41	6.52	6.02	3.76	14.45	9.26	4.49	5.90	11.24	5.16	4.61
# valid values:	844	265	576	524	318	724	100	119	234	226	265	678	46	112	476	276	76	360	452
mean:	7.94	7.95	7.93	7.93	7.95	7.97	7.78	8.21	7.91	7.81	7.95	7.93	7.88	8.04	7.94	7.97	7.93	7.99	7.89
standard deviation:	1.45	1.47	1.43	1.46	1.42	1.42	1.37	1.50	1.53	1.28	1.47	1.48	1.29	1.32	1.46	1.48	1.38	1.44	1.47
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q333 the timing of the payment																
TOTAL:	844	656	183	549	138	129	195	348	210	458	386	48	142	326	154	174
DISSATISFIED (smwht + very)	1%	1%	2%	1%	1%	2%	1%	1%	1%	<b>2%</b> +	<b>1%</b> -	4%	0%	2%	0%	2%
SATISFIED (smwht + very)	94%	94%	92%	94%	95%	93%	93%	94%	96%	92%	95%	88%	95%	93%	96%	93%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	2%	1%	1%	2%	1%	1%	1%	<b>2%</b> +	<b>0%</b> -	4%	0%	2%	0%	2%
Neutral (5)	5%	5%	5%	5%	4%	5%	7%	5%	3%	5%	4%	8%	5%	5%	4%	5%
Satisfied (7.5)	68%	67%	74%	70%	<b>57%</b> --	71%	66%	67%	70%	<b>62%</b> ---	<b>76%</b> +++	58%	<b>58%</b> --	67%	73%	<b>78%</b> ++
Very satisfied (10)	25%	<b>27%</b> ++	<b>18%</b> --	<b>23%</b> -	<b>38%</b> +++	22%	27%	27%	26%	<b>30%</b> +++	<b>20%</b> ---	29%	<b>37%</b> +++	26%	23%	<b>15%</b> ---
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			(***)		(*)				
± ... at 50 %:	3.37	3.83	7.24	4.18	8.34	8.63	7.02	5.25	6.76	4.58	4.99	14.14	8.22	5.43	7.90	7.43
# valid values:	844	656	183	549	138	129	195	348	210	458	386	48	142	326	154	174
mean:	7.94	<b>8.01</b>	<b>7.70</b>	7.90	<b>8.30</b>	7.81	7.97	7.98	8.02	8.01	7.86	7.81	<b>8.31</b>	7.93	7.97	<b>7.66</b>
standard deviation:	1.45	1.45	1.41	1.41	1.48	1.47	1.41	1.48	1.35	1.59	1.26	1.83	1.41	1.55	1.20	1.29
Student's t:		*	*	-	**	-	-	-	-	-	-	-	***	-	-	**

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q334 convenience of the payment methods																			
TOTAL:	848	268	577	526	320	726	101	118	235	227	268	680	47	113	483	274	75	359	456
DISSATISFIED (smwht + very)	2%	3%	1%	2%	1%	1%	3%	0%	0%	2%	3%	1%	6%	0%	2%	1%	1%	2%	2%
SATISFIED (smwht + very)	95%	93%	96%	94%	97%	95%	95%	97%	97%	94%	93%	95%	91%	98%	95%	95%	93%	94%	95%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	2%	1%	2%	1%	1%	2%	0%	0%	2%	2%	1%	4%	0%	1%	1%	1%	2%	1%
Neutral (5)	4%	4%	3%	5%	2%	3%	2%	3%	3%	4%	4%	4%	2%	2%	4%	3%	5%	4%	3%
Satisfied (7.5)	65%	66%	65%	64%	68%	65%	70%	57%	64%	70%	66%	66%	60%	63%	68%	60%	63%	67%	63%
Very satisfied (10)	30%	27%	31%	30%	29%	30%	25%	41%	33%	23%	27%	29%	32%	35%	27%	35%	31%	27%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		()		()				(***)			-			-	
± ... at 50 %:	3.37	5.99	4.08	4.27	5.48	3.64	9.75	9.02	6.39	6.50	5.99	3.76	14.29	9.22	4.46	5.92	11.32	5.17	4.59
# valid values:	848	268	577	526	320	726	101	118	235	227	268	680	47	113	483	274	75	359	456
mean:	8.07	7.93	8.14	8.05	8.13	8.12	7.90	8.45	8.23	7.87	7.93	8.04	7.87	8.34	8.00	8.22	8.07	7.99	8.14
standard deviation:	1.47	1.61	1.40	1.53	1.33	1.43	1.61	1.34	1.34	1.46	1.61	1.45	2.08	1.28	1.47	1.50	1.51	1.45	1.50
Student's t:				-	-	-	-	**	*	*		-	-	*				-	-



**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q334 convenience of the payment methods																
TOTAL:	848	658	185	553	137	130	197	348	214	457	391	48	141	328	154	177
DISSATISFIED (smwht + very)	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	3%	2%
SATISFIED (smwht + very)	95%	95%	94%	95%	96%	95%	94%	96%	96%	94%	96%	94%	97%	96%	92%	93%
Very dissatisfied (0)	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	0%	1%	1%	3%	2%
Neutral (5)	4%	3%	4%	3%	2%	4%	5%	3%	3%	4%	3%	4%	1%	3%	5%	5%
Satisfied (7.5)	65%	64%	69%	67%	54%	69%	61%	62%	71%	61%	70%	69%	54%	64%	66%	75%
Very satisfied (10)	30%	31%	24%	28%	42%	25%	33%	34%	25%	33%	26%	25%	43%	32%	26%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			( )		(***)				
± ... at 50 %:	3.37	3.82	7.20	4.17	8.37	8.60	6.98	5.25	6.70	4.58	4.96	14.14	8.25	5.41	7.90	7.37
# valid values:	848	658	185	553	137	130	197	348	214	457	391	48	141	328	154	177
mean:	8.07	8.13	7.88	8.04	8.43	7.94	8.15	8.19	8.00	8.11	8.03	7.86	8.48	8.19	7.89	7.74
standard deviation:	1.47	1.45	1.54	1.43	1.52	1.51	1.49	1.49	1.33	1.59	1.32	1.71	1.49	1.37	1.57	1.40
Student's t:		*	*	-	**	-	-	-	-	-	-	-	***	*	-	***

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q35																				
<b>OVERALL, payment</b>																				
TOTAL:	1182	372	806	731	449	1021	136	175	331	304	372	950	66	156	686	370	103	498	637	
<b>DISSATISFIED (smwht + very)</b>	8%	8%	8%	7%	8%	7%	9%	7%	8%	7%	8%	8%	8%	9%	8%	7%	9%	8%	7%	
<b>SATISFIED (smwht + very)</b>	82%	81%	83%	82%	83%	<b>83%</b>	<b>76%</b>	81%	82%	85%	81%	82%	79%	83%	82%	82%	83%	83%	81%	
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	
<b>Dissatisfied (2.5)</b>	7%	7%	7%	7%	7%	7%	7%	5%	8%	6%	7%	7%	6%	7%	7%	6%	8%	7%	6%	
<b>Neutral (5)</b>	10%	11%	10%	11%	8%	<b>9%</b>	<b>15%</b>	13%	10%	8%	11%	10%	14%	8%	10%	11%	9%	9%	11%	
<b>Satisfied (7.5)</b>	63%	62%	63%	62%	65%	63%	61%	<b>55%</b>	61%	<b>70%</b>	62%	62%	64%	65%	62%	61%	68%	64%	62%	
<b>Very satisfied (10)</b>	19%	19%	20%	20%	18%	20%	15%	<b>26%</b>	21%	<b>15%</b>	19%	20%	15%	18%	20%	21%	15%	19%	20%	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
khi <sup>2</sup> :		-		-		-		-		-		-		-	-		-		-	
± ... at 50 %:	2.85	5.08	3.45	3.62	4.62	3.07	8.40	7.41	5.39	5.62	5.08	3.18	12.06	7.85	3.74	5.09	9.66	4.39	3.88	
# valid values:	1182	372	806	731	449	1021	136	175	331	304	372	950	66	156	686	370	103	498	637	
mean:	7.32	7.26	7.34	7.33	7.29	<b>7.38</b>	<b>7.00</b>	7.44	7.34	7.28	7.26	7.34	7.12	7.26	7.31	7.35	7.18	7.33	7.32	
standard deviation:	2.02	2.02	2.02	2.00	2.05	1.98	2.08	2.16	2.05	1.90	2.02	2.00	2.02	2.10	2.04	2.03	1.97	2.03	2.01	
Student's t:		-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q35																
<b>OVERALL, payment</b>																
TOTAL:	1182	915	260	762	199	176	273	469	290	644	538	71	207	456	209	239
<b>DISSATISFIED (smwht + very)</b>	8%	7%	9%	7%	8%	10%	6%	9%	7%	9%	7%	4%	8%	8%	7%	8%
<b>SATISFIED (smwht + very)</b>	82%	82%	81%	83%	80%	80%	<b>78%</b>	84%	84%	81%	83%	79%	80%	83%	85%	82%
<b>Very dissatisfied (0)</b>	1%	1%	0%	1%	<b>3%</b> +	1%	0%	1%	2%	1%	1%	0%	2%	1%	1%	1%
<b>Dissatisfied (2.5)</b>	7%	6%	9%	6%	6%	10%	6%	7%	5%	8%	5%	4%	6%	8%	6%	7%
<b>Neutral (5)</b>	10%	10%	10%	9%	12%	10%	<b>15%</b> +++	<b>7%</b> -	9%	10%	10%	<b>17%</b> +	12%	9%	8%	10%
<b>Satisfied (7.5)</b>	63%	63%	63%	65%	<b>56%</b> -	64%	61%	63%	61%	61%	66%	62%	<b>55%</b> --	61%	68%	<b>69%</b> +
<b>Very satisfied (10)</b>	19%	20%	18%	18%	<b>24%</b> +	16%	18%	21%	23%	21%	18%	17%	<b>26%</b> +	21%	17%	<b>13%</b> --
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			( )			-		-				
± ... at 50 %:	2.85	3.24	6.08	3.55	6.95	7.39	5.93	4.53	5.75	3.86	4.23	11.63	6.81	4.59	6.78	6.34
# valid values:	1182	915	260	762	199	176	273	469	290	644	538	71	207	456	209	239
mean:	7.32	7.34	7.24	7.35	7.34	7.14	7.23	7.39	7.47	7.30	7.33	7.29	7.40	7.38	7.33	7.11
standard deviation:	2.02	2.01	2.03	1.93	2.25	2.07	1.92	2.06	2.07	2.09	1.92	1.78	2.21	2.05	1.91	1.94
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q341</b> <b>the base cost of the passport itself</b>																			
mean:	7.42	7.30	7.46	7.40	7.46	7.45	7.12	7.59	7.53	7.32	7.30	7.43	6.33	7.69	7.62	7.16	6.79	7.46	7.38
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q342</b> <b>the extra cost for express delivery</b>																			
mean:	6.40	6.40	6.39	6.48	6.26	6.40	6.33	6.82	6.25	6.27	6.40	6.44	5.50	6.62	6.21	6.93	6.43	6.37	6.41
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q343</b> <b>the timing of the payment</b>																			
mean:	6.86	6.76	6.89	6.85	6.87	6.87	6.72	6.93	6.74	7.09	6.76	6.87	6.67	6.97	6.76	7.00	7.04	7.02	6.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q344</b> <b>convenience of the payment methods</b>																			
mean:	7.83	7.68	7.89	7.80	7.88	7.80	7.98	8.17	7.87	7.75	7.68	7.85	7.00	8.25	7.83	7.99	7.41	8.06	7.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q341</b> <b>the base cost of the passport itself</b>																
mean:	7.42	7.37	7.57	7.35	7.38	7.68	7.57	7.48	7.00	<b>7.86</b>	<b>6.83</b>	7.25	7.50	7.48	7.14	7.50
Student's t:		-	-	-	-	-	-	-	-	***	***	-	-	-	-	-
<b>Q342</b> <b>the extra cost for express delivery</b>																
mean:	6.40	6.42	6.34	6.19	6.90	6.47	6.07	6.51	6.40	6.64	6.07	6.05	<b>7.19</b>	6.18	5.91	6.52
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q343</b> <b>the timing of the payment</b>																
mean:	6.86	6.87	6.92	6.88	6.79	6.65	6.75	6.92	6.64	6.99	6.68	6.58	6.84	6.84	6.81	7.06
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q344</b> <b>convenience of the payment methods</b>																
mean:	7.83	7.88	7.68	7.81	7.87	7.68	7.78	8.00	7.50	8.00	7.61	7.63	8.10	7.77	7.60	7.93
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q341																			
<b>the base cost of the passport itself</b>																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	2%	2%	2%	1%	3%	1%	6%	2%	1%	3%	2%	2%	7%	2%	1%	4%	4%	2%	2%
<b>Unimportant (2.5)</b>	8%	9%	8%	9%	6%	8%	9%	7%	7%	9%	9%	8%	13%	5%	7%	10%	7%	10%	6%
<b>Neutral (5)</b>	12%	13%	12%	13%	10%	13%	9%	11%	12%	12%	13%	12%	13%	12%	12%	11%	14%	8%	15%
<b>Important (7.5)</b>	47%	47%	48%	45%	50%	47%	45%	44%	50%	46%	47%	48%	53%	41%	48%	42%	64%	46%	48%
<b>Very important (10)</b>	30%	28%	31%	30%	31%	31%	30%	35%	30%	30%	28%	30%	13%	37%	32%	31%	11%	34%	28%
<b>DK/NR</b>	1%	2%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%	0%	2%	1%	1%	0%	0%	1%
		+	-								+								
khi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	314	101	212	196	118	277	33	54	90	69	101	257	15	40	194	88	28	131	170
mean:	7.42	7.30	7.46	7.40	7.46	7.45	7.12	7.59	7.53	7.32	7.30	7.43	6.33	7.69	7.62	7.16	6.79	7.46	7.38
standard deviation:	2.40	2.44	2.38	2.37	2.45	2.35	2.87	2.43	2.23	2.55	2.44	2.36	2.81	2.43	2.21	2.79	2.24	2.54	2.30
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q341 the base cost of the passport itself																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	2%	2%	1%	2%	3%	0%	1%	3%	3%	2%	2%	0%	3%	1%	4%	2%
Unimportant (2.5)	8%	9%	6%	8%	11%	2%	7%	5%	14%	6%	11%	5%	8%	7%	10%	8%
Neutral (5)	12%	12%	12%	13%	8%	12%	7%	16%	11%	7%	19%	10%	11%	14%	10%	12%
Important (7.5)	47%	47%	49%	46%	43%	60%	57%	41%	46%	49%	45%	71%	42%	48%	47%	42%
Very important (10)	30%	30%	30%	30%	35%	24%	28%	34%	26%	37%	21%	10%	36%	30%	29%	34%
DK/NR	1%	0%	1%	1%	0%	2%	0%	2%	0%	0%	1%	5%	0%	0%	0%	2%
khi <sup>2</sup> :		-		-			-			(***)		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	314	244	68	195	63	41	72	111	80	179	135	20	64	123	49	58
mean:	7.42	7.37	7.57	7.35	7.38	7.68	7.57	7.48	7.00	<b>7.86</b>	<b>6.83</b>	7.25	7.50	7.48	7.14	7.50
standard deviation:	2.40	2.44	2.24	2.43	2.71	1.71	2.18	2.47	2.65	2.23	2.49	1.60	2.60	2.25	2.70	2.48
Student's t:		-	-	-	-	-	-	-	-	***	***	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q342 the extra cost for express delivery																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	3%	3%	3%	3%	4%	3%	6%	2%	4%	3%	3%	3%	0%	2%	3%	2%	11%	5%	2%
Unimportant (2.5)	14%	16%	13%	15%	12%	14%	12%	13%	10%	16%	16%	13%	27%	10%	16% +	9%	4%	14%	14%
Neutral (5)	18%	14%	21%	18%	19%	19%	15%	20%	24%	16%	14%	17%	33%	24%	19%	18%	11%	16%	20%
Important (7.5)	32%	35%	31%	33%	31%	31%	42%	26%	30%	36%	35%	33%	33%	24%	33%	31%	32%	36%	30%
Very important (10)	18%	17%	18%	19%	15%	18%	15%	28% +	16%	14%	17%	18%	7%	22%	15%	24%	18%	18%	18%
DK/NR	15%	17%	14%	13%	18%	15%	9%	11%	16%	14%	17%	16%	0%	17%	13%	16%	25%	12%	16%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	269	86	182	172	97	235	30	48	76	59	86	218	15	34	169	75	21	115	144
mean:	6.40	6.40	6.39	6.48	6.26	6.40	6.33	6.82	6.25	6.27	6.40	6.44	5.50	6.62	6.21	6.93	6.43	6.37	6.41
standard deviation:	2.75	2.78	2.74	2.74	2.77	2.74	2.84	2.81	2.72	2.72	2.78	2.77	2.35	2.74	2.70	2.65	3.31	2.83	2.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



**Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q342 the extra cost for express delivery																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	3%	2%	6%	4%	0%	5%	4%	3%	5%	2%	4%	5%	0%	6%	4%	0%
Unimportant (2.5)	14%	13%	14%	13%	13%	14%	13%	16%	13%	12%	15%	14%	11%	11%	20%	17%
Neutral (5)	18%	20%	12%	19%	17%	14%	25%	15%	13%	18%	18%	19%	17%	22%	14%	15%
Important (7.5)	32%	32%	33%	31%	33%	40%	29%	30%	36%	35%	28%	43%	31%	28%	31%	39%
Very important (10)	18%	18%	19%	15%	22%	19%	14%	21%	16%	20%	15%	10%	28%	16%	14%	15%
DK/NR	15%	15%	16%	17%	14%	7%	15%	15%	18%	12%	18%	10%	13%	17%	16%	14%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	269	209	58	162	54	39	61	96	66	157	112	19	56	102	41	51
mean:	6.40	6.42	6.34	6.19	6.90	6.47	6.07	6.51	6.40	6.64	6.07	6.05	7.19	6.18	5.91	6.52
standard deviation:	2.75	2.68	3.04	2.78	2.52	2.85	2.72	2.87	2.88	2.64	2.88	2.68	2.53	2.87	2.95	2.50
Student's t:		-	-	-		-	-	-	-			-	*	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q343 the timing of the payment																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	2%	0%	3%	1%	4%	1%	9%	2%	4%	3%	0%	2%	7%	2%	2%	3%	4%	2%	3%
Unimportant (2.5)	10%	16%	7%	13%	4%	10%	6%	9%	8%	4%	16%	11%	0%	5%	12%	8%	0%	7%	12%
Neutral (5)	21%	18%	22%	19%	24%	21%	21%	26%	23%	17%	18%	19%	33%	27%	22%	19%	21%	23%	20%
Important (7.5)	41%	40%	42%	38%	45%	42%	30%	33%	37%	54%	40%	42%	40%	34%	39%	39%	57%	41%	40%
Very important (10)	22%	21%	23%	24%	20%	22%	30%	28%	23%	19%	21%	22%	20%	24%	22%	26%	14%	23%	23%
DK/NR	4%	5%	3%	5%	3%	3%	3%	2%	4%	3%	5%	3%	0%	7%	4%	4%	4%	5%	3%
khi <sup>2</sup> :		( )		(*)		( )		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	304	98	205	189	115	268	32	53	86	67	98	249	15	38	188	85	27	125	167
mean:	6.86	6.76	6.89	6.85	6.87	6.87	6.72	6.93	6.74	7.09	6.76	6.87	6.67	6.97	6.76	7.00	7.04	7.02	6.72
standard deviation:	2.50	2.49	2.51	2.54	2.45	2.43	3.14	2.58	2.69	2.24	2.49	2.51	2.62	2.48	2.53	2.61	2.08	2.35	2.64
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q343 the timing of the payment																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	2%	1%	6%	1%	3%	7%	1%	3%	4%	2%	2%	0%	2%	3%	2%	2%
Unimportant (2.5)	10%	11%	6%	10%	11%	5%	8%	11%	11%	9%	10%	10%	13%	9%	8%	10%
Neutral (5)	21%	23%	13%	21%	25%	17%	26%	20%	19%	18%	24%	24%	27%	20%	20%	15%
Important (7.5)	41%	39%	49%	40%	32%	55%	43%	35%	41%	42%	39%	48%	30%	40%	49%	46%
Very important (10)	22%	23%	20%	21%	29%	14%	18%	27%	20%	25%	20%	10%	30%	23%	16%	24%
DK/NR	4%	3%	6%	6%	0%	2%	3%	4%	5%	3%	4%	10%	0%	5%	4%	3%
khi <sup>2</sup> :		(*)		( )			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	304	237	65	185	63	41	70	108	76	173	131	19	64	117	47	57
mean:	6.86	6.87	6.92	6.88	6.79	6.65	6.75	6.92	6.64	6.99	6.68	6.58	6.84	6.84	6.81	7.06
standard deviation:	2.50	2.46	2.64	2.41	2.75	2.60	2.31	2.68	2.66	2.51	2.49	2.08	2.68	2.59	2.31	2.46
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q344																			
<b>convenience of the payment methods</b>																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	1%	2%	0%	2%	0%	1%	0%	0%	0%	1%	2%	1%	0%	0%	1%	1%	4%	1%	1%
<b>Unimportant (2.5)</b>	4%	6%	3%	4%	4%	4%	6%	2%	3%	4%	6%	4%	7%	0%	5%	4%	0%	2%	5%
<b>Neutral (5)</b>	11%	9%	13%	11%	13%	12%	6%	11%	13%	13%	9%	10%	20%	12%	11%	9%	18%	8%	12%
<b>Important (7.5)</b>	46%	47%	46%	46%	46%	46%	45%	43%	48%	45%	47%	46%	60%	44%	47%	43%	50%	50%	45%
<b>Very important (10)</b>	35%	33%	36%	35%	36%	35%	36%	41%	34%	36%	33%	36%	13%	41%	35%	40%	25%	37%	34%
<b>DK/NR</b>	2%	4%	1%	3%	1%	1%	6%	4%	1%	0%	4%	2%	0%	2%	2%	2%	4%	1%	2%
khi <sup>2</sup> :		-		-		-		-		-		-		-	-		-	-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	309	99	209	192	117	274	31	52	89	69	99	252	15	40	191	87	27	130	168
mean:	7.83	7.68	7.89	7.80	7.88	7.80	7.98	8.17	7.87	7.75	7.68	7.85	7.00	8.25	7.83	7.99	7.41	8.06	7.72
standard deviation:	2.12	2.32	2.02	2.19	2.01	2.13	2.08	1.86	1.94	2.23	2.32	2.15	1.94	1.72	2.08	2.18	2.24	1.90	2.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q344 convenience of the payment methods																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	1%	2%	0%	0%	1%	1%	1%	1%	1%	0%	0%	1%	2%	2%
Unimportant (2.5)	4%	4%	4%	3%	8%	2%	6%	3%	6%	4%	4%	0%	6%	4%	6%	2%
Neutral (5)	11%	12%	10%	13%	8%	14%	11%	13%	11%	7%	17%	14%	6%	11%	16%	12%
Important (7.5)	46%	44%	52%	45%	43%	55%	44%	41%	51%	47%	44%	62%	42%	49%	37%	46%
Very important (10)	35%	37%	30%	36%	38%	26%	38%	41%	28%	38%	32%	19%	42%	33%	39%	37%
DK/NR	2%	2%	1%	2%	3%	2%	0%	2%	3%	2%	2%	5%	3%	2%	0%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	309	239	68	192	61	41	72	111	78	175	134	20	62	120	49	58
mean:	7.83	7.88	7.68	7.81	7.87	7.68	7.78	8.00	7.50	8.00	7.61	7.63	8.10	7.77	7.60	7.93
standard deviation:	2.12	2.13	2.13	2.16	2.23	1.80	2.28	2.10	2.21	2.08	2.16	1.51	2.11	2.07	2.50	2.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

If only one of these areas associated with payment for the passport could be improved, which should be focussed on?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q36																			
TOTAL:	1182	377	801	738	442	1020	134	178	327	300	377	953	63	156	687	371	103	497	632
<b>base cost of the passport</b>	47%	46%	48%	46%	50%	48%	46%	49%	47%	47%	46%	47%	49%	51%	48%	49%	40%	49%	46%
<b>cost for express delivery</b>	5%	4%	5%	4%	6%	<b>4%</b>	<b>13%</b>	6%	6%	4%	4%	5%	3%	3%	<b>3%</b>	6%	<b>11%</b>	5%	5%
<b>the timing of the payment</b>	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	3%	3%	2%	1%	3%	1%	2%
<b>convenience of payment methods</b>	4%	5%	3%	4%	2%	4%	2%	3%	3%	3%	5%	4%	2%	1%	4%	3%	4%	3%	4%
<b>Other</b>	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	1%	2%	1%
<b>DK/NR</b>	41%	41%	41%	43%	38%	42%	36%	40%	40%	43%	41%	41%	43%	41%	42%	40%	42%	40%	42%
khi <sup>2</sup> :		-		-		(**)		-				-			-			-	
± ... at 50 %:	2.85	5.05	3.46	3.61	4.66	3.07	8.47	7.35	5.42	5.66	5.05	3.17	12.35	7.85	3.74	5.09	9.66	4.40	3.90

If only one of these areas associated with payment for the passport could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q36																
TOTAL:	1182	914	261	760	203	175	271	467	297	649	533	73	211	453	206	239
<b>base cost of the passport</b>	47%	46%	52%	46%	50%	50%	52%	45%	45%	47%	47%	45%	53%	46%	50%	44%
<b>cost for express delivery</b>	5%	5%	5%	5%	4%	3%	6%	4%	6%	6%	4%	<b>11%</b>	3%	6%	<b>1%</b>	5%
<b>the timing of the payment</b>	2%	2%	2%	2%	2%	2%	3%	2%	<b>0%</b>	2%	2%	4%	2%	2%	1%	2%
<b>convenience of payment methods</b>	4%	4%	4%	3%	4%	4%	3%	4%	3%	<b>5%</b>	<b>2%</b>	5%	3%	3%	2%	5%
<b>Other</b>	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	2%	2%
<b>DK/NR</b>	41%	43%	37%	42%	38%	39%	<b>35%</b>	44%	45%	40%	43%	33%	38%	43%	43%	42%
							--									
khi <sup>2</sup> :		-		-			()			-		-				
± ... at 50 %:	2.85	3.24	6.07	3.55	6.88	7.41	5.95	4.53	5.69	3.85	4.24	11.47	6.75	4.60	6.83	6.34

For such a purchase, how do you prefer to pay? Is it...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q37																			
TOTAL:	1177	364	809	727	448	1017	132	177	330	306	364	948	65	154	677	373	104	487	637
<b>By credit card</b>	47%	<b>54%</b> +++	<b>44%</b> ---	48%	46%	48%	41%	<b>40%</b> -	46%	45%	<b>54%</b> ++	47%	52%	48%	49%	46%	43%	48%	47%
<b>By debit card (Interact)</b>	31%	<b>20%</b> ---	<b>36%</b> +++	30%	32%	31%	31%	<b>41%</b> ++	32%	<b>36%</b> +	<b>20%</b> ---	30%	34%	34%	<b>27%</b> --	<b>36%</b> +	37%	30%	32%
<b>Cash</b>	12%	10%	14%	<b>10%</b> --	<b>16%</b> ++	<b>11%</b> -	<b>18%</b> +	14%	<b>16%</b> +	11%	10%	13%	6%	10%	13%	11%	12%	13%	12%
<b>By cheque</b>	6%	<b>13%</b> +++	<b>4%</b> ---	<b>9%</b> +++	<b>2%</b> ---	6%	6%	<b>2%</b> --	<b>4%</b> -	5%	<b>13%</b> +++	7%	8%	<b>2%</b> -	<b>8%</b> +	<b>4%</b> -	5%	6%	7%
<b>DK/NR</b>	3%	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%	3%	0%	<b>6%</b> +	3%	2%	4%	2%	2%
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
khi <sup>2</sup> :		(***)		(***)		-		(***)				( )			-			-	
± ... at 50 %:	2.86	5.14	3.45	3.63	4.63	3.07	8.53	7.37	5.39	5.60	5.14	3.18	12.16	7.90	3.77	5.07	9.61	4.44	3.88



For such a purchase, how do you prefer to pay? Is it...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q37																
TOTAL:	1177	909	261	758	199	176	273	461	291	639	538	72	208	454	208	235
<b>By credit card</b>	47%	47%	50%	48%	46%	45%	<b>40%</b>	49%	52%	<b>44%</b>	<b>51%</b>	44%	43%	48%	47%	52%
<b>By debit card (Interact)</b>	31%	<b>33%</b>	<b>23%</b>	31%	35%	27%	<b>42%</b>	31%	<b>21%</b>	<b>34%</b>	<b>27%</b>	32%	35%	29%	<b>37%</b>	26%
<b>Cash</b>	12%	<b>11%</b>	<b>17%</b>	11%	13%	<b>16%</b>	13%	11%	13%	12%	13%	13%	13%	14%	9%	11%
<b>By cheque</b>	6%	7%	5%	<b>8%</b>	4%	4%	<b>3%</b>	7%	<b>9%</b>	7%	6%	6%	6%	7%	4%	9%
<b>DK/NR</b>	3%	2%	4%	2%	2%	<b>7%</b>	1%	2%	4%	3%	3%	6%	2%	3%	3%	3%
<b>Other</b>	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>	0%
Chi²:		(**)		(*)			(***)			-		-				
± ... at 50 %:	2.86	3.25	6.07	3.56	6.95	7.39	5.93	4.56	5.74	3.88	4.23	11.55	6.79	4.60	6.79	6.39

Would you prefer to pay for the passport at the same time as you submit your application or upon picking up the completed passport?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q38																			
TOTAL:	1165	370	791	725	438	1006	132	174	320	301	370	942	65	148	680	359	104	489	626
With application	65%	62%	67%	69% ++	60% --	66%	64%	66%	67%	68%	62%	66%	65%	61%	67%	64%	63%	68%	64%
With the completed passport	24%	28% +	21% -	21% -	27% +	23%	27%	22%	20%	22%	28% +	23%	29%	24%	23%	25%	23%	22%	25%
DK/NR	11%	10%	11%	10%	13%	11%	9%	11%	13%	10%	10%	11%	6%	14%	10%	11%	13%	9%	11%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1% ++	0%	0%
khi <sup>2</sup> :		(*)		(*)		-		-				-			()			-	
± ... at 50 %:	2.87	5.09	3.48	3.64	4.68	3.09	8.53	7.43	5.48	5.65	5.09	3.19	12.16	8.06	3.76	5.17	9.61	4.43	3.92

Would you prefer to pay for the passport at the same time as you submit your application or upon picking up the completed passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q38																
TOTAL:	1165	904	254	750	199	172	268	458	293	630	535	70	209	444	206	236
<b>With application</b>	65%	66%	65%	<b>68%</b>	<b>59%</b>	65%	62%	64%	69%	65%	65%	63%	<b>58%</b>	68%	60%	<b>73%</b>
<b>With the completed passport</b>	24%	24%	22%	<b>21%</b>	<b>30%</b>	24%	26%	24%	21%	23%	24%	21%	<b>30%</b>	21%	27%	20%
<b>DK/NR</b>	11%	11%	12%	11%	11%	11%	11%	12%	10%	11%	10%	16%	11%	11%	13%	<b>7%</b>
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		(*)				
± ... at 50 %:	2.87	3.26	6.15	3.58	6.95	7.47	5.99	4.58	5.73	3.90	4.24	11.71	6.78	4.65	6.83	6.38

Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with THE SERVICE YOU WERE PROVIDED? (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q39																			
TOTAL:	1188	375	809	735	451	1026	135	176	331	306	375	955	66	157	689	372	104	496	641
<b>DISSATISFIED (smwht + very)</b>	4%	<b>5%</b>	<b>3%</b>	4%	3%	4%	4%	2%	4%	2%	<b>5%</b>	4%	5%	4%	4%	3%	4%	3%	4%
		+	-								+								
<b>SATISFIED (smwht + very)</b>	92%	<b>89%</b>	<b>93%</b>	<b>91%</b>	<b>94%</b>	92%	90%	95%	92%	94%	<b>89%</b>	92%	92%	92%	91%	94%	90%	92%	92%
		--	++	-	+						--								
<b>Very dissatisfied (0)</b>	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	1%	1%	2%	0%	1%	0%	0%	0%	1%
<b>Dissatisfied (2.5)</b>	3%	5%	2%	3%	3%	3%	4%	2%	3%	2%	5%	3%	3%	4%	3%	2%	4%	3%	3%
<b>Neutral (5)</b>	4%	6%	4%	<b>5%</b>	<b>3%</b>	4%	5%	3%	4%	4%	6%	5%	3%	3%	4%	4%	6%	5%	4%
				+	-														
<b>Satisfied (7.5)</b>	55%	52%	56%	<b>51%</b>	<b>61%</b>	54%	61%	<b>46%</b>	54%	<b>63%</b>	52%	<b>52%</b>	<b>67%</b>	<b>64%</b>	54%	53%	61%	55%	54%
				--	++			-		+++		--	+	+					
<b>Very satisfied (10)</b>	37%	37%	38%	<b>40%</b>	<b>33%</b>	<b>38%</b>	<b>30%</b>	<b>49%</b>	38%	<b>31%</b>	37%	<b>39%</b>	<b>26%</b>	<b>29%</b>	37%	41%	30%	37%	38%
				+	-	+	-	+++		--		++	-	-					
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
kh <sup>2</sup> :		()		(*)		-		(*)				-			-			-	
± ... at 50 %:	2.84	5.06	3.45	3.61	4.61	3.06	8.43	7.39	5.39	5.60	5.06	3.17	12.06	7.82	3.73	5.08	9.61	4.40	3.87
# valid values:	1188	375	809	735	451	1026	135	176	331	306	375	955	66	157	689	372	104	496	641
mean:	8.13	7.98	8.19	8.15	8.08	8.17	7.87	<b>8.55</b>	8.13	8.06	7.98	<b>8.18</b>	7.80	7.91	8.10	<b>8.29</b>	7.91	8.15	8.13
standard deviation:	1.82	2.00	1.73	1.88	1.72	1.82	1.85	1.61	1.89	1.59	2.00	1.84	1.84	1.72	1.89	1.71	1.75	1.76	1.88
Student's t:				-	-			***	-	-		*	-	-	-	*	-	-	-

**Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with THE SERVICE YOU WERE PROVIDED?  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q39																
TOTAL:	1188	920	261	768	199	176	273	468	295	647	541	73	208	456	211	240
<b>DISSATISFIED (smwht + very)</b>	4%	3%	5%	4%	4%	2%	2%	3%	5%	4%	3%	4%	3%	5%	2%	3%
<b>SATISFIED (smwht + very)</b>	92%	92%	93%	92%	91%	<b>96%</b> +	93%	93%	91%	91%	94%	92%	93%	90%	94%	93%
<b>Very dissatisfied (0)</b>	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	3%	3%	3%	4%	2%	1%	3%	4%	4%	3%	3%	3%	4%	2%	3%
<b>Neutral (5)</b>	4%	5%	3%	5%	5%	2%	5%	3%	4%	5%	4%	4%	4%	5%	4%	5%
<b>Satisfied (7.5)</b>	55%	53%	58%	54%	<b>46%</b> --	<b>65%</b> ++	<b>62%</b> +++	55%	<b>43%</b> --	<b>52%</b> -	<b>58%</b> +	47%	<b>45%</b> --	54%	61%	<b>62%</b> +
<b>Very satisfied (10)</b>	37%	38%	34%	37%	<b>45%</b> +	31%	<b>31%</b> --	38%	<b>47%</b> +++	39%	36%	45%	<b>48%</b> +++	37%	34%	<b>30%</b> -
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			(**)			-		-				
± ... at 50 %:	2.84	3.23	6.07	3.54	6.95	7.39	5.93	4.53	5.71	3.85	4.21	11.47	6.79	4.59	6.75	6.33
# valid values:	1188	920	261	768	199	176	273	468	295	647	541	73	208	456	211	240
mean:	8.13	8.16	8.04	8.11	8.33	8.11	8.02	8.21	8.29	8.11	8.15	8.29	<b>8.43</b>	8.02	8.15	7.99
standard deviation:	1.82	1.81	1.89	1.84	1.83	1.56	1.65	1.74	2.05	1.92	1.70	1.99	1.79	1.98	1.55	1.68
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q401</b>																			
<b>the passport application rules and process</b>																			
mean:	8.27	8.31	8.24	8.40	8.05	8.28	8.06	8.21	7.96	<b>8.67</b>	8.31	8.35	<b>7.14</b>	8.29	8.16	8.42	8.60	<b>8.54</b>	<b>8.13</b>
Student's t:		-	-			-	-	-		*	-	-	*	-	-	-	-	*	*
<b>Q402</b>																			
<b>service responsiveness and reliability</b>																			
mean:	8.58	8.43	8.64	8.69	8.38	8.58	8.55	<b>9.06</b>	8.38	8.65	8.43	8.60	8.21	8.59	8.60	8.58	8.15	8.60	8.60
Student's t:		-	-	-	-	-	-	**	-	-	-	-	-	-	-	-	-	-	-
<b>Q403</b>																			
<b>access to services</b>																			
mean:	8.37	8.29	8.41	8.42	8.30	8.36	8.55	8.68	8.20	8.48	8.29	8.40	8.04	8.38	8.37	8.29	8.65	8.50	8.30
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q404</b>																			
<b>communications</b>																			
mean:	8.46	8.33	8.53	8.54	8.33	8.47	8.31	8.65	8.36	8.64	8.33	8.48	7.69	8.65	8.44	8.49	8.50	8.53	8.45
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q405</b>																			
<b>passport cost and payment options</b>																			
mean:	7.82	7.60	7.92	7.87	7.74	7.81	7.83	8.35	7.70	7.88	7.60	7.85	7.32	7.76	7.84	7.75	7.80	7.67	7.93
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

<b>Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)</b>																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q401</b> <b>the passport application rules and process</b>																
mean:	8.27	8.30	8.16	8.29	8.28	7.99	8.17	8.32	8.40	8.33	8.19	7.98	8.43	8.16	8.53	8.23
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q402</b> <b>service responsiveness and reliability</b>																
mean:	8.58	8.57	8.54	8.51	8.85	8.31	8.51	8.60	8.64	8.61	8.53	8.45	<b>9.01</b>	8.48	8.56	8.36
Student's t:		-	-	-	-	-	-	-	-	-	-	-	**	-	-	-
<b>Q403</b> <b>access to services</b>																
mean:	8.37	8.37	8.37	8.35	8.48	8.21	8.26	8.34	8.56	8.46	8.26	8.33	8.65	8.28	8.42	8.23
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q404</b> <b>communications</b>																
mean:	8.46	8.45	8.48	8.44	8.54	8.38	8.44	8.43	8.67	8.51	8.39	7.88	8.61	8.45	8.48	8.53
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q405</b> <b>passport cost and payment options</b>																
mean:	7.82	7.78	8.05	7.78	8.24	7.50	7.81	7.74	7.76	7.92	7.69	7.98	8.29	7.59	7.55	7.94
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\* \* \* SUMMARY TABLE

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q401 the passport application rules and process																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	1%	2%	1%	3%	1%	3%	2%	3%	0%	1%	2%	7%	0%	2%	1%	0%	0%	2%
Neutral (5)	7%	7%	7%	6%	9%	8%	3%	6%	10%	4%	7%	7%	7%	5%	7%	4%	11%	3%	9%
Important (7.5)	48%	49%	48%	48%	48%	47%	58%	54%	49%	42%	49%	46%	73%	54%	51%	49%	29%	52%	47%
Very important (10)	40%	40%	40%	42%	36%	41%	30%	37%	34%	49%	40%	43%	7%	34%	37%	43%	50%	44%	37%
DK/NR	3%	4%	3%	3%	4%	3%	6%	2%	3%	4%	4%	3%	7%	7%	3%	2%	11%	1%	5%
khi <sup>2</sup> :		-		-		-		-				()			-			(*)	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	305	99	205	192	113	268	31	53	87	66	99	251	14	38	189	87	25	130	164
mean:	8.27	8.31	8.24	8.40	8.05	8.28	8.06	8.21	7.96	8.67	8.31	8.35	7.14	8.29	8.16	8.42	8.60	8.54	8.13
standard deviation:	1.69	1.63	1.72	1.60	1.82	1.70	1.67	1.65	1.89	1.47	1.63	1.70	1.66	1.44	1.72	1.58	1.78	1.38	1.80
Student's t:		-	-			-	-	-		*	-	-	*	-	-	-	-	*	*



**Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q401 the passport application rules and process																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	1%	4%	2%	2%	2%	3%	1%	3%	2%	1%	0%	2%	2%	0%	2%
Neutral (5)	7%	7%	7%	9%	2%	10%	8%	6%	5%	6%	9%	10%	3%	8%	8%	7%
Important (7.5)	48%	49%	45%	44%	59%	52%	47%	49%	45%	49%	47%	62%	50%	47%	39%	51%
Very important (10)	40%	39%	42%	42%	35%	33%	40%	39%	45%	41%	38%	29%	42%	38%	47%	39%
DK/NR	3%	4%	1%	4%	3%	2%	1%	5%	3%	3%	4%	0%	3%	4%	6%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	305	235	68	189	61	41	71	107	78	174	131	21	62	118	46	58
mean:	8.27	8.30	8.16	8.29	8.28	7.99	8.17	8.32	8.40	8.33	8.19	7.98	8.43	8.16	8.53	8.23
standard deviation:	1.69	1.61	1.96	1.76	1.48	1.79	1.84	1.60	1.76	1.66	1.73	1.50	1.58	1.80	1.63	1.69
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q402 service responsiveness and reliability																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	1%	1%	2%	1%	0%	0%	2%	0%	1%	1%	0%	2%	1%	1%	0%	0%	2%
Neutral (5)	5%	9% +	3% -	5%	5%	4%	9%	4%	3%	3%	9% +	5%	7%	5%	5%	4%	7%	6%	3%
Important (7.5)	41%	40%	42%	39%	46%	43%	36%	30%	48%	45%	40%	41%	53%	37%	41%	44%	46%	44%	41%
Very important (10)	48%	47%	49%	52%	42%	48%	48%	65% ++	41%	46%	47%	49%	33%	51%	50%	49%	29%	50%	48%
DK/NR	4%	4%	5%	4%	6%	4%	6%	2%	6%	6%	4%	4%	7%	5%	4%	1%	18%	1%	6% +
khi <sup>2</sup> :		-		-		-		-				-			(*)			()	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	302	99	202	191	111	265	31	53	85	65	99	248	14	39	188	88	23	130	162
mean:	8.58	8.43	8.64	8.69	8.38	8.58	8.55	9.06	8.38	8.65	8.43	8.60	8.21	8.59	8.60	8.58	8.15	8.60	8.60
standard deviation:	1.60	1.73	1.54	1.56	1.67	1.59	1.68	1.41	1.67	1.40	1.73	1.58	1.53	1.79	1.62	1.60	1.55	1.53	1.65
Student's t:		-	-	-	-	-	-	**	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q402 service responsiveness and reliability																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	3%	1%	0%	5% ++	0%	2%	1%	1%	1%	0%	0%	2%	0%	2%
Neutral (5)	5%	5%	4%	6%	3%	5%	7%	5%	3%	3% -	8% +	10%	0% -	5%	6%	8%
Important (7.5)	41%	43%	38%	43%	38%	40%	46%	36%	44%	46% +	35% -	43%	39%	42%	41%	42%
Very important (10)	48%	47%	49%	45%	56%	45%	47%	50%	49%	47%	50%	48%	59% +	45%	45%	46%
DK/NR	4%	4%	6%	5%	3%	5%	0% -	7% +	4%	3%	6%	0%	2%	7%	8%	2%
khi <sup>2</sup> :		-		-			-			0		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	302	235	65	186	61	40	72	105	77	173	129	21	63	115	45	58
mean:	8.58	8.57	8.54	8.51	8.85	8.31	8.51	8.60	8.64	8.61	8.53	8.45	9.01	8.48	8.56	8.36
standard deviation:	1.60	1.55	1.82	1.59	1.41	1.99	1.55	1.73	1.55	1.46	1.78	1.67	1.23	1.68	1.55	1.79
Student's t:		-	-	-			-	-	-	-	-	-	**	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q403 access to services																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	1%	2%	1%	2%	0%	0%	3%	0%	2%	2%	0%	0%	2%	1%	0%	1%	2%
Neutral (5)	6%	7%	6%	6%	8%	6%	3%	7%	7%	4%	7%	6%	7%	7%	5%	9%	7%	5%	7%
Important (7.5)	46%	46%	46%	44%	48%	46%	48%	37%	48%	49%	46%	44%	60%	49%	47%	47%	32%	48%	46%
Very important (10)	43%	41%	44%	45%	41%	43%	42%	54%	41%	42%	41%	45%	27%	41%	43%	43%	46%	46%	41%
DK/NR	3%	5%	2%	4%	3%	3%	6%	2%	1%	4%	5%	3%	7%	2%	3%	0%	14%	1%	4%
khi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	(*)	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	306	98	207	191	115	269	31	53	89	66	98	250	14	40	189	89	24	130	165
mean:	8.37	8.29	8.41	8.42	8.30	8.36	8.55	8.68	8.20	8.48	8.29	8.40	8.04	8.38	8.37	8.29	8.65	8.50	8.30
standard deviation:	1.69	1.74	1.67	1.72	1.64	1.71	1.41	1.60	1.85	1.45	1.74	1.73	1.45	1.56	1.70	1.71	1.65	1.54	1.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q403 access to services																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	1%	2%	2%	2%	3%	2%	1%	2%	1%	0%	0%	3%	0%	2%
Neutral (5)	6%	6%	7%	7%	5%	7%	8%	6%	6%	3% -	10% +	10%	6%	5%	6%	8%
Important (7.5)	46%	45%	46%	45%	44%	50%	44%	45%	40%	47%	44%	48%	41%	46%	47%	47%
Very important (10)	43%	43%	45%	42%	46%	40%	44%	42%	50%	45%	41%	43%	52%	41%	41%	41%
DK/NR	3%	4%	0%	4%	3%	0%	0%	5%	3%	2%	4%	0%	2%	4%	6%	2%
chi²:		-		-			-			0		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	306	235	69	188	61	42	72	107	78	175	131	21	63	118	46	58
mean:	8.37	8.37	8.37	8.35	8.48	8.21	8.26	8.34	8.56	8.46	8.26	8.33	8.65	8.28	8.42	8.23
standard deviation:	1.69	1.69	1.71	1.70	1.66	1.77	1.86	1.72	1.69	1.67	1.72	1.65	1.54	1.81	1.52	1.75
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q404 communications																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	0%	2%	0%	3%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%
Neutral (5)	5%	9%	4%	5%	6%	6%	3%	4%	3%	4%	9%	5%	20%	5%	4%	7%	11%	4%	6%
Important (7.5)	46%	45%	46%	45%	47%	46%	48%	44%	53%	39%	45%	47%	40%	41%	48%	45%	32%	47%	45%
Very important (10)	43%	40%	45%	45%	41%	44%	39%	48%	39%	51%	40%	44%	27%	49%	42%	45%	46%	45%	43%
DK/NR	5%	7%	4%	5%	5%	4%	6%	4%	3%	4%	7%	4%	13%	5%	5%	3%	11%	4%	5%
khi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	301	96	204	189	112	265	31	52	87	66	96	247	13	39	186	86	25	126	163
mean:	8.46	8.33	8.53	8.54	8.33	8.47	8.31	8.65	8.36	8.64	8.33	8.48	7.69	8.65	8.44	8.49	8.50	8.53	8.45
standard deviation:	1.56	1.61	1.54	1.48	1.69	1.55	1.75	1.44	1.52	1.65	1.61	1.55	1.90	1.50	1.56	1.55	1.77	1.53	1.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q404 communications																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	0%	2%	2%	0%	1%	1%	1%	0%	0%	0%	1%	2%	0%
Neutral (5)	5%	6%	4%	7%	2%	2%	6%	4%	6%	4%	7%	14%	3%	4%	6%	7%
Important (7.5)	46%	46%	45%	45%	48%	50%	51%	47%	35%	47%	45%	52%	47%	48%	39%	44%
Very important (10)	43%	43%	45%	43%	44%	40%	43%	39%	54%	46%	40%	29%	45%	41%	47%	47%
DK/NR	5%	5%	4%	5%	5%	5%	0%	10%	4%	2%	8%	5%	5%	6%	6%	2%
							-	++		-	+					
khi <sup>2</sup> :		-		-			0			0		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	301	233	66	186	60	40	72	102	77	175	126	20	61	116	46	58
mean:	8.46	8.45	8.48	8.44	8.54	8.38	8.44	8.43	8.67	8.51	8.39	7.88	8.61	8.45	8.48	8.53
standard deviation:	1.56	1.55	1.63	1.56	1.55	1.66	1.48	1.53	1.70	1.57	1.56	1.68	1.41	1.53	1.79	1.56
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q405 passport cost and payment options																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	1%	1%	0%	1%	1%	0%	3%	2%	0%	0%	1%	0%	7%	0%	1%	0%	0%	1%	1%
Unimportant (2.5)	4%	5%	4%	4%	5%	4%	6%	4%	3%	6%	5%	5%	0%	5%	5%	4%	4%	8%	2%
Neutral (5)	10%	12%	9%	11%	8%	11%	3%	4%	14%	7%	12%	10%	7%	10%	9%	13%	11%	10%	10%
Important (7.5)	47%	50%	47%	45%	51%	48%	42%	39%	49%	49%	50%	46%	60%	51%	47%	49%	46%	46%	51%
Very important (10)	33%	28%	35%	35%	31%	32%	36%	50%	29%	33%	28%	34%	20%	29%	34%	33%	29%	34%	31%
DK/NR	4%	5%	4%	4%	4%	4%	9%	2%	4%	4%	5%	4%	7%	5%	5%	0%	11%	2%	5%
khi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	( )
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	303	98	204	190	113	267	30	53	86	66	98	248	14	39	185	89	25	129	163
mean:	7.82	7.60	7.92	7.87	7.74	7.81	7.83	8.35	7.70	7.88	7.60	7.85	7.32	7.76	7.84	7.75	7.80	7.67	7.93
standard deviation:	2.06	2.12	2.03	2.06	2.09	2.02	2.52	2.19	1.93	2.02	2.12	2.06	2.49	1.97	2.13	2.00	1.95	2.28	1.83
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q405 passport cost and payment options																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	1%	1%	0%	1%	2%	0%	0%	2%	0%	1%	1%	0%	2%	1%	0%	0%
Unimportant (2.5)	4%	4%	6%	4%	3%	7%	4%	4%	6%	5%	4%	0%	3%	5%	10%	2%
Neutral (5)	10%	10%	10%	11%	6%	14%	13%	9%	11%	7%	15%	10%	8%	13%	8%	8%
Important (7.5)	47%	50%	39%	50%	40%	48%	50%	47%	44%	50%	45%	62%	36%	47%	45%	58%
Very important (10)	33%	31%	43%	30%	46%	29%	33%	32%	34%	35%	31%	29%	50%	28%	31%	29%
DK/NR	4%	5%	1%	5%	3%	2%	0%	6%	5%	3%	5%	0%	2%	6%	6%	3%
chi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	303	233	68	186	61	41	72	106	76	173	130	21	63	116	46	57
mean:	7.82	7.78	8.05	7.78	8.24	7.50	7.81	7.74	7.76	7.92	7.69	7.98	8.29	7.59	7.55	7.94
standard deviation:	2.06	2.02	2.15	1.97	2.16	2.17	1.97	2.22	2.14	2.04	2.10	1.50	2.19	2.13	2.33	1.64
Student's t:		-	-	-			-			-		-				

If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q41																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>DK/NR</b>	42%	43%	41%	42%	41%	41%	42%	41%	42%	39%	43%	43%	38%	36%	42%	40%	44%	43%	39%
<b>cost and payment options</b>	23%	20%	24%	22%	26%	23%	25%	<b>33%</b> +++	23%	21%	20%	22%	20%	<b>29%</b> +	23%	24%	20%	23%	23%
<b>access to services</b>	17%	15%	17%	18%	16%	18%	12%	14%	16%	<b>21%</b> +	15%	17%	9%	18%	15%	19%	21%	16%	18%
<b>application rules and process</b>	8%	9%	7%	8%	7%	8%	7%	6%	8%	6%	9%	7%	14%	8%	8%	7%	4%	6%	9%
<b>responsiveness and reliability</b>	6%	7%	6%	6%	8%	6%	8%	3%	7%	7%	7%	6%	<b>14%</b> +	6%	6%	6%	6%	7%	6%
<b>communications</b>	5%	6%	4%	5%	4%	4%	6%	3%	4%	5%	6%	5%	6%	3%	5%	4%	5%	5%	5%
khi <sup>2</sup> :		-		-		-						( )			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q41																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>DK/NR</b>	42%	42%	39%	43%	<b>35%</b>	44%	39%	42%	46%	40%	43%	45%	<b>35%</b>	43%	45%	39%
<b>cost and payment options</b>	23%	23%	25%	21%	<b>30%</b>	22%	26%	23%	21%	23%	23%	<b>33%</b>	<b>34%</b>	20%	20%	19%
<b>access to services</b>	17%	18%	14%	18%	18%	13%	15%	18%	15%	<b>19%</b>	<b>14%</b>	14%	13%	16%	19%	20%
<b>application rules and process</b>	8%	<b>6%</b>	<b>12%</b>	7%	9%	9%	9%	7%	6%	7%	9%	<b>1%</b>	10%	8%	6%	8%
<b>responsiveness and reliability</b>	6%	7%	5%	7%	4%	6%	5%	7%	6%	5%	8%	3%	5%	8%	6%	6%
<b>communications</b>	5%	4%	5%	4%	4%	6%	5%	3%	6%	5%	4%	4%	3%	4%	4%	<b>7%</b>
chi <sup>2</sup> :				-			-			*		(**)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

As far as you can tell, was the service provided without error?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q42																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Yes	95%	<b>93%</b>	<b>96%</b>	95%	95%	95%	93%	96%	<b>97%</b>	94%	<b>93%</b>	94%	97%	96%	95%	94%	97%	94%	95%
No	4%	<b>6%</b>	<b>4%</b>	5%	4%	4%	6%	3%	<b>2%</b>	5%	<b>6%</b>	5%	3%	3%	4%	5%	2%	5%	4%
DK/NR	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
khi <sup>2</sup> :		()		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

As far as you can tell, was the service provided without error?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q42																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Yes</b>	95%	<b>95%</b> +	<b>92%</b> -	95%	95%	93%	95%	96%	94%	95%	95%	95%	94%	95%	95%	94%
<b>No</b>	4%	4%	6%	4%	4%	7%	4%	4%	4%	5%	4%	4%	5%	4%	4%	5%
<b>DK/NR</b>	1%	1%	2%	1%	1%	1%	1%	0%	<b>2%</b> +	1%	1%	1%	1%	1%	1%	0%
khi <sup>2</sup> :		( )		-			-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Would you say that, in general, the Passport Office provides much better service than other federal government organisations, a little better, same as others, a little worse or much worse service?**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q43																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>BETTER (much or a little)</b>	40%	40%	40%	39%	42%	<b>39%</b>	<b>51%</b>	40%	41%	40%	40%	39%	<b>53%</b>	41%	38%	43%	45%	38%	42%
<b>WORSE (a little or much)</b>	4%	3%	5%	<b>3%</b>	<b>6%</b>	4%	2%	2%	<b>6%</b>	5%	3%	4%	3%	5%	3%	5%	8%	3%	5%
<b>Much better</b>	18%	17%	18%	17%	19%	<b>17%</b>	<b>24%</b>	21%	17%	18%	17%	18%	17%	16%	<b>16%</b>	20%	21%	19%	16%
<b>A little better</b>	23%	24%	22%	22%	23%	22%	27%	19%	24%	22%	24%	<b>21%</b>	<b>36%</b>	25%	23%	22%	24%	<b>19%</b>	<b>26%</b>
<b>Same</b>	39%	42%	37%	40%	36%	<b>40%</b>	<b>30%</b>	40%	38%	35%	42%	40%	33%	33%	40%	38%	33%	39%	39%
<b>A little worse</b>	3%	2%	4%	2%	4%	3%	2%	1%	<b>5%</b>	4%	2%	3%	3%	4%	<b>2%</b>	4%	<b>7%</b>	3%	3%
<b>Much worse</b>	1%	1%	1%	1%	2%	1%	0%	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
<b>DK/NR</b>	17%	15%	18%	17%	17%	17%	16%	17%	16%	20%	15%	17%	11%	21%	18%	15%	14%	<b>20%</b>	<b>14%</b>
khi <sup>2</sup> :		-		-		(*)		-				-			(*)			(**)	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

**Would you say that, in general, the Passport Office provides much better service than other federal government organisations, a little better, same as others, a little worse or much worse service?**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q43																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>BETTER (much or a little)</b>	40%	40%	41%	42%	<b>33%</b>	41%	45%	42%	<b>35%</b>	<b>36%</b>	<b>46%</b>	40%	37%	42%	37%	43%
<b>WORSE (a little or much)</b>	4%	4%	5%	4%	4%	4%	3%	5%	4%	5%	4%	4%	3%	5%	4%	3%
<b>Much better</b>	18%	18%	17%	19%	14%	17%	20%	16%	19%	<b>15%</b>	<b>20%</b>	23%	15%	17%	17%	19%
<b>A little better</b>	23%	22%	24%	23%	19%	23%	25%	<b>26%</b>	<b>16%</b>	<b>20%</b>	<b>26%</b>	16%	22%	24%	20%	24%
<b>Same</b>	39%	39%	37%	38%	<b>46%</b>	37%	40%	36%	42%	40%	37%	41%	43%	38%	37%	36%
<b>A little worse</b>	3%	3%	4%	3%	2%	3%	2%	4%	3%	3%	3%	4%	1%	4%	3%	2%
<b>Much worse</b>	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	2%	0%	1%
<b>DK/NR</b>	17%	17%	17%	17%	16%	18%	<b>11%</b>	17%	19%	<b>20%</b>	<b>14%</b>	15%	17%	15%	<b>22%</b>	17%
Chi <sup>2</sup> :		-		-			(*)			**		-				+
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Would you say that, in general, the Passport Office provides much better service than private companies, a little better, same as private companies, a little worse or much worse?**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q44																				
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643	
<b>BETTER (much or a little)</b>	28%	29%	27%	28%	27%	<b>27%</b>	<b>35%</b>	30%	26%	27%	29%	28%	36%	21%	28%	27%	26%	28%	28%	
<b>WORSE (a little or much)</b>	13%	13%	13%	13%	14%	13%	13%	11%	13%	15%	13%	13%	15%	17%	12%	15%	16%	12%	15%	
<b>Much better</b>	10%	11%	9%	10%	10%	10%	9%	11%	10%	8%	11%	10%	14%	6%	11%	8%	11%	9%	10%	
<b>A little better</b>	18%	18%	18%	18%	17%	<b>17%</b>	<b>26%</b>	20%	16%	18%	18%	18%	23%	15%	18%	18%	15%	19%	17%	
<b>Same</b>	42%	43%	42%	43%	40%	44%	35%	41%	43%	41%	43%	42%	41%	41%	43%	42%	43%	42%	44%	
<b>A little worse</b>	10%	10%	10%	10%	11%	10%	11%	9%	9%	12%	10%	10%	12%	11%	<b>9%</b>	12%	13%	9%	11%	
<b>Much worse</b>	3%	3%	3%	3%	3%	3%	2%	2%	4%	3%	3%	2%	3%	5%	3%	3%	4%	2%	3%	
<b>DK/NR</b>	17%	15%	18%	16%	18%	17%	16%	18%	18%	17%	15%	17%	<b>8%</b>	21%	18%	16%	14%	<b>18%</b>	<b>14%</b>	
chi <sup>2</sup> :		-		-		-		-				-			-			-		
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86	



**Would you say that, in general, the Passport Office provides much better service than private companies, a little better, same as private companies, a little worse or much worse?**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q44																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>BETTER (much or a little)</b>	28%	28%	28%	28%	24%	31%	29%	26%	28%	26%	30%	<b>38%</b> +	27%	27%	23%	31%
<b>WORSE (a little or much)</b>	13%	14%	10%	14%	12%	11%	16%	15%	<b>9%</b>	<b>16%</b> ++	<b>10%</b> --	11%	12%	13%	16%	12%
<b>Much better</b>	10%	9%	12%	11%	<b>5%</b> -	11%	9%	10%	11%	10%	10%	12%	8%	11%	8%	10%
<b>A little better</b>	18%	18%	16%	18%	18%	20%	20%	17%	16%	16%	20%	26%	19%	16%	14%	21%
<b>Same</b>	42%	<b>44%</b> +	<b>36%</b> -	43%	47%	<b>33%</b> --	42%	43%	42%	40%	44%	38%	45%	42%	45%	39%
<b>A little worse</b>	10%	11%	8%	11%	9%	9%	12%	12%	<b>7%</b> -	<b>12%</b> +	<b>8%</b> -	11%	9%	10%	13%	10%
<b>Much worse</b>	3%	3%	2%	3%	3%	1%	3%	3%	2%	4%	2%	0%	3%	4%	2%	2%
<b>DK/NR</b>	17%	<b>14%</b> ---	<b>26%</b> +++	<b>14%</b> --	17%	<b>25%</b> +++	14%	16%	<b>21%</b> +	18%	16%	12%	17%	17%	17%	18%
khi <sup>2</sup> :		***		(*)			-			**		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
<b>Q451</b> <b>duration of the validity period</b>																				
mean:	6.66	6.78	6.60	6.74	6.54	6.70	6.41	<b>7.10</b>	<b>6.35</b>	6.61	6.78	6.70	6.47	6.50	6.76	6.52	6.57	<b>7.39</b>	<b>6.16</b>	
Student's t:		-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	***	***	
<b>Q452</b> <b>the number of pages in the passport</b>																				
mean:	7.71	7.79	7.67	7.78	7.62	7.75	7.47	<b>8.10</b>	7.64	<b>7.49</b>	7.79	<b>7.77</b>	7.28	7.50	7.66	7.83	7.74	7.75	7.67	
Student's t:		-	-	-	-	-	-	**	-	*	-	*	-	-	-	-	-	-	-	
<b>Q453</b> <b>the security features of the passport</b>																				
mean:	7.80	7.92	7.76	7.89	7.66	7.84	7.60	7.96	7.67	7.73	7.92	7.83	7.78	7.62	7.74	7.95	7.79	7.78	7.86	
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Q454</b> <b>acceptance by other countries</b>																				
mean:	8.10	8.09	8.10	8.10	8.10	<b>8.15</b>	<b>7.77</b>	<b>8.60</b>	8.10	<b>7.84</b>	8.09	8.12	8.17	8.05	<b>8.00</b>	<b>8.27</b>	8.25	8.04	8.14	
Student's t:		-	-	-	-	*	*	***	-	**	-	-	-	-	*	*	-	-	-	
<b>Q455</b> <b>design of passports to avoid forgery</b>																				
mean:	7.54	7.69	7.46	7.54	7.53	7.58	7.23	7.55	7.50	7.38	7.69	7.52	7.64	7.59	7.53	7.59	7.54	7.51	7.57	
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

\* \* \* SUMMARY TABLE

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
 (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q47																			
<b>OVERALL, the passport as a travel doc.</b>																			
mean:	8.35	8.39	8.33	8.38	8.30	8.37	8.23	8.55	8.31	8.21	8.39	8.37	8.15	8.26	8.31	8.43	8.39	8.45	8.30
Student's t:		-	-	-	-	-	-		-		-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q451</b> <b>duration of the validity period</b>																
mean:	6.66	6.75	6.35	6.65	6.82	6.85	6.75	6.55	6.56	6.65	6.68	6.94	6.97	<b>6.36</b>	6.96	6.64
Student's t:				-	-	-	-	-	-	-	-	-	-	**		-
<b>Q452</b> <b>the number of pages in the passport</b>																
mean:	<b>7.71</b>	<b>7.76</b>	<b>7.57</b>	7.65	<b>8.06</b>	7.62	7.81	7.69	7.76	7.71	7.72	7.65	<b>8.15</b>	7.70	7.59	<b>7.51</b>
Student's t:		-	-		**	-	-	-	-	-	-	-	***	-	-	*
<b>Q453</b> <b>the security features of the passport</b>																
mean:	7.80	7.81	7.80	7.80	7.90	7.63	7.85	7.78	7.78	7.81	7.79	7.71	7.94	7.83	7.80	7.68
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q454</b> <b>acceptance by other countries</b>																
mean:	8.10	8.09	8.13	<b>7.98</b>	<b>8.63</b>	7.99	8.11	8.23	8.03	8.10	8.09	7.85	<b>8.56</b>	8.16	7.92	<b>7.84</b>
Student's t:		-	-	**	***	-	-	-	-	-	-	-	**	-	-	*
<b>Q455</b> <b>design of passports to avoid forgery</b>																
mean:	7.54	7.51	7.63	7.53	7.50	7.41	7.62	7.47	7.46	7.53	7.55	7.61	7.50	7.60	7.42	7.52
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q47																
<b>OVERALL, the passport as a travel doc.</b>																
mean:	8.35	<b>8.40</b>	<b>8.17</b>	8.31	<b>8.60</b>	8.20	8.35	8.37	8.49	8.39	8.30	8.24	<b>8.65</b>	8.38	8.27	<b>8.12</b>
Student's t:		*	*	-	*	-	-	-	-	-	-	-	**	-	-	**

\* \* \* SUMMARY TABLE

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q451 duration of the validity period																			
TOTAL:	845	265	577	527	316	725	99	120	235	225	265	679	46	113	479	276	75	357	456
DISSATISFIED (smwht + very)	20%	18%	21%	19%	22%	20%	22%	15%	24%	20%	18%	19%	20%	23%	18%	23%	20%	8%	28%
SATISFIED (smwht + very)	74%	73%	74%	74%	73%	74%	74%	79%	71%	75%	73%	74%	70%	74%	77%	70%	71%	87%	64%
Very dissatisfied (0)	2%	2%	3%	2%	3%	2%	4%	4%	3%	2%	2%	2%	0%	6%	2%	2%	4%	2%	2%
Dissatisfied (2.5)	18%	17%	18%	17%	19%	18%	18%	11%	22%	18%	17%	18%	20%	17%	16%	21%	16%	7%	26%
Neutral (5)	6%	8%	5%	7%	5%	6%	4%	6%	5%	5%	8%	6%	11%	3%	5%	7%	9%	4%	8%
Satisfied (7.5)	59%	55%	61%	58%	60%	58%	65%	55%	60%	64%	55%	59%	61%	59%	63%	53%	55%	69%	51%
Very satisfied (10)	15%	18%	13%	16%	13%	16%	9%	24%	10%	11%	18%	15%	9%	15%	14%	16%	16%	18%	13%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		(*)				-			-			***	
± ... at 50 %:	3.37	6.02	4.08	4.27	5.51	3.64	9.85	8.95	6.39	6.53	6.02	3.76	14.45	9.22	4.48	5.90	11.32	5.19	4.59
# valid values:	845	265	577	527	316	725	99	120	235	225	265	679	46	113	479	276	75	357	456
mean:	6.66	6.78	6.60	6.74	6.54	6.70	6.41	7.10	6.35	6.61	6.78	6.70	6.47	6.50	6.76	6.52	6.57	7.39	6.16
standard deviation:	2.52	2.53	2.52	2.49	2.56	2.52	2.55	2.61	2.55	2.41	2.53	2.49	2.27	2.81	2.44	2.63	2.66	2.01	2.69
Student's t:		-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	***	***

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q451 duration of the validity period																
TOTAL:	845	655	185	550	137	130	197	348	212	458	387	49	141	327	153	175
<b>DISSATISFIED (smwht + very)</b>	20%	<b>18%</b>	<b>27%</b>	20%	18%	17%	17%	23%	22%	21%	19%	16%	18%	<b>24%</b>	17%	18%
		--	++											+		
<b>SATISFIED (smwht + very)</b>	74%	75%	70%	73%	75%	80%	72%	74%	71%	73%	74%	76%	76%	<b>69%</b>	<b>81%</b>	74%
														-	+	
<b>Very dissatisfied (0)</b>	2%	2%	2%	2%	4%	2%	<b>1%</b>	3%	3%	2%	3%	2%	4%	3%	1%	2%
							-									
<b>Dissatisfied (2.5)</b>	18%	<b>16%</b>	<b>25%</b>	18%	14%	15%	16%	19%	19%	19%	17%	14%	14%	<b>21%</b>	16%	16%
		--	++											+		
<b>Neutral (5)</b>	6%	<b>7%</b>	<b>3%</b>	7%	7%	3%	<b>11%</b>	<b>3%</b>	7%	6%	6%	8%	6%	7%	<b>2%</b>	8%
		+	-				+++	--							-	
<b>Satisfied (7.5)</b>	59%	59%	57%	59%	55%	<b>68%</b>	57%	60%	55%	58%	60%	55%	52%	57%	65%	63%
						+										
<b>Very satisfied (10)</b>	15%	16%	13%	15%	20%	12%	15%	14%	16%	16%	14%	20%	<b>24%</b>	12%	16%	11%
													+++			
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(**)		-			(*)			-		()				
± ... at 50 %:	3.37	3.83	7.20	4.18	8.37	8.60	6.98	5.25	6.73	4.58	4.98	14.00	8.25	5.42	7.92	7.41
# valid values:	845	655	185	550	137	130	197	348	212	458	387	49	141	327	153	175
mean:	6.66	6.75	6.35	6.65	6.82	6.85	6.75	6.55	6.56	6.65	6.68	6.94	6.97	<b>6.36</b>	6.96	6.64
standard deviation:	2.52	2.48	2.67	2.50	2.69	2.30	2.34	2.64	2.64	2.55	2.50	2.51	2.69	2.61	2.35	2.33
Student's t:				-	-	-	-	-	-	-	-	-	-	-	**	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q452 the number of pages in the passport																			
TOTAL:	823	257	563	509	312	709	97	117	230	219	257	663	46	107	462	273	72	345	447
DISSATISFIED (smwht + very)	3%	2%	3%	2%	3%	2%	5%	1%	3%	4%	2%	2%	9%	6%	2%	2%	3%	1%	4%
SATISFIED (smwht + very)	90%	92%	89%	91%	89%	91%	90%	93%	89%	87%	92%	91%	85%	85%	89%	91%	92%	92%	89%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	3%	2%	3%	2%	5%	1%	3%	4%	2%	2%	9%	6%	2%	2%	3%	1%	4%
Neutral (5)	7%	5%	8%	6%	8%	7%	5%	6%	8%	9%	5%	7%	7%	9%	8%	7%	6%	7%	7%
Satisfied (7.5)	69%	70%	69%	69%	70%	69%	75%	62%	70%	71%	70%	70%	70%	64%	70%	67%	71%	72%	68%
Very satisfied (10)	21%	22%	20%	22%	19%	22%	14%	32%	19%	16%	22%	21%	15%	21%	19%	25%	21%	20%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				(**)			-			-	
± ... at 50 %:	3.42	6.11	4.13	4.34	5.55	3.68	9.95	9.06	6.46	6.62	6.11	3.81	14.45	9.47	4.56	5.93	11.55	5.28	4.64
# valid values:	823	257	563	509	312	709	97	117	230	219	257	663	46	107	462	273	72	345	447
mean:	7.71	7.79	7.67	7.78	7.62	7.75	7.47	8.10	7.64	7.49	7.79	7.77	7.28	7.50	7.66	7.83	7.74	7.75	7.67
standard deviation:	1.55	1.53	1.56	1.54	1.55	1.54	1.59	1.49	1.53	1.58	1.53	1.47	1.89	1.82	1.51	1.58	1.52	1.44	1.64
Student's t:		-	-	-	-	-	-	**	-	*	-	*	-	-	-	-	-	-	-



**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q452 the number of pages in the passport																
TOTAL:	823	635	183	534	133	129	193	337	205	447	376	49	138	320	145	171
DISSATISFIED (smwht + very)	3%	2%	4%	2%	2%	5%	1%	<b>4%</b>	2%	3%	2%	2%	1%	3%	3%	3%
SATISFIED (smwht + very)	90%	91%	89%	90%	92%	90%	92%	91%	90%	88%	92%	92%	93%	90%	87%	91%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	4%	2%	2%	5%	1%	4%	2%	2%	2%	2%	1%	2%	3%	3%
Neutral (5)	7%	7%	7%	8%	7%	5%	7%	5%	8%	<b>9%</b>	<b>5%</b>	6%	6%	8%	10%	6%
Satisfied (7.5)	69%	69%	70%	71%	<b>59%</b>	71%	70%	70%	67%	<b>66%</b>	<b>73%</b>	76%	<b>58%</b>	69%	67%	<b>78%</b>
Very satisfied (10)	21%	22%	19%	<b>19%</b>	<b>32%</b>	19%	22%	21%	22%	23%	19%	16%	<b>35%</b>	21%	20%	<b>13%</b>
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		( )			-			-		-				
± ... at 50 %:	3.42	3.89	7.24	4.24	8.50	8.63	7.05	5.34	6.84	4.64	5.05	14.00	8.34	5.48	8.14	7.49
# valid values:	823	635	183	534	133	129	193	337	205	447	376	49	138	320	145	171
mean:	7.71	7.76	7.57	7.65	<b>8.06</b>	7.62	7.81	7.69	7.76	7.71	7.72	7.65	<b>8.15</b>	7.70	7.59	<b>7.51</b>
standard deviation:	1.55	1.52	1.65	1.51	1.59	1.65	1.41	1.63	1.53	1.64	1.44	1.39	1.58	1.57	1.65	1.40
Student's t:		-	-		**	-	-	-	-	-	-	-	***	-	-	*

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q453 the security features of the passport																			
TOTAL:	780	246	532	489	290	668	96	108	215	211	246	626	44	104	435	261	69	327	426
DISSATISFIED (smwht + very)	3%	2%	3%	3%	3%	3%	4%	4%	5%	1%	2%	3%	2%	5%	3%	2%	3%	2%	3%
SATISFIED (smwht + very)	90%	92%	89%	91%	89%	90%	89%	91%	<b>87%</b>	91%	92%	90%	93%	88%	90%	91%	90%	91%	90%
Very dissatisfied (0)	1%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%
Dissatisfied (2.5)	2%	1%	3%	2%	2%	2%	4%	3%	<b>5%</b> ++	1%	1%	2%	2%	5%	2%	2%	3%	1%	3%
Neutral (5)	7%	6%	8%	7%	8%	7%	7%	6%	9%	8%	6%	7%	5%	8%	7%	7%	7%	7%	7%
Satisfied (7.5)	64%	65%	64%	62%	68%	64%	69%	58%	61%	<b>71%</b> +	65%	64%	73%	65%	66%	61%	65%	67%	62%
Very satisfied (10)	26%	28%	25%	<b>28%</b> +	<b>21%</b> -	26%	20%	32%	25%	<b>20%</b> -	28%	26%	20%	22%	24%	30%	25%	24%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		()				-			-			-	
± ... at 50 %:	3.51	6.25	4.25	4.43	5.75	3.79	10.00	9.43	6.68	6.75	6.25	3.92	14.77	9.61	4.70	6.07	11.80	5.42	4.75
# valid values:	780	246	532	489	290	668	96	108	215	211	246	626	44	104	435	261	69	327	426
mean:	7.80	7.92	7.76	7.89	7.66	7.84	7.60	7.96	7.67	7.73	7.92	7.83	7.78	7.62	7.74	7.95	7.79	7.78	7.86
standard deviation:	1.68	1.68	1.68	1.72	1.61	1.68	1.66	1.85	1.81	1.44	1.68	1.69	1.45	1.76	1.69	1.67	1.63	1.64	1.71
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q453 the security features of the passport																
TOTAL:	780	608	169	513	124	117	187	316	197	415	365	47	126	300	142	165
DISSATISFIED (smwht + very)	3%	3%	4%	2%	3%	5%	2%	3%	5%	3%	3%	4%	4%	4%	2%	1%
SATISFIED (smwht + very)	90%	<b>89%</b>	<b>94%</b>	90%	89%	91%	89%	88%	92%	89%	91%	89%	89%	89%	90%	93%
Very dissatisfied (0)	1%	1%	0%	0%	2%	0%	1%	0%	1%	1%	0%	0%	<b>2%</b>	0%	1%	0%
Dissatisfied (2.5)	2%	2%	4%	2%	2%	<b>5%</b>	2%	2%	4%	2%	3%	4%	2%	<b>4%</b>	1%	1%
Neutral (5)	7%	<b>9%</b>	<b>2%</b>	8%	8%	3%	9%	9%	<b>4%</b>	8%	7%	6%	7%	7%	8%	7%
Satisfied (7.5)	64%	<b>62%</b>	<b>73%</b>	65%	<b>56%</b>	<b>73%</b>	62%	62%	67%	62%	67%	66%	<b>54%</b>	61%	65%	<b>78%</b>
Very satisfied (10)	26%	27%	21%	25%	32%	19%	27%	26%	25%	27%	24%	23%	<b>35%</b>	28%	25%	<b>15%</b>
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(*)		( )			-			-		(*)				
± ... at 50 %:	3.51	3.97	7.54	4.33	8.80	9.06	7.17	5.51	6.98	4.81	5.13	14.29	8.73	5.66	8.22	7.63
# valid values:	780	608	169	513	124	117	187	316	197	415	365	47	126	300	142	165
mean:	7.80	7.81	7.80	7.80	7.90	7.63	7.85	7.78	7.78	7.81	7.79	7.71	7.94	7.83	7.80	7.68
standard deviation:	1.68	1.73	1.51	1.64	1.92	1.64	1.68	1.70	1.78	1.76	1.58	1.72	2.05	1.74	1.64	1.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q454 acceptance by other countries																			
TOTAL:	750	227	521	455	295	639	93	107	216	200	227	603	41	100	398	263	73	308	411
DISSATISFIED (smwht + very)	1%	2%	1%	2%	1%	1%	4%	0%	0%	2%	2%	1%	5%	2%	1%	1%	1%	1%	2%
SATISFIED (smwht + very)	93%	91%	94%	91%	96%	93%	90%	96%	94%	93%	91%	93%	95%	92%	90%	96%	96%	92%	93%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	2%	1%	2%	1%	1%	4%	0%	0%	2%	2%	1%	5%	2%	1%	1%	1%	1%	2%
Neutral (5)	6%	7%	5%	7%	3%	6%	5%	4%	6%	6%	7%	6%	0%	6%	9%	3%	3%	7%	5%
Satisfied (7.5)	61%	56%	62%	57%	66%	60%	66%	49%	63%	70%	56%	61%	59%	60%	60%	60%	60%	62%	59%
Very satisfied (10)	32%	35%	31%	34%	29%	33%	25%	48%	31%	23%	35%	32%	37%	32%	31%	36%	36%	30%	34%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		()		(**)		(*)				-			-			-	
± ... at 50 %:	3.58	6.50	4.29	4.59	5.71	3.88	10.16	9.47	6.67	6.93	6.50	3.99	15.30	9.80	4.91	6.04	11.47	5.58	4.83
# valid values:	750	227	521	455	295	639	93	107	216	200	227	603	41	100	398	263	73	308	411
mean:	8.10	8.09	8.10	8.10	8.10	8.15	7.77	8.60	8.10	7.84	8.09	8.12	8.17	8.05	8.00	8.27	8.25	8.04	8.14
standard deviation:	1.54	1.67	1.47	1.62	1.40	1.51	1.71	1.42	1.44	1.48	1.67	1.49	1.77	1.61	1.57	1.45	1.48	1.51	1.58
Student's t:		-	-	-	-	*	*	***	-	**	-	-	-	-	*	*	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q454 acceptance by other countries																
TOTAL:	750	570	175	484	117	123	183	300	185	401	349	43	123	294	130	160
<b>DISSATISFIED (smwht + very)</b>	1%	1%	2%	1%	1%	1%	1%	0%	<b>3%</b>	1%	1%	2%	2%	1%	2%	1%
<b>SATISFIED (smwht + very)</b>	93%	93%	93%	92%	96%	93%	93%	95%	90%	92%	95%	91%	94%	94%	92%	93%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	1%	2%	1%	1%	1%	1%	0%	<b>3%</b>	1%	1%	2%	2%	1%	2%	1%
<b>Neutral (5)</b>	6%	6%	5%	6%	3%	7%	5%	5%	7%	7%	4%	7%	3%	6%	7%	6%
<b>Satisfied (7.5)</b>	61%	61%	59%	<b>64%</b>	<b>45%</b>	65%	61%	60%	57%	57%	64%	65%	<b>44%</b>	60%	65%	<b>70%</b>
<b>Very satisfied (10)</b>	32%	32%	34%	<b>28%</b>	<b>50%</b>	28%	32%	35%	34%	34%	30%	26%	<b>50%</b>	34%	27%	<b>23%</b>
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		(**)			-			-		(*)				
± ... at 50 %:	3.58	4.10	7.41	4.45	9.06	8.84	7.24	5.66	7.20	4.89	5.25	14.94	8.84	5.72	8.60	7.75
# valid values:	750	570	175	484	117	123	183	300	185	401	349	43	123	294	130	160
mean:	8.10	8.09	8.13	<b>7.98</b>	<b>8.63</b>	7.99	8.11	8.23	8.03	8.10	8.09	7.85	<b>8.56</b>	8.16	7.92	<b>7.84</b>
standard deviation:	1.54	1.52	1.62	1.51	1.52	1.45	1.50	1.43	1.72	1.61	1.45	1.60	1.69	1.48	1.53	1.42
Student's t:		-	-	**	***	-	-	-	-	-	-	-	**	-	-	*

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q455 design of passports to avoid forgery																			
TOTAL:	699	227	471	446	253	603	82	94	192	186	227	569	37	86	386	238	61	294	382
DISSATISFIED (smwht + very)	4%	4%	4%	4%	3%	3%	6%	6%	4%	3%	4%	4%	5%	5%	4%	3%	0%	3%	4%
SATISFIED (smwht + very)	82%	84%	81%	81%	84%	83%	79%	78%	83%	81%	84%	82%	89%	80%	82%	83%	77%	83%	81%
Very dissatisfied (0)	1%	1%	1%	1%	0%	1%	0%	1%	1%	2%	1%	1%	0%	1%	1%	1%	0%	1%	1%
Dissatisfied (2.5)	3%	3%	3%	3%	2%	2%	6%	5%	3%	1%	3%	2%	5%	3%	3%	2%	0%	2%	4%
Neutral (5)	14%	12%	15%	15%	13%	14%	15%	16%	14%	17%	12%	15%	5%	15%	13%	14%	23%	14%	15%
Satisfied (7.5)	58%	56%	58%	55%	63%	57%	63%	46%	61%	62%	56%	58%	68%	51%	58%	58%	52%	62%	54%
Very satisfied (10)	24%	28%	23%	26%	21%	25%	16%	32%	21%	19%	28%	24%	22%	29%	24%	25%	25%	21%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-		-		-		-	-		-	-	
± ... at 50 %:	3.71	6.50	4.52	4.64	6.16	3.99	10.82	10.11	7.07	7.19	6.50	4.11	16.11	10.57	4.99	6.35	12.55	5.72	5.01
# valid values:	699	227	471	446	253	603	82	94	192	186	227	569	37	86	386	238	61	294	382
mean:	7.54	7.69	7.46	7.54	7.53	7.58	7.23	7.55	7.50	7.38	7.69	7.52	7.64	7.59	7.53	7.59	7.54	7.51	7.57
standard deviation:	1.91	1.91	1.91	2.01	1.72	1.92	1.84	2.23	1.81	1.84	1.91	1.90	1.76	2.08	1.97	1.86	1.74	1.84	1.96
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q455 design of passports to avoid forgery																
TOTAL:	699	544	152	463	106	109	169	275	173	366	333	45	109	270	127	148
DISSATISFIED (smwht + very)	4%	4%	3%	4%	5%	4%	3%	4%	5%	4%	3%	7%	6%	3%	6%	1%
SATISFIED (smwht + very)	82%	82%	83%	83%	75%	82%	84%	81%	78%	81%	83%	89%	73%	83%	84%	82%
Very dissatisfied (0)	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	2%	0%	3%	0%
Dissatisfied (2.5)	3%	3%	3%	2%	4%	4%	2%	3%	3%	3%	3%	7%	4%	3%	2%	1%
Neutral (5)	14%	14%	14%	14%	20%	15%	13%	15%	17%	15%	14%	4%	21%	13%	10%	18%
Satisfied (7.5)	58%	58%	58%	59%	45%	63%	59%	59%	52%	56%	60%	67%	39%	59%	63%	62%
Very satisfied (10)	24%	24%	25%	24%	30%	18%	25%	23%	26%	25%	23%	22%	34%	24%	21%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		(**)				
± ... at 50 %:	3.71	4.20	7.95	4.55	9.52	9.39	7.54	5.91	7.45	5.12	5.37	14.61	9.39	5.96	8.70	8.06
# valid values:	699	544	152	463	106	109	169	275	173	366	333	45	109	270	127	148
mean:	7.54	7.51	7.63	7.53	7.50	7.41	7.62	7.47	7.46	7.53	7.55	7.61	7.50	7.60	7.42	7.52
standard deviation:	1.91	1.95	1.77	1.91	2.15	1.73	1.87	1.92	2.06	1.99	1.82	1.84	2.33	1.82	2.09	1.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q47 <b>OVERALL, the passport as a travel doc.</b>																			
TOTAL:	1163	364	795	723	438	1004	133	173	324	302	364	937	65	154	669	368	104	483	631
<b>DISSATISFIED (smwht + very)</b>	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
<b>SATISFIED (smwht + very)</b>	95%	95%	95%	95%	96%	96%	93%	94%	96%	96%	95%	96%	94%	94%	95%	97%	94%	96%	95%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
<b>Neutral (5)</b>	4%	4%	4%	4%	3%	4%	5%	6%	4%	3%	4%	4%	6%	5%	4%	2%	5%	3%	5%
<b>Satisfied (7.5)</b>	56%	54%	57%	55%	58%	56%	56%	<b>45%</b> ---	58%	<b>63%</b> ++	54%	56%	62%	55%	56%	56%	52%	54%	56%
<b>Very satisfied (10)</b>	39%	41%	38%	41%	37%	40%	38%	<b>49%</b> ++	37%	<b>33%</b> -	41%	40%	32%	38%	39%	41%	42%	42%	38%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	2.87	5.14	3.48	3.64	4.68	3.09	8.50	7.45	5.44	5.64	5.14	3.20	12.16	7.90	3.79	5.11	9.61	4.46	3.90
# valid values:	1163	364	795	723	438	1004	133	173	324	302	364	937	65	154	669	368	104	483	631
mean:	8.35	8.39	8.33	8.38	8.30	8.37	8.23	8.55	8.31	8.21	8.39	8.37	8.15	8.26	8.31	8.43	8.39	8.45	8.30
standard deviation:	1.48	1.49	1.47	1.48	1.46	1.46	1.59	1.57	1.44	1.42	1.49	1.46	1.42	1.57	1.51	1.41	1.55	1.46	1.48
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



**Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q47																
<b>OVERALL, the passport as a travel doc.</b>																
TOTAL:	1163	902	255	750	198	171	268	465	285	635	528	71	204	449	204	235
<b>DISSATISFIED (smwht + very)</b>	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	2%
<b>SATISFIED (smwht + very)</b>	95%	<b>96%</b> +	<b>93%</b> -	96%	95%	92%	94%	96%	97%	96%	95%	92%	96%	96%	96%	94%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	2%
<b>Neutral (5)</b>	4%	3%	6%	3%	4%	<b>7%</b> +	5%	3%	2%	3%	5%	<b>8%</b> +	3%	4%	3%	4%
<b>Satisfied (7.5)</b>	56%	55%	58%	<b>59%</b> ++	<b>45%</b> ---	56%	54%	56%	53%	55%	57%	54%	<b>44%</b> ---	56%	61%	<b>63%</b> +
<b>Very satisfied (10)</b>	39%	41%	35%	<b>37%</b> -	<b>50%</b> +++	36%	40%	40%	44%	40%	38%	38%	<b>51%</b> +++	40%	35%	<b>32%</b> --
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		( )			-			-		(*)				
± ... at 50 %:	2.87	3.26	6.14	3.58	6.96	7.49	5.99	4.54	5.80	3.89	4.26	11.63	6.86	4.62	6.86	6.39
# valid values:	1163	902	255	750	198	171	268	465	285	635	528	71	204	449	204	235
mean:	8.35	<b>8.40</b>	<b>8.17</b>	8.31	<b>8.60</b>	8.20	8.35	8.37	8.49	8.39	8.30	8.24	<b>8.65</b>	8.38	8.27	<b>8.12</b>
standard deviation:	1.48	1.45	1.55	1.44	1.56	1.54	1.48	1.48	1.47	1.46	1.49	1.55	1.54	1.43	1.40	1.51
Student's t:		*	*	-	*	-	-	-	-	-	-	-	**	-	-	**

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
<b>Q461</b> <b>duration of the validity period</b>																			
mean:	8.21	8.01	8.30	8.29	8.08	8.26	7.98	8.30	8.26	8.38	8.01	8.33	7.00	8.11	8.23	8.29	7.78	<b>8.42</b>	<b>8.01</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*
<b>Q462</b> <b>the number of pages in the passport</b>																			
mean:	6.58	6.35	6.67	6.57	6.59	6.57	6.69	7.02	6.58	6.57	6.35	6.49	6.43	7.16	6.37	<b>7.09</b>	6.25	6.50	6.63
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q463</b> <b>the security features of the passport</b>																			
mean:	8.92	8.90	8.93	9.03	8.74	8.90	9.19	<b>9.33</b>	8.82	8.77	8.90	8.89	8.93	9.14	8.99	8.89	8.75	9.09	8.84
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
<b>Q464</b> <b>acceptance by other countries</b>																			
mean:	8.86	8.74	8.91	<b>9.02</b>	<b>8.59</b>	8.83	9.19	<b>9.40</b>	8.72	8.81	8.74	8.88	8.83	8.75	8.97	8.91	<b>8.06</b>	<b>9.07</b>	<b>8.70</b>
Student's t:		-	-	*	*	-	-	**	-	-	-	-	-	-	-	-	*	*	*
<b>Q465</b> <b>design of passports to avoid forgery</b>																			
mean:	8.93	8.87	8.96	9.03	8.77	8.92	9.11	9.07	8.88	8.99	8.87	8.93	8.57	9.08	8.93	9.07	8.46	<b>9.14</b>	<b>8.79</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

\* \* \* SUMMARY TABLE

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q461</b> <b>duration of the validity period</b>																
mean:	8.21	8.14	8.48	8.20	8.36	8.21	8.09	8.21	8.27	8.32	8.07	7.38	8.25	8.32	8.18	8.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q462</b> <b>the number of pages in the passport</b>																
mean:	6.58	6.57	6.67	6.49	6.88	6.75	6.56	6.39	6.35	6.69	6.43	6.25	6.73	6.60	5.99	6.97
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q463</b> <b>the security features of the passport</b>																
mean:	8.92	8.99	8.73	8.90	9.22	8.72	8.73	9.06	9.00	8.93	8.91	8.69	<b>9.26</b>	8.95	8.81	8.68
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
<b>Q464</b> <b>acceptance by other countries</b>																
mean:	8.86	8.94	8.59	8.86	<b>9.34</b>	<b>8.33</b>	8.85	8.84	9.01	8.90	8.80	8.45	<b>9.25</b>	8.81	9.07	8.53
Student's t:		-	-	-	**	*	-	-	-	-	-	-	*	-	-	-
<b>Q465</b> <b>design of passports to avoid forgery</b>																
mean:	8.93	9.03	8.62	8.96	<b>9.38</b>	8.50	<b>9.25</b>	8.76	8.92	9.01	8.84	8.45	9.15	8.93	9.15	8.73
Student's t:		-	-	-	**	-	*	-	-	-	-	-	-	-	-	-

\*\*\* SUMMARY TABLE

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q461 duration of the validity period																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	2%	2%	3%	1%	6%	6%	0%	3%	2%	1%	13%	2%	3%	1%	4%	2%	3%
Neutral (5)	9%	10%	8%	8%	10%	9%	6%	9%	9%	7%	10%	9%	13%	7%	8%	9%	14%	6%	10%
Important (7.5)	46%	53%	43%	45%	47%	46%	45%	31%	51%	41%	53%	45%	53%	54%	46%	47%	46%	46%	49%
Very important (10)	41%	34%	45%	43%	38%	43%	36%	52%	39%	48%	34%	44%	20%	37%	42%	43%	32%	46%	37%
DK/NR	1%	1%	1%	1%	2%	1%	6%	2%	1%	1%	1%	2%	0%	0%	2%	0%	4%	1%	1%
chi <sup>2</sup> :		-	-	-	-	(*)	+	-	-	-	-	()	-	-	-	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	312	102	209	196	116	275	31	53	89	68	102	254	15	41	192	89	27	130	170
mean:	8.21	8.01	8.30	8.29	8.08	8.26	7.98	8.30	8.26	8.38	8.01	8.33	7.00	8.11	8.23	8.29	7.78	8.42	8.01
standard deviation:	1.80	1.74	1.83	1.78	1.85	1.75	2.08	2.18	1.57	1.87	1.74	1.72	2.35	1.75	1.82	1.71	2.00	1.68	1.86
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q461 duration of the validity period																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	1%	3%	3%	0%	3%	3%	3%	3%	1%	5%	5%	0%	4%	2%
Neutral (5)	9%	10%	4%	9%	10%	10%	10%	11%	6%	6%	12%	19%	9%	7%	10%	7%
Important (7.5)	46%	45%	48%	46%	35%	52%	49%	42%	48%	45%	47%	52%	36%	52%	39%	49%
Very important (10)	41%	40%	46%	41%	49%	38%	39%	44%	41%	44%	38%	24%	48%	40%	45%	41%
DK/NR	1%	2%	0%	1%	3%	0%	0%	1%	3%	2%	1%	0%	2%	1%	2%	2%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	312	241	69	194	61	42	72	112	78	176	136	21	63	122	48	58
mean:	8.21	8.14	8.48	8.20	8.36	8.21	8.09	8.21	8.27	8.32	8.07	7.38	8.25	8.32	8.18	8.28
standard deviation:	1.80	1.85	1.62	1.83	1.98	1.59	1.85	1.91	1.77	1.80	1.80	2.01	2.09	1.52	2.05	1.70
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q462 the number of pages in the passport																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	2%	2%	2%	2%	3%	2%	3%	2%	1%	4%	2%	2%	7%	0%	3%	1%	0%	2%	2%
Unimportant (2.5)	16%	20%	14%	19%	11%	16%	18%	13%	13%	14%	20%	17%	13%	7%	18%	10%	18%	18%	15%
Neutral (5)	20%	17%	22%	18%	24%	21%	15%	22%	23%	19%	17%	20%	13%	22%	19%	19%	25%	18%	21%
Important (7.5)	35%	37%	35%	35%	36%	36%	27%	24%	41%	35%	37%	34%	40%	37%	32%	39%	46%	35%	36%
Very important (10)	23%	19%	24%	24%	21%	22%	30%	35% +	18%	25%	19%	23%	20%	24%	23%	27%	11%	23%	22%
DK/NR	4%	5%	3%	4%	4%	3%	6%	4%	3%	3%	5%	3%	7%	10% +	5%	3%	0%	3%	5%
chi <sup>2</sup> :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	304	98	205	191	113	268	31	52	87	67	98	251	14	37	186	86	28	127	164
mean:	6.58	6.35	6.67	6.57	6.59	6.57	6.69	7.02	6.58	6.57	6.35	6.49	6.43	7.16	6.37	<b>7.09</b>	6.25	6.50	6.63
standard deviation:	2.71	2.76	2.69	2.75	2.65	2.68	3.05	2.85	2.44	2.88	2.76	2.76	3.06	2.29	2.86	2.48	2.31	2.79	2.64
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q462 the number of pages in the passport																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	2%	2%	1%	2%	5%	0%	1%	3%	3%	2%	3%	0%	5%	1%	6%	0%
Unimportant (2.5)	16%	17%	13%	18%	13%	12%	15%	20%	19%	16%	16%	24%	11%	16%	16%	17%
Neutral (5)	20%	19%	22%	19%	16%	24%	21%	18%	19%	20%	20%	19%	22%	20%	29%	12%
Important (7.5)	35%	35%	39%	37%	30%	40%	44%	31%	31%	35%	36%	33%	31%	38%	27%	42%
Very important (10)	23%	24%	20%	21%	32%	19%	18%	24%	21%	25%	20%	19%	28%	20%	20%	25%
DK/NR	4%	4%	4%	3%	5%	5%	0%	4%	8%	3%	4%	5%	3%	5%	2%	3%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	304	236	66	191	60	40	72	108	74	173	131	20	62	117	48	57
mean:	6.58	6.57	6.67	6.49	6.88	6.75	6.56	6.39	6.35	6.69	6.43	6.25	6.73	6.60	5.99	6.97
standard deviation:	2.71	2.77	2.53	2.71	3.01	2.35	2.50	2.91	2.84	2.69	2.74	2.75	2.88	2.57	2.95	2.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q463																			
<b>the security features of the passport</b>																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%
<b>Neutral (5)</b>	5%	5%	5%	4%	6%	5%	0%	2%	6%	6%	5%	5%	13%	2%	4%	4%	7%	3%	5%
<b>Important (7.5)</b>	31%	32%	30%	29%	33%	30%	30%	22%	31%	35%	32%	32%	13%	27%	28%	35%	32%	29%	32%
<b>Very important (10)</b>	60%	58%	60%	63%	54%	60%	64%	72% +	59%	54%	58%	59%	67%	63%	62%	60%	54%	64%	58%
<b>DK/NR</b>	4%	5%	4%	4%	6%	4%	6%	4%	3%	6%	5%	4%	7%	7%	6%	1%	7%	4%	5%
kh <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	302	98	203	191	111	265	31	52	87	65	98	248	14	38	184	88	26	126	164
mean:	8.92	8.90	8.93	9.03	8.74	8.90	9.19	9.33	8.82	8.77	8.90	8.89	8.93	9.14	8.99	8.89	8.75	9.09	8.84
standard deviation:	1.51	1.48	1.53	1.42	1.65	1.55	1.19	1.22	1.65	1.54	1.48	1.52	1.89	1.34	1.50	1.46	1.62	1.36	1.58
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-



**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q463 the security features of the passport																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	1%	0%	0%	2% +	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Neutral (5)	5%	5%	4%	7% +	0% -	2%	4%	5%	5%	3%	7%	10%	2%	5%	8%	3%
Important (7.5)	31%	29%	36%	29%	29%	38%	42% ++	23% -	28%	34%	27%	33%	25%	28%	27%	44% +
Very important (10)	60%	62%	55%	61%	63%	55%	53%	67%	61%	59%	61%	57%	69%	63%	55%	49%
DK/NR	4%	4%	3%	4%	8%	2%	1%	4%	6%	4%	4%	0%	5%	3%	10% +	3%
khi <sup>2</sup> :		-				()	-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	302	234	67	189	58	41	71	109	75	171	131	21	61	119	44	57
mean:	8.92	8.99	8.73	8.90	9.22	8.72	8.73	9.06	9.00	8.93	8.91	8.69	9.26	8.95	8.81	8.68
standard deviation:	1.51	1.47	1.65	1.55	1.17	1.69	1.46	1.59	1.48	1.46	1.58	1.70	1.24	1.58	1.66	1.43
Student's t:		-	-	-		-	-	-	-	-	-	-	*	-	-	-

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q464																			
<b>acceptance by other countries</b>																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%
<b>Neutral (5)</b>	5%	4%	6%	<b>3%</b>	<b>9%</b>	6%	0%	2%	7%	7%	4%	5%	7%	7%	5%	3%	14%	2%	7%
				--	++														
<b>Important (7.5)</b>	32%	37%	30%	31%	35%	32%	30%	<b>19%</b>	37%	30%	37%	32%	33%	34%	<b>28%</b>	36%	46%	31%	34%
								-							-				
<b>Very important (10)</b>	57%	52%	59%	61%	51%	57%	64%	<b>72%</b>	54%	57%	52%	57%	60%	56%	61%	58%	36%	62%	54%
								+											
<b>DK/NR</b>	5%	6%	5%	5%	5%	5%	6%	7%	2%	6%	6%	6%	0%	2%	7%	2%	4%	5%	5%
chi <sup>2</sup> :		-		()		-		-				-			()			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	300	97	202	188	112	263	31	50	88	65	97	243	15	40	182	87	27	124	164
mean:	8.86	8.74	8.91	<b>9.02</b>	<b>8.59</b>	8.83	9.19	<b>9.40</b>	8.72	8.81	8.74	8.88	8.83	8.75	8.97	8.91	<b>8.06</b>	<b>9.07</b>	<b>8.70</b>
standard deviation:	1.53	1.58	1.51	1.43	1.67	1.57	1.19	1.19	1.56	1.60	1.58	1.53	1.60	1.60	1.53	1.41	1.74	1.33	1.65
Student's t:		-	-	*	*	-	-	**	-	-	-	-	-	-	-	-	*	*	*

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q464 acceptance by other countries																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	<b>2%</b> +
Neutral (5)	5%	<b>4%</b> -	<b>10%</b> +	4%	<b>0%</b> -	<b>14%</b> ++	3%	7%	4%	3%	7%	10%	2%	6%	6%	5%
Important (7.5)	32%	31%	36%	34%	24%	38%	<b>40%</b> +	29%	25%	34%	31%	43%	25%	34%	20%	42%
Very important (10)	57%	58%	54%	57%	67%	48%	57%	58%	61%	58%	56%	48%	67%	56%	61%	49%
DK/NR	5%	<b>7%</b> +	<b>0%</b> -	5%	10%	0%	<b>0%</b> -	6%	9%	4%	6%	0%	6%	4%	<b>12%</b> +	2%
khi <sup>2</sup> :		(*)		(*)			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	300	229	69	186	57	42	72	106	73	171	129	21	60	118	43	58
mean:	8.86	8.94	8.59	8.86	<b>9.34</b>	<b>8.33</b>	8.85	8.84	9.01	8.90	8.80	8.45	<b>9.25</b>	8.81	9.07	8.53
standard deviation:	1.53	1.48	1.69	1.52	1.11	1.80	1.39	1.59	1.60	1.49	1.60	1.67	1.24	1.52	1.55	1.69
Student's t:		-	-	-	**	*	-	-	-	-	-	-	*	-	-	-

**Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q465 design of passports to avoid forgery																			
TOTAL:	316	103	212	198	118	277	33	54	90	69	103	258	15	41	195	89	28	131	172
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	6%	4%	8%	4%	10%	7%	0%	7%	9%	6%	4%	7%	13%	2%	8%	3%	7%	4%	8%
Important (7.5)	28%	34%	25%	28%	26%	26%	33%	20%	24%	28%	34%	27%	27%	29%	25%	29%	43%	25%	30%
Very important (10)	60%	54%	63%	62%	58%	61%	61%	67%	61%	64%	54%	61%	53%	61%	61%	64%	43%	66%	56%
DK/NR	6%	8%	5%	6%	5%	6%	6%	6%	6%	3%	8%	5%	7%	7%	7%	3%	7%	5%	6%
kh <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	5.51	9.66	6.73	6.96	9.02	5.89	17.06	13.34	10.33	11.80	9.66	6.10	25.30	15.30	7.02	10.39	18.52	8.56	7.47
# valid values:	298	95	202	186	112	261	31	51	85	67	95	244	14	38	182	86	26	125	161
mean:	8.93	8.87	8.96	9.03	8.77	8.92	9.11	9.07	8.88	8.99	8.87	8.93	8.57	9.08	8.93	9.07	8.46	9.14	8.79
standard deviation:	1.54	1.45	1.59	1.43	1.71	1.58	1.22	1.58	1.66	1.51	1.45	1.55	1.89	1.35	1.60	1.39	1.59	1.39	1.61
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*

Considering the passport you have recently received, do you find each of the following aspects of the passport itself very unimportant, unimportant, neutral, important or very important, starting with...  
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q465 design of passports to avoid forgery																
TOTAL:	316	245	69	196	63	42	72	113	80	179	137	21	64	123	49	59
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	6%	5%	10%	6%	2%	10%	4%	10%	6%	4%	9%	10%	6%	7%	6%	3%
Important (7.5)	28%	26%	32%	28%	19%	38%	21%	27%	26%	28%	26%	43%	19%	25%	20%	<b>42%</b>
Very important (10)	60%	63%	52%	62%	68%	48%	<b>72%</b>	58%	58%	61%	59%	48%	67%	60%	69%	<b>51%</b>
DK/NR	6%	6%	6%	5%	11%	5%	3%	5%	10%	6%	6%	0%	8%	7%	4%	3%
khi <sup>2</sup> :		-		( )			-			-		-				
± ... at 50 %:	5.51	6.26	11.80	7.00	12.35	15.12	11.55	9.22	10.96	7.32	8.37	21.38	12.25	8.84	14.00	12.76
# valid values:	298	231	65	187	56	40	70	107	72	169	129	21	59	114	47	57
mean:	8.93	9.03	8.62	8.96	<b>9.38</b>	8.50	<b>9.25</b>	8.76	8.92	9.01	8.84	8.45	9.15	8.93	9.15	8.73
standard deviation:	1.54	1.48	1.71	1.53	1.19	1.68	1.37	1.70	1.56	1.45	1.65	1.67	1.51	1.59	1.50	1.43
Student's t:				-	**		*	-	-	-	-	-	-	-	-	-

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q48																				
TOTAL:	1187	375	808	739	446	1023	136	178	333	301	375	956	64	157	692	370	103	496	638	
<b>DK/NR</b>	55%	55%	56%	56%	54%	56%	51%	58%	53%	57%	55%	56%	55%	50%	56%	55%	52%	<b>65%</b>	<b>48%</b>	
<b>validity period</b>	24%	25%	24%	24%	25%	24%	27%	25%	26%	22%	25%	24%	22%	26%	<b>22%</b>	<b>29%</b>	27%	<b>14%</b>	<b>32%</b>	
<b>security features</b>	7%	6%	7%	6%	8%	7%	6%	3%	7%	8%	6%	6%	11%	7%	<b>8%</b>	<b>4%</b>	9%	6%	7%	
<b>design to avoid forgery</b>	6%	<b>9%</b>	<b>5%</b>	7%	5%	6%	6%	7%	5%	<b>3%</b>	<b>9%</b>	7%	2%	4%	7%	5%	4%	6%	6%	
<b>Other</b>	3%	2%	3%	3%	2%	3%	3%	2%	3%	4%	2%	3%	3%	3%	3%	3%	4%	3%	2%	
<b>number of pages</b>	3%	2%	3%	2%	3%	3%	3%	2%	4%	3%	2%	2%	3%	<b>5%</b>	3%	2%	3%	3%	2%	
<b>acceptance by other countries</b>	2%	2%	2%	2%	3%	2%	4%	3%	2%	3%	2%	<b>2%</b>	5%	4%	2%	2%	1%	2%	3%	
khi <sup>2</sup> :		-		-		-		-				-			-			***		
± ... at 50 %:	2.84	5.06	3.45	3.60	4.64	3.06	8.40	7.35	5.37	5.65	5.06	3.17	12.25	7.82	3.73	5.09	9.66	4.40	3.88	

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q48																
TOTAL:	1187	918	262	763	202	178	271	469	297	650	537	72	210	459	207	239
DK/NR	55%	57%	50%	56%	54%	55%	53%	55%	56%	56%	55%	61%	54%	53%	62%	54%
validity period	24%	24%	27%	24%	26%	20%	28%	24%	25%	25%	24%	25%	27%	27%	17%	24%
security features	7%	6%	9%	6%	4%	11%	7%	6%	6%	6%	7%	3%	4%	7%	6%	10%
design to avoid forgery	6%	7%	4%	6%	8%	4%	6%	7%	6%	6%	6%	7%	9%	6%	6%	4%
Other	3%	2%	4%	3%	2%	3%	1%	3%	3%	2%	3%	1%	1%	3%	3%	4%
number of pages	3%	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	1%	2%	3%	3%	3%
acceptance by other countries	2%	2%	3%	2%	3%	3%	3%	2%	2%	2%	3%	1%	3%	2%	3%	3%
khi <sup>2</sup> :				-			-			-		-				
± ... at 50 %:	2.84	3.23	6.05	3.55	6.90	7.35	5.95	4.53	5.69	3.84	4.23	11.55	6.76	4.57	6.81	6.34

If you had your choice, would you prefer to maintain the current passport which is valid for 5 years or would you prefer a passport that would be valid for twice as long, would cost twice as much and would contain an electronic description of some of your physical characteristics so that no one else...																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q49																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>5-year passport</b>	42%	44%	41%	43%	41%	41%	49%	48%	<b>35%</b>	44%	44%	<b>43%</b>	<b>29%</b>	38%	43%	41%	42%	<b>100%</b>	<b>0%</b>
<b>10-year passport</b>	54%	53%	54%	54%	54%	55%	47%	47%	<b>60%</b>	52%	53%	<b>52%</b>	<b>67%</b>	59%	53%	56%	56%	<b>0%</b>	<b>100%</b>
<b>DK/NR</b>	4%	3%	5%	4%	6%	4%	4%	5%	5%	4%	3%	5%	5%	3%	<b>5%</b>	3%	2%	0%	0%
khi <sup>2</sup> :		-		-		-						()			+			***	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86



**If you had your choice, would you prefer to maintain the current passport which is valid for 5 years or would you prefer a passport that would be valid for twice as long, would cost twice as much and would contain an electronic description of some of your physical characteristics so that no one else...**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q49																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>5-year passport</b>	42%	<b>44%</b>	<b>36%</b>	42%	45%	39%	37%	40%	<b>49%</b>	44%	39%	45%	45%	<b>38%</b>	46%	41%
		+	-						++					-		
<b>10-year passport</b>	54%	<b>52%</b>	<b>59%</b>	54%	50%	56%	<b>60%</b>	56%	<b>47%</b>	51%	57%	49%	51%	56%	51%	56%
		-	+				+		--							
<b>DK/NR</b>	4%	4%	5%	4%	5%	5%	3%	4%	4%	4%	5%	5%	4%	6%	3%	3%
chi <sup>2</sup> :				-			*			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Do you use your passport mainly for leisure trips or for business trips?																				
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period		
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt	
Q50																				
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643	
Leisure trips	81%	<b>84%</b>	<b>79%</b>	<b>84%</b>	<b>75%</b>	81%	74%	80%	78%	79%	<b>84%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>83%</b>	81%	<b>67%</b>	<b>83%</b>	<b>78%</b>	
Business trips	6%	4%	6%	5%	6%	<b>5%</b>	<b>11%</b>	8%	4%	7%	4%	<b>0%</b>	<b>100%</b>	<b>0%</b>	4%	5%	<b>11%</b>	<b>4%</b>	<b>7%</b>	
Both	13%	10%	14%	<b>10%</b>	<b>18%</b>	13%	15%	11%	<b>17%</b>	13%	10%	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>11%</b>	14%	<b>21%</b>	12%	14%	
DK/NR	1%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	1%	
khi <sup>2</sup> :		-		(***)		(*)		()				(***)			(**)			()		
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86	

Do you use your passport mainly for leisure trips or for business trips?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q50																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Leisure trips</b>	81%	81%	78%	80%	82%	80%	80%	<b>77%</b>	<b>88%</b>	<b>87%</b>	<b>73%</b>	82%	81%	79%	79%	84%
<b>Business trips</b>	6%	6%	5%	6%	6%	4%	4%	6%	4%	<b>2%</b>	<b>9%</b>	7%	7%	5%	7%	5%
<b>Both</b>	13%	12%	17%	13%	11%	15%	15%	<b>17%</b>	<b>7%</b>	<b>10%</b>	<b>17%</b>	8%	12%	<b>16%</b>	13%	10%
<b>DK/NR</b>	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	3%	0%	0%	0%	2%
khi <sup>2</sup> :		-		-			(**)			(***)		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Have you used your recently obtained passport to travel outside Canada yet?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q51																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Yes	41%	30%	46%	34%	54%	39%	58%	39%	46%	51%	30%	39%	55%	50%	0%	100%	100%	41%	43%
No	58%	69%	53%	66%	45%	60%	41%	60%	53%	49%	69%	60%	45%	50%	100%	0%	0%	59%	57%
DK/NR	1%	0%	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		(***)		(***)		(***)		(***)				(*)			***			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Have you used your recently obtained passport to travel outside Canada yet?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q51																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Yes</b>	41%	42%	38%	<b>46%</b> +++	<b>33%</b> --	<b>30%</b> ---	<b>52%</b> +++	41%	<b>35%</b> --	42%	40%	47%	<b>31%</b> --	44%	46%	39%
<b>No</b>	58%	57%	61%	<b>53%</b> ---	<b>67%</b> ++	<b>68%</b> ++	<b>48%</b> ---	59%	<b>65%</b> ++	58%	58%	52%	<b>68%</b> ++	55%	54%	61%
<b>DK/NR</b>	1%	0%	1%	0%	0%	<b>2%</b> +	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%
chi <sup>2</sup> :		-		(***)			***			-		(*)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

How many times have you used your new passport?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q52																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Has not	58%	<b>69%</b> +++	<b>53%</b> ---	<b>66%</b> +++	<b>45%</b> ---	<b>60%</b> +++	<b>41%</b> ---	60%	<b>53%</b>	<b>49%</b>	<b>69%</b> +++	<b>60%</b> ++	<b>45%</b> -	<b>50%</b> -	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	59%	57%
Once	31%	<b>23%</b> ---	<b>35%</b> +++	<b>27%</b> ---	<b>39%</b> +++	<b>30%</b> ---	<b>45%</b> +++	33%	33%	<b>39%</b> ++	<b>23%</b> ---	31%	27%	34%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	31%	33%
More than once	9%	<b>6%</b> -	<b>10%</b> +	<b>6%</b> ---	<b>13%</b> +++	8%	13%	6%	<b>12%</b> ++	10%	<b>6%</b> -	<b>7%</b> ---	<b>17%</b> +	<b>14%</b> +	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	9%	9%
DK/NR	2%	1%	2%	1%	3%	2%	1%	2%	2%	3%	1%	<b>1%</b> ---	<b>11%</b> +++	2%	0%	0%	0%	1%	1%
khi <sup>2</sup> :		***		***		(***)		(***)				(***)			***			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86
# valid values:	1173	372	797	732	439	1012	134	175	326	300	372	952	59	154	695	374	104	494	634
mean:	0.56	<b>0.40</b>	<b>0.63</b>	<b>0.45</b>	<b>0.74</b>	<b>0.52</b>	<b>0.83</b>	0.54	<b>0.67</b>	<b>0.65</b>	<b>0.40</b>	<b>0.50</b>	<b>1.12</b>	<b>0.71</b>	<b>0.00</b>	<b>1.00</b>	<b>2.71</b>	0.53	0.60
standard deviation:	0.94	0.86	0.97	0.90	0.97	0.90	1.17	1.03	1.03	0.86	0.86	0.81	2.08	0.95	0.00	0.00	1.60	0.87	1.01
Student's t:		***	***	***	***	**	**	-	*	*	***	**	*	*	***	***	***	-	-

How many times have you used your new passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q52																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Has not</b>	58%	57%	61%	<b>53%</b>	<b>67%</b>	<b>68%</b>	<b>48%</b>	59%	<b>65%</b>	58%	58%	52%	<b>68%</b>	55%	54%	61%
				---	++	++	---		++				++			
<b>Once</b>	31%	<b>33%</b>	<b>25%</b>	<b>35%</b>	27%	<b>21%</b>	<b>40%</b>	30%	28%	<b>35%</b>	<b>27%</b>	40%	<b>24%</b>	32%	<b>37%</b>	29%
		+	-	+++		---	++			++	--		-		+	
<b>More than once</b>	9%	<b>8%</b>	<b>12%</b>	10%	<b>5%</b>	8%	11%	10%	7%	<b>7%</b>	<b>11%</b>	7%	6%	<b>11%</b>	7%	9%
		-	+		-					--	++			+		
<b>DK/NR</b>	2%	2%	2%	2%	1%	3%	1%	1%	0%	<b>1%</b>	<b>3%</b>	1%	1%	2%	2%	2%
										--	++					
chi <sup>2</sup> :		(*)		(***)			(**)			***		( )				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31
# valid values:	1173	912	258	756	201	174	271	466	296	647	526	72	208	449	208	236
mean:	0.559	0.544	0.620	<b>0.607</b>	<b>0.418</b>	0.506	<b>0.701</b>	0.573	<b>0.449</b>	0.555	0.565	0.583	0.457	0.612	0.611	0.496
standard deviation:	0.94	0.85	1.21	0.88	0.76	1.26	0.99	0.98	0.74	0.92	0.97	0.80	1.03	0.94	1.08	0.74
Student's t:		-	-	*	**	-	**	-	**	-	-	-	-	-	-	-

Did you use your new passport to travel to the United States?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q53																			
TOTAL:	489	111	375	247	242	401	79	69	153	156	111	375	35	78	0	374	104	201	274
Yes	65%	70%	63%	68%	62%	<b>67%</b>	<b>54%</b>	<b>45%</b>	62%	<b>73%</b>	70%	<b>62%</b>	71%	74%	0%	64%	70%	66%	64%
No	35%	30%	37%	32%	38%	<b>33%</b>	<b>46%</b>	<b>55%</b>	38%	<b>27%</b>	30%	<b>38%</b>	29%	26%	0%	36%	30%	34%	36%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		*		***							-			-	
± ... at 50 %:	4.43	9.30	5.06	6.24	6.30	4.89	11.03	11.80	7.92	7.85	9.30	5.06	16.56	11.10	*	5.07	9.61	6.91	5.92



Did you use your new passport to travel to the United States?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q53																
TOTAL:	489	389	100	355	65	53	141	194	104	272	217	34	64	201	97	93
<b>Yes</b>	65%	<b>67%</b> +	<b>56%</b> -	<b>72%</b> +++	<b>40%</b> ---	<b>47%</b> --	<b>57%</b> -	70%	67%	65%	65%	65%	<b>39%</b> ---	66%	<b>74%</b> +	72%
<b>No</b>	35%	<b>33%</b> -	<b>44%</b> +	<b>28%</b> ---	<b>60%</b> +++	<b>53%</b> ++	<b>43%</b> +	30%	33%	35%	35%	35%	<b>61%</b> +++	34%	<b>26%</b> -	28%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		*		***			*			-		***				
± ... at 50 %:	4.43	4.97	9.80	5.20	12.16	13.46	8.25	7.04	9.61	5.94	6.65	16.81	12.25	6.91	9.95	10.16

Did you use your new passport to travel elsewhere in the world?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q54																			
TOTAL:	489	111	375	247	242	401	79	69	153	156	111	375	35	78	0	374	104	201	274
Yes	41%	32%	44%	36%	46%	38%	54%	61%	45%	35%	32%	42%	37%	38%	0%	39%	48%	40%	42%
No	59%	68%	56%	64%	54%	62%	46%	39%	55%	65%	68%	58%	63%	62%	0%	61%	52%	60%	58%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		*		*		**		***				-						-	
± ... at 50 %:	4.43	9.30	5.06	6.24	6.30	4.89	11.03	11.80	7.92	7.85	9.30	5.06	16.56	11.10	*	5.07	9.61	6.91	5.92

Did you use your new passport to travel elsewhere in the world?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q54																
TOTAL:	489	389	100	355	65	53	141	194	104	272	217	34	64	201	97	93
<b>Yes</b>	41%	<b>38%</b>	<b>55%</b>	<b>34%</b>	<b>65%</b>	<b>60%</b>	<b>51%</b>	37%	36%	39%	43%	38%	<b>66%</b>	41%	<b>31%</b>	37%
		--	++	---	+++	++	++						+++		-	
<b>No</b>	59%	<b>62%</b>	<b>45%</b>	<b>66%</b>	<b>35%</b>	<b>40%</b>	<b>49%</b>	63%	64%	61%	57%	62%	<b>34%</b>	59%	<b>69%</b>	63%
		++	--	+++	---	--	--						---		+	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		**		***			*			-		***				
± ... at 50 %:	4.43	4.97	9.80	5.20	12.16	13.46	8.25	7.04	9.61	5.94	6.65	16.81	12.25	6.91	9.95	10.16

Are you a Canadian citizen by birth?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q55																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>Yes</b>	77%	<b>85%</b> +++	<b>74%</b> ---	<b>81%</b> +++	<b>72%</b> ---	77%	80%	<b>86%</b> ++	<b>65%</b> ---	77%	<b>85%</b> +++	78%	80%	72%	77%	<b>82%</b> +	70%	<b>81%</b> +	<b>76%</b> -
<b>No</b>	22%	<b>15%</b> ---	<b>26%</b> +++	<b>19%</b> ---	<b>27%</b> +++	22%	20%	<b>12%</b> ---	<b>34%</b> +++	23%	<b>15%</b> ---	21%	20%	28%	23%	<b>18%</b> -	<b>30%</b> +	<b>19%</b> -	<b>24%</b> +
<b>DK/NR</b>	1%	1%	1%	0%	1%	1%	0%	<b>2%</b> +	1%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%
khi <sup>2</sup> :		(***)		(**)		-		(***)				-			(*)			(*)	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Are you a Canadian citizen by birth?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q55																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Yes</b>	77%	<b>100%</b> +++	<b>0%</b> ---	<b>89%</b> +++	<b>95%</b> +++	<b>19%</b> ---	81%	78%	<b>73%</b> -	<b>80%</b> +	<b>74%</b> -	<b>88%</b> +	<b>87%</b> +++	<b>72%</b> ---	82%	73%
<b>No</b>	22%	<b>0%</b> ---	<b>100%</b> +++	<b>11%</b> ---	<b>5%</b> ---	<b>80%</b> +++	19%	22%	<b>27%</b> +	<b>19%</b> -	<b>25%</b> +	<b>10%</b> --	<b>13%</b> ---	<b>28%</b> +++	18%	27%
<b>DK/NR</b>	1%	0%	0%	0%	0%	<b>1%</b> +	0%	0%	0%	0%	1%	<b>3%</b> +	0%	1%	0%	0%
khi <sup>2</sup> :		***		(***)						(*)		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Which language did you learn first and still understand?																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q56																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
English	64%	67%	63%	63%	66%	64%	62%	26%	70%	77%	67%	64%	65%	66%	59%	72%	72%	64%	65%
French	17%	18%	16%	21%	10%	17%	21%	63%	5%	2%	18%	17%	20%	14%	20%	15%	10%	18%	16%
Other language	15%	11%	17%	12%	19%	15%	12%	8%	20%	18%	11%	15%	12%	17%	18%	10%	14%	14%	16%
French and English	1%	1%	0%	1%	0%	0%	3%	1%	0%	0%	1%	0%	3%	1%	1%	1%	1%	1%	1%
Other combination	3%	2%	3%	2%	4%	3%	3%	1%	4%	3%	2%	3%	0%	3%	3%	3%	3%	2%	3%
DK/NR	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%
chi²:		(*)		(***)		(*)		(***)				-			(**)			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Which language did you learn first and still understand?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q56																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>English</b>	64%	<b>74%</b> +++	<b>31%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	63%	62%	66%	65%	63%	<b>82%</b> +++	<b>12%</b> ---	<b>72%</b> +++	<b>78%</b> +++	<b>78%</b> +++
<b>French</b>	17%	<b>21%</b> +++	<b>4%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	17%	19%	17%	18%	16%	<b>8%</b> -	<b>77%</b> +++	<b>6%</b> ---	<b>2%</b> ---	<b>2%</b> ---
<b>Other language</b>	15%	<b>4%</b> ---	<b>54%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	16%	15%	12%	13%	17%	<b>5%</b> -	<b>8%</b> --	17%	16%	<b>19%</b> +
<b>French and English</b>	1%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	<b>3%</b> +	1%	1%	0%	0%
<b>Other combination</b>	3%	<b>0%</b> ---	<b>10%</b> +++	0%	0%	0%	2%	3%	4%	2%	3%	0%	2%	4%	3%	1%
<b>DK/NR</b>	1%	<b>0%</b> --	<b>1%</b> ++	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%
chi <sup>2</sup> :		(***)		***			-			-		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Age (computed from the year of birth)																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
AGE																			
TOTAL:	1098	337	757	677	419	945	127	171	316	274	337	886	55	147	637	341	100	460	587
18-35	25%	21%	26%	23%	27%	25%	28%	26%	28%	25%	21%	25%	22%	28%	21%	32%	31%	22%	28%
36-55	43%	40%	44%	42%	44%	42%	48%	44%	42%	47%	40%	41%	53%	54%	44%	42%	46%	42%	45%
56+	27%	33%	25%	30%	23%	28%	19%	24%	25%	24%	33%	29%	20%	15%	30%	24%	20%	32%	24%
NR	5%	6%	5%	5%	5%	5%	6%	5%	5%	4%	6%	5%	5%	3%	5%	2%	3%	5%	3%
khi <sup>2</sup> :		*				-		-				(**)			(***)			**	
± ... at 50 %:	2.96	5.34	3.56	3.77	4.79	3.19	8.70	7.49	5.51	5.92	5.34	3.29	13.21	8.08	3.88	5.31	9.80	4.57	4.04
# valid values:	1140	357	779	709	429	986	129	169	316	298	357	917	63	152	661	366	101	477	624
mean:	-75	-101	-63	-80	-67	-80	-60	-11	-40	-115	-101	-68	-229	-59	-73	-82	-13	-66	-86
standard deviation:	461	506	439	471	446	470	432	322	392	528	506	449	672	425	461	471	322	450	477
Student's t:		-	-	-	-	-	-	*				-			-	-		-	-



Age (computed from the year of birth)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
AGE																
TOTAL:	1098	847	244	690	198	166	273	472	297	598	500	63	205	432	189	209
<b>18-35</b>	25%	26%	21%	25%	24%	27%	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	24%	26%	25%	24%	26%	21%	27%
<b>36-55</b>	43%	44%	42%	42%	46%	44%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	44%	42%	40%	45%	41%	47%	42%
<b>56+</b>	27%	<b>26%</b> -	<b>32%</b> +	28%	26%	22%	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	26%	28%	30%	25%	27%	28%	26%
<b>NR</b>	5%	4%	5%	4%	5%	7%	0%	0%	0%	6%	4%	5%	5%	6%	4%	5%
khi <sup>2</sup> :		-		-			***			-		-				
± ... at 50 %:	2.96	3.37	6.27	3.73	6.96	7.61	5.93	4.51	5.69	4.01	4.38	12.35	6.84	4.71	7.13	6.78
# valid values:	1140	888	252	740	194	167	273	472	297	615	525	70	200	435	205	230
mean:	-75	-73	-82	-96	<b>7</b>	-103	<b>26</b>	46	<b>65</b>	-71	-78	-171	<b>8</b>	<b>-37</b>	-102	<b>-163</b>
standard deviation:	461	455	480	496	270	513	5	5	7	454	469	610	267	384	511	592
Student's t:		-	-		***	-	***	-	***	-	-	-	***	*	-	**

Interview language																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q58																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
<b>French</b>	17%	19%	16%	<b>22%</b> +++	<b>10%</b> ---	17%	21%	<b>68%</b> +++	<b>3%</b> ---	<b>1%</b> ---	19%	18%	23%	13%	<b>20%</b> ++	<b>14%</b> -	12%	18%	16%
<b>English</b>	83%	81%	84%	<b>78%</b> ---	<b>90%</b> +++	83%	79%	<b>32%</b> ---	<b>97%</b> +++	<b>99%</b> +++	81%	82%	77%	87%	<b>80%</b> --	<b>86%</b> +	88%	82%	84%
khi <sup>2</sup> :		-		***		-		***				-			**			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Interview language																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q58																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>French</b>	17%	<b>20%</b> +++	<b>8%</b> ---	<b>2%</b> ---	<b>87%</b> +++	<b>7%</b> ---	19%	20%	16%	18%	17%	<b>7%</b> -	<b>84%</b> +++	<b>3%</b> ---	<b>0%</b> ---	<b>3%</b> ---
<b>English</b>	83%	<b>80%</b> ---	<b>92%</b> +++	<b>98%</b> +++	<b>13%</b> ---	<b>93%</b> +++	81%	80%	84%	82%	83%	<b>93%</b> +	<b>16%</b> ---	<b>97%</b> +++	<b>100%</b> +++	<b>97%</b> +++
khi <sup>2</sup> :		***		***			-			-		***				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Gender																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
Q59																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Female	55%	54%	55%	57%	51%	55%	51%	59%	56%	52%	54%	59%	23%	41%	54%	60%	42%	58%	52%
				+	-							+++	---	---		+	--		
Male	45%	46%	45%	43%	49%	45%	49%	41%	44%	48%	46%	41%	77%	59%	46%	40%	58%	42%	48%
				-	+							---	+++	+++		-	++		
khi <sup>2</sup> :		-		*		-		-				***			**				
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Gender																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q59																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
Female	55%	<b>56%</b>	<b>48%</b>	56%	58%	<b>48%</b>	52%	55%	53%	<b>100%</b>	<b>0%</b>	64%	56%	56%	49%	53%
Male	45%	<b>44%</b>	<b>52%</b>	44%	42%	<b>52%</b>	48%	45%	47%	<b>0%</b>	<b>100%</b>	36%	44%	44%	51%	47%
		-	+	-	-	+	-	-	-	***	+++	-	-	-	-	-
khi <sup>2</sup> :		*		-			-					-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Region of residence																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
REGIO																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Atlantic Canada	6%	8% +	5% -	8% ++	3% --	6%	10%	23% +++	0% ---	0% ---	8% +	6%	8%	4%	5%	8%	5%	7%	6%
Quebec	18%	20%	17%	21% +++	12% --	17%	21%	77% +++	0% ---	0% ---	20% +	18%	21%	16%	21% ++	14% -	13%	19%	17%
Ontario	38%	33% -	40% +	31% --	50% +++	39%	34%	0% ---	100% +++	0% ---	33% -	38%	32%	47% +	36%	39%	49% +	35%	40%
Prairies	18%	12% ---	20% +++	14% --	24% +++	18%	13%	0% ---	0% ---	54% +++	12% ---	17%	23%	18%	17%	21% +	13%	19%	17%
British Columbia	20%	27% +++	17% ---	26% +++	11% ---	19%	23%	0% ---	0% ---	46% +++	27% +++	21%	17%	15%	21%	18%	20%	20%	21%
chi <sup>2</sup> :		***		***				***				-			*			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86

Region of residence																
REGIO	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
<b>Atlantic Canada</b>	6%	<b>7%</b> +	<b>3%</b> -	<b>8%</b> +++	<b>3%</b> -	<b>2%</b> -	6%	5%	6%	7%	5%	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---
<b>Quebec</b>	18%	<b>20%</b> +++	<b>10%</b> ---	<b>3%</b> ---	<b>80%</b> +++	<b>9%</b> --	18%	20%	18%	18%	17%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---
<b>Ontario</b>	38%	<b>36%</b> ---	<b>48%</b> +++	<b>43%</b> +++	<b>13%</b> ---	44%	41%	38%	40%	39%	37%	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---
<b>Prairies</b>	18%	19%	14%	<b>21%</b> +++	<b>2%</b> ---	19%	15%	19%	18%	16%	20%	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---
<b>British Columbia</b>	20%	19%	24%	<b>24%</b> +++	<b>2%</b> ---	26%	21%	18%	19%	19%	21%	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++
kh <sup>2</sup> :		***		***			-			-		(***)				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31

Client Satisfaction Index																			
	Total	Application sent...		Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			Validity period	
		By mail	In person	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Leisure trips	Business trips	Both	Has not	Once	More than once	5-year ppt	10-year ppt
CSI																			
TOTAL:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
Valid value	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-		-		-				-			-			-	
± ... at 50 %:	2.83	5.05	3.43	3.60	4.61	3.05	8.40	7.35	5.37	5.58	5.05	3.16	12.06	7.82	3.72	5.07	9.61	4.38	3.86
# valid values:	1196	377	815	742	452	1032	136	178	333	308	377	963	66	157	695	374	104	500	643
mean:	7.90	7.82	7.94	7.90	7.90	<b>7.95</b>	<b>7.65</b>	<b>8.29</b>	7.87	7.80	7.82	<b>7.93</b>	7.70	7.76	7.90	7.94	7.85	7.94	7.89
standard deviation:	1.28	1.35	1.26	1.33	1.21	1.26	1.33	1.25	1.30	1.17	1.35	1.29	1.30	1.24	1.31	1.26	1.28	1.24	1.32
Student's t:		-	-	-	-	*	*	***	-	-	-	*	-	-	-	-	-	-	-



Client Satisfaction Index																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
CSI																
TOTAL:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
Valid value	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi <sup>2</sup> :		-		-			-			-		-				
± ... at 50 %:	2.83	3.22	6.04	3.53	6.88	7.32	5.93	4.51	5.69	3.84	4.20	11.47	6.75	4.57	6.73	6.31
# valid values:	1196	926	263	769	203	179	273	472	297	652	544	73	211	459	212	241
mean:	7.90	7.93	7.80	7.87	<b>8.12</b>	7.79	7.89	7.93	8.06	7.92	7.88	7.93	<b>8.23</b>	7.86	7.85	<b>7.73</b>
standard deviation:	1.28	1.29	1.25	1.27	1.38	1.17	1.23	1.30	1.30	1.33	1.23	1.27	1.29	1.34	1.17	1.23
Student's t:		-	-	-	*	-	-	-	-	-	-	-	***	-	-	*