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Public Consultation on Passport Policy and Procedure Changes, 2001

Final Report

Prepared for

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Chapter 1 INTRODUCTION

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

- the full implementation of the IRIS computer system which automates several passport production functions;
- the modification of passport features to make passports more difficult to counterfeit;
- the immediate return of citizenship documents after they have been analysed at the Passport Office counter;
- a more convenient passport renewal process which does not require the presentation of citizenship documents or the support of a guarantor;
- the systematic return of the new passport by express post delivery;
- the collection of a fee to deliver the passport at the service counter;

- express passport issuance within 24 or 48 hours;
- the implementation of the "one person, one passport" (1P1P) policy.

This research analyses the reactions of Canadians to these proposals; it was conceived and implemented as a consultation of the general public on policy change and service improvement issues.

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

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

Chapter 2

METHODOLOGY

2.1 Questionnaire Design

The questionnaire aimed at measuring the reaction of the Canadian public to various policy and service change proposals. The questionnaire was designed based on past research (especially the seminal work conducted in April 2000 on similar issues), information requirements expressed by Passport Office officials and market research literature. It is presented in Appendix 1.

The questionnaire is structured as follows:

- question 1 confirms the eligibility of the respondent; only Canadian citizens were targeted;
- question 2 identifies the current passport holders while question 3 determines how long ago the passport was issued;
- questions 4, 5 and 6 deal with the listing of children in parents' passports;
- question 7 identifies potential clients for the coming year;
- question 8 verifies the current image of the passport "deal";

- questions 9 and 10, which are the core questions of this survey,
 measure the support of the Canadian public for various fee changes;
- question 11 gauges the preference of Canadians with regard to user pay in the area of passport delivery;
- question 12 measures support for the express service fee schedule;
- questions 13 and 14 scan the opinion relative to the 1P1P policy;
- question 15 asks parents how likely they would be to buy a passport for their children during the validity period of their passport;
- questions 16 and 17 deal with the duration of the passport validity;
- questions 18 and 19 identified the preferred service outlet;
- question 20 determines the level of expectation regarding the delay in delivery of a new passport;
- question 21 measures the felt importance of passport security and of the main passport benefit, i.e., easy entry into other countries;
- question 22 determines the level of threat felt by respondents regarding counterfeiting and refusal of entry;
- finally, questions 23 to 29 collect general information on the respondents' socio-demographic characteristics.

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

2.2 Sampling

The population of interest to this study was all Canadian citizens aged 18 or more. The sample was stratified according to five regions of Canada: Atlantic Canada, Quebec, Ontario, Manitoba, Saskatchewan and Alberta (as a group) and finally British Columbia and the Territories (as a group). The sample of 1,200 people was proportionately stratified, that is, the number of interviews in each stratum is proportional to the relative size of the stratum in the population. A few additional interviews were conducted to bring the number of men in the sample in line with population figures.

The sample of telephone numbers was drawn using the Canada Sampler software provided by ASDE inc.. The original sample list included listed as

well as unlisted telephone numbers; unlisted numbers were randomly generated using a computer algorithm which takes into consideration the proportion of unlisted numbers in each telephone exchange.

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

2.3 Fieldwork

Telephone interviews were completed by Echo Sondage Inc. between January 29, 2001 and February 10, 2001. The following table provides a breakdown of fieldwork results, as per the standards on data collection reporting proposed by the Professional Marketing Research Society.

EXHIBIT 2.1 Fieldwork Results

States after the last call	Number of telephone numbers
Numbers used (a)	2,873
Out of service and non residential numbers (b)	596
Valid numbers (c = a - b)	2,277
Non eligible, incapacitated (d)	218
Eligible people (e = c - d)	2,059
Refusals (f)	429
No answer, busy, appointments	314
Other	87
Completed (g)	1,229
Response rate (g / e)	60%
Refusal rate (f / e)	21%
Error margin for the entire sample for a proportion of 50%, at a 95% confidence level; includes an adjustment for design effect associated with the weighting.	±3,2 points

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

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

2.4 Data Processing

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

The data are weighted according to age, sex, region and language so as to match the 1996 Census figures for the Canadian adult population. The data were also weighted by the number of adults in each households since individuals in smaller households were less likely to be selected into the sample than adults in small households.

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

2.5 Limits of this Research

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

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

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

Chapter 3

ISSUES

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

3.1 Salience of the Problem

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

valued by clients, as demonstrated by past research commissioned by the Passport Office.¹

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

This study substantiates the observation made in 2000 that the general public values passport security and the effectiveness of the passport in ensuring entry into foreign countries as much as the clients themselves, as determined in the 1999 study. As Exhibit 3.1 shows, 9 Canadians in 10 provided firm ratings of 8, 9 or 10 on scales ranging from 0 to 10 when asked about the importance of passport security and passport effectiveness at ensuring entry in other countries. These results are within normal range of the results of the 1999 study of clients on a similar topic.

EXHIBIT 3.1Salience of the Passport Security and Effectiveness Issues

	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
	% rat	ing 8, 9 and 1 [average		scale
Importance of making the passport difficult to use by an imposter (Q21A)	91%	89%	92%	88%
	[9.4]	[9.3]	[9.5]	[9.3]
Importance of the acceptance of the passport by other countries (Q21B)	90%	89%	91%	89%
	[9.4]	[9.3]	[9.4]	[9.3]
Frequency of forgery of Canadian passports (Q22A)	31%	30%	32%	27%
	[6.4]	[6.4]	[6.4]	[6.1]
Frequency of refusal of entry of Canadian passport holders (Q22B)	10%	7%	11%	9%
	[3.8]	[3.4]	[4.1]	[3.8]
Value for money of the current passport for the passport client (Q8)	39%	36%	41%	44%
	[6.4]	[6.2]	[6.5]	[6.7]

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

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

Among which the two research reports prepared by *Circum* Network Inc. in 1999: Market Study Concerning Express Service, Mail Delivery, 1P1P Policy and Other Topics, July 1999 and A Multivariate Perspective on the Passport Office Market, July 1999. Note that, according to the present study, 44% of the adult Canadian population hold a valid Canadian passport. It is quite possible that the real proportion of passport holders is smaller since refusal rates may have been higher among Canadians who do not hold a passport than among those who do.

frequency of occurrence. Passport forgery is considered frequent¹ by about close to one third of the adult Canadian population (31%). The average rating of 6.4 indicates that Canadians consider that passport forgery is neither a rare occurrence nor a frequent event. Denial of entry is perceived as even rarer: only 10% of Canadians scored it as a frequent event and the average scale response of 3.8 suggests that this issue simply does not register on most Canadians' radar screen. Quebeckers and people aged 18 to 29 are more likely than others to consider forgery a problem worth of attention.

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

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

Also part of the problem salience landscape is the fact that Canadians think they get a reasonable deal with the current price and features of a Canadian passport (see details at pages B-15 and B-16). While 39% of Canadians rate the deal high (8, 9 or 10 on a 0-10 scale), 37% rate it average (5, 6 or 7 on the scale) and the average deal rating is 6.4, which positions the current offering as satisfying but does not leave much room to manoeuver on the price front.

3.2 Reasonableness of the Solution

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

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

^{8, 9} or 10 on a 0-10 scale.

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

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

Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
reasonable, as a tax payer, how reasonable would you find		% rating 8, 9 and 10 [average v		
Modifying the Canadian passport to make it more difficult to falsify (Q9F)	82% [8.9]	80% [8.8]	84% [9.0]	84% [9.0]
Acquiring computer systems which improve passport security (Q9A)	67% [7.9]	67% [7.8]	66% [8.0]	71% [8.3]
Making express post delivery with signature the normal way of returning passports to clients to avoid having to go back to the passport office to pick it up (Q9G)	63% [7.4]	64% [7.4]	61% [7.4]	60% [7.2]
siving back the citizenship documents mmediately at the service counter instead of eturning them with the new passport (Q9B)	57% [7.6]	60% [7.6]	55% [7.6]	62% [7.8]
Offering various services on the Internet by 2003 such as the renewal of the passport and a change of address (Q9D)	52% [6.5]	50% [6.3]	54% [6.8]	n/a
Offering a more convenient passport renewal process without proof of citizenship and a guarantor (Q9C)	33% [5.0]	35% [5.0	32% [5.0]	47% [6.1] was "simplified"
charging \$10 for picking up a new passport at the counter for someone who does not want it lelivered by express post with signature (Q9I)	22% [4.1]	16% [3.4]	27% [4.6]	25% [4.2] was "\$5"

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

The three features occupy an intermediate area of support:

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

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

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

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

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

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

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

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

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

3.3 Pricing the Solution

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

Survey respondents were also asked how reasonable they considered the price increases associated with the proposed changes. As Exhibit 3.3 shows, the support for price increases is lower than that for associated improvements and, contrary to the situation in 2000, reach a level which calls for a strong communications program at the launch of the initiative.

A little over one third of respondents (37%) provided firm support for a \$10 price increase to defray the costs of improved service features (technological changes, immediate return of citizenship documents, carry-over renewal and simplified renewal); the average score of 5.5 shows a moderate to low level of support.

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

EXHIBIT 3.3Reasonableness of the Pricing of Proposed Changes

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

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

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

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

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

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

The study also documents that almost two Canadians are in favour of user pay for passport service improvements (58%) for one in favour of the use of general tax revenues (35%). User pay support is strongest among Canadians who do not hold a passport (63%), francophones (65%) and women (60%).

3.4 Express Passport Issuance

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

Notwithstanding the evidence that the current proposal matches a need, the data from the general public survey (see Exhibit 3.4) suggests a relatively low level of support for the reasonableness of the prices proposed for various speedy delivery options. Depending upon the options analysed, between 24% and 31% of respondents gave a high rating to the costs quoted. Passport holders react similarly to other Canadians.

Those with lower expectations regarding normal delivery (i.e., those expecting that delivery would normally take more than five days), tend to agree somewhat more with the extra costs proposed than those whose

expectations of normal service exceed the current standard. This is understandable since people with expectations of faster normal service would be less willing to pay for something they consider should be the norm.

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

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

EXHIBIT 3.4 Express Passport Issuance Pricing and Reasonableness

Using a scale from 0 to 10 where 0 r	neans not at all	All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)	2000 All Canadians (n=1558)
Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find		9	•	10 on a 0-10 scale (e value])
Charging an additional \$30 to issue the working days (Q12A)	passport within two	31% [4.8]	31% [4.8]	30% [4.9]	34% [5.2]
Charging an additional \$70 to issue the working day (Q12B)	passport within one	27% [4.3]	26% [4.0]	28% [4.4]	25% [4.3]
Charging an additional \$220 if the express issuance of the passport requires opening an office outside regular hours (Q12C)		24% [4.0]	22% [3.7]	25% [4.2]	21% [3.9] was "\$150"
Refunding the additional charges for exp passport is required for sickness or deat (Q12D)		65% [7.8]	64% [7.6]	66% [8.0]	71% [8.1]
As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents? (Q20)	Less than 5 days 5 days More than 5 days Average	20% 33% 45% 7.5	24% 37% 38% 6.5	17% 30% 50% 8.2	17% 26% 51% 9.1

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

There is strong and generalized support (65% scoring 8, 9 or 10) for waving the extra costs of express issuance if the passport is needed for compassionate reasons.

Expectations regarding the normal delivery of passports indicate that the Passport Office 5-day standard meets the expectations of one third (33%) of the Canadian population and exceeds the expectations of about half (45%). Only 20% of Canadians have service expectations that the Passport Office does not meet now. Not surprisingly, this latter group is more critical of the level of fees contemplated for express issuance. Notice that the expectations regarding the duration of the passport production have moved, on average, from 9.1 days in 2000 to 7.5 days in 2001.

3.5 **1P1P** Policy

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

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

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

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

EXHIBIT 3.5
Acceptance of the 1P1P Policy and Proposals

		All Canadians (n=1229)	Passport holders (n=497)	Others (n=724)
	-	•	9 and 10 on a ([average value]	0-10 scale
Every child should get his passport (Q13A)	or her own	57% [7.0]	54% [6.7]	58% [7.2]
Every child should get his or her own passport but it would cost \$50 less for children under the age of 4 and it would be valid for 3 years instead of 5 (Q13B)		49%	47%	50%
		[6.2]	[6.0]	[6.4]
If the first passport was issued when the child was less than 1 year old, one replacement passport would be free (Q13C)		69%	68%	70%
		[7.7]	[7.6]	[7.9]
Every child should get his or her own passport but it would cost \$25 less for children aged 4 to 11 (Q13D)		55%	53%	56%
		[6.8]	[6.6]	[6.9]
Every child should get his passport and it would cos people aged 12 to 15 (Q2	t the full price for	26% [4.9]	27% [4.9]	25% [4.9]
effective would it be to	Very effective	40%	34%	45%
	Somewhat effective	41%	44%	38%
	Not at all effective	15%	17%	13%

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

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

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

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

EXHIBIT 3.6

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

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

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

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

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

3.6 Passport Validity Period

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

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

	(n=1229)	holders (n=497)	Others (n=724)
	•		0-10 scale
5 years	63%	57%	67%
10 years	35%	42%	30%
5 years	59%	59%	60%
10 years	20%	22%	18%
No difference	17%	15%	18%
	10 years 5 years 10 years	5 years 63% 10 years 35% 5 years 59% 10 years 20%	10 years 35% 42% 5 years 59% 59% 10 years 20% 22%

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

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

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

3.7 Application Delivery Options

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

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

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

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

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

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

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

EXHIBIT 3.8
Preferences Relative to the Application Delivery Channel

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

Here are some other differences worth noting:

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

Chapter 4

PROFILE OF PUBLIC OPINION

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

4.1 Five Key Themes

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

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

EXHIBIT 4.1Key Themes

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

Source: B-108 and ff.

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

 Importance of security. The attributed importance of making the Canadian passport difficult to use by imposters and of assuring the acceptance of the Canadian passport by authorities in other countries coalesce with positions on the reasonableness of modifying the

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

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

Canadian passport to make it more difficult to falsify into a theme we labelled "Importance of security". What this means is that respondents show a coherent pattern of responses to these questions: giving a high rating to the importance of making the passport tamper-proof is associated with high approval of modifying the passport to make it mode difficult to counterfeit. Therefore, we can generally describe Canadians' (and subgroups of Canadians) emphasis on security as a whole instead of reverting to each question and set of answers separately.

- Support for service features. Responses to the reasonableness of the five new service features regroup into a single scale of reaction to the proposed changes which includes the acquisition of computer systems, the immediate return of documents, the more convenient renewal process, Internet services and Express Post delivery. This result indicates that public response to the new service features form a more or less monolithic reaction to the Passport Office project.
- Support for price increases. Every aspect related to pricing (i.e., the intermediate \$10 prices, the \$10 charge for counter pick-up, the overall \$20 deal as well as the initial question concerning how good a deal the current passport is, at the exclusion of express issuance pricing which has its own dynamic) converge to form an overall "Support for price increases" score. The correlations among these responses support the hypothesis that many individuals tend to react more or less instinctively to issues of pricing, especially in the area of public service, without carefully weighting the benefits purchased.
- Perception of threat. Two questions deal with the perceived frequency
 of passport forgery and denial of service. Responses to these two
 questions tend to co-vary and to converge with attitudes regarding the
 requirement for one passport per person the latter appearing as a
 proxi for the perception of a threat related to internal child smuggling, as
 suggested in the questionnaire. They constitute a score which we
 interpret as measuring the perception of threat to the integrity of the
 Canadian passport.
- **Support for express issuance prices**. Three questions deal with the pricing of express passport issuance. Reactions to these questions

correlate closely such that knowing one's response to one question would allow us to predict answers to the other two questions. However, after attempting to use it in further analyses, this theme has appeared too narrow to be useful in interpreting Canadians' response to the proposed passport policy and procedure changes.

4.2 Five Segments of Public Opinion

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

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

Technically, a traditional cluster analysis was performed with eucledian distances using the TypoXP software from VoxCo inc..

The segmentation could have produced fewer or more segments but the results obtained with five segments were more clearly interpretable than other scenarii while being useful for decision-making.

Trusting Followers Strong Supporters Price Security Threat Price Security Threat Features Features -1 --2 --1 --2 25% 26% 12% 26% Few Benefits **Price Averse** Price Features -2 --2 Non Issue Price Security Threat Features 0 --2 -

TABLE 4.2
Description of the Public Opinion Segments

Strong supporters are more likely than others to be:

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

They are less likely to be:

- Canadians by adoption (B-96);
- allophones (B-100);
- men (B-105);
- from British Columbia or the Territories (B-107).
- Trusting Followers. Trusting Followers regroup 25% of the adult population. They support the features of the new service initiative. Their support of the price increases is close to that shown by Strong Supporters. However, their overall support for the project is not grounded in a sense of threat to the integrity of the passport; in fact, they are second only to the Non Issue group in terms of the feeling of threat they present. Since it supports the project without buying into its rational basis, this group was labelled Trusting Followers.

Trusting followers are more likely than others to be:

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

They are less likely to be:

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

members of this segment present an average sense of threat to the integrity of the passport, they may need to be convinced that the proposed features will in fact translate into security benefits that counterweight the proposed costs.

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

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

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

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

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

• Price Averse. Finally, a group of 26% of respondents stand out as reacting negatively to price increases while offering average ratings on the importance they attribute to security and to the proposed features; they have a slightly higher than average sense of threat against the passport. Basically, they refuse to pay more, whatever the features are that are offered and whatever their feelings about the urgency of the situation are. This group is unlikely to be influenced by communications concerning the current threat or the benefits of the proposed changes. The reaction is more likely visceral than reflected.

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

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

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

4.3 Comparison with 2000

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

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

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

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

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

APPENDIX 1 Questionnaire

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

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

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

ELIGIBILITY

Q1 May I confi i	rm that you are a Canadian citizen?
	YES
CONTEX [*]	TUAL INFORMATION
•	d to ask you a few questions on your present situation. To the best of your knowledge, ently hold a valid Canadian passport?
	YES
(IF YES TO Q2) Q3 To the best	of your recollection, how many years ago was that passport issued?
	LESS THAN 1 NOTE THE NUMBER OF YEARS (MAX 5) DK/NR 9
(IF YES TO Q2) Q4 ls any child	listed in your passport?
	YES

(IF YES TO Q4) Q5 How many c	children are listed in your passport?
	Number 1 DK/NR 9
•	ND Q5 ≠ DK/NR) of them are currently 15 or less?
	Number DK/NR
(IF NO TO Q2) Q7 Do you expe	ect to apply for a Canadian passport within 12 months?
	YES
BASIC CH	IANGES
very bad val	new passport, valid for 5 years, costs \$60. On a scale from 0 to 10 where 0 means lue for money and 10 means very good value for money, how would you rate the value DF the passport FOR the passport client?
	SCALE POINT DK/NR

Q9 Now, I will read you a description of possible changes the Passport Office may be contemplating. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...

(FIRST 4 ITEMS ARE PERMUTATED)

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

Now, how reasonable would you find...

(FIRST 2 ITEMS ARE PERMUTATED)

- 9.6 Modifying the Canadian passport to make it more difficult to falsify
- 9.7 Making express post delivery with signature the normal way of returning passports to clients to avoid having to go back to the passport office to pick it up
- 9.8 In order to pay for these changes, that is a passport that is more difficult to falsify and express post delivery, increasing the cost of the 5-year passport by \$10.

Finally, how reasonable would you find...

- 9.9 Charging \$10 for picking up a new passport at the counter for someone who does not want it delivered by express post with signature
- Q10 These six changes, that is the acquisition of computer systems, immediate return of citizenship documents, more convenient renewal, Internet services, a passport that is more difficult to falsify and express post delivery, would increase the price of the 5-year passport by \$20. On a scale from 0 to 10 where 0 means very bad value for money and 10 means very good value for money, how would you rate this proposal for the passport client?

SCALE POINT	 	1
DK/NR	 	9

 $\ensuremath{\mathsf{Q11}}$ Which one of the following two positions is closest to your point of view... $(\ensuremath{\mathsf{ROTATION}})$

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

EXPRESS SERVICE

- Q12 The normal turnaround time for issuing a passport is 5 days. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find... (NO ROTATION)
 - 12.1 Charging an additional \$30 to issue the passport within two working days
 - 12.2 Charging an additional \$70 to issue the passport within one working day
 - 12.3 Charging an additional \$220 if the express issuance of the passport requires opening an office outside regular hours
 - 12.4 Refunding the additional charges for express issuance if the passport is required for sickness or death in the family

1P1P

le p t s	Currently, Canadians under the age of 16 may travel abroad without a passport of their own as ong as they travel with a parent and that their name figures in the parent's passport. Some people think that this situation may contribute to international child smuggling; others may hink otherwise. On the 0 to 10 scale, how reasonable would you find each of the following suggestions? PERMUTATION)
	1 Every child should get his or her own passport
13.2	2 Every child should get his or her own passport but it would cost \$50 less for children under the age of 4 and it would be valid for 3 years instead of 5
13.3	If the first passport was issued when the child was less than 1 year old, one replacement passport would be free
	Every child should get his or her own passport but it would cost \$25 less for children aged 4 to 11 Every child should get his or her own passport and it would cost the full price for people aged 12 to
	15.
n	Very effective 1 Somewhat effective 2 Not at all effective 3 DK/NR 9
(IF YES	TO Q4)
Q15 C	Considering the various price conditions, would you be likely or unlikely to request, before the end of the validity period of your own passport, a separate passport for the (IF Q5=1, child, DTHERWISE, children) currently listed in your passport in order to benefit from improved security features? NOT READ)
	LIKELY

VALIDITY PERIOD

	COMLY ASK EITHER Q16 OR Q16B) Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; the client does not need to renew as often but this system has disadvantages in terms of the use of latest security features and crime prevention. In your view, which is preferable (ROTATE AND READ)
	A 5-YEAR PASSPORT
	Comply ASK EITHER Q16A OR Q16B) Currently, Canadian passports are valid for 5 years. Some countries have passports which are valid for 10 years; this system has disadvantages in terms of the use of latest security features and crime prevention but the client does not have to renew as often. In your view, which is preferable (ROTATE AND READ)
	A 5-YEAR PASSPORT
Q17	Do you think it is preferable to pay the current price for a passport valid for 5 years or twice as much for a passport valid for 10 years? (DO NOT READ)
	CURRENT PRICE FOR 5 YEARS 1 TWICE AS MUCH FOR 10 YEARS 2 MAKES NO DIFFERENCE 3 DK/NR 9

APPLICATION PROCESS AND DELIVERY OPTIONS

Q18	The following questions will be about the first passport application process. Assuming that the cost is the same and that, in all cases, the new passport is sent by mail, in your view, which of the following 4 methods of sending the application form and supporting documentation is preferable (ROTATE AND READ)
	IN PERSON, AT THE PASSPORT OFFICE 1 IN PERSON, AT A CERTIFIED AGENT LOCATION, SUCH AS A POST OFFICE 2 BY MAIL 3 VIA THE INTERNET 4 DK/NR 9
Q 19	What about for the renewal of a passport, in your view, which of the 4 methods of sending the application form and supporting documentation is preferable (ROTATE AND READ)
	IN PERSON, AT THE PASSPORT OFFICE 1 IN PERSON, AT A CERTIFIED AGENT LOCATION, SUCH AS A POST OFFICE 2 BY MAIL 3 VIA THE INTERNET 4 DK/NR 9
Q 20	As a consumer, how long would you expect to wait to obtain your passport once you have provided all relevant information and documents?
	Value: Unit: minutes, hours, days, weeks

SECURITY THREAT

Q21	I would like to know how important you find each of the following aspects. Please answer on a
	scale from 0 to 10 where 0 means not at all important and 10 means extremely important. How
	important to you is

(ITEMS ARE PERMUTATED)

- 21.1 making the passport difficult to use by an imposter
- 21.2 the acceptance of your passport by the authorities in other countries
- Q22 In your opinion, how frequently do you think the following happen? Please answer on a scale from 0 to 10 where 0 means that it never happens and 10 means that it happens very often. (ITEMS ARE PERMUTATED)
 - 22.1 the forgery of Canadian passports
 - 22.2 the refusal of entry of Canadian passport holders by other countries

SOCIO-DEMOGRAPHICS

Final	Finally, I have a few questions for statistical purposes. (IF YES TO Q2) Q23 Do you use your passport mainly for leisure trips or for business trips?		
`			
	E	EISURE TRIPS	2
Q24	Do you hav	ve any children of your own aged 15 or less?	
	ľ	/ES	2

m

(IF YES TO Q24) Q25 How many children of your own aged 15 or less do you have?			
	Number		
Q26	Are you a Canadian citizen by birth?		
	YES		
Q27	Including yourself, how many people 18 or older live in your household?		
	Number: DK/NR9		
Q28	Which language did you learn first and still understand? (DO NOT READ)		
	ENGLISH 1 FRENCH 2 OTHER LANGUAGE 3 FRENCH AND ENGLISH 4 OTHER COMBINATION 5 DK/NR 9		
Q29	In which year were you born?		
	19		
THAN	K AND TERMINATE		
Q30	(DO NOT ASK) Interview language		
	French		

e t w o r k

Q31	(DO NOT	ASK) Gender
		FEMALE 1 MALE 2
Q32	(DO NOT	ASK) Province
		NEWFOUNDLAND 1 PEI 2 NEW BRUNSWICK 3 NOVA SCOTIA 4 QUEBEC 5 ONTARIO 6 MANITOBA 7 SASKATCHEWAN 8 ALBERTA 9 BRITISH COLUMBIA AND TERRITORIES 10

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

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

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

ADMISSIBILITÉ

Q1	Puis-je avoir la confirmation que vous êtes bien citoyen canadien?
	OUI
IN	FORMATION CONTEXTUELLE
Q2	Voici d'abord quelques questions sur votre situation actuelle. À ce que vous sachiez, possédezvous présentement un passeport canadien valide?
	Oui Non NSP/NRP 9
(SI C Q3	C'EST OUI À Q2) Selon votre souvenir, à combien d'années remonte l'émission de votre passeport?
	Moins de 1 an
•	'EST OUI À Q2) Y a-t-il un enfant d'inscrit sur votre passeport?
	Oui

(SI C Q5	EST OUI À Q4) Combien d'enfants y a-t-il d'inscrits sur votre passeport?
	Nombre
(SI C Q6	'EST OUI À Q4 ET Q5 ≠ NSP/NRP) Combien sont présentement âgés de 15 ans ou moins?
	Nombre
(SI C Q7	EST NON À Q2) Prévoyez-vous demander un passeport canadien dans les 12 prochains mois?
	Oui Non NSP/NRP
CH	ANGEMENTS DE BASE
Q8	Présentement, un nouveau passeport, valide pour 5 ans, coûte 60 \$. Sur une échelle de 0 à 10 où 0 signifie que c'est une très mauvaise affaire et 10, une très bonne affaire, comment évaluez-vous le coût DU passeport POUR le client?
	POINTAGE

Q9 Je vais maintenant vous décrire des changements que le Bureau des passeports pourrait envisager. Selon une échelle de 0 à 10 où 0 signifie pas du tout raisonnable et 10, tout à fait raisonnable, dans quelle mesure trouveriez-vous raisonnable, comme contribuable, de...

(PERMUTER LES 4 PREMIERS ARTICLES)

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

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

(PERMUTER LES 2 PREMIERS ARTICLES)

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

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

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

POINTAGE	 	 	1
NSP/NRP	 	 	9

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

SERVICE EXPRESS

- Q12 Le délai de livraison normal d'un passeport est de 5 jours. Selon une échelle de 0 à 10 où 0 signifie pas du tout raisonnable et 10, tout à fait raisonnable, dans quelle mesure trouveriezvous raisonnable, comme contribuable... (PAS DE ROTATION)
 - 12.1 d'exiger un supplément de 30 \$ pour émettre un passeport dans les deux jours ouvrables
 - 12.2 d'exiger un supplément de 70 \$ pour émettre un passeport en un seul jour ouvrable
 - 12.3 d'exiger un supplément de 220 \$ si l'émission express d'un passeport exige d'ouvrir un bureau en dehors des heures normales
 - 12.4 de rembourser le supplément pour l'émission express d'un passeport requis en cas de maladie ou de décès dans la famille

1P1P

Q13	Présentement, les Canadiens de moins de 16 ans peuvent voyager à l'étranger sans être titulaires d'un passeport pourvu qu'ils voyagent avec l'un ou l'autre de leurs parents et que leur nom figure dans le passeport de ce parent. Certains croient que cette situation risque de contribuer au trafic international d'enfants; d'autres sont d'avis contraire. Dans quelle mesure trouveriez-vous raisonnable, sur une échelle de 0 à 10, chacune des suggestions suivantes? (PAS DE PERMUTATION)
	 13.1 Chaque enfant devrait posséder son propre passeport 13.2 Chaque enfant devrait posséder son propre passeport, mais qui coûterait 50 \$ de moins pour les enfants de moins de 4 ans et qui serait valide pour 3 ans au lieu de 5 13.3 Si l'enfant n'avait pas encore un an à l'émission du premier passeport, le premier renouvellement serait gratuit 13.4 Chaque enfant devrait posséder son propre passeport, mais qui coûterait 25 \$ de moins pour les enfants âgés de 4 à 11 ans 13.5 Chaque enfant devrait posséder son propre passeport qui coûterait le plein montant pour les personnes de 12 à 15 ans.
Q14	Selon vous, l'exigence que les enfants possèdent leur propre passeport serait-elle très efficace, plutôt efficace ou pas du tout efficace pour réduire le trafic international d'enfants? (PRÉSENTATION ALÉATOIRE DE L'ORDRE DES RÉPONSES)
	Très efficace 1 PLUTÔT EFFICACE 2 PAS DU TOUT EFFICACE 3 NSP/NRP 9
	'EST OUI À Q4) Compte tenu des diverses conditions de prix, est-il probable ou improbable que vous demandiez, avant la fin de la période de validité de votre propre passeport, un passeport distinct pour (SI Q5=1, l'enfant, AUTREMENT, les enfants) dont le nom est inscrit dans votre passeport, afin de profiter de meilleures caractéristiques de sécurité? (NE PAS LIRE)
	PROBABLE 1 IMPROBABLE 2 PROBABLE POUR CERTAINS DES ENFANTS INSCRITS MAIS NON PAS TOUS 3 NSP/NRP 9

PÉRIODE DE VALIDITÉ

Q16 F F S r	R ALÉATOIREMENT Q16 OU Q16B) Présentement, les passeports canadiens sont valides pour 5 ans. Dans certains pays, les passeports sont valides pour 10 ans; le client n'a pas à renouveler aussi souvent mais ce système présente des désavantages quant à l'utilisation des mesures les plus récentes en matière de sécurité et de prévention de la criminalité. À votre avis, quelle option est préférable? (FAIRE LA ROTATION ET LIRE)
	Un passeport valide pour 5 ans
Q16BF F I C	R ALÉATOIREMENT Q16 OU Q16B) Présentement, les passeports canadiens sont valides pour 5 ans. Dans certains pays, les passeports sont valides pour 10 ans; ce système présente des désavantages quant à l'utilisation des mesures les plus récentes en matière de sécurité et de prévention de la criminalité, mais le client n'a pas à renouveler aussi souvent. À votre avis, quelle option est préférable? (FAIRE LA ROTATION ET LIRE)
	Un Passeport valide pour 5 ans
•	Trouvez-vous préférable de payer le prix actuel pour un passeport valide pour 5 ans ou le double pour un passeport valide pour 10 ans? (NE PAS LIRE)
	LE PRIX ACTUEL POUR 5 ANS

PROCESSUS DE DEMANDE ET OPTIONS DE LIVRAISON

Q18	Les prochaines questions concernent le processus de demande du premier passeport. En supposant que le coût est le même et que, dans tous les cas, le nouveau passeport est expédié par la poste, laquelle des 4 méthodes suivantes est préférable, selon vous, pour l'envoi du formulaire de demande et des documents d'accompagnement (FAIRE LA ROTATION ET LIRE)			
	EN PERSONNE, AU BUREAU DES PASSEPORTS			
Q 19	Et pour le renouvellement d'un passeport, laquelle des 4 méthodes suivantes est préférable, selon vous, pour l'envoi du formulaire de demande et des documents d'accompagnement (FAIRE LA ROTATION ET LIRE)			
	EN PERSONNE, AU BUREAU DES PASSEPORTS			
Q20	Comme consommateur, combien de temps vous attendriez-vous à attendre avant d'obtenir votre passeport après avoir fourni tous les renseignements et documents pertinents?			
	Valeur : Unité : minutes, heures, jours, semaines			

MENACE À LA SÉCURITÉ

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

(PERMUTATION DES ARTICLES)

- 21.1 le passeport soit difficile à utiliser pour un imposteur
- 21.2 votre passeport soit accepté par les autorités des autres pays
- Q22 Selon vous, à quelle fréquence les situations suivantes se produisent-elles? Veuillez répondre selon une échelle de 0 à 10 où 0 signifie que cela ne se produit jamais et 10, que cela se produit très souvent.

(PERMUTATION DES ARTICLES)

- 22.1 la fabrication de faux passeports canadiens
- 22.2 le refus par un pays étranger de laisser entrer des titulaires d'un passeport canadien

DONNÉES SOCIODÉMOGRAPHIQUES

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

(SI C	ST OUI À Q2)
Q23	Itilisez-vous votre passeport surtout pour des voyages d'agrément ou surtout pour des voyages
	l'affaires?

VOYAGES D'AGRÉMENT1VOYAGES D'AFFAIRES2NSP/NRP9

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

 OUI
 1

 NON
 2

 NRP
 9

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•	'EST OUI À Q24) Combien d'enfants âgés de 15 ans ou moins avez-vous?
	Nombre
Q26	Êtes-vous citoyen canadien de naissance?
	Oui
Q27	En vous incluant, combien de personnes de 18 ans et plus vivent au sein de votre ménage?
	Nombre : NSP/NRP 9
Q28	Quelle est la langue que vous avez apprise en premier lieu et que vous comprenez encore? (\ensuremath{NE} PAS LIRE)
	ANGLAIS 1 FRANÇAIS 2 AUTRE LANGUE 3 FRANÇAIS ET ANGLAIS 4 AUTRE COMBINAISON 5 NSP/NRP 9
Q 29	Quelle est votre année de naissance?
	19
REM	ERCIER ET TERMINER
Q 30	(NE PAS DEMANDER) Langue de l'entrevue
	Français

e t w o r k

Q31	(NE PAS DEMANDER) Sexe	
	FEMME	1
Q32	(NE PAS DEMANDER) Province	
	Terre-Neuve ÎPÉ Nouveau-Brunswick Nouvelle-Écosse Québec Ontario Manitoba Saskatchewan Alberta Colombie-Britannique et territoires	2 4 5 6 7

APPENDIX 2 Detailed Data Tables

		İ		SPORT	LAS	· KENEN	/\ <u>-</u>	117(21)		DELIVER	I EXI EC		FUND	ING		1P1P P		
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No		55%	:	100%	0%	0%	0%	0%	0% j	46%	50%	62%	49%	59%	61%	52%	49%	ĺ
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		 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	 60+	Women	Men	Yes	 No	Engl- ish	French	0the:
Q2		+	+ 				 								+ I			
·	real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Yes		44%	33%	36%	53% +++	36%	49%	46%	36%	44%	53% ++	43%	45%	39%	63% +++	40%	36%	629 +++
No		55%	66%	63%	47%	63%	50%	53%	63%	55%	46%	57%	54%	61%	36%	59%	63%	389
			+	++		+	100	201	+++	10/		10/	400	+++		+	++	
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DK/NR	chi ² :	i 1%	1% (***)	0%	1%	1%	1% 	0%	0%	1%	1% 	1%	1% 	1%	1% 	1%	0%	19

Circum Network Inc

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

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1-2 years	25%	25%	0%	0%	100%	0% 	24%	19%	32%	26%	21%	25%	25%	24%	22%	32%	
3-5 years	46%	 46%	0%	ı	0%	100%	46%	64% +	37%	44%	54% ++	45%	47%	47%	48%	43%	
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Q3																	
real # of participants: Less than 1	497 19%		116 23%	215 17%	58 17%	69 21%	76 19%	147 16%	157 20%	100 16%	238 19%	259 19%	375 21%	120 13%	279 17%	121 25%	
1-2 years	25%	ı 25% 	28%	27%	19%	23% 23%	21%	29%	34%	19%	25%	25% 	26%	25% 	27%	26%	
3-5 years	46%	43%	43%	48%	48%	47%	47%	45%	36%	60% ++	47%	46%	43%	55% +1	44%	44%	
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Q3 real # of participants: Less than 1	 497 19%	114 23%	257 19%	126 17%	352 20%	64 17%	56 17%	22 16%	 135 20%	88 18%	54 15%	127 19%	89 20%
1-2 years	25%	21%	24%	28%	23%	30%	33%	23%	 22%	30%	23%	26%	26%
3-5 years	46%	49%	48%	44%	48%	45%	43%	37%	 48%	44%	51%	46%	44%
DK/NR	 10% 	8%	8%	11% 	9%	9%	7%	24%	 10% 	7%	10%	9%	10%
chi ² : ± at 50%: mean for these data: sig. test for means:	 5 3.18 	11 3.35	7 3.21	10 3.12 	6 3.24	14 3.05	15 3.11	24 2.69		12 3.11	15 3.49	10 3.19	12 3.07 +

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	i i I TOTALI	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	> 5 days	ral taxes	incr- eases	Very	Some- what	Not at all	:
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Q4 real # of participants:		39	116	215	58	69 I	76	147	157	100	238	259	375	120	279	121	95
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Is any child listed in your pass	port?									_			
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How many children are listed in	your pas		DS A	I AS	T RENEW	IAI	MATN	USF	DFI TVFR	Y FXPFC	TATION-	SOURC	F 0F	FFFF	CTTVFNI	ESS+	
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	TOTAL	 Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days !	5 days	> 5 days		incr-	Very		Not at all	
Q5	10	1 40	0	7	0	21	20	_	12		18	17	21	1.0	1.4	i	
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Three	9%	9%	0%	0%	0%	18%	8%	24%	7%	0%	18%	12%	9%	11%	7%	11%	
Four	9%	9% 9%	0%	32%	0%	4%	0%	18%	25%	0%	0%	4%	13%	4%	19%	0%	
DK/NR	6%	 6%	0%	0%	0%	12%	8%	0%	0%	21%	0%	0%	10%	0%	0%	25%	
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Q5 real # of participants:	 TOTAL +	 Atlan- tic 	Quebec	Onta- rio	Prai- ries	 BC & Terr. 	18-29	30-44	45-59 	 	Women	 + 	BIR Yes	TH No 	Engl- ish	French	
Q5 real # of participants:		 Atlan- tic 5	Quebec	Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl- ish	French	
real # of participants:		 Atlan- tic 5 39%	Quebec 6 74%	Onta- rio 	Prai- ries 	 BC & Terr. + 5	18-29	30-44 28	45-59 	60+ + 0	Women 	 + 14	Yes	TH No 10	Engl- ish 23 42%	French 8 51%	 Other 8
real # of participants: One		 Atlan- tic 5 39% 0%	Quebec6 74%	Onta- rio 21 30%	Prai- ries 3 40%	BC & BC & Terr. + 5 0%	18-29 1 0%	30-44 28 34%	45-59 9 56%	 	Women 26 32%	 Men 14 39%	Yes 28 42%	TH No 	Engl- ish 23 42%	French	0ther 8 4%
real # of participants: One Two		 Atlan- tic 5 39% 0% 15%	Quebec6 74% 18% 8%	Onta- rio 21 30% 50%	Prai- ries 3 40% 60%	BC & BC & Terr. 	18-29 1 0% 100%	30-44 28 34% 45%	45-59 9 56% 34%	 60+ 60+ 0 0% 0%	Women 26 32% 53%	Men 	Yes 28 42% 44%	TH No 	Engl- ish 23 42% 46%	French	0ther 8 4% 58%
real # of participants: One Two Three		Atlan- tic + 5 39% 0% 1 15%	Quebec6 74% 18% 8% 0%	Onta- rio 21 30% 50% 7%	Prai- ries 3 40% 60% 0%	BC & Terr. Terr. 5 0% 81% 19%	18-29 1 0% 100% 0%	30-44 28 34% 45% 13%	45-59 9 56% 34% 0%	60+ 60+ 0 0% 0% 0% 0%	Women 26 32% 53% 7%	Men + 14 39% 20% 14%	Yes 28 42% 44% 11%	TH	Engl- ish 23 42% 46% 8% 3%	French	Other 8 4% 58% 16%
real # of participants: One Two Three Four		Atlan- tic 5 39% 0% 15% 46%	Quebec6 74% 18% 8% 0%	Onta- rio 21 30% 50% 7% 3%	Prairies 3 40% 60% 0%	BC & Terr. 	18-29 1 0% 100% 0% 0% 0%	30-44 28 34% 45% 13% 0%	45-59 9 56% 34% 0%	60+ 	Women 26 32% 53% 7% 0%	Men	Yes 28 42% 44% 11% 3% 0% 21	TH	Engl- ish 23 42% 46% 8% 3% 0% (**) 24	8 51% 10% 5% 34% 0%	Other 8 44 58% 16% 0%

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Q5 real # of participants:	40	5	25	10	2	16	16	5	 6	7	5	14	8
One	34%	23%	25%	48%	48%	75%	10%	0%	24%	62%	13%	48%	19%
Two	42%	25%	59%	20%	0%	21%	78%	0%	 49%	29%	87%	18%	53%
Three I	9%	52%	13%	0%	0%	4%	0%	53%	l 27%	9%	0%	13%	0%
Four I	9%	0%	3%	18%	52%	0%	0%	47%	 0%	0%	0%	5%	28%
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Circum Network Inc

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41%	27%	57%	47%	40%	15%	0%	38%	80%	0%	46%	33%	50%	32%	58%	33%	
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ا 9%	46%	0%	3%	0%	0%	0%	0%	10%	0%	0%	27%	3%	0%	3%	34%	
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 18	51 2.91	46 1.51	26 1.56	65 1.60	 51 2.04	113 2.00	22 1.68	38 1.35	 * *	23 1.53	31 2.30	21 1.62	 38 1.64	(*) 24 1.55	40 2.44	1.
	38 41% 37% 6% 9% 7% 18 41% 37% 66% 9% 7% 66% 9% 7% 7% 6% 9% 7% 7% 6% 9% 7% 7% 6% 9% 7% 7% 9% 7% 7% 9% 7% 7	TOTAL Yes 38 38 41% 41% 37% 37% 6% 6% 9% 9% 7% 7% 18 18 1.82 1.82 *	TOTAL Yes No 38 38 0 41% 41% 0% 37% 37% 0% 6% 6% 0% 9% 9% 0% 7% 7% 0% 18 18 * 1.82 1.82 * *	TOTAL Yes No than 1 1 1 1 1 1 1 1 1 1	TOTAL Yes No than 1 years 38 38 0 7 9 41% 41% 0% 26% 75% 37% 37% 0% 34% 25% 6% 6% 0% 0% 0% 0% 0% 0	TOTAL Yes No than 1 years years 38 38 0 7 9 19 41% 41% 0% 26% 75% 23% 37% 37% 0% 34% 25% 51% 6% 6% 0% 0% 0% 0% 10% 9% 9% 0% 32% 0% 4% 7% 7% 0% 8% 0% 11% 18 18 * 43 38 26 1.82 1.82 * 2.41 1.25 1.95 * * * * ** TOTAL tic Quebec rio ries Terr. 38 5 6 19 3 5 41% 27% 57% 47% 40% 15% 37% 0% 34% 41% 60% 66% 6% 15% 8% 0% 0% 19% 9% 46% 0% 3% 0% 0% 7% 12% 0% 9% 0% 0% 7% 12% 0% 9% 0% 0%	TOTAL Yes No than 1 years years ure	TOTAL Yes No than 1 years years ure ness 38	TOTAL Yes No than 1 years years ure ness days 38	TOTAL Yes No than 1 years years ure ness days 5 days 38 38 0 7 9 19 27 5 13 8 41% 41% 0% 26% 75% 23% 52% 23% 15% 75% 37% 37% 0% 34% 25% 51% 33% 34% 52% 25% 6% 6% 0% 0% 0% 0% 10% 5% 24% 3% 0% 9% 9% 0% 32% 0% 4% 0% 18% 25% 0% 7% 7% 0% 8% 0% 11% 10% 0% 5% 0% 18 18 * 43 38 26 22 51 31 40 1.82 1.82 * 2.41 1.25 1.95 1.47 2.37 2.41 1.25 * * * * * * * * * * * * * * * * * *	TOTAL Yes No than 1 years years ure ness days 5 days days days 38	TOTAL Yes	TOTAL Yes	TOTAL Yes No than 1 years years ure ness days 5 days days taxes eases Very 38		Less 1-2 3-5 Leis- Busi- < 5 > 5 Fal incr- Some- Not at all

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real # of participants: One	38 41%	4 23%	25 29%	9 63%	2 48%	16 87%	15 12%	5 0%	6 24%	6 76%	5 13%	13 51%	8 37%
Two	37%	55%	49%	16%	0%	4%	88%	0%	59%	0%	87%	21%	35%
Three	6%	22%	8%	0%	0%	0%	0%	35%	17%	9%	0%	7%	0%
Four I	9%	0%	3%	21%	52%	0%	0%	47%	0%	0%	0%	6%	28%
DK/NR	7%	0%	11%	0%	0%	9%	0%	18%	0%	15%	0%	15%	0%
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chi²: ± at 50%:	j 4	*	4	 *	*	*	*	*	11	8	i 6	***	5	6	7	11	
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	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0
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real # of participants: es	724 25%	76 11% 	202 16%	226 35% +++	133 27%	87 28%	117 29%	276 23%	219 25%	93 24%	382 18%	342 32% +++	642 21%	82 49% +++1	439 24%	216 15%	
)	72%			60%	72%	70% 	65%	74%	74%	72%		65%	77%	42%	74%		
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chi²:	-	l (***)		· ·		i				i	***	i	(***)		(***)		

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Do you expect to apply for a Can	adian pa				hs? CHIL[)RFN 15	AND IF	55			EGMENTS	S	+
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chi²: ± at 50%:	1 41	8	6	ا 9 ا	5	12	10	17	8	14	15	9	ا 8 ا
= ac 30%:	+												+

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

		money 0	S A						DELIVER	Y EXPEC	TATION-						
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Q8	+	+ 		+ 				+ 									l I
real # of participants: Top (8-10)	1229 39%	497 36%	724 41%	97 34%	129 41%	226 35%	380 34%	36 44%	230 35%	409 39%	564 39%		732 44%		477 34%	200 37%	
Mid range (5-7)	37%	39%	35%	 46%	34%	ا 38%	40%	44%	44%	35%	36%	38%	+++ 37%	++ 35%	41%	32%	
Low (0-4)	1 19%	22%	17%	:	22%	23% 23%	23%	12%	18%	20%	19%	28%	14% 	18%	19%	23%	
DK/NR	 5%	1	- 7% +++	2%	3%	4% 	3%	0% 	3%	6%	6% 		5% 5% +	4%	6%	8%	
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± at 50%:	j 3	j 5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	i
<pre>mean for these data: sig. test for means:</pre>	6.38	6.20	6.54	6.27	6.30	6.12 	6.13	6.66 j l	6.11	6.39	6.48 	5.68	6.82 ***	6.56	6.24	6.19	
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	i i TOTAL	Atlan-	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	i No	Engl- ish	French	
08	+	+								+ I							-
real # of participants: Top (8-10)	1229 39%	116	319 44%	445 40%	192 32%	157 34%	194 37%	425 37%	378 41%	195 42%	624 41%	605 37%	1023 38%	203 41%	723 39%	338 44%	
Mid range (5-7)	37%	39%	34%	36%	46%	 34%	47% +++	38%	32%	ا 28%	35%	ا 39%	36%	40%	35%	34%	
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DK/NR	5%	8%	4%	6%	5%	3%	3%	4%	6%	10% ++	6%	5%	6%	2%	6%	5%	
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Currently, a new passport, valid for 5 years, costs \$60. On a scale from 0 to 10 where 0 means very bad value for money and 10 means very good value for money, how would you rate the value for money OF the passport FOR the passport client?

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real # of participants:	1 1229	319	628	282	817	158	178	68	335	151	115	304	307 I
Top (8-10)	39%	42%	36%	42%	40%	33%	33%	50%		31%	22%	45%	61%
. op (0 10)	1 33.01		-	.2.0	.070	3370	33.0	3070		-		++	+++
Mid range (5-7)	j 37% j	36%	36%	38%	37%	38%	38%	33%	42%	30%	49%	40%	27%
	i i			i				i	+		++		j
Low (0-4)	19%	17%	23%	15%	17%	25%	24%	15%	32%	32%	23%	11%	6%
	1 1		++	-	-	+			+++	+++			
DK/NR	5%	5%	5%	6%	6%	5%	5%	2%	5%	7%	6%	3%	6%
-1-22.	!!			!					***				!
chi²: ± at 50%:		6		7	4	9	8	14	6	9	11	6	6 1
mean for these data:	1 6.381	6.56	6.07	6.71	6.52	5.85	6.04	6.67		5.33	5.67	7.03	6 7.83
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sig. test for means.	 +												۱ +

How	reasonable	would	you	find:

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	TOTAL	Yes	No	than 1	years	years	ure	ness	days 5	days	days	taxes	eases	Very	what	all
+	++		+			+		+			+		+			
Q910 Top (8-10)																- 1
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200
Acquiring computer systems	67%	67%	66%	69%	65%	68%	67%	73%	66%	68%	67%	68%	67%	68%	68%	61%
			l			I		l								
Giving back documents	57%	60%	55%	62%	56%	60%	60%	54%	60%	61%	54%	58%	57%	59%	55%	59%
											-					
More convenient renewal	33%	35%	32%	34%	37%	36%	35%	37%		30%	33%	37%	31%	31%	34%	36%
		= 00/			= 40/	- 40/			+	= 20/		+	-	= 00/	= 40/	- 40/
Internet services	52%	50%	54%	46%	51%	51%	49%	62%	51%	52%	52%	56%	49%	50%	54%	54%
¢10 f finat 4 abanasa] 270/	2.20/	410/	200/	200/	220/1	2.20/	420/	2.00/	400/	200/	7.00	450/1	4.00/	2.40/	400/
\$10 for first 4 changes	37%	33%	41%	38%	30%	33%	32%	42%		40%	38%	26%	45%	40%	34%	40%
T	020/		++	0.00/	7.00	0.20/	770/	0.40/	700	0.70/	010/	700	+++	0.50/	- 0.20/	7.40/
Improve passport security	82%	80%	84%	80%	76%	83%	77%	94%	79%	87% ++	81%	79%	84%	85%	83%	74%
Express post delivery	 63%	64%	61% l	61%	60%	66% I	64%	+ 6 E 9 1	64%	63%	62% I	62%	+ 64%	66%	63%	 54%
express post derivery	63%	04/6	01/0	01/0	00%	00%	04/6	65%	04%	03/6	02/01	02/0	04/6	00%	03/0	- 1
\$10 for these 2 changes	ı ı I 36% I	31%	ا 39%	31%	31%	31% l	31%	ا 38%	34%	32%	40% l	26%	42%	42%	33%	 23%
\$10 for these 2 changes] 30%] 	J 1 /0	++1	31/0	31/0	21/01	31/0	10/0	34%	J 2 /0 -	++1	20%	+++1	+++	3370	
\$10 for counter pick up	ı 22%	16%	27%1	19%	14%	15%	16%	18%	26%	20%	22%1	17%	25%1	27%	17%	20%
\$10 TOT COUNTER PTCK up	2270 		+++	1570	1470	13/01	10/0	10/0	20%	2070	2270		+++	+++		20/01
\$20 for all changes	I 25% I	21%	28%	25%	16%	20%	19%	34%	23%	25%	25%	18%	30% İ	30%	21%	21%
\$20 FOR ALL CHANGES	23%		++	2570	20,0	1	-	+	23.0	2370	23.0		+++	+++		
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How reasonable would you find:	+		-REGION	OF REST	DENCE			AC	E		GFNI)FR	-CANADI	AN RY	MOTI	HER TONG	::::::::::::::::::::::::::::::::::::::
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	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	 No	Engl- ish	French	Other
Q910 Top (8-10) real # of participants: Acquiring computer systems	 1229 67%	 116 64%	319 62%	445 72% ++	192 65%	157 63%	194 78%	425 69%	378 66%	195 52% 	624 67%	605 66%	1023 66%	203 68%	723 67%	338 62%	165 70%
Giving back documents	57%	56%	55%	59%	57%	58%	51%	59%	63%	56%	60%	55%	56%	62%	58%	52%	61%
More convenient renewal	33%	l 27%	29%	34%	39%	34%	39%	33%	30%	29%	33%	33%	30%	43% +++	32%	26%	44%
Internet services	52%	 54%	49%	54%	53%	48%	66%	56%	51%	30%	51%	53%	53%	50%	54%	50%	49%
\$10 for first 4 changes	37%	 36%	38%	36%	42%	35%	32%	42%	39%	36%	38%	36%	39%	29%	39%	39%	30%
Improve passport security	82%	I 83%	84%	83%	82%	76%	82%	82%	84%	81%	82%	82%	84%	 76%	84%	82%	78%
Express post delivery	 63%	 70%	68%	60%	63%	56%	68%	64%	64%	56%	65%	60%	++ 64%	 58%	61%	67%	62%
\$10 for these 2 changes	36%	I 37%		35%	38%	32%	31%	37%	41%	34%		33%	38%	29%	37%	37%	30%
\$10 for counter pick up	22%	 28%	25%	20%	24%	17%	18%	22%	24%	25%	21%	24%	23%	17%	22%	25%	20%
\$20 for all changes	l 25% 	I 24% 	25%	24%	27%	23%	24%	23%	28%	25% 	24%	25% 	27% +++	16% 	26%	24%	21%
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± at 50%:	3 +	11	6 		8	9			6	8 		5 	4	8 		6 	9

How	reasonable	would	you	find:

How reasonable would you find:	+	HOUSI	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
	1 1			1								Trus-	1
	İİ			į				İ			Few	ting	Strong
				3 and				3 and	Price	Non		follow	suppr-
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q910 Top (8-10)	++ 			 I									
real # of participants:	i 1229 i	319	628	282 İ	817	158	178	68	335	151	115	304	307
Acquiring computer systems	67%	63%	66%	68%	66%	69%	66%	73%	66%	52%	45%	75%	75%
5 to proceed a special control of the control of th	i i			i								+++	+++
Giving back documents	57%	56%	61%	54% j	56%	58%	63%	68%	52%	47%	34%	70%	67% j
· ·	i i		+	į	-			i	-			+++	+++
More convenient renewal	33%	32%	34%	32%	32%	36%	32%	37%	23%	22%	26%	44%	41%
				- 1				1				+++	+++
Internet services	52%	47%	50%	55%	50%	61%	52%	49%	41%	35%	33%	69%	63%
						+						+++	+++
\$10 for first 4 changes	37%	36%	37%	37%	35%	43%	38%	51%	13%	8%	14%	56%	67%
			0.00	2201	-	0 = 0/		+				+++	+++
Improve passport security	82%	79%	83%	82%	82%	85%	80%	78%		80%	28%	88%	93%
	620%	C 10/	630/	6 40/ 1	C 20/	600	F 00/	610	+++	200/	420/	++	+++
Express post delivery	63%	61%	62%	64%	62%	69%	59%	61%	58%	39%	43%	74%	77%
\$10 for these 2 shapes	2001	41%	33%	ا 37%۱	36%	37%	2.10/	4.70/	13%	11%	20%	46%	+++ 66%
\$10 for these 2 changes	36%	41%	33%	3/%	36%	3/%	31%	42%	13%	11%	20%	46% +++	+++
\$10 for counter pick up	ı 1 22%	28%	20%	ا 23%	22%	25%	15%	3 9% l		9%	13%	26%	43%
\$10 for counter pick up	22/0 	20%	20%	23/0	22/0	23/0	13%	+++			13/0	20%	+++
\$20 for all changes	ı 25% l	27%	23%	25%1	25%	26%	19%	29%		2%	10%	34%	50%1
\$20 TOT GET CHAIRES	1 23/01	2770	2370	23/01	2370	2070	1 3 / 0	2 3 70				+++	+++1
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reasonable and 10 means totally										- - -	TATION	SUIDO	E 0E		CTTVENI	ESS+	_
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Q9A Acquiring computer systems w	hich im	prove		l		i					i					i	
<pre>passport security real # of participants:</pre>	 1229	 497	724	 97	129	226 I	380	36 I	230	409	564 I	428	732 I	499	477	200 I	
Top (8-10)	67%		66%		65%	68%	67%	73%	66%	68%	67%		67%	68%	68%		
Mid range (5-7)	18%	17%	19%	14%	22%	15%	17%	18%	21%	17%	18%	19%	17%	15%	21%	20%	
Low (0-4)	10%	12%	9%	 12%	8%	14%	13%	8%	9%	11%	11%	9%	11%	12%	8%	12%	
DK/NR	5%	3%	6% +		4%	3% 	3%	1%	4%	5%	5%	4%	5%	5%	4%	7%	
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	•	Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No I	Engl- ish	French	0ther
Q9A Acquiring computer systems w	+ hich im	prove															
real # of participants:	1 1229	1116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	67%	64%	62%	72%	65%	63%	78% +++	69%	66%	52% I	67%	66%	66%	68% 	67%	62%	70%
Mid range (5-7)	18%	18%	23%	15%	19%	21%	20%	20%	16%	16%	18%	18%	19%	18%	19%	21%	14%
Low (0-4)	10%	9%	9%	10%	13%	14%	2%	8%	11%	23% +++	10%	11%	10%	11%	10%	9%	12%
DK/NR	5%	10%	7%	4%	3%	3% 3%	1%	3%	7% +	9% +++	5%	4%	5%	3% 	4%	8% ++	4%
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± at 50%: mean for these data:	3 7.86		6 7.91	5 8.06	8 7.63	9 7.45	8 8.56	5 7.93	6 7.94	8 6 . 85	5 7.90	5 7 . 82	4 7.88	8 7 . 79	7.84	7.96	9 7.79
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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
004 4	++			+					+				
Q9A Acquiring computer systems who passport security	11CH 1MP	rove							l İ				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	67%	63%	66%	68%	66%	69%	66%	73%	66%	52%	45%	75%	75%
				- 1								+++	+++
Mid range (5-7)	18%	15%	19%	19%	18%	18%	20%	12%	17%	18%	34%	18%	14%
				!							+++		- !
Low (0-4)	10%	15%	10%	10%	11%	9%	10%	14%	13%	24%	19%	3%	6%
DI//AID	[++	F0/	40/1	E0/	40/	F0/	10/	1 40/	+++	++		
DK/NR	5%	7%	5%	4%	5%	4%	5%	1%	4%	6%	2%	4%	5%
chi²:									 ***				
± at 50%:	j 3 j	6	5	7 j	4	9	8	14	j 6	9	11	6	6 į
mean for these data:	7.86	7.53	7.86	7.97	7.86	8.05	7.79	7.67	7.70	6.52	6.47	8.54	8.56
sig. test for means:				- 1						***	***	***	***
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reasonable and 10 means totally										/ EVDEC	TATTON	COURC			CTTVENE		
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	TOTAL	Yes	No	than 1	years	years	ure	ness	days 5	days	days	taxes	eases	Very	what	all	
Q9B Giving back the citizenship	document	ts				₁											
immediately at the service count		instea				į		į			į		į			į	
real # of participants:			724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Top (8-10)	57%	60% 	55%	62%	56%	60%	60%	54%	60%	61%	54% - I	58%	57%	59%	55%	59%	
Mid range (5-7)	25%	23%	27%	24%	27%	21%	22%	26%	24%	24%	27%	26%	25%	24%	28%	22%	
Low (0-4)	10%		8%	8%	10%	15%	12%	17%	8%	11%	10%	9%	11%	10%	10%	10%	
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± at 50%:	3		7 63		10	8	- 6	19	7	6	5	5	4	5	5	8	
<pre>mean for these data: sig. test for means:</pre>	7.60 	7.57 	7.62	7.95	7.55	7.40 	7.52	7.13 	7.90	7.60	7.47 	7.67	7.57 	7.61	7.49	7.74 	
	+		- PECTON	OF REST	DENCE			AG	F		GEN	DER	-CANADT	ΔN RV	MOTH	FR TONG	IIE +
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	 	 	-REGION					AG	E		GEN	DER 				ER TONG	UE+
	 	 Atlan-		Onta-	Prai-	 BC &						 	BIR	TH - 	Engl-		
	 	 Atlan-	-REGION	Onta-		 BC &					GEN Women	DER 			Engl-	ER TONG	
Q9B Giving back the citizenship	 TOTAL +	 Atlan- tic ts		Onta-	Prai-	 BC &						 	BIR	TH - 	Engl-		
immediately at the service count	 TOTAL + document er	 Atlan- tic + ts instea	Quebec	Onta- rio	Prai- ries	 BC & Terr. 	18-29	30-44	45-59 	 	Women	 + 	BIR Yes	TH No 	Engl- ish	French	
immediately at the service count real # of participants:	 TOTAL + document 1229	 Atlan- tic ts instea 116	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194	30-44	45-59 	60+ 	Women	 	Yes 	TH No + 203	Engl- ish	French 	Other 165
<pre>immediately at the service count real # of participants: Top (8-10)</pre>	 TOTAL + document er	 Atlan- tic ts instea 116 56%	Quebec 319 55%	Onta- rio 445 59%	Prai- ries 192 57%	 BC & Terr. + 157 58%	18-29 194 51%	30-44 425 59%	45-59 	60+ + 	Women 624 60%	 Men + 605 55%	Yes 1023 56%	TH No + 203 62%	Engl- ish 723 58%	French 338 52% -	Other 165 61%
immediately at the service count real # of participants:	 TOTAL + document 1229	 Atlan- tic ts instea 116 56%	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194	30-44	45-59 378 63%	60+ 	Women	 	Yes 	TH No + 203	Engl- ish 723 58%	French 	Other 165
<pre>immediately at the service count real # of participants: Top (8-10)</pre>	 TOTAL + document er	 Atlan- tic ts instea 116 56% 30%	Quebec 319 _ 55% 31%	Onta- rio 445 59%	Prai- ries 192 57%	 BC & Terr. + 157 58%	18-29 194 51% - 32%	30-44 425 59%	45-59 	 60+ 60+ 195 56% 18% 13%	Women 624 60%	Men 	Yes 1023 56%	TH No + 203 62%	Engl- ish 723 58% 23%	French 338 52% - 33%	Other 165 61%
<pre>immediately at the service count real # of participants: Top (8-10) Mid range (5-7)</pre>		 Atlan- tic tic tic tinstea 116 56% 30% 5%	Quebec 319 55% 31% ++ 9%	Onta- rio 445 59% 23%	Prai- ries 192 57% 23% 9% 11%	BC & BC & Terr. 	18-29 194 51% - 32% +	30-44 425 59% 27%	45-59 	195 195 56% 18% 13%	Women 624 60% 22%	Men 	Yes 1023 56% 26%	TH	Engl - ish	338 52% - 33% +++	Other 165 61% 23%
<pre>immediately at the service count real # of participants: Top (8-10) Mid range (5-7) Low (0-4)</pre>		 Atlan- tic tic tic tinstea 116 56% 30% 5%	Quebec 319 55% 31% ++ 9%	Onta- rio 445 59% 23% 11%	Prai- ries 192 57% 23% 9%	BC & BC & Terr. + 157 58% 21% 12%	18-29 194 51% - 32% + 11%	30-44 425 59% 27% 9%	45-59 	195 56% 188 188 13% +	Women 624 60% 22% 9%	Men 	Yes 1023 56% 26% 10%	NO NO 203 62% 24% 9%	Engl- ish 723 58% 23% - 10%	338 52% - 33% +++ 9%	Other 165 61% 23% 10%
<pre>immediately at the service count</pre>		Atlan- tic ts instea 116 56% 30% 5% 9%	Quebec	Onta- rio 445 59% 23% 11% 7%	Prai- ries 192 57% 23% 9% 11% +	BC & Terr. 	18-29 194 51% - 32% + 11% 6% ***	30-44 425 59% 27% 9% 5%	45-59 	195 56% 195 18% 18% 1 13% ++ 13% +++	Women 624 60% 22% - 9% 8%	Men 	Yes 1023 56% 26% 10% 8%	TH	Engl- ish 723 58% 23% - 10% 9% + * 4	338 52% - 33% +++ 9%	Other 165 61% 23% 10%
<pre>immediately at the service count</pre>		Atlan- tic ts instea 116 56% 30% 5% 9%	Quebec 319 55% 31% +++ 9% 5%	Onta- rio 445 59% 23% 11%	Prai- ries 192 57% 23% 9% 11%	BC & Terr. 157 58% 21% 12% 9%	18-29 194 51% - 32% + 11% 6% ***	30-44 425 59% 27% 9%	45-59 	195 56% 18% 13% ++	Women 624 60% 22% - 9% 8%	Men 	Yes 1023 56% 26% 10%	.TH	Engl- ish 723 58% 23% - 10% 9% + * 4	338 52% - 33% +++ 9%	Other 165 61% 23% 10%

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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9B Giving back the citizenship of	document	 :S		+ 					 				
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real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	57%	56%	61%	54%	56%	58%	63%	68%	52%	47%	34%	70%	67%
Mid range (F 7)	750/1	7.70/	7.70/	20%	2.00	2.00	2.00/	1 1 0/		220	420/	+++	+++
Mid range (5-7)	25%	23%	23%	29%	26%	26%	28%	11%	27%	22%	43% +++	23%	22%
Low (0-4)		12%	9%	10%	11%	9%	5%	8%	l l 14%	22%	13%	2%	6% l
,	i i			i	+		-		++	+++			- i
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± at 50%:	3	7 50	5 7 7 7	7 451	7 40	7 CC	7 06	14	6	6 34	11	0 76	0 201
<pre>mean for these data: sig. test for means:</pre>	7.60	7.58	7.73	7.45	7.48	7.66	7.96	8.23	7.16	6.34	6.55	8.36	8.26
sig. test for means.	I I +			ا									+

reasonable and 10 means totally									DELIVER	Y EXPEC	TATION-	SOURC	E 0F	EFFE	CTIVENE	ESS+	
	 		PORT									FUND			1P1P F		
	 TOTAL	 Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		5 days		ral		Very	Some- what	Not at all	
Q9C Offering a more convenient p without a proof of citizenship a			L [
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Top (8-10)	33%	35%	32%	34%	37%	36%	35%	37%	39%	30%	33%	37%	31%	31%	34%	36%	
Mid range (5-7)	23%	23%	23%	24%	22%	20%	24%	18%	29%	23%	20%	22%	23%	22%	26%	20%	
Low (0-4)	40%	 40%	40%	40%	40%	40%	38%	42%	30%	43%	43%	37%	42%	43%	37%	40%	
DK/NR	4%	3%	5% +		1%	4%	3%	3%	2%	3%	5%	3%	3%	5%	3%	3% 3%	
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± at 50%: mean for these data: sig. test for means:	3 4.99 		4.99 4.99		10 5.10	8 5.13 	6 5.18	19 5.04		6 4.80	5 4 . 82 I	5 5.37 **	4 4.74 **	5 4.80	5 5.21	8 5.13 	
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Q9C Offering a more convenient p	 TOTAL + assport	 Atlan- tic + renewal	Quebec	Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
Q9C Offering a more convenient p without a proof of citizenship a real # of participants:	 TOTAL assport nda guai 1229	 Atlan- tic + renewal r 116	Quebec l 319	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194	30-44 425	45-59 378	 	Women	 	Yes 	TH No + 203	Engl- ish	French	Other
Q9C Offering a more convenient p	 TOTAL + assport nda guan	 Atlan- tic + renewal r 116	Quebec 	Onta- rio	Prai- ries	 BC & Terr. + 	18-29 194 39%	30-44	45-59 	 60+ 	Women	 Men 	BIR Yes	TH No + 203 43%	Engl- ish	French	Other 165 44%
Q9C Offering a more convenient p without a proof of citizenship a real # of participants:	 TOTAL assport nda guai 1229	 Atlan- tic renewa ¹ 116 27%	Quebec l 319	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194 39% + 30%	30-44 425	45-59 378	 	Women	 	Yes 1023 30%	TH No + 203	Engl- ish	French 338 26%	Other
Q9C Offering a more convenient p without a proof of citizenship a real # of participants: Top (8-10)	 TOTAL + assport nda guai 1229 33% 	 Atlan- tic renewal 116 27% 28%	Quebec l 319 29%	Onta- rio 445 34%	Prai- ries 192 39%	 BC & Terr. + 157 34%	18-29 194 39% + 30% ++ 28%	30-44 425 33%	45-59 378 30%	 60+ 60+ 195 29% 15% 51%	Women 624 33%	Men + 605 33%	Yes 1023 30% 24% 42%	TH No No 203 43% +++ 20% 33%	Engl- ish 723 32%	French 338 26% 24% 47%	0ther 165 44% +++ 26% 27%
Q9C Offering a more convenient p without a proof of citizenship a real # of participants: Top (8-10) Mid range (5-7)	 TOTAL TOTAL TOTAL 1229 33% 23%	 Atlan- tic + renewal 116 27% 28% 37%	Quebec 1 319 29% 23%	Onta- rio 445 34% 24%	Prai- ries 192 39% 21%	BC & BC & Terr. 	18-29 194 39% + 30% ++	30-44 425 33% 24%	45-59 378 30% 23%	 60+ 	Women 624 33% 25%	Men 	Yes 1023 30% 24%	TH No No	Engl- ish 723 32% 22%	338 26% 24%	0ther 165 44% +++ 26%
Q9C Offering a more convenient p without a proof of citizenship a real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR Chi²:		 Atlan- tic tic renewal 27% 28% 37% 88% 8%	Quebec 319 29% 23% 45% 2%	Onta- rio 445 34% 24% 39%	Prai- ries 192 39% 21% 36% 4%	BC & Terr. 157 34% 18% 42% 6%	18-29 194 39% + 30% ++ 28% 4%	30-44 425 33% 24% 40% 3%	45-59 378 30% 23% 43% 4%	195 29% 15% 51% +++	Women 624 33% 25% 39%	Men 605 33% 21% 42% 4%	Yes 1023 30% 24% 42% + 4%	TH	Fingl-ish 723 32% 22% 42% 5% ***	338 26% 24% 47% ++ 3%	Other 165 44% +++ 26% 27% 3%
Q9C Offering a more convenient p without a proof of citizenship a real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR	 TOTAL TOTAL 1229 1229 33% 23% 23% 40%	 Atlan- tic renewal 116 27% 28% 37% 8% 8%	Quebec 	Onta- rio 445 34% 24% 39%	Prai- ries 192 39% 21% 36%	BC & Terr. + 157 34% 18% 42%	18-29 194 39% + 30% ++ 28% 4%	30-44 425 33% 24% 40%	45-59 378 30% 23% 43%	195 29% 15% 51% +++	Women 624 33% 25% 39% 4%	Men 	Yes 1023 30% 24% 42% + 4%	TH	Engl- ish 723 32% 22% 42%	338 26% 24% 47% ++	0ther 165 44% +++ 26% 27%

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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9C Offering a more convenient pa	t+ accport	ronowal		+					+ I				
without a proof of citizenship a				ł					 				
real # of participants:	1229	319	628	282	817	158	178	68	1 335	151	115	304	307
Top (8-10)	33%	32%	34%	32%	32%	36%	32%	37%		22%	26%	44%	41%
•	į į			į					i			+++	+++
Mid range (5-7)	23%	21%	21%	26%	24%	18%	22%	26%	21%	10%	35%	28%	23%
	I I			+							++	+	1
Low (0-4)	40%	41%	41%	38%	40%	43%	41%	33%	•	63%	37%	26%	33%
DIZ /ND	1 40/1	Γ0/	40/	40/1	40/	70/	Ε0/	40/	+++	+++	20/		
DK/NR	4%	5%	4%	4%	4%	2%	5%	4%	4%	4%	2%	3%	3%
chi²:				i					l (***)				
± at 50%:	j 3 j	6	5	7	4	9	8	14	j 6	9	11	6	6
mean for these data:	4.99	4.98	4.95	5.03	4.96	5.10	4.77	5.66	3.89	3.10	5.00	6.16	5.86
sig. test for means:	l Ì			İ					***	***		***	***
	+												+

reasonable and 10 means totally		ble, as HOLD								Y EXPEC	TATION-	SOURC	E 0F	EFFE	CTIVENE	SS+	
		PASS	PORT	 								FUND Gene-	ING Price		1P1P F	OLICY	
	 TOTAL	 Yes	No	Less	1-2 years		Leis- ure	Busi- ness		5 days	> 5 days	ral	incr- eases		Some- what	Not at all	
Q9D Offering various services on 2003 such as the renewal of the		I	-	 													
real # of participants: Top (8-10)	1229 52%	497 50%	724 54%		129 51%	226 51%	380 49%	36 62%	230 51%	409 52%	564 52%	428 56% +	732 49% - I	499 50%	477 54%	200 54%	
Mid range (5-7)	19%	18%	20%	18%	15%	18%	18%	13%	19%	17%	21%		21%	18%	23%	12% 	
Low (0-4)	25%	1 30% +++	21%		31%	28%	30%	22%	27%	27%	24%	25%	26%	28%	21%	30%	
DK/NR	4%		5%		3%	3%	3%	3%	3%	4%	4%	2%	5% + 1		2%	4%	
chi²: ± at 50%: mean for these data:	 3 6.53		4 6.79		10 6.36	1 8 6.34	6 6.25	19 19 7 . 25		6 6.51	1 5 6 . 57		6.431		5 6.84	8 8 6 . 40	
sig. test for means:	+	*	*	0.02											*		_
	+ 	 	REGION	OF RESI	DENCE	 		AG	E	 	GEN	DER 	-CANADI BIR		MOTH	HER TONG	iUE
	TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+ 	Women	 Men	Yes	No	Engl- ish	French	Other
Q9D Offering various services on 2003 such as the renewal of the			у			 				 							i
real # of participants: Top (8-10)	1229 52%		319 49%	445 54%	192 53%	157 48%	194 66%	425 56%	378 51%	195 30%	624 51%	605 53%		203 50%	723 54%	338 50%	165 49%
Mid range (5-7)	1 19%	 26%	21%	16%	24%	16%	+++ 21%	18%	18%	 19%	18%	20%	20%	16%	18%	20%	20%
Low (0-4)	25%	1 15%	25%	26%	21%	32% +	12%	24%	27%	40% +++	27%	23%	24%	30%	24%	25%	28%
DK/NR	4%	 5% 	5%	4%	2%	4%	1%	3%	3%	10%	4%	4%	4%	5%	4%	4%	3%
chi²: ± at 50%:	 3	 11	6	5	8	 9	***	5	6	81	5	, 5	4	 8	4	6	91
mean for these data: sig. test for means:	6.53		6.50	6.56	6.69	6.11 	7.75 ***	6.81	6.39	4.70 ***	6.35	6.72 	6.63	6.20	6.63	6.53	6.32

- Casonaste and 10 means cocarry	+				CHIL				 	S	EGMENTS	5	+
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									<u> </u>		Few	0	Strong
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	TOTAL		2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9D Offering various services on	the Int	ernet by	,						 				
2003 such as the renewal of the	passpo			İ					ĺ				į
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	52%	47%	50%	55%	50%	61%	52%	49%	:	35%	33%	69%	63%
Mid (5.7)	1 100/1	1.00/	200/	100/1	210	1 20/	1.00/	200/		70/	20%	1.00	+++
Mid range (5-7)	19%	18%	20%	18%	21%	13%	16%	20%	22%	7%	29%	16%	20%
Low (0-4)	ı 1 I 25% I	30%	25%	24%	+ 24%	23%	31%	28%	I I 34%	53%	37%	12%	13%
LOW (0 4)	1 23/01	3070	2370	27/01	2470	2370	31/0	20%	1 +++	+++	++		1
DK/NR	4%	4%	5%	3%	5%	2%	2%	3%	2%	4%	1%	3%	4%
chi²:	 								 (***)				
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	6.53	6.07	6.47	6.75	6.51	7.02	6.23	6.40		4.23	5.34	7.79	7.65
sig. test for means:	 +	*							*** 	***	***	***	***

reasonable and 10 means totally						AI			DELIVERY	/ FXPFC	TATION-	SOURC	F 0F	FFFF	CTTVFNE	- 5 5 +	
			PORT		T INCINE	/ 	1171211		DELIVER			FUND				POLICY	
	 TOTAL	 Yes	No	 Less than 1	1-2 years		Leis- ure	Busi- ness		5 days		ral	incr- eases	Very	Some- what	Not at all	
Q9E In order to pay for these ch	anges,	that is	the	+ 		+ 		+ 			+		+ 				
acquisition of computer s	ystem	l				į		į			j		i			į	
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Top (8-10)	37%	33% 	41%		30%	33%	32%	42%	29%	40%	38%	26%	45% +++	40%	34%	40%	
Mid range (5-7)	28%		30%		31%	25%	27%	22%	32%	25%	30%	30%	27%	28%	32%	21%	
Low (0-4)	33%	 41%	26%	- 43%	39%	42%	40%	36%	37%	33%	31%	44%	25%	30%	33%	- 37%	
	į	+++				į		į			j	+++	j			į	
DK/NR	2%	1%	3%		0%	1%	1%	0%	2%	2%	1%	1%	2%	1%	1%	2%	
chi²:		- ***	+			ļ		!				***	+				
± at 50%:] 3		4	11	10	ا 8	6	19 l	7	6	5 I	5	4 l	5	5	ا 8 ا	
mean for these data:	5.53		6.00		4.78	5.001	4.94	5.801		5.62	5.71	4.63	6.16		5.45		
sig. test for means:		***	***						*		1	***	***				
	+		REGION	OF RESI	DENCE			AG	E		GEN	DER			MOTH	HER TONG	UE-
	+ 	 	-REGION	OF RESI	DENCE	 		AG	E	 	GEN	DER 	-CANADI BIR		MOTH	HER TONG	iUE-
		 Atlan-	-REGION Quebec	Onta-	Prai-	 BC &	18-29			 	GEN	DER Men	BIR	TH 	Engl-	HER TONG	
	 TOTAL +	 Atlan- tic +	Quebec	Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
	 TOTAL +	 Atlan- tic +	Quebec	Onta-	Prai- ries	 BC &		30-44	45-59 	 60+ 	Women	 + 	BIR Yes	TH 	Engl-	French	
acquisition of computer s real # of participants:	 TOTAL + anges, ystem 1229	 - Atlan- tic + that is 116	Quebec the	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194	30-44 425	45-59 	 	Women	 605	Yes 	TH No + 203	Engl- ish	French	0t
acquisition of computer s real # of participants:	 TOTAL + anges, ystem	 - Atlan- tic + that is 116	Quebec the	Onta- rio	Prai- ries	 BC & Terr. + 	18-29	30-44 425 42%	45-59 	 60+ 	Women	 + 	Yes 1023 39%	TH No + 203 29%	Engl- ish	French	0t
real # of participants: Top (8-10)	 TOTAL + anges, ystem 1229	 Atlan- tic that is 116 36%	Quebec the	Onta- rio 	Prai- ries 	 BC & Terr. 157	18-29 194 32% 43%	30-44 425	45-59 	 60+ + 195 36% 18%	Women	 605	Yes 	TH No + 203	Engl- ish	French	0t 1
acquisition of computer s real # of participants: Top (8-10) Mid range (5-7)	 TOTAL TOTAL + anges, system 1229 37%	 Atlan- tic that is 116 36% 35%	Quebec the 319 38%	Onta- rio 445 36%	Prai- ries 192 42%	 BC & Terr. + 157 35%	18-29 194 32%	30-44 425 42% +	45-59 378 39%	60+ 	Women 624 38%	 Men + 605 36%	Yes 1023 39% ++ 28%	TH No + 203 29% 	Engl- ish 723 39%	French 338 39%	0t
acquisition of computer s real # of participants: Top (8-10) Mid range (5-7) Low (0-4)		 Atlan- tic + that is 116 36% 35% 35% 26%	Quebec the 319 38% 30%	Onta- rio 445 36% 26%	Prai- ries 192 42% 27%	BC & BC & Terr. 	18-29 194 32% 43% +++	30-44 425 42% + 28%	45-59 378 39% 23%	 60+ + 195 36% 18% 	Women 624 38% 29%	 Men 	Yes 1023 39% ++ 28% 30%	TH No 	Engl- ish 723 39% 29%	French 338 39% 27% 32%	0t 1
acquisition of computer s real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR	 TOTAL TOTAL TOTAL 1229 37% 28% 28% 33%	 Atlan- tic + that is 116 36% 35% 35% 26%	Quebec the 319 38% 30%	Onta- rio 445 36% 26% 36%	Prai- ries 192 42% 27% 30%	BC & Terr. + 157 35% 26% 38%	18-29 194 32% - 43% +++ 25% - 0%	30-44 425 42% + 28% 30%	45-59 378 39% 23% 35%	195 36% 195 36% 18% 43% +++	Women 624 38% 29% 31%	Men Men 605 36% 27% 35%	Yes 1023 39% ++ 28% 30% 2%	TH No No 203 29% 28% 42% +++	Engl- ish 723 39% 29% 30%	French 338 39% 27% 32%	0t
acquisition of computer s real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR Chi²:		 Atlan- that is 116 36% 35% 26% 26%	Quebec the 319	Onta- rio 445 36% 26% 36% 2%	Prai- ries 192 42% 27% 30%	BC & Terr. 157 35% 26% 38% 0%	18-29 194 32% - 43% +++ 25% 0%	30-44 	45-59 378 39% 23% 35% 3% +	195 36% 18% 43% +++ 4%	Women 624 38% 29% 31% 2%	Men 	Yes 1023 39% ++ 28% 30% 2% (***)	TH No No 203 29% 28% ++ + 1%	Engl- ish 723 39% 29% 30%	French 338 39% 27% 32% 2%	
acquisition of computer s real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR	 TOTAL TOTAL TOTAL 1229 37% 28% 28% 33%	 Atlan- tic + that is 116 36% 35% 26% 2%	Quebec the 319 38% 30%	Onta- rio 445 36% 26% 36% 2%	Prai- ries 192 42% 27% 30%	BC & Terr. + 157 35% 26% 38%	18-29 194 32% - 43% +++ 25% - 0%	30-44 425 42% + 28% 30%	45-59 	60+ 60+ 195 195 36% 43% +++ 4%	Women 624 38% 29% 31% 2%	Men Men 605 36% 27% 35%	1023 39% ++ 28% 30% 2% (***) 4	TH No No 203 29% 28% 42% +++	Engl- ish 723 39% 29% 30% - 2%	338 39% 27% 32% 2%	0t 1

-	+				CHIL				 	S	EGMENTS	5	+
									l			Trus-	
									<u> </u>		Few	0	Strong
		4	2	3 and		1	_		Price	Non		follow	
	TOTAL		2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9E In order to pay for these cha acquisition of computer	anges, t ystem	hat is	the						 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	37%	36%	37%	37%	35%	43%	38%	51%	•	8%	14%	56%	67%
M: 1 (5.7)		2.70/	2.70/	200/1	200	2.60/	2.00/	7 400		1.00/		+++	+++
Mid range (5-7)	28%	27%	27%	30%	29%	26%	29%	24%	27%	18%	38%	34%	26%
Low (0-4)	l 1 I 33% I	35%	33%	32%	34%	30%	33%	24%	l I 59%	72%	46%	10%	5% l
LOW (0-4)	33/6 	33/6	33/0	32/0	34%	30%	33/0	24/0	33% +++	/ 2 /o +++	40%	10%	I
DK/NR	 2% 	2%	2%	1%	2%	1%	0%	1%	ı	2%	2%	1%	2%
chi²:	i i			i					· (***)				i
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	5.53	5.31	5.54	5.58	5.38	5.91	5.50	6.48		2.33	4.52	7.30	7.99
sig. test for means:	 +				*			*	*** 	***	***	***	***

reasonable and 10 means totally									l DELIVER	Y FXPF(TATION-	SOURC	F 0F	FFFF	CTIVEN	FSS+	+
			SPORT									FUND	ING	OF THE		POLICY	
	I TOTAL	 Yes	No	 Less than 1	1-2 years		Leis- ure	Busi- ness		5 days	> 5 days		Price incr- eases		Some- what	Not at all	
Q9F Modifying the Canadian passp	ort to i	make it															
<pre>more difficult to falsify</pre>	 1229 82%	 497 80%	724 84%	 97 80%	129 76%	226 83%	380 77%	36 94%	230 79%	409 87%	564 81%	428 79%	732 84%	499 85%	477 83%	- 1	
Mid range (5-7)	 12%		10%	 16%	15%	11%	16%	+ 5%	14%	++ 9%	13%	13%	+ 11%	10%	11%	 15%	
Low (0-4)	 4%	+ 4%	3%	 2%	4%	5%	4%	0%	4%	3%	4% 4%	5%	3% 3%	3%	4%	- 1	
DK/NR	 3%	 2%	3%	 2%	5%	1%	3%	1%	3%	2%	3% 3%	3%	2%	3%	2%	+ 4%	
chi²: ± at 50%: mean for these data: sig. test for means:	 3 8.90		4 8.99		10 8.69	 8 8.80 	6 8.67 **	 19 9.36 **	8.63	6 9.19 ***	 5 8 . 84 		 4 9.01 *	(*) 5 9.11 **	5 8.88	8 . 43 **	
	+ + 	 	-REGION	OF RESI	DENCE			AG	iE	 	GEN	 IDER 	-CANADI		MOTI	HER TONG	- GUE
	 TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	 60+ 	Women	 Men	Yes	 No	Engl- ish	French	0ther
Q9F Modifying the Canadian passpo more difficult to falsify	ort to i	make it															
real # of participants: Top (8-10)	 1229 82%	 116 83%	319 84%	445 83%	192 82%	157 76%	194 82%	425 82%	378 84%	195 81%	624 82%	605 82%	84%	203 76%	723 84%	338 82%	165 78%
Mid range (5-7)	 12%	 14%	10%	11%	9%	- 18%	14%	12%	11%	9% 	12%	12%	++ 11%	 15%	10%	12%	15%
Low (0-4)	 4%	 1%	3%	5%	4%	++ 3%	2%	3%	4%	4%	4%	4%	3% 	+ 7% +++	4%	2%	5%
DK/NR	 3%	l 2%	3%	2%	5%	ا 3%	2%	2%	1%	6% ++	3%	2%		1%	2%	4%	3%
chi²: ± at 50%: mean for these data: sig. test for means:	 3 8.90		6 9.11 *	5 8.84	8 8.91	8.67	8 8.83	5 8.85	6 8.99	8.99 8.99	5 8.92	 5 8.89	*** 4 9.03 **	8 8 8 45 * *	4 8.93	6 9.10	9 8.61

	+				CHIL				 	S	EGMENTS	5	+
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									l		Few	_	Strong
			_	3 and		1	_		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9F Modifying the Canadian passpo more difficult to falsify		ake it							 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	82%	79%	83%	82%	82%	85%	80%	78%	•	80%	28%	88%	93%
Mid (5.7)	1 1 1 1	1 20/	1 1 0/	120/1	110/	1.00/	1 40/	1.40/	+++	1 70/	400	++	+++
Mid range (5-7)	12%	13%	11%	12%	11%	10%	14%	14%	7% 	17%	40% +++	8%	6%
Low (0-4)	I I I 4% I	4%	3%	4% I	3%	4%	4%	6%	ı	1%	28%	2%	 0%
LOW (0-4)	1 /0 	470	370	4/0	370	470	7/0	0.70	076 	170	+++	270	1
DK/NR		4%	3%	2%	3%	2%	2%	2%	 3% 	2%	4%	2%	1%
Chi²:	i i			i					(***)				i
± at 50%:	j 3 j	6	5	7 j	4	9	8	14	j 6	9	11	6	6 j
mean for these data:	8.90	8.84	8.98	8.84	8.94	8.99	8.73	8.55		8.82	5.56	9.17	9.55
sig. test for means:	 +			ا 					*** 		***	**	***

reasonable and 10 means totally	reasonal	ble, as	a tax p	bayer, h	ow reas	onable	would y	ou find			TATION-	SOURC	E 0F	EFFE	CTIVENE	SS+	
	ļ	PASS	PORT	ļ		ļ		!			ļ	FUND		OF THE	1P1P P	OLICY	
	 	 		l I Less	1-2	ا 3 - 5 ا	Leis-	Busi-l	< 5		> 5		Price incr-		Some-	Not atl	
	TOTAL	Yes	No	than 1				ness		5 days			eases	Very	what	all	
Q9G Making express post delivery	with s	ignature	?														
the normal way of returning	passpo		724		120	226	200	26	220	400	564	420	722	400	477	200	
real # of participants: Top (8-10)	1229 63%		724 61%	97 61%	129 60%	226 66%	380 64%	36 65%	230 64%	409 63%	564 62%	428 62%	732 64%	499 66%	477 63%	200 54%	
τορ (0 10)	03%	0470	01/0	01%	00%	00%	0470	05/01	0470	0370	02.01	0270	04701	00%	0370		
Mid range (5-7)	22%	19%	24%	15%	21%	21%	19%	20%	20%	22%	22%	23%	21%	19%	24%	22%	
Low (0-4)	14%	16%	12%		19%	13%	16%	14%	14%	13%	14%	14%	14%	14%	11%	23%	
DK/NR	l 2%	 1%	3%	+ 0%	0%	- 1%	1%	0%	3%	1%	1%	1%	2%	2%	2%	+++ 1%	
chi²:		- **	+	 				!			-		!	(**)			
± at 50%:] 3) 5	4	11	10	ا 8	6	19	7	6	5	5	4	5	5	8	
mean for these data:	7.41	7.39	7.44	6.87	7.06	7.62	7.43	7.44	7.38	7.48	7.42	7.34	7.49	7.50	7.63	6.66	
sig. test for means:		l				*		I			l		I		*	***	_
	+		REGION	OF RESI	DENCE			AG	E		GEN	DER	-CANADI	AN BY	MOTH	ER TONG	iUE+
	ļ	ļ				!				ļ		ļ	BIR	TH [ļ
	l I	I Atlan-		Onta-	Prai-	BC &I						l		¦	Engl-		I
	TOTAL		Quebec				18-29	30-44	45-59	60+	Women	Men	Yes	Noj	0	French	Other
Q9G Making express post delivery	with s	ignature								₁		₁					
the normal way of returning	passpo					į				i j		į, į		i i			i į
real # of participants: Top (8-10)	1229 63%	116 70%	319 68%	445 60%	192 63%	157 56%	194 68%	425 64%	378 64%	195 56%	624 65%	605 60%	1023 64%	203 58%	723 61%	338 67%	165 62%
τορ (8-10)	03/0	70% 	+	00%	03/6	ا ۱۵۰۸	00%	04/6	04%	J (%) [+	- l	04%	ا % ۵ د	01%	07/6	02/01
Mid range (5-7)	22%	25%	20%	22%	24%	19%	24%	20%	22%	20%	19%	24%	22%	19%	24%	19%	20%
Low (0-4)	14%		11%	17%	10%	23%	7%	15%	14%	21%	14%	14%	12%	20%	13%	13%	17%
DK/NR	l 2%	 2%	1%	+ 1%	3%	+++ 2%	2%	1%	1%	+++ 3%	2%	2%	2%	++ 2%	2%	2%	1%
chi²:	 	 (***)				ļ	(**)			+			(*)	ļ			
± at 50%:	3		6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data:	i 7.41	8.10	7.78	7.12	7.67	6.79	7.88	7.43	7.43	6.81	7.47	7.34 i	7.54	6.87	7.38	7.72	7.11

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				- 1					I			Trus-	
				!					! <u>.</u> .		Few	_	Strong
		1	_	3 and	N	1	,		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more.	averse	issue	fits	ers	ters
Q9G Making express post delivery the normal way of returning	passpo			į					 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	63%	61%	62%	64%	62%	69%	59%	61%	58%	39%	43%	74%	77% +++
Mid range (5-7)	 	25%	21%	21%	22%	21%	18%	24%	22%	22%	39%	19%	17%
	1 1			1					I		+++		-1
Low (0-4)	14%	12%	15%	14%	14%	7%	22%	11%	:	38%	19%	6%	5%
DK/NR	l I I 2% I	2%	2%	1% l	1%	2%	++ 2%	3%	+ 2%	+++ 2%	0%	1%	 1%
DK/NK	2% I	2%	276	1%	1%	2%	2%	3%	276 	276	0%	1%	1%
chi²:				i					(***)				i
± at 50%:] 3	6	5	7	4	9	8	14		9	11	6	6
<pre>mean for these data: sig. test for means:</pre>	7.41 	7.65	7.42	7.32 	7.38	8.01	6.95	7.59	6.93 **	5.15	6.45	8.27	8.52
-	+												

reasonable and 10 means totally									l DELIVER	Y EXPEC	TATION-	SOURC	F 0F	FFFF	CTTVENE	+	_
	į į		SPORT	!	, KENEN	, !	117(21)	اِ	DEETVER	1 2/1 20		FUND	ING	OF THE		OLICY	
	 	 		 Less	1-2	3-51	Leis-	Rusi-I	< 5		 > 5		Price incr-l		Some-	Not atl	
	TOTAL	Yes	No	than 1				ness		5 days	- 1	taxes	- 1		what	all	
Q9H In order to pay for these ch			a														
<pre>passport that is more difficult real # of participants:</pre>	to fal 1229	 497	724	 97	129	226 I	380	36 I	230	409	564 I	428	732 I	499	477	200 I	
Top (8-10)	36%	31%	39%	31%	31%	31%	31%	38%	34%	32%	40%	26%	42% j	42%	33%	23%	
Mid range (5-7)	 32%	 30%	++ 34%		29%	26%	31%	ا 33%	34%	34%	++ 29%	30%	+++ 34%	31%	34%	 31%	
Low (0-4)	31%		25%		40%	41%	37%	ا 29%	30%	34%	30%		23% 23%	25%	31%	46%	
DK/NR	 1%	+++ 1%	2%		0%	 2%	1%	ا 0%	2%	1%	1%	+++ 1%	 1%	1%	1%	+++ 1%	
chi²:		 ***		i I		į		ĺ			į	***	į	(***)		į	
± at 50%:	3) 5	4	11	10	8	6	19	7	6	5	5	4	,	5	8	
<pre>mean for these data: sig. test for means:</pre>	5.59 	5.07 ***	6.00		4.92	4.96 	5.06	5.80 	5.61	5.32	5.81 	4.80	6.18 ***	6.09	5.52	4.55 ***	
	+ +		- REGION	OF REST	DFNCF			AG	E		GFN	 IDFR	-CANADT	AN BY		HER TONG	:UF +
	!	ļ		0		!		,,,	-		02	!	BIR				!
	 	 Atlan-		Onta-	Prai-	BC &I						ł		l I	Engl-		ł
	i TOTAL	tic	Quebec	rio	ries	Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	ish	French	Other
Q9H In order to pay for these ch			a			 				 				İ			
<pre>passport that is more difficult real # of participants:</pre>	to fal 1229	 116	319	445	192	157 I	194	425	378	195 I	624	605 I	1023	203 I	723	338	165 I
Top (8-10)	36%		38%	35%	38%	32%	31%	37%	41%	34%	38%	33%	38%	29%	37%	37%	30%
Mid range (5-7)	 32%	 32%	32%	28%	36%	 36%	42%	31%	+ 27%	27%	32%	31%	33%	- 29%	32%	30%	33%
Low (0-4)	 31%	 31%	28%	35%	25%	31%	+++ 26%	31%	30%	36%	28%	34%	28%	42%	29%	31%	36%
DK/NR	 1%	 0%	2%	++ 1%	2%	 2%	1%	1%	2%	+ 2%	2%	+ 1%		+++ 1%	1%	2%	1%
chi²:	 	 					(**)				*		(***)				
± at 50%:	3		_ 6	5	8	9	8	5	6	8	5	5	` <u>4</u>	8	4	6	9
<pre>mean for these data: sig. test for means:</pre>	5.59	5.73	5.74	5.31	6.04	5.50	5.86	5.62	5.81	5.05	5.76	5.41	5.82 ***	4.72	5.74	5.62	5.12

	+	HOUSE			CHIL			55		S	EGMENTS	5	+
				1								Trus-	
				!					l		Few	_	Strong
			-	3 and		1	_		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q9H In order to pay for these cha		hat is a	3										
passport that is more difficult		240		202	0.4 =	4-0	4-0			4-4			20-
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	36%	41%	33%	37%	36%	37%	31%	42%	:	11%	20%	46%	66%
Mid rango (F 7)	l 32%	26%	33%	32%	32%	31%	34%	30%	 32%	18%	36%	+++ 41%	+++ 29%
Mid range (5-7)] 32/6	20%	33/0	32/0	32/0	31/0	34%	30%	32/6 	10%	30%	41 <i>/</i> 0 +++	23/01
Low (0-4)	 31%	31%	32%	30%	31%	32%	34%	24%	I 52%	71%	45%	12%	5%
	i i			į					+++	+++	+++		i
DK/NR	1%	2%	1%	1%	2%	0%	1%	4%		0%	0%	1%	0%
				- 1					+++				
chi²:		_	_	_!		•	•		(***)	•		_	ا
± at 50%:	3	6	5	- 71	- 4	0	8	14		9	11	6	6
mean for these data:	5.59	5.69	5.45	5.73	5.61	5.50	5.27	6.28	3.51	2.50	4.61	6.94	8.11
sig. test for means:	 								"""				

reasonable and 10 means totally									I DELIVER	Y FXPFC	TATION-	SOURC	F 0F	FFFF	CTIVENE	55+	
			SPORT		T INCINCI	/_ 	117(211		DELIVER	. EXILO		FUND			1P1P P		
	 TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		5 days	> 5 days	ral	incr- eases	Very	Some- what	Not at all	
Q9I Charging \$10 for picking up a		assport	at					۱									
the counter for someone who does real # of participants:		497	724	l I 97	129	226 I	380	36 I	230	409	564 I	428	732 I	499	477	200 I	
Top (8-10)	1229 22%	_	27%	-	14%	15%	16%	18%		20%	22%1	17%	25%1	27%	17%	200	
τορ (σ 10)	2270		+++	1 13%	1170	13,01	1070	10/0	2070	2070	22.01		+++	+++		2070	
Mid range (5-7)	25%	22%	26%	21%	26%	20%	23%	24%	26%	24%	25%	25%	25%	22%	29%	21%	
Low (0-4)	50%		44%	54%	59%	62%	58%	54%	45%	55%	50%	56%	47%	46%	52%	56%	
DK/NR	l I 3% l	+++ 2%	3%	l I 6%	0%	ا 2% ا	2%	ا 5% ا	2%	+ 1%	ا 3% ا	++ 2%	 2%	4%	2%	2% J	
	3.0	1 270	3.0	+	0.0	170	270	1	2.0	270	1	270	1	+	270	-701	
chi²:	j i	***		į		j		į			į	**	į	(***)		į	
± at 50%:	3		4 63		10	8	6	19		6	5	5	4	5	5	8	
<pre>mean for these data: sig. test for means:</pre>	4.06 	3.35	4.62		3.22	3 . 20 	3.43	3.79 	4.35	3.72	4.17 	3.53	4.41 ***	4.44	3.84	3.68 	
-	+		-REGION	OF RESI	DENCE			AG	E		GEN	DER	-CANADI	AN BY	MOTH	IER TONG	;UE+
						ļ							BIR				
	 TOTAL	Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	 No	Engl- ish	French	Other
Q9I Charging \$10 for picking up a	a new pa	assport	at														
the counter for someone who does						į				i j		i i		i j			i j
real # of participants:		116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	22% 	28%	25%	20%	24%	17%	18%	22%	24%	25%	21%	24%	23%	17%	22%	25%	20%
Mid range (5-7)	25%	20%	28%	24%	20%	27%	35%	26%	21%	16%	25%	25%	25%	24%	24%	26%	26%
Low (0-4)	50%	45%	44%	54%	52%	52%	46%	50%	53%	54%	51%	49%	49%	57%	51%	45%	54%
DK/NR	 3%		2%	1%	4%	ا 5%	1%	3%	2%	6%	3%	2%	3%	+ 1%	3%	3%	1%
chi²:		+ (*)		-			***			++		!	*				-
± at 50%:	l 3		6	5	8	ا 9 ا	8	5	6	ا 8 ا	5	5 i	4	ا 8 ا	4	6	ا 9 ا
mean for these data: sig. test for means:	4.06		4.59	3.73	4.28	3.60	4.38	4.10	3.90	3.78	3.90	4.22	4.21	3.47	3.97	4.46	3.86

-	+				CHIL				 	S	EGMENTS	5	+
									l			Trus-	
									I .		Few	0	Strong
		1	2	3 and	Nama	1	_		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more.	averse	issue	fits	ers	ters
Q9I Charging \$10 for picking up a	a new pa	ssport a	at	i					l				
the counter for someone who does				i					j				i
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	22%	28%	20%	23%	22%	25%	15%	39%	•	9%	13%	26%	43%
Mid (5.7)	75%	1.00/	2.40/	200/ 1	250	2.50/	2.0%	+++			20%	2.00/	+++
Mid range (5-7)	25%	19%	24%	28%	25%	25%	26%	17%	17% 	7% 	39% +++	28%	33% +++
Low (0-4)	ı 1 I 50% I	49%	53%	47%	50%	48%	56%	42%	ı	82%	47%	44%	21%
2011 (0 1)	50.0	.570	+	.,,,,	3070	.070	3 0.0	. 270	+++	+++		-	
DK/NR	j 3% j	4%	3%	2%	3%	1%	4%	3%	j 3%	2%	1%	2%	3%
									1				
chi²:	! .!	•	-	_!	(*)	•	•		(***)	•	1.1		
± at 50%:	3	4 30	2 02	4 201	4 00	4 22	8	14		1 67	11	4 77	6
<pre>mean for these data: sig. test for means:</pre>	4.06	4.30	3.82	4.29	4.06	4.32	3.44	4.94	2.19	1.67	4.03	4.77	6.36
sig. test for means.	ı I +			ا					I 				+

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

			SPORT	 	I KLINEW		II/II	USE	DLLIVLK	LAILC		FUND	ING		1P1P		!
	 TOTAL	 Yes	No	 Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days !	5 days	ا > 5 days		Price incr- eases	Very	Some- what	Not at all	
Q10 real # of participants:	 1229	 497	724	 97	129	226	380	36	230	409	564 I	428	732 I	499	477	200] I
Top (8-10)	j 25%	21% 	28%	25%	16%	20%	19%	34% +	23%	25%	25% j	18%	30% +++	30% +++	21%	21%]
Mid range (5-7)	36%			32%	35%	36%	37%	32%	38%	32%	38%	30%	40%	34%	44% +++	26%	ļ
Low (0-4)	38%	l 43% +++	33%	43%	47%	44% 	43%	34% 	38%	41%	ا 35% ا		+++ 29% 	35%	35%	 51% +++	
DK/NR	1%			0%	2%	0%	1%	0%	1%	1%	2%		1%	1%	1%	1%	
chi²:		 ***					_		_		_	(***)		(***)			
± at 50%: mean for these data: sig. test for means:	3 4.94 		5.30 ***		10 4.02	8 4.48 	6 4.48 *	19 5.62 *	7 4.86	6 4.71	5 5 . 15 *	5 4.13 ***	4 5.53 ***	5 5.28 **	5 4.93	8 4.21 ***	İ
	+	 	-REGION	OF RESI	DENCE	 		AG	E	 	GEN	IDER 	-CANADI BIR		MOTI	HER TONG	3UE
	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0the
Q10		+ 				+				+							
real # of participants: Top (8-10)	1229 25%	116 24%	319 25%	445 24%	192 27%	157 23%	194 24%	425 23%	378 28%	195 25%	624 24%	605 25%	1023 27%	203 16%	723 26%	338 24%	165 21
Mid range (5-7)	36%	•	38%	33%	36%	35% 	49%	38%	31%	24%	38%	34%	+++ 37%	 33%	37%	38%	32
Low (0-4)	38%	+ 29%	34%	41%	36%	40%	+++ 27%	37%	40%	 47%	36%	40%	34%	50%	35%	36%	
DK/NR	1%	- 1%	2%	1%	1%	2%	0%	2%	1%	+++ 4%	1%	2%	2%	+++ 1%	1%	2%	1
chi²:	1	 					(***)			++		ļ	(***)	ļ			
± at 50%: mean for these data: sig. test for means:	3 4.94 		6 5.00	5 4.71	8 5.31	9 4.88 	8 5.61 ***	5 4.94	6 4.91	8 4.24 **	5 4.99	5 4 . 88 I	4 5.18 ***	8 4.05 ***	5.13 *	6 4.87	4.5

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

	+	H0USI	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	S	+
	 							2	 	N	Few		Strong
	TOTAL 	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
Q10	i i			i									i
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	25%	27%	23%	25%	25%	26%	19%	29%	:	2%	10%		50%
Mid range (5-7)	I 36% I	33%	34%	40% l	36%	37%	37%	38%	l I 30%	13%	40%	+++ 49%	+++ 41%
illu lange (5-7)] 30% 	3376	3470	40%	30%	3776	3770	30%	J		40%	+++	41/0
Low (0-4)	38%	38%	41%	34%	38%	35%	43%	28%	62%	84%	49%	17%	8%
	į į		+	j					+++	+++	++		j
DK/NR	1%	1%	2%	1%	1%	1%	1%	5%	1%	1%	1%	1%	1%
chi²:				 				+	 (***)				
± at 50%:	j 3 j	6	5	7 j	4	9	8	14	j 6	9	11	6	6
mean for these data:	4.94	4.93	4.79	5.12	4.97	4.94	4.50	5.67		1.86	4.17	6.36	7.26
sig. test for means:									***	***	**	***	***
	+												+

Which one of the following two p	ositions			o your p				USE	DELIVER	Y EXPEC	TATION-	SOURC	E 0F	EFFE	CTIVEN	≣SS+	
	[]	PAS	SPORT	ļ		į.		ļ				FUND		OF THE	1P1P	OLICY	
				l I Less	1-2	3 - 5 I	Leis-	Busi-l	< 5		> 5 i		Price incr-l		Some-	Not atl	
	TOTAL	Yes	No	than 1	years	years	ure	ness	-	5 days	days		eases	Very	what	all	
011	++ 	+ 		+ I		+ I		+ I					+				
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Paid out of general taxes	35%		31%	43%	39%	39%	38%	47%	49%	35%	31%	100%	0%	33%	35%	45%	
Financed through price	 58%	++ 53%	63%	l I 51%	52%	54% l	54%	50% l	+++ 49%	58%	 64%	+++ 0%	 100%	63%	58%	++ 50%	
increases	50%		++) J1/0	3270	J 770	3470	30%		30%	+++		+++	+	30%		
DK/NR	6%	7%	6%	j 5%	9%	7% j	8%	3% [2%	8%	5%	0%	0% j	5%	7%	5% j	
chi²:		**				!			***	++		***	!	*		!	
± at 50%:	1 3		4	1 11	10	ا 8 ا	6	19	7	6	5 i		4 I	5	5	ا 8 ا	
	÷															-	
	+ 		-REGION	OF RESI	DENCE			AG	E		GEN	IDER 	-CANADI BIR		MOTI	HER TONG	:UE+
	 TOTAL	Atlan-	Ouebec	Onta- rio	Prai- ries	BC & Terr.l	18-29	30-44	45-59	 60	Women	 Men	Yes	I No I	Engl- ish	French	 Other
	+					+				+		+		+			i
Q11 real # of participants:	 1229	116	319	445	192	157 I	194	425	378	195 I	624	605 I	1023	203 I	723	338	165 I
Paid out of general taxes	1 35%			38%	32%	43%1	38%	39%	378	31%	31%	40%1	33%	46%I		27%	43%
Tara tara tara gamenara tamba	į i					+ j				i		+++		+++			+
Financed through price	58%	65%	60%	56%	65%	51%	56%	57%	62%	60%	61%	55%	60%	51%	57%	65%	55%
increases DK/NR	l 6% l	3%	9%	7%	+ 3%	- 6%	6%	4%	7%	ا 9% ا	+ 8%	- 5%	+ 7%	- 3%	7%	++ 8%	2% I
	3/6	3/6	+	, 10	-	7/01	070	7/0	, ,0	7/0	+	-	, ,0	7/0	, ,0	076	-
chi ² :	į į	*		_	_	į		_	_	į	**	_ į	***	į	***	_	į
± at 50%:	3 +	11	6		8	9	8	5	6	8	5	5	4	8	4	6 	9

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

	+	HOUSE	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
												Trus-	
											Few	ting	Strong
				3 and				3 and	Price	Non		follow	suppr-
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
011	++			+					+ !				
real # of participants:		319	628	282 I	817	158	178	68	I I 335	151	115	304	307
Paid out of general taxes	. 1225 I		34%	38%	36%	35%	33%	41%		43%	47%		25%
variation of the control of the cont	i i			i					i	+	++		
Financed through price	58%	62%	60%	55%	58%	58%	62%	55%	54%	50%	47%	59%	70%
increases										-			+++
DK/NR	6%	4%	6%	7%	7%	7%	5%	4%	6%	7%	6%	6%	5%
													ļ
chi ² :		_	_	_ !	_		_		***			_	
± at 50%:] 3	6	5	7	4	9	8	14	6	9	11	6	6
	+												+

How reasonable would you find:	+	HOLD	S A	I AS	T RENEW	AI	MATN	USF	DFI TVFR'	Y FXPFC	TATION-	SOURC	F 0F	FFFF	CTIVENE	ESS+	+
		PASS										FUND		OF THE			! !
	 TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days	5 days	> 5 days	ral taxes	incr- eases	Very	Some- what	Not at all	
Q12 Top (8-10) real # of participants: \$30 for 2-working day service	 1229 31%	497 31%	724 30%	97 29%	129 27%	226 36%	380 29%	36 53%	230 23%	409 35%	564 32%	428 26%	732 34%	499 34%	477 27%	200 34%	
\$70 for 1-working day service	27%	26%	28%	25%	23%	29%	25%	++ 46%	18%	+ 29%	29%	22%	++ 31%	33%	22%	28%	ļ
\$220 for out-of-hours service	24%	22%	25%	21%	21%	24%	20%	++ 40%	17%	25%	25%	17%	++ 27%	+++ 26%	19%	27%	
Compassionate refund	 65% 	 64% 	66%	66%	62%	66% 66%	64%	++ 58%	69%	67%	64% 	65%	+++ 68%	71%	63%	 64% 	
chi²: ± at 50%:	3	5	4	11	10	; 8	* * 6	; 19 j	***	6	; 5	*** 5	 4	* * 5	5	 8	
	+	 	REGION	OF RESI	DENCE	<u>.</u>		AG	E	 !	GEN	DER	-CANADI BIR		MOTH	HER TONG	;UE
	 TOTAL	 Atlan- tic	0	Onta-	Prai-	BC &									Engl-		
	+		Quebec	rio	ries	Terr.	18-29	30-44	45-59	60+ +	Women	Men +	Yes	No		French	Other
Q12 Top (8-10) real # of participants: \$30 for 2-working day service	+	116	319 29%	rio 445 31%	ries 192 26%	Terr. + 157 39%	18-29 194 25%	30-44 425 29%	45-59 378 35%	60+ + 195 37%	Women 624 28%	Men + 605 33%	Yes 1023 31%	No + 203 29%		338	0ther 165 26%
real # of participants:		116 29%	319	445	192	157	194	425	378	 195	624 28% 24%	605 33% 30%	1023	203	ish 723	338 30%	165
real # of participants: \$30 for 2-working day service	i 31% 	116 29% 117%	319 29% 29% 30%	445 31%	192 26%	157 39% +	194 25%	425 29% 30% 28%	378 35% 28% 29%	195 37% + 28% 14%	624 28%	605 33% 30% + 26%	1023 31% 28% 26%	203 29% 24% 16%	723 32%	338 30% 28% 29%	165 26% 21%
real # of participants: \$30 for 2-working day service \$70 for 1-working day service	31% 27%	116 29% 17% 22%	319 29% 29%	445 31% 26%	192 26% 27%	157 39% + 33%	194 25% - 23%	425 29% 30%	378 35% 28%	195 37% + 28%	624 28% 24%	605 33% 30% +	1023 31% 28% 26% ++ 67%	203 29% 24% 16% 59%	723 32% 28%	338 30% 28% 29% ++	165 26% 21%
real # of participants: \$30 for 2-working day service \$70 for 1-working day service \$220 for out-of-hours service	31% 27% 24%	116 29% 17% 	319 29% 29% 30% ++	445 31% 26% 22%	192 26% 27% 20%	157 39% + 33% 22%	194 25% - 23% 20%	425 29% 30% 28% ++	378 35% 28% 29%	195 37% + 28% 14%	624 28% 24% - 21%	605 33% 30% + 26% +	1023 31% 28% 26% ++	203 29% 24% 16%	723 32% 28% 24%	338 30% 28% 29% ++	165 26% 21% 15%

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How reasonable would you find:

,	+	HOUS	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+	
				- 1								Trus-	- 1	
	 TOTAL		2	3 and more	None	1	2	3 and more	 Price averse	Non issue	Few bene- fits		Strong suppr- ters	
Q12 Top (8-10)			620		017	150	170	60		151	445	204		
real # of participants: \$30 for 2-working day service	1229 31%	319 30%	628 29%	282 33%	817 31%	158 33%	178 33%	68 26%	335	151 26%	115 11%	304 36%	307 34%	
\$70 for 1-working day service	27%	24%	27%	28%	26%	32%	28%	23%	23%	25%	14%	27%	37%	
\$220 for out-of-hours service	24%	 20%	24%	24%	22%	31%	25%	23%	 22%	22%	9%	28%	27%	
Compassionate refund	 65%	 62%	67%	65%	65%	72%	64%	59%	 66%	60%	48%	66%	74%	
chi²:				!					 ***				+++	
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6	

+ 	·			LAS	T RENEW	AL I	MAIN	USE	DELIVERY	/ EXPEC	-TATION	SOURC		EFFE OF THE			+
	TOTAL	 Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days 5	5 days	 > 5 days	ral	Price incr- eases	Very		Not at all	
Q12A Charging an additional \$30 t		e the															
passport within two working days real # of participants: Top (8-10)	1229 31%		724 30%	97 29%	129 27%	226 36%	380 29%	36 53%	230 23%	409 35%	564 32%	428 26%	732 34%	499 34%	477 27%	200 34%	
 Mid range (5-7)	23%	 22%	25%	22%	21%	24%	23%	++ 15%	21%	+ 24%	24%	25%	++ 23%	21%	30%	13%	
Low (0-4)	44%	 46%	43%	49%	52%	39% 39%	46%	32%	55%	40%	42% 	48%	42%	44%	+++ 41%	 51%	
DK/NR	2%	 1%	2%	0%	0%	- 1%	2%	0%	+++ 1%	1%	1%	1%	- 1%	1%	2%	+ 2%	
chi²: ± at 50%: mean for these data:	3 4.82		4 4.85	11 4.65	10 4.25	 8 5.20	6 4.71 **	19 6.36 **	(*) 7 4.01 ***	6 5.15	 5 4 . 97		 4 5.13 ***	(***) 5 4.90	5 4.91	8 4 . 55	
sig. test for means: + -	· ·	l 	DECTON	 	DENCE				 E		I				моті	 	 - -
ļ		 	-KLGION	OF KL31	DLINCL						GLN	 	BIR		11011	ILK TONG	30 L
	TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	No	Engl- ish	French	01
12A Charging an additional \$30 t	o issu	e the															
eassport within two working days real # of participants: op (8-10)	1229 31%		319 29%	445 31%	192 26%	157 39%	194 25%	425 29%	378 35%	195 37%	624 28%	605 33%	1023 31%	203 29%	723 32%	338 30%	:
lid range (5-7)	23%	 30%	24%	24%	26%	+ 16%	30%	25%	21%	+ 16%	25%	22%	24%	23%	24%	22%	
.ow (0-4)	44%	 40%	46%	44%	45%	- 43%	44%	43%	43%	 44%	45%	44%	43%	47%	42%	46%	
(* .,		1 10/	2%	1%	3%	2%	1%	2%	1%	3%	2%	2%	2%	1%	2%	2%	
K/NR	2%	1% 	2 /0			İ				- 1		- 1		- 1			

as a tax payer, now reasonable we	+			IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	
				2				2	 D===================================	Ma.	Few	0	Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
-	101AL +			+					+				
Q12A Charging an additional \$30 to passport within two working days									 				į
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	31%	30%	29%	33%	31%	33%	33%	26%	33%	26%	11%	36%	34%
Mid range (5-7)	l I I 23% I	22%	23%	24%	23%	27%	23%	27%	l 16%	18%	34%	25%	27%
ind range (3 //	23%	2270	2370	2 1,01	2370	2770	2370	2770		1070	++	2370	+
Low (0-4)	44%	46%	46%	42%	45%	40%	43%	43%	48%	57%	54%	38%	37%
										++	+		
DK/NR	2%	1%	2%	2%	2%	1%	1%	4%	2%	0%	1%	1%	2%
chi²:	 								 (***)				l I
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	4.82	4.67	4.64	5.08	4.79	5.02	4.88	4.81	4.50	3.92	3.70	5.45	5.38
sig. test for means:	 +			 					 	**	***	***	**

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		PAS	SPURI									Gene-	Price	UF IND	IPIP	PULICY	
	 TOTAL	 Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days 5	days	> 5 days		incr- eases	Very		Not at all	
Q12B Charging an additional \$70 passport within one working day	to issue	the															
real # of participants: Top (8-10)	1229	497 26%	724 28%	97 25%	129 23%	226 29%	380 25%	36 46%	230 18%	409 29%	564 29%	428 22%	732 31%	499 33%	477 22%	200 28%	
Mid range (5-7)	21%	 20%	22%	16%	22%	ا 22%	20%	++ 16%	21%	22%	20%	19%	++ 22%	+++ 16%	26% +++		
Low (0-4)	 51%	 54% 	48%	59%	54%	48% 	54%	38%	59% ++	48%	50% 	58% +++	46% 	50%	51%		
DK/NR	 1% 	1% -	2%	0% 	0%	1%	1%	0% 	2%	1%	0% I	1%	1%	1%	1%	1%	
chi²: ± at 50%: mean for these data: sig. test for means:	 3 4.25		4 4.42		10 3.93	 8 4 . 37 		 19 5.54 *	(**) 7 3.46 ***	6 4.42	 5 4 . 45 	(**) 5 3.72 ***	4 4	(***) 5 4.48	5 4.21	 8 3 . 93 	
	+ +	 	-REGION	OF RESI	DENCE	 I		AG	E	 	GEN	 IDER ا	-CANADI		MOT	HER TONG	SUE -
						i						:	D111				
	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	 Men		į į	Engl-	French	0t
	TOTAL +	tic	Quebec				18-29	30-44	45-59 	 60 + 	Women	 Men 		į į		French	0t
passport within one working day real # of participants:	TOTAL +	tic e the 116 17%	Quebec 319 29%				18-29 194 23%	30-44 425 30%	45-59 378 28%	60+ 60+ + 195 28%	Women 624 24%	605 30%		į į	ish 723	338	1
passport within one working day real # of participants: Top (8-10)	TOTAL + to issue 1229	tic e the 116 17%	319	rio 	ries 	Terr. + 157	194	425	378	195 28% 13%	624	605	Yes 	 No 	ish 723 28%	338	1
Q12B Charging an additional \$70 passport within one working day real # of participants: Top (8-10) Mid range (5-7) Low (0-4)	TOTAL to issue 1229 27%	tic + e the 116 17% 25%	319 29%	rio 445 26%	ries 192 27%	Terr. 	194 23%	425 30% 23% 44%	378 28%	195 28%	624 24%	605 30% +	Yes 1023 28%	No 	ish 723 28%	338 28% 20%	0t 1
passport within one working day real # of participants: Top (8-10) Mid range (5-7)	TOTAL + to issue 1229 27% 21%	tic + e the 116 17% 25% 	319 29% 23% 47%	445 26% 18%	ries 192 27% 21%	Terr. + 157 33% 21%	194 23% 24%	425 30% 23%	378 28% 21%	195 28% 13% 	624 24% - 23%	605 30% + 19%	Yes 1023 28% 21% 50%	 No 	723 28% 21%	338 28% 20% 50%	1

as a tax payer, now reasonable w	+			IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	_
) and) and	 Design	Non	Few	_	Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
	++			+					+				
Q12B Charging an additional \$70 passport within one working day									 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	27%	24%	27%	28%	26%	32%	28%	23%	23%	25%	14%	27%	37%
Mid sange (F 7)	10/1	19%	21%	210/1	1.00/	24%	22%	2.70/	l I 18%	110/	220/	2.00	+++
Mid range (5-7)	21%	19%	21%	21%	19%	24%	22%	27%	16% 	11%	33%	26%	19%
Low (0-4)	 51%	54%	51%	50%	53%	43%	49%	45%	I 58%	65%	53%	47%	42%
	i i			į	+	-			++	+++			j
DK/NR	1% 	3%	2%	1%	1%	1%	1%	5% ++	1% I	0%	0%	1%	2% į
chi²:	i i			į					(***)				į
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	4.25	3.96	4.17	4.44	4.20	4.54	4.26	4.20		3.20	3.84	4.62	5.22
sig. test for means:				- 1					***	***		*	***
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	i i		i	İ		i		i			i	Gene-	Price			į	
	 TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days 5	days	- 1		incr- eases	Very	Some- what	Not at all	
Q12C Charging an additional \$220 issuance of the passport require			 	 				 			 						
real # of participants: Top (8-10)	1229 24%	497	724 25%	97 21%	129 21%	226 24%	380 20%	36 40%	230 17%	409 25%	564 25%	428 17%	732 27%	499 26%	477 19%	200 27%	
Mid range (5-7)	 22%	21%	24%	 19%	19%	 23%	22%	++ 20%	19%	23%	 24%	20%	+++ 24%	22%	 27%		
_ow (0-4)	 52%		49%	 58%	58%	52% 52%	57%	40%	64%	50%	49%	61%	47%	51%	+++ 51%	61%	
DK/NR	 2%	+ 1%	- 2%	2%	3%	1%	1%	- 0%	+++ 1%	2%	1%	+++ 2%	 1%	2%	2%	+ 0%	
chi²: ± at 50%: mean for these data: 3 sig. test for means:		_	 4	 11	10	 8	6	 19	(*) 7	6	 5	***	 4	(***) 5	5	 8	
mean for these data:	3 3.98 		4.20		3.55	3.96 		5.26 *	3.28	4.17	4.14	3.31	4.41 ***	4.15	3.98	3.50	
mean for these data:	3.98 		4.20 *	3.76	3.55	3.96 	3.62	* j	***		i	***	***	 AN BY			UE
mean for these data:	3.98 	3.74 * Atlan-	4.20 REGION	3.76	3.55 DENCE Prai-	3.96 BC &	3.62	* AG	*** E	 	i	***	*** -CANADI BIR	 AN BY TH 	MOT		
mean for these data: sig. test for means: Q12C Charging an additional \$220	3.98 TOTAL +	3.74 * Atlan- tic express	4.20 REGION	3.76 OF RESI	3.55 DENCE Prai-	3.96 BC &	3.62	* AG	*** E	 	 GEN	*** IDER 	*** -CANADI BIR	 AN BY TH 	MOT	 + HER TONG	
mean for these data: sig. test for means: 212C Charging an additional \$220 ssuance of the passport require real # of participants:	3.98 TOTAL +	3.74 * Atlan- tic express	4.20 * REGION Quebec 319 30%	3.76 OF RESI	3.55 DENCE Prai-	3.96 BC &	3.62	* AG 30-44 425 28%	*** E	60+ 	 GEN	*** IDER 	*** -CANADI BIR	 AN BY TH 	MOT	French	0t
mean for these data: sig. test for means: 212C Charging an additional \$220 issuance of the passport require	3.98 	3.74 * Atlan- tic express ss 116 22%	4.20 * REGION Quebec 	3.76 OF RESI Onta- rio	3.55 DENCE Prai- ries 	3.96 BC & Terr. 157	3.62 * 18-29 194 20% 30%	* AG 30-44 	*** E 45-59 	60+ + 	 GEN Women 	***	*** -CANADI BIR Yes	AN BY TH No 	Engl- ish	French 338 29% ++	01
mean for these data: sig. test for means: 212C Charging an additional \$220 ssuance of the passport require real # of participants: Top (8-10)	3.98 	3.74 * Atlan- tic express Inf 22% 28%	4.20 * REGION Quebec 319 30% ++	3.76 OF RESI Onta- rio 445 22% 21% 56%	3.55 DENCE Prai- ries 192 20%	3.96 BC & Terr. + 157 22%	3.62 * 18-29 194 20%	* AG 30-44 425 28% ++	*** E 45-59 378 29% ++	 60+ 195 14% 18% 64%	Women 624 21% 22% 55%	***	*** -CANADI BIR Yes 1023 26% ++	AN BY TH 203 16% 26% 59%	Engl- ish 723 24%	French	
mean for these data: sig. test for means: 212C Charging an additional \$220 ssuance of the passport require real # of participants: Top (8-10) 1id range (5-7)	3.98 	3.74 * * Atlan- tic express Is 116 22% 28% 46%	4.20) * REGION Quebec 319 30% ++ 21%	3.76 OF RESI Onta- rio 445 22% 21%	3.55 DENCE Prairies 192 20% 26%	3.96 	3.62 * 18-29 194 20% 30% ++	* AG 30-44 425 28% ++ 22%	*** E 45-59 378 29% ++ 19%	 60+ 195 14% 18%	Women 624 21% - 22%	*** DER	***	AN BY TH No	Engl- ish 723 24% 23%	HER TONG French 338 29% ++ 19% 50%	01

The normal turnaround time for issuing a passport is 5 days. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...

as a tax payer, how reasonable wo	ould you +			IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q12C Charging an additional \$220 issuance of the passport requires									† 				
real # of participants: Top (8-10)	1229 24%	319 20%	628 24%	282 24%	817 22%	158 31%	178 25%	68 23%	335 22%	151 22%	115 9%	304 28%	307 27%
10p (8-10)	24% 	20%	2470	24/0	22/0	71%	23/0	23/0	22 <i>1</i> 0 	22/0		+	27/01
Mid range (5-7)	22% I	15%	21%	27% ++	23%	23%	19%	25%	21% 	8%	28%	27%	25% j
Low (0-4)	52% 52%	62% +++	54%	47% - I	53%	45%	56%	51%	55%	69% +++	63%	44%	47% - I
DK/NR	 2%	3%	2%	1%	2%	1%	1%	1%	 2%	1%	1%	1%	2%
chi²:		(*)		i					(***)				i
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
<pre>mean for these data: sig. test for means:</pre>	3.98 	3.34	3.91	4.28	3.91	4.56	3.84	4.18	3.70 	2.78	3.17	4.66	4.47

The normal turnaround time for issuing a passport is 5 days. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax paver, how reasonable would you find

PAS	No	Less Less	1-2 years 129 62% 21% 16% 1%	3-5 years 226 66% 19% 12% 3%	Leis- ure 380 64% 19% 14% 3%	 	230 69% 16% 11%	409 67% 22% 10% 2%	 > 5	FUND Gene- ral		OF THE	1P1P F	SSS+ POLICY Not at all 200 64% 12% 22% 8 7 .22 **	
	724 66% 21% 10% - 3% 4 7.97	than 1	years 129 62% 21% 16% 1% 10 7.37	years 226 66% 19% 12% 3% 8 7.76	380 64% 19% 14% 3%	ness + 36 58% 18% 25% 0% 19	days !	409 67% 22% 10% 2%	days	ral taxes 428 65% 20% 13% 3%	incr- eases 	499 71% ++ 19% 8% 2% (***) 5 8.21	477 63% - 24% ++ 10% 2%	all 200 64% 12% 22% +++ 2% 8 7.22	
	724 66% 21% 10% - 3% 4 7.97	than 1	years 129 62% 21% 16% 1% 10 7.37	years 226 66% 19% 12% 3% 8 7.76	380 64% 19% 14% 3%	ness + 36 58% 18% 25% 0% 19	days !	409 67% 22% 10% 2%	days	taxes 428 65% 20% 13% 3%	eases + 732 68% 20% 10% 2% 4	499 71% ++ 19% 8% 2% (***) 5 8.21	477 63% - 24% ++ 10% 2%	all 200 64% 12% 22% +++ 2% 8 7.22	
497 64% 19% 14% 14% 5 7.58	724 66% 21% 10% - 3% 4 7.97	66% 18% 14% 2% 21 11 7.66	62% 21% 16% 1% 10 7.37	66% 19% 12% 3% 8 7.76	64% 19% 14% 3% 6 7.63	58% 18% 25% 0% 19	69% 16% 11% 5% ++ * 7	67% 22% 10% 2%	64% 21% 13% 2% 5	65% 20% 13% 3%	68% 20% 10% 2% 4	71% ++ 19% 8% 2% (***) 5 8.21	63% - 24% ++ 10% 2%	64% 12% 22% +++ 2% 8 7.22	
497 64% 19% 14% 3% 5 7.58	66% 21% 10% - 3% 4 7.97 *	66% 18% 14% 2% 21 11 7.66	62% 21% 16% 1% 10 7.37	66% 19% 12% 3% 8 7.76	64% 19% 14% 3% 6 7.63	58% 18% 25% 0% 19	69% 16% 11% 5% ++ * 7	67% 22% 10% 2%	64% 21% 13% 2% 5	65% 20% 13% 3%	68% 20% 10% 2% 4	71% ++ 19% 8% 2% (***) 5 8.21	63% - 24% ++ 10% 2%	64% 12% 22% +++ 2% 8 7.22	
19% 14% 3% 5 7.58	21% 10% - 3% 4 7.97 *	18% 14% 2% 21 11 7.66	21% 16% 1% 10 7.37	19% 12% 3% 8 7.76	19% 14% 3% 6 7.63	18% 25% 0% 19	16% 11% 5% ++ * 7	22% 10% 2%	21% 13% 2% 5	20% 13% 3%	20% 10% 2% 4	++ 19% 8% 2% (***) 5 8.21	24% ++ 10% 2%	12% 22% +++ 2% 	
14% + 3% 5 7.58	10% - 3% 4 7.97 *	14% 2% 11 7.66	16% 1% 10 7.37	12% 3% 8 7.76	14% 3% 6 7.63	25% 25% 0% 19	11% 5% ++ * 7	10% 2% 6	13% 2% 5	13% 3% 5	10% 2% 4	8% 2% (***) 5 8.21	++ 10% 2%	 22% +++ 2% 	
+ 3% 5 7.58 *	7.97 *	 2% 11 7.66	1% 10 7.37	3% 8 7.76	3% 6 7.63	0% 	5% ++ * 7	2%	2% 	3%	2% 	(***) 5 8.21	10% 2% 5	22% +++ 2% 	
3% 5 7.58	4 7.97 *	 11 7.66	10 7.37	8 7.76	6 7.63	 	++ * 7	6	 5	5	 	2% (***) 5 8.21	5	2% 8 7 . 22	
7.58 *	7.97 *	7.66 	7.37	7.76	7.63		* 7	-		-	- 1	. ź 8.21	-	7.22	
7.58 *	7.97 *	7.66 	7.37	7.76	7.63			-		-	- 1	8.21	-	7.22	
 I	-REGION	OF RESI													
I			DLINCE			AG	E		GEN	 DER	 -CANADI	 AN BY		HER TONG	UE
i								ļ		}	BIR	TH			
 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	0th
or expr	ess							+ 							
116	319 64%	445 64%	192 68%	157 61%	194 67%	425 65%	378 66%	195 65%	624 67%	605 64%	1023 67%	203 59%	723 67%	338 61%	16
+			21%		24%	21%		j	18%	į	19%	- j	18%	21%	-
į	14%	13%	7%		7%	12%	12%	16%	12%	11%	11%	16%	11%	15%	1
i I 2%	3%	2%	-		2%	3%	3%	+	3%	į	3%	+ j	4%	3%	
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The normal turnaround time for issuing a passport is 5 days. Using a scale from 0 to 10 where 0 means not at all reasonable and 10 means totally reasonable, as a tax payer, how reasonable would you find...

as a tax payer, how reasonable w	ould you +			IZE	CHIL	OREN 15	AND LE	SS		S	EGMENTS	5	+
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real # of participants: Top (8-10)	1229 65% 	319 62%	628 67%	282 65%	817 65%	158 72%	178 64%	68 59%	335 66%	151 60%	115 48%	304 66%	307 74% +++
Mid range (5-7)	 20% 	20%	19%	22%	20%	18%	19%	25%	19%	15%	32%	22%	17%
Low (0-4)	12% 	16%	11%	11%	12%	9%	14%	12%	12% 	22% +++	19%	9%	7%
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± at 50%: mean for these data: sig. test for means:	3 7.80 	7.38 *	7.89	7 7 . 83 	7.80	9 8.16	7.62	14 7.55 		9 6.82 **	11 6.73 ***	8.07 *	6 8.46 ***

How reasonable would you find:	+	НОІ Г)S A	LAS	T RENEW	IAI	MATN	IISE	DEI TVER	Y FXPF(TATION-	SOURC	F 0F	FFFF	CTIVENE	55+	_
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	TOTAL	Yes	No	Less	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	> 5 days		incr-	Very	Some- what	Not at all	
Q13 Top (8-10) real # of participants: Separate ppt for every child	 1229 57%	 497 54%	724 58%	 97 57%	129 50%	226 54%	380 54%	36 52%	230 58%	409 55%	564 58%	428 51%	732 61% +++	499 77% +++	477 56%	200 16%	
Conditions for 1-3 years old	 49%	 47%	50%	 47%	44%	49%	47%	44%	49%	49%	49%	43%	53%	65%	47%	12%	
Replacement if < 1 year old	 69%	 68%	70%	 67%	61%	71%	69%	60%	75%	67%	69%	67%	++ 71%	+++ 81% +++	70%	 39%	
Conditions for 4-11 years old	 55%	 53%	56%	 54%	49%	55% 55%	54%	51%	+ 57%	53%	56%	50%	58%	72%	53%	 18%	
Conditions for 12-15 years old	 26% 	 27% 	25%	 15% 	32%	31% 	25%	29% 29%	22%	30%	25% 	21%	++ 30% ++	38%	21%	 14% 	
chi²: ± at 50%:	 3	j J 5	4	 11	10	 8	6	19 J	7	6	 5	***	 4	***	5	8	
	+ 	 	REGION	OF RESI	DENCE			AG	E		GEN	DER 	-CANADI BIR		MOTH	IER TONG	iUE
	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0ther
Q13 Top (8-10) real # of participants: Separate ppt for every child	 1229 57%	 116 59%	319 57%	445 55%	192 62%	157 54%	194 59%	425 56%	378 57%	195 55%	624 58%	605 55%	1023 60% +++	203 45%	723 57%	338 62% +	165 50%
Conditions for 1-3 years old	l 49%	 53%	53%	46%	50%	43% 	50%	49%	50%	45% 45%	52%	46% - 1	50%	 44%	47%	55% ++	46%
Replacement if < 1 year old	 69%	1 74%	72%	70%	69%	60% I	77% ++	69%	68%	63%	72%	67%	72%	60% 1	69%	73%	67%
Conditions for 4-11 years old	 55%	 55%	60%	52%	56%	50%	60%	55%	55%	48%	58%	51%	56%	50%	54%	59%	51%
Conditions for 12-15 years old	 26%	21%	29%	27%	27%	20%	25%	25%	25%	31%	28%	24%	26%	27%	24%	28%	28%
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Q13 Top (8-10) real # of participants:	 1229	 319	628	282 I	817	158	178	68	 335	151	115	304	307
Separate ppt for every child	57%		58%	54%		58%	60%	50%		21%	46%	29%	81%
Conditions for 1-3 years old	49%	50%	47%	51%	48%	55%	48%	49%	57%	19%	31%	40%	71%
Replacement if < 1 year old	l 69%	68%	68%	71%	70%	71%	68%	69%		45%	55%	63%	+++ 86%
Conditions for 4-11 years old	55%	 54%	52%	ا 59%	54%	61%	53%	52%		27%	36%	42%	+++ 78%
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	TOTAL	 Yes	No	Less	1-2 years		Leis- ure	Busi- ness	< 5 days !	5 days	> 5 days	taxes	incr- eases	Very	what	Not at all	
Q13A Every child should get his passport	or her o	own I											 				
real # of participants: Top (8-10)	1229 57%	497 54%	724 58%	97 57%	129 50%	226 54%	380 54%	36 52%	230 58%	409 55%	564 58%	428 51%	732 61%	499 77% +++	477 56%	200 16%	
Mid range (5-7)	19%	 19%	19%	17%	21%	21%	18%	19%	21%	19%	18%		+++ 18%	12%	26%	 18%	
Low (0-4)	22%	l 25% +		26%	24%	24%	26%	29%	19%	23%	22%	26%	19% 	10%	17%	64% +++	
DK/NR	3%			0%	4%	2%	2%	0%	2%	2%	2%		 2%	1%	1%	1%	
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± at 50%: mean for these data: sig. test for means:	3 6.98 		7.16		10 6.67	8 6.64 	6 6.64	19 6.33 	7 7.12	6 6.99	5 6 . 95 I		4 7.32 ***	8.34 ***	5 7.17	8 3.22 ***	
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passport real # of participants: Top (8-10)	1229 57%		319 57%	445 55%	192 62%	157 54%	194 59%	425 56%	378 57%	195 55%	624 58%	605 55%	1023 60% +++	203 45% 	723 57%	338 62% +	165 50% - I
Mid range (5-7)	19%	1 20%	19%	20%	15%	21%	22%	18%	21%	15%	19%	20%	17%	25% ++	19%	16%	24%
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real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	57%	59%	58%	54%	56%	58%	60%	50%		21%	46%	29%	81%
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Mid range (5-7)	19%	15%	16%	24%	21%	17%	13%	19%	14%	15%	26%	31%	13%
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Low (0-4)	22%	24%	22%	20%	21%	23%	24%	28%		60%	28%	38%	4%
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DK/NR] 3%	2% 	4%	1%	2%	3%	2%	3%	2%	3%	2%	2%	3%	2%	2%	3%	
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mean for these data:	6.23	5.97	6.42	6.07	5.79	5.92	5.94	5.57	6.05	6.29	6.28	5.62 ***	6.66	7.45	6.37	2.67	
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passport but it would cost \$50 le				1									
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	49%	50%	47%	51%	48%	55%	48%	49%		19%	31%	40%	71%
									++				+++
Mid range (5-7)	21%	18%	20%	23%	21%	15%	24%	23%	20%	11%	29%	25%	19%
									l		+	+	ı
Low (0-4)	28%	31%	29%	24%	28%	28%	27%	27%	20%	64%	41%	34%	7%
										+++	+++	++	!
DK/NR	3%	2%	4%	2%	4%	2%	2%	1%	3%	6%	0%	1%	2%
					+				<u> </u>	++			ļ.
chi ² :		_	_	_!	_		_		(***)			_	.!
± at 50%:] 3	6	5	7	4	9	. 8	14		9	11	- 6	6
mean for these data:	6.23	6.11	6.10	6.41	6.19	6.44	6.24	6.19		2.92	5.20	5.59	8.10
sig. test for means:									***	***	***	***	***
-	+												+

-	+ I		DS A SPORT	LAS	T RENEW	IAL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC S FUND				ESS+ POLICY	-
		17.5				j		i			i	Gene-	Price	01 1112		i	
	 TOTAL	 Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		5 days	> 5 days	ral taxes	incr- eases	Very	Some- what	Not at all	
Q13C If the first passport was is	+ ssued wh	ten the				+		+ 									
child was less than 1 year old, oreal # of participants:		lae I 497	724	0.7	129	226 I	380	36	230	409	564 I	428	732 I	499	477	200 I	
Top (8-10)	1229 69%		724 70%	97 67%	61%	71%	69%	36 60%	75% +	67%	69%		71%		70%	39% 	
Mid range (5-7)	 14% 	 15% 	14%	12%	20%	12%	14%	11%	12%	16%	14%	14%	15%	11%	18% +++	13%	
Low (0-4)	 14% 	 15% 	13%	20%	17%	14%	15%	27%	10%	15%	14%	16%	12%	7% 	10%	43% +++	
DK/NR	 3% 	I 2% 	3%	1%	1%	3% 	2%	3% 	3%	1%	3%	3%	2% 		1%	5% ++	
chi²:	i j	İ	i			į		i			i		i	(***)		į	
± at 50%: mean for these data:	3 7.74		4 7 . 86	7.25	10 7.22	8 7 . 76	6 7.68	19 6.50	7 8.14	6 7.54	5 7 . 76		4 7.91	5 8.67	5 7.90	8 4 . 93	
sig. test for means:	7.74	7.36	7.00	7.23	7.22	7.76	7.00	0.30	*	7.34	7.70	*	*	***	7.30	***	_
-	+		-REGION	OF RESI	DENCE			AG	E		GEN	IDER	-CANADI	AN BY	MOTI	HER TONG	SUE
		ļ								!		ļ	BIR	TH [
	 	 Atlan-		Onta-	Prai-	BC &I				ł					Engl-		
_	TOTAL		Quebec	rio	ries	Terr.	18-29	30-44	45-59	60+ +	Women	Men	Yes	No	_	French	Other
Q13C If the first passport was is child was less than 1 year old, o																	
real # of participants:			319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Top (8-10)	69%	74%	72%	70%	69%	60%	77% ++	69%	68%	63%	72%	67%	72% ++	60%	69%	73%	67%
Mid range (5-7)	 14%	 19%	11%	13%	17%	 14%	16%	14%	15%	10%	14%	14%		 18%	14%	11%	17%
Low (0-4)	14%	I 5% I	14%	14%	10%	22% ++	7%	14%	14%	22% +++	12%	15%	13%	18%	14%	14%	13%
DK/NR	 3%	ı	2%	3%	4%	4%	1%	3%	3%	5% +	2%	3%	2%	4%	3%	1%	4%
chi²:		 (*)					***			`		i	**	ľ			
± at 50%:	3		6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
<pre>mean for these data: sig. test for means:</pre>	7.74 	8.35 **	7.87	7.73	7.88	7.00 **	8.38	7.76	7.66	7.08 **	7.90	7.58 	7.88	7.25 *	7.68	7.87	7.75

-	+	HOUS	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	;	+
								I				Trus-	- 1
				 3 and				2 and 1	Price	Non	Few bene-		Strong suppr-
	I TOTALI	1	2	more	None	1	2		averse		fits	ers	
-	++			+				+					
Q13C If the first passport was is	ssued wh	en the						I					į
child was less than 1 year old, o	one repl	ae		1				I					- 1
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	69%	68%	68%	71%	70%	71%	68%	69%		45%	55%	63%	86%
									+++				+++
Mid range (5-7)	14%	12%	13%	16%	14%	11%	16%	14%	13%	12%	23%	18%	9%
								I			++	+	
Low (0-4)	14%	19%	16%	10%	13%	15%	15%	16%	8%	38%	22%	16%	4%
		+		!				!		+++	+		!
DK/NR	3%	2%	3%	3%	3%	3%	2%	1%	2%	6%	0%	3%	1%
1.12	!!	(*)		!				!	(***)	++			!
chi²:	! !	(*)	_	_!				!	()			_	. !
± at 50%:	3	- 6	7 5	/	7 01	7 66	8	14		5 22	11	7 20	61
mean for these data:	7.74	7.51	7.59	8.01	7.81	7.66	7.61	7.51	8.39	5.33	6.74	7.39	8.92
sig. test for means:				*				I	***	***	**	*	***

	+			LAS	T RENEW	/AL	MAIN	USE	DELIVER	Y EXPEC	TATION-					SS+	
	 	I PASS	SPORT			l I		l I				FUND Gene-	ING Price	OF THE	1111	OLICY	
	TOTAL	Yes	No J	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	> 5 days		incr-	Very	Some- what	Not at all	
Q13D Every child should get his passport but it would cost \$25 l						 							 				
real # of participants: Top (8-10)	1229 55%		724 56%	97 54%	129 49%	226 55%	380 54%	36 51%	230 57%	409 53%	564 56%	428 50%	732 58% ++1	499 72% +++	477 53%	200 18% 	
Mid range (5-7)	 22% 	I 22% I	22%	20%	26%	20% 	21%	13%	20%	25%	22% 22%	24%	22%	17%	28%	19%	
Low (0-4)	21%	23%	19%	26%	22%	23%	23%	36% 	21%	20%	21%	24%	18% -	10%	16%	60% +++	
DK/NR	3% 	2% 	3%	0%	2%	2% 	2%	0% 	2%	3%	2% 		2% 	1%	2%	2%	
chi ² : ± at 50%; mean for these data: sig. test for means:	 3 6.76 		6.90 6.90	11 6.51	10 6.55	8 6.61 	6 6.61	19 6.01 	7 6.74	6 6.77	6.79 6.79	* 5 6.43 **	7.03 **	(***) 5 7.93 ***	5 6.94	8 3.31 ***	
	+	 	-REGION	OF RESI	DENCE			AG	E	 	GEN	IDER 	-CANADI BIR		MOTI	HER TONG	UE
	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0the
Q13D Every child should get his passport but it would cost \$25 l										 				 			
real # of participants: Top (8-10)		116		445 52%	192 56%	157 50%	194 60%	425 55%	378 55%	195 48%	624 58%	51%	1023 56%	203 50%	723 54%	338 59%	165 51
Mid range (5-7)	22%	 23% 	20%	23%	24%	21% 	27%	20%	23%	- 17% -	21%	- 24%	22%	24% 	21%	19%	28
Low (0-4)	21%	1 18% 	19%	22%	17%	25%	11%	23%	20%	29% +++	18%	23%	20%	24%	21%	20%	19
DK/NR	3% 	 4% 	2%	2%	3%	3% 	1%	2%	2%	6% +++	3%	2%	3%	2% 	3% +	1%	2
$$\rm chi^{2}:$\\ \pm \dots \mbox{ at 50\%:}$\\ \mbox{mean for these data:}\\ \mbox{sig. test for means:}$	i 3 6.76		6 7.07	5 6.63	8 6.96	 9 6.27 	*** 8 7.44 ***	5 6.74	6 6.78	 8 6.05 **	* 5 7.02 **	5 6.51 **	4 6.88	 8 6.37 		6 7.02	6.6

4	+	HOUSE	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
												Trus-	
				2 and l				2 and	 Drice	Non	Few		Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
-	++			+					+				
Q13D Every child should get his o	or her d	own											į
passport but it would cost \$25 le		child1											- 1
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	55%	54%	52%	59%	54%	61%	53%	52%		27%	36%	42%	78%
			-						+++				+++
Mid range (5-7)	22%	20%	22%	23%	23%	14%	21%	32%	19%	15%	34%	31%	16%
										-	++	+++	
Low (0-4)	21%	25%	23%	16%	20%	25%	24%	15%	13%	53%	31%	25%	5%
			+							+++	++	+	
DK/NR	3%	2%	3%	3%	3%	1%	3%	1%	2%	4%	0%	2%	1%
										+			I
Chi²:									(***)				I
± at 50%:] 3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	6.76	6.60	6.50	7.15	6.77	6.76	6.60	7.09		3.87	5.74	6.14	8.41
sig. test for means:			**	**					***	***	***	***	***
-	+												+

	+			LAS	T RENEW	AL	MAIN	USE	DELIVER	Y EXPEC	TATION-					ESS+	
		PAS:	SPORT I			!					l I	FUND Gene-	ING Pricel	OF THE	1P1P I	POLICY 	
	i I TOTAL	l I Yes	i No I	Less than 1	1-2 vears	1	Leis- ure	Busi- ness	< 5 davs	5 days	> 5 davs		incr-	Verv	Some- what	Not at all	
	+	+	+			+		+			+		+				
Q13E Every child should get his passport and it would cost the f			!			!		ļ			ļ		!				
real # of participants:			724 I	97	129	226	380	36	230	409	564 I	428	732 I	499	477	200 I	
Top (8-10)	26%		25%	15%	32%	31%	25%	29%	22%	30%	25%	21%	30%	38%	21%	14%	
			220		2.40/	220	2.20/	2 500	2.50/	+	240		++	+++			
Mid range (5-7)	32%	31%	32%	40%	34%	23% 	32%	26%	36%	31%	31%	31%	33%	31%	38% +++	18% 	
Low (0-4)	1 40%	ı I 40%	ا 39% ا	45%	32%	43%	41%	45%	40%	37%	42%	46%	36%	30%	39%	66%	
	į i	j	i		-	į		į			j	+++	j			+++	
DK/NR	3%	2%	3%	0%	2%	3%	2%	0%	2%	2%	2%	2%	2%	1%	2%	3%	
chi²:		l I	l I	(**)							ļ	**	ł	(***)			
± at 50%:	3	j 5	4	` 11	10	8	6	19	7	6	5	5	4	` ź	5	8	
mean for these data:	4.87	4.87	4.87		5.41	4.86	4.78	4.68	4.71	5.20	4.74		5.24		4.79	2.72	
sig. test for means:			l	*	*					*		***	***	***		***	
	_																
	+		 -REGION	OF RESI	DENCE			AG	 E		GEN		-CANADI	 AN BY	MOTI	+ HER TONG	iUE
	+ + 	 	-REGION	OF RESI	DENCE			AG	E	 	GEN	 IDER 	-CANADI BIR		MOTI	HER TONG	iUE
		 	-REGION					AG	E	 	GEN	IDER 				HER TONG	iUE
	 	 Atlan-		Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
		 Atlan-	-REGION Quebec	Onta-	Prai-	 BC &	18-29			 	GEN Women	 IDER Men	BIR	TH 	Engl-	HER TONG	
Q13E Every child should get his	 TOTAL + or her (Atlan- tic +		Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
passport and it would cost the f	 TOTAL + or her oull prio	 Atlan- tic + own ce for5	Quebec	Onta- rio	Prai- ries	 BC & Terr. + 	18-29	30-44	45-59 	 	Women	 Men +	BIR Yes	TH No + 	Engl- ish	French	Othe
passport and it would cost the freal # of participants:	 TOTAL + or her o ull prio 1229	 Atlan- tic + pwn ce for5 116	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 	Women 	 Men 605	Yes 	TH No 	Engl- ish 	French	Othe
passport and it would cost the f	 TOTAL + or her oull prio	 Atlan- tic + pwn ce for5 116	Quebec	Onta- rio	Prai- ries	 BC & Terr. + 	18-29	30-44	45-59 	 	Women	 Men +	Yes 	TH No + 	Engl- ish 	French	Othe
passport and it would cost the freal # of participants:	 TOTAL + or her o ull prio 1229	 Atlan- tic tic tic 116 21%	Quebec31929%	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194 25% 42%	30-44 425	45-59 378	 	Women 	 Men 605	Yes 	TH No 	Engl- ish 723 24%	French	Othe 165 28
passport and it would cost the f real # of participants: Top (8-10) Mid range (5-7)	 TOTAL TOTAL TOTAL 1229 1229 26% 32%	 Atlan- tic tic 116 21% 33%	Quebec 31929% 31%	Onta- rio 445 27% 34%	Prai- ries 192 27% 30%	BC & BC & Terr. 	18-29 194 25% 42% +++	30-44 425 25% 30%	45-59 378 25% 30%	 60+ + 195 31% 23% 	Women 624 28% 30%	Men + 605 24% 33%	Yes 1023 26% 32%	TH	Engl- ish 723 24% 31%	French 338 28% 31%	0the 165 28
passport and it would cost the f real # of participants: Top (8-10)	 TOTAL 	 Atlan- tic 	Quebec 31929% 31%	Onta- rio 445 27%	Prai- ries 192 27%	 BC & Terr. + 157 20%	18-29 194 25% 42%	30-44 425 25%	45-59 378 25%	60+ 60+ 	Women 624 28%	Men + 605 24%	Yes 1023 26%	TH No + 203 27%	Engl- ish 723 24% 31%	French 338 28%	0the 165 28 33
passport and it would cost the freal # of participants: Top (8-10) Mid range (5-7)	 TOTAL TOTAL TOTAL 1229 1229 26% 32%	 Atlan- tic 	Quebec 319 29% 31% 38%	Onta- rio 445 27% 34%	Prai- ries 192 27% 30%	BC & BC & Terr. 	18-29 194 25% 42% +++ 32%	30-44 425 25% 30%	45-59 378 25% 30%	 60+ + 195 31% 23% 	Women 624 28% 30%	Men + 605 24% 33%	Yes 1023 26% 32%	TH	Engl- ish 723 24% 31% 41%	French 338 28% 31%	Othe 165 28: 33:
passport and it would cost the freal # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR		 Atlan- tic 	Quebec 319 29% 31% 38%	Onta- rio 445 27% 34% 37%	Prai- ries 192 27% 30% 40%	BC & Terr. 	18-29 194 25% 42% +++ 32% - 1%	30-44 425 25% 30% 42%	45-59 378 25% 30% 43%	195 31% 23% 40%	Women 624 28% 30% 38%	Men 	Yes 1023 26% 32% 39%	TH No No 203 30% 41%	Engl- ish 723 24% 31% 41%	French 338 28% 31% 40%	Othe 165 28 33' 38'
passport and it would cost the freal # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR Chi²:		 Atlan- tic +	Quebec 319 29% 31% 38% 2%	Onta- rio 445 27% 34% 37% 2%	Prai- ries 192 27% 30% 40%	BC & Terr. 	18-29 194 25% 42% +++ 32% - 1% ***	30-44 	45-59 378 25% 30% 43% 2%	195 31% 23% 	Women 624 28% 30% 38%	Men 	Yes 1023 26% 32% 39%	No 203 27% 30% 41% 2%	Engl- ish 723 24% 31% 41%	338 28% 31% 40%	
passport and it would cost the freal # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR chi²: ± at 50%:		 Atlan- tic +	Quebec 319 29% 31% 38%	Onta- rio 445 27% 34% 37%	Prai- ries 192 27% 30% 40%	BC & Terr. 	18-29 194 25% 42% +++ 32% - 1%	30-44 425 25% 30% 42%	45-59 378 25% 30% 43%	60+ + 195 31% 23% 40% 5% ++	Women 624 28% 30% 38%	Men 	Yes	TH No No 203 30% 41%	Engl-ish 723 24% 31% 41% 44% +	French 338 28% 31% 40%	0the 165 289 339 389
passport and it would cost the freal # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR Chi²:		 Atlan- tic +	Quebec	Onta- rio 445 27% 34% 37% 2%	Prairies 192 27% 30% 40% 3%	BC & Terr. 	18-29 194 25% 42% +++ 32% - 1%	30-44 	45-59 378 25% 30% 43% 2%	195 31% 23% 	Women 624 28% 30% 38% 3%	Men 	Yes	TH	Engl-ish 723 24% 31% 41% 44% +	338 28% 31% 40% 1%	Other 165 289 339 389 29

	+	HOUSE	EHOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	5	+
				1								Trus-	
	!!			_ !							. Few		Strong
			2	3 and			_		Price	Non		follow	
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q13E Every child should get his o	tt or har o	 .wn		+					+ I				
passport and it would cost the fi				-					 				;
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	26%	23%	27%	26%	27%	27%	23%	25%	26%	14%	19%	21%	40%
				- 1								-	+++
Mid range (5-7)	32%	27%	29%	36%	32%	32%	29%	33%	33%	16%	34%	32%	37%
				+									+
Low (0-4)	40%	47%	41%	36%	39%	40%	46%	41%	39%	66%	47%	45%	22%
DI//ND		++	20/	20/1	201	10/	20/	10/]	+++	00/	20/	
DK/NR	3%	2%	3%	3%	3%	1%	3%	1%	2%	4%	0%	2%	2%
chi²:				-					 <i>(</i> ***)	+			-
± at 50%:	ı 1 I 31	6	5	7	4	9	8	14	1 ()	9	11	6	6
mean for these data:	4.87	4.45	4.87	5.00	4.97	4.88	4.31	4.91		2.67	4.34	-	6.33
sig. test for means:	i	*		i			*		i	***			***
· .	+			<u>·</u>									.

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

	+ 		OS A SPORT	LAS I	T RENEW	اAL ا	MAIN	USE	DELIVER	Y EXPEC	-TATION I	SOURC			CTIVENI 1P1P I	ESS+ POLICY	
	i TOTAL	 Yes	No	 Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	 > 5 days	ral	Price incr- eases	Very	Some- what	Not at all	
Q14 real # of participants:	+ 1229	+ 497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Very effective Somewhat effective	40% 41%	 44%	45% +++ 38%		32% 38%	35% 46%	35% + 44%	14% - 55%	36% 45%	42% 39%	41% 40%	37% - 40%	43% + 41%		0% 100%	 0%	
Not at all effective	 15% 	į	13%		21%	16% 	17%	31% +	15%	15%	15% 15%	++	 13% 	0%	0% 	 100% +++	
DK/NR chi²:	4% 	 **	4%	(*)	9% ++	3% 	5% (*)	0% 	4%	4%	4% 	*	4% 	0% ***	0%	İ	
± at 50%:	3	5	4	11	10	8	6	19	7	6	5	5	4	5	5	8	
	+		REGION	OF RESI	DENCE			AG	 E	 	GEN	 IDER	 -CANADI	AN BY	MOTI	+ HER TONG	iUE
		 	-REGION					AG	 E	 	GEN	 DER 	-CANADI BIR			+ HER TONG	iUE
		 Atlan-	-REGION Quebec	Onta-	Prai-	BC & Terr.		30-44		 	GEN Women	DER 			Engl-	HER TONG	
Q14 real # of participants: Very effective	 	 Atlan- tic + 116	Quebec 319 45%	Onta-	Prai-	 BC &			45-59 378 45%	 		 	BIR	(TH 	Engl- ish 	French 338 46%	Other
real # of participants:	 TOTAL + 1229	 Atlan- tic 116 46%	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 	Women 	 + 605	Yes 	RTH No + 203	Engl- ish 	French 338 46% ++	0ther 165 37%
real # of participants: Very effective Somewhat effective Not at all effective		 Atlan- tic 116 46% 37% 15%	Quebec 319 45% + 35% - 14%	Onta- rio 445 37% 44%	Prai- ries 192 36% 48% + 12%	BC & Terr. + 157 41% 37% 20% +	18-29 194 39% 52% +++ 8%	30-44 425 42% 35% 19% ++	45-59 378 45% + 37% 13%	60+ 60+ 195 34% - 39% 18%	Women 624 41% 43% 13%	Men + 605 40% 39% 17%	Yes 1023 41% 41% 14%	RTH No + 203 36% 39% 19%	Engl- ish 723 38% 43% 15%	French 338 46% ++ 35% - 14%	Other 165 37% 43% 14%
real # of participants: Very effective Somewhat effective	 TOTAL 1229 40% 41%	 Atlan- tic 116 46% 37% 37%	Quebec 319 45% + 35% -	Onta- rio 445 37% 44%	Prai- ries 192 36% 48%	BC & Terr. + 157 41% 37% 20%	18-29 194 39% 52% +++ 8%	30-44 425 42% 35% 19%	45-59 378 45% + 37%	 60+ + 195 34% 39%	Women 624 41% 43%	Men + 605 40% 39%	Yes 1023 41% 41%	RTH No 	Engl- ish 723 38% 43% 15%	French 338 46% ++ 35% - 14%	

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

	+	HOUS	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
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				2 and l				2 and	 Price	Non	Few	follow	Strong
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	++			+					+				
Q14				- 1									-
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Very effective	40%	40%	41%	39%	38%	48%	41%	46%		25%	27%	29%	54%
	l I				-	+			+++				+++
Somewhat effective	41%	36%	39%	44%	43%	34%	35%	38%	42%	31%	52%	43%	39%
	l I				++				Ι .		+		
Not at all effective	15%	20%	16%	12%	14%	16%	18%	12%	5%	37%	18%	24%	5% [
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DK/NR	4%	4%	4%	5%	4%	2%	6%	5%	3%	7%	3%	4%	2%
									l ,	+			
chi²:									(***)				
± at 50%:] 3	6	5	7	4	9	8	14	6	9	11	6	6

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

passport for the children currer		ed in yo	our pas	sport i	n order	to ber	efit fr	om impr	oved sec	urity	feature	:5?		•			
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	TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		days	> 5 days	taxes	incr- eases		what	Not at all	
015	+	+ ·		+				+			+		+	+			
real # of participants:	40	40	0	7	9	21	28	5	13	9	18	17	21	16	14	10	
Likely	46%	46%	0%	33%	23%	57%	51%	54%	50%	48%	41%	63%	32%	58%	31%	49%	
Unlikely	49%	49%	0%	60%	77%	37%	42%	46%	48%	52%	48%	35%	60%	42%	57%	47%	
Some but not all	3%	3%	0%	0%	0%	6% l	4%	0%	0%	0%	7% I	0%	5%	0%	7%	0%	
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		Atlan-			Prai-	_BC &						i		i	Engl-	_	
	TOTAL	tic (Quebec	rio	ries	Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	15h	French	Othe
Q15		_	_	24	_	_ !		2.0	•	. !	2.5	!	2.0				
real # of participants: Likely	40 46%	5 15%	6 61%	21 50%	3 60%	5 44%	1 0%	28 58%	9 25%	0 0%	26 48%	14 42%	28 38%	10 69%	23 46%	8 35%	54
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Unlikely	49%	85%	17%	45%	40%	56%	100%	37%	65%	0%	46%	5 5% I	57%	22%	54%	52%	36
Some but not all	3%	0%	0%	5%	0%	0%	0%	4%	0%	0%	4%	0%	0%	8%	0%	0%	11
DK/NR	3%	0%	22%	0%	0%	0%	0%	1%	10%	0%	2%	3%	4%	0%	0%	13%	(
chi²:			4.5	2.5	6.5	[112	24	20		2.2		2.1		2.4	40	
± at 50%:	18	51	46	25 	65	51	113	21	38	*	22	30	21	36	24	40	4

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

	+	HOUSE	HOLD S	IZE	CHILD	REN 15	AND LE	SS		S	EGMENT:	5	+
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	TOTAL	. 1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q15	 												
real # of participants:	40	5	25	10	2	16	16	5	6	7	5	14	8
Likely	46%	25%	36%	61%	52%	47%	55%	15%	17%	48%	66%	48%	47%
Unlikely	49% 49%	54%	56%	39%	0%	53%	45%	60%	 83%	29%	34%	45%	53%
Some but not all		0%	5%	0%	0%	0%	0%	18%	I 0%	0%	0%	8%	0%
DK/NR	 3%	22%	3%	0%	48%	0%	0%	7%	 0%	24%	0%	0%	0%
chi²:					(*)				 				
± at 50%:	18	51	23	36	80	28	28	51	46	43	51	30	40

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

but this system has disadvantage	s in ter																
	+		S A PORT	LAS	T RENEW	IAL	MAIN	USE	DELIVER	Y EXPEC	-MOLTAT.	SOURC			1P1P I		
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	i TOTAL	Yes	No	than 1	years	years	ure	ness	days	5 days	days	taxes		Very	what	all	
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Q16				l							[
real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
A 5-year passport	63%	57%	67% +++	•	58%	59%	54%	64%	60%	65%	62%	52%	70% +++	68%	62%	53% I	
A 10-year passport	35%	42%	30%		41%	40% l	45%	36% I	39%	33%	ا 36% ا	47%	29%	31%	38%	45% I	
n 10 year passpore	1 33.01	+++		1 10%	1170	10,01	1370	30%	3370	3370	30%	+++			30%	++	
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	++	+				+				+		+		+			
Q16	1220	116	210	4.45	100	157	101	425	270	105	624	605	1022	202	722	220	165
real # of participants:	1229	116 63%	319 72%	445 61%	192 59%	157 53%	194 58%	425 65%	378	195 60%	624 60%	605 66%	1023 66%	203 49%	723 62%	338 75%	165 50%
A 5-year passport	63%	03%	/ 2% +++		59%	23%	56%	65%	65%	%U0	60%	%00 +	+++	49%	62%	/ 5 % +++	50%
A 10-year passport	35%	33%	26%		39%	45%	41%	34%	32%	37% I	38%	33%1	32%	49%1	36%	22%	49%
n 10 year passpore	1 33/0	3370		3770	3370	++	+	3 170	3270	37,70	30%	33%		+++	3070		+++
DK/NR	2%	4%	2%	2%	2%	2%	1%	1%	3%	4%	3%	1%	2%	2%	2%	3%	1%
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± at 50%:] 3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	9

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

	+	HOUS	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	;	+
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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q16	++ 			+ 				1					
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
A 5-year passport	63%	66%	64%	60%	63%	58%	64%	65%	65%	59%	55%	61%	67%
A 10-year passport	 35% !	32%	34%	ا 38%	35%	41%	34%	34%	34%	38%	44%	38%	32%
DK/NR	 2%	2%	2%	ا 2%	2%	1%	2%	1%	2%	4%	1%	1%	 2%
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chi²: ± at 50%:	 3	6	5	 7	4	9	8	14	6	9	11	6	6 J

Do you think it is preferable to	pay the															s? ESS+	
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	I I I TOTALI	Vas	No	Less	1-2		Leis-	Busi-	< 5	□ days	> 5	ral	incr-	Voru		Not at	
	101AL ++	Yes		than 1 +	years	years	ure 	ness +	uays .	5 days	+	taxes	eases	Very	what	all 	
Q17 real # of participants:	 1229	497	724	 97	129	226	380	36	230	409	564	428	732	499	477	200	
Current price for 5 years	59% 	59%	60%	66% 	52%	61%	58%	65%	63%	61%	58% 	53%	64% +++	65% ++	58%	52% I	
Twice as much for 10 years	20%	22%	18%	17%	27%	23%	22%	25%	21%	17%	21%	20%	20%	17%	19%	29% +++	
Makes no difference	 17%	15%	18%	 13%	16%	12%	17%	10%	12%	19%	17%	21%	14%	14%	20%	15%	
DK/NR	 4%	3%	4%	 3%	4%	 3%	3%	 0%	- 5%	3%	3%	++ 5%	 2%	- 4%	++ 3%	 4%	
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	 	Atlan-	-REGION		DENCE Prai- ries	 BC & Terr.		AG AG		 	GEN Women	DER 			Engl-	HER TONG	
	 	Atlan-		Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
Q17 real # of participants:	 TOTAL ++ 	Atlan- tic 	Quebec 	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 60+ 195	Women 	 605	Yes 	TH No + 203	Engl- ish 	French	 Other 165
•	 TOTAL +	Atlan- tic 	Quebec	Onta- rio	Prai- ries	 BC & Terr. +	18-29	30-44	45-59 	 60+ 	Women	 + 	Yes 	TH No 	Engl- ish	French	
real # of participants:	 TOTAL ++ 	Atlan- tic 116 71% +	Quebec 	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378 66%	 60+ 195	Women 	 605	Yes 1023 62%	TH No 	Engl- ish 723 59%	French 338 66%	Other 165 52%
real # of participants: Current price for 5 years		Atlan- tic 116 71% + 18%	Quebec 319 63%	Onta- rio 445 56%	Prai- ries 192 58%	BC & BC & Terr. + 157 58%	18-29 194 56%	30-44 425 59%	45-59 378 66% ++ 15%	 60+ 195 55% 28%	Women 624 58%	 Men 605 61%	Yes 1023 62% ++	TH No 	Engl- ish 723 59% 20%	French 338 66% ++ 16%	Other 165 52%
real # of participants: Current price for 5 years Twice as much for 10 years		Atlan- tic 116 71% + 18% 11%	Quebec 319 63% 18%	Onta- rio 445 56% 22%	Prai- ries 192 58% 19%	BC & BC & Terr. 157 58% 21%	18-29 194 56% 21%	30-44 425 59% 18%	45-59 378 66% ++ 15%	60+ 60+ 195 55% 55% 28% ++	Women 624 58% 20% 18%	 Men 	Yes 1023 62% ++ 19% 16%	TH No 	Engl- ish 723 59% 20% 16%	French 338 66% ++ 16% - 17%	Other 165 52% - 24%
real # of participants: Current price for 5 years Twice as much for 10 years Makes no difference		Atlan- tic 116 71% + 18% 11%	Quebec 319 63% 18% 17%	Onta- rio 445 56% 22% 18%	Prai- ries 192 58% 19%	BC & BC & Terr. + 157 58% 21% 16%	18-29 194 56% 21% 19%	30-44 425 59% 18% 17%	45-59 378 66% ++ 15% 15%	60+ 60+ 195 55% 28% ++ 15%	Women 624 58% 20% 18%	Men + 605 61% 20% 16%	Yes 1023 62% ++ 19% 16%	TH No 203 52% 23% 19%	Engl- ish 723 59% 20% 16%	French 338 66% ++ 16% - 17%	Other 165 52% - 24% 19%

Circum Network Inc

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

Do you think it is preferable to	+				CHILI								
		110031	LIIOLD 3		CIIILI	JILIN 13	AND LL				LGIILINI.	Trus-	
	į į			į							Few		Strong
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	TOTAL	1	2	more	None		2	more	averse	issue	fits	ers	ters
Q17	i i			į									i
real # of participants: Current price for 5 years	1229	319 61%	628 59%	282 60%	817 60%	158 61%	178 60%	68 56%	335 60%	151 64%	115 54%	304 56%	307 63%
current price for 3 years	33/6	01/6	33/0	00 <i>%</i> [00%	01/6	00%	30%	00% 	04%	24%	30%	03/01
Twice as much for 10 years	20%	19%	21%	19%	20%	18%	22%	21%	17%	17%	26%	23%	20%
Makes no difference	1 17%	17%	17%	17%	17%	17%	13%	20%	16%	16%	17%	19%	15%
DK/NR	 4%	3%	3%	4% l	3%	4%	5%	3%	 6%	3%	3%	2%	 2%
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chi²: ± at 50%:	3	6	5	 71	4	9	8	14	l I 6	9	11	6	6 I
± at 30%.	+			۱ /									۱۰ +

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

sent by mail, in your view, which	th of the								orm and								
			PORT	 		[FUND				OLICY	
		V	N -	Less	1-2		Leis-				> 5	ral	incr-	V		Not at	
	TOTAL	Yes	NO	than 1 +	years	years	ure 	ness	days :	aays	days	taxes	eases	Very	what	all 	
Q18 real # of participants:	 1229	497	724	 97	129	226	380	36 I	230	409	564 I	428	732 I	499	477	200 I	
In person, Passport Office	37%		33%		46%	40%		37%		44%	30%	36%	39%	42%	35%	32%	
In person, certified agent	31%	26%	36%		25%	28%	27%	18%	25%	28%	 36%	29%	33% 	32%	34%	25%	
By mail	17%	16%	17%		17%	13%	17%	23%	15%	15%	+++ 19%	18%	16%	15%	16%	- 21%	
Via the Internet	13%	15%	12%	15%	13%	16%	13%	21%	17%	11%	13%	15%	11%	10%	14%	18%	
DK/NR	2%	1%	3%	1%	0%	3%	2%	0%	0%	2%	ا 2%	2%	- 2%	1%	1%	+ 4% ++	
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± at 50%:	+		4	11	10	8	6	19	7	6	5	5	4	5		8 +	
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		Atlan-		Onta-		BC &						. !		 	Engl-	_	
	TOTAL	tic	Quebec	rio 	ries	Terr.	18-29	30-44	45-59	+60 +	Women	Men	Yes	No	15h 	French	Othe
Q18 real # of participants:	 1229	116	319	445	192	157	194	425	378	195 I	624	605 I	1023	203 I	723	338	165
In person, Passport Office	37%		37%	39%	35%	37%		35%	37%	43%	39%	35%	34%	50%	33%	36%	49
In person, certified agent	31%		30%	28%	37%	29%	27%	34%	34%	+ 27%	31%	31%	34%	+++ 21%	35%	30%	22
By mail	17%	+ 17%	19%	16%	14%	16%	16%	16%	17%	18%	16%	17%	+++ 17%	 15%	+++ 16%	19%	16
Via the Internet	13%	6%	12%	15%	11%	15%		12%	10%	9%	11%	15%	13%	13% 	13%	13%	12
DK/NR	 2%	2%	2%	2%	2%	3%	+++ 2%	2%	1%	- 3%	3%	2%	2%	1% 	2%	2%	2
chi²:							(**)						***		**		
± at 50%:	3	11	6	5	8	9	8	5	6	8	5	5	4	8	4	6	

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

	+	HOUSE	HÖLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	; 	+
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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
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real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307 j
In person, Passport Office	37%	34%	37%	39%	39%	30%	37%	39%	40%	49%	33%	35%	33%
				- 1		-				++			I
In person, certified agent	31%	32%	34%	27%	30%	34%	34%	31%	33%	22%	34%	31%	33%
Du mail	1 70/1	2.20/	1 40/	100/1	1.00/	1 7 0/	1 00/	1.00/	1 1 1 7 0/	170/	220/	1 00/	1 70/ 1
By mail	17%	22%	14%	19%	18%	13%	15%	16%	15%	17%	22%	15%	17%
Via the Internet	 13%	11%	13%	13%	12%	21%	12%	12%	l 11%	9%	11%	16%	15%
The the Internet	25%		2370	10.01	-	++				370		20,0	23,01
DK/NR	2%	1%	2%	2%	2%	2%	2%	3%	1%	3%	0%	3%	2% [
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chi²:	! !	_	_	_!	_		•		(*)			_	
± at 50%:] 3	6	5	7	4	9	8	14	6	9	11	6	6
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± ... at 50%:

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What about for the renewal of a passport, in your view, which of the 4 methods of sending the application form and supporting documentation is preferable... +-----HOLDS A------LAST RENEWAL------MAIN USE---DELIVERY EXPECTATION---SOURCE OF-----EFFECTIVENESS----+ PASSPORT FUNDING | OF THE 1P1P POLICY | Gene-Price| Less 1-2 3-5| Leis-Busi-< 5 > 5| ral incr-Some- Not at TOTAL Yes No|than 1 years years| ure ness days 5 days days| taxes eases Very what all Q19 129 226 732 real # of participants: 1229 497 724 97 380 36 230 409 564 428 499 477 200 In person, Passport Office 30%| 32% 29%| 30% 38% 27%| 31% 31%| 39% 32% 25%| 31% 30% 33% 27% 30% +++ In person, certified agent 30% i 27% 32% i 33% 22% 30% i 28% 22% i 24% 33% 30% 28% 32% 30% 32% 24% By mail 20%1 18% 21%| 12% 26% 17%| 20% 19%| 14% 16% 25%1 18% 20% 20% 18% 20% Via the Internet 18% i 21% 16% i 24% 13% 24%1 20% 28% 22% 17% 18% i 21% 17% 15% 21% 23% 2% j 2% DK/NR 2% [2% 1% 1% 2%| 2% 0%| 1% 2% 2%| 3% 1% 1% 3% chi²: ± ... at 50%: 10 191 4| 5 81 4 | 11 81 5 I 5 +------REGION OF RESIDENCE------AGE-------GENDER-----CANADIAN BY-----MOTHER TONGUE----+ BIRTH Onta- Prai-BC &| Engl-|Atlan-TOTAL ries Terr. | 18-29 30-44 45-59 60+ Yes tic Quebec rio Women Menl Nol ish French Other Q19 real # of participants: 1229 319 445 192 157 194 425 378 195 624 605 i 1023 203 723 338 165 116 In person, Passport Office 30%| 24% 29% 32% 30% 31%1 26% 32% 30% 32% 31% 29%| 28% 36%| 28% 28% 38%| In person, certified agent 30%| 38% 29% 27% 36% 28%| 23% 30% 34% 31% 31% 29% 30% 27%| 31% 31% 25%| Bv mail 20%1 26% 22% 18% 19% 17% I 18% 18% 21% 25% 20% 20%1 21% 15%I 19% 23% 18%1 Via the Internet 18% 10% 17% 21% 14% 22% 32% 18% 13% 9% 16% 20% 18% 21% 20% 15% 17% +++ DK/NR 2% 3% 3% 2% 2%| 2% 3% 2% 2%| 1% 2% 2% 2%| 1%| 2% 4% 2%| chi²: 5 9 j

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

	+	HOÚS	EHOLD S	ÍZE	CHIL	DREN 15	AND LE				EGMENT:	S	
	 			 3 and				l 3 and	Price	Non	Few bene-		Strong suppr-
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q19 real # of participants:	 1229	319	628	282	817	158	178	68 I	335	151	115	304	307
In person, Passport Office	30%		31%	29%	30%	27%	32%	36%		37%	22%		
In person, certified agent	30%	30%	31%	28% 	29%	31%	27%	36%	29%	26%	35%	30%	31%
By mail	20%	23%	18%	20% j	20%	18%	22%	10%	20%	23%	19%	15% -	22%
Via the Internet	18%	15%	17%	21% 	18%	23%	17%	13%	13%	13%	22%	+++	į
DK/NR	2% 	2%	3%	2% 	2%	1%	2%	4% 		2%	2%	2%	1%
chi²: ± at 50%:	 3 +	6	5	 7	4	9	8	14	(**) 6	9	11	6	 6

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

(IN DAIS)	+ 	HOLD PASS		LAS I	T RENEW	AL I	MAIN	USE	-DELIVER	Y EXPEC	-ATION I	SOURC			CTIVENE	
	i i		i	İ		i					i	Gene-	Price			i
	i i			Less	1-2	3-5	Leis-	Busi-	< 5		> 5	ral	incr-		Some-	Not ati
	TOTAL	Yes	No	than 1	years	years	ure	ness	days	5 days	days	taxes	eases	Very	what	all
Q20				 					 		+					
real # of participants:	j 1229 j	497	724	97	129	226 j	380	36	230	409	564	428	732 j	499	477	200 j
< 1 day	3%	3%	3%	4%	2%	4%	4%	0%	16%	0%	0%	6%	2%	4%	3%	2%
						- 1			+++			+++				
1-4 days	17%		14%	25%	29%	16%	19%	22%		0%	0%	22%	15%	14%	19%	19%
		+++			+				+++			++		-		
5 days	33%	37%	30%	37%	39%	36%	36%	29%	0%	100%	0%	32%	33%	35%	32%	33%
6 10 1		++		100	200/	200/	2.60/	2.50/		+++		2.40/	2.10(1	2.00/	2.00/	270/
6-10 days	28%	24%	31%		20%	29%	26%	25%		0%	62%	24%	31%	28%	30%	27%
More than 10 days	1 17%	14%	++ 19%		10%	15%	14%	23%	 0%	0%	+++ 38%	15%	++ 18%	18%	15%	19% l
More than 10 days	1 1//0	14/0	13/0	1 13/6	10%	13/01	14/0	23/0	U% 		30% +++	13%	10/01	10%	13/6	13/0
DK/NR	1 2%1	1%	3%	l l 1%	0%	1%	1%	0%		0%	0%1	1%	1%	1%	1%	1%
DIO III	1 2/01		++1	1 1/0	070	1/0	170	070	070 	070	0.01	170	1/0	1/0	170	1/0
chi²:	ii	***		l I		i			***		i	(***)	i			i
± at 50%:	3	5	4	11	10	8	6	19	7	6	5 İ	` ź	4 İ	5	5	8 İ
mean for these data:	7.5		8.2		5.8	6.9		7.0		5.0	11.6	6.8	7.8	7.7	7.2	7.6
sig. test for means:	i i	***	***			*			***	***	***	**	**			i
-	+															-

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

(IN DATS)	+		-REGION	OF RESI	DENCE			AG	E		GENI	DER	-CANADI	AN BY	MOTH	ER TONG	UE+
		 											BIR	TH			
	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
Q20 real # of participants:	 1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
< 1 day	3% 	3% 	3%	3%	2%	5% I	5% +	3%	2%	2%	2%	4%	4%	1%	3%	4%	3%
1-4 days	17%	16%	15%	21%	16%	10%	20%	18%	17%	11%	17%	17%	14%	25% +++	15%	12%	28%
5 days	i 33%	26%	36%	37% +	27%	29% 	28%	31%	36%	37%	34%	33%	33%	35% 	33%	36%	30%
6-10 days	j 28% I	26% I	26%	24%	37% ++	34% 	29%	30%	27%	28% 	28%	28%	29%	26% 	29%	26%	26%
More than 10 days	17%	27% ++	16%	14%	17%	19% 	17%	16%	16%	20%	17%	17%	19%	11% 	18%	18%	12%
DK/NR	2% 	İ	4% ++	1% -	1%	3% 	0%	2%	2%	3% 	2%	2% 	2%	2% 	1%	4% +	1%
chi²: ± at 50%:	 3	(***)	c	_	0	ا	(*)	_	c	ا	_	-	(***)		(***)	c	
mean for these data: sig. test for means:	7.46		7.66	6.89	8 7.53	7.97 7.97	7.51	7.43	7.22	7.94 7.94	7.33	7 . 58 7 . 58	7.81	8 6.24 ***	7.59	8.03	6.47
	,																

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

(IN DATE)	+	HOUS	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	;	+
	!!			!							-	Trus-	[
	 			3 and				3 and	Price	Non	Few bene-		Strong suppr-
	i TOTAL	1	2			1	2		averse	issue	fits	ers	ters
Q20 real # of participants: < 1 day	++ 1229 3%	319 2%	628 2%	282 4%	817	158 2%	178 4%	68 4%	335	151 2%	115 6%	304 2%	307 3%
1-4 days		15%	16%	19%	16%	22%	18%	22%	18%	15%	21%	14%	19%
5 days	 33% 	31%	33%	34% 	35% +	32%	30%	24%	39%	37%	26%	34%	29%
6-10 days	28%	29%	28%	27%	27%	27%	33%	26%	25%	22%	33%	31%	29%
More than 10 days	17%	19%	19%	14%	17%	18%	15%	24%	14%	21%	11%	18%	19%
DK/NR		3%	2%	1% 	2% +	0%	1%	0%	1%	2%	2%	1%	2%
chi ² : ± at 50%: mean for these data: sig. test for means:	 3 7.46 	6 7.78	5 7.70	7 7 7 . 05 	4 7.53	9 7.34	8 6.93	14 8.13		9 8.05	11 6.59	6 7.83	; 6 7.76

Importance and occurence

-	+ 		S A	LAS	T RENEW	AL I	MAIN	USE	DELIVER	Y EXPEC	-TATION	SOURC			CTIVENE 1P1P P		
	 TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness		5 days	 > 5 days	ral	Price incr- eases	Very	Some- what	Not at all	
Q2122 Top (8-10) real # of participants: Importance, forgery	 1229 91%	+ 497 89%	724 724 92%	97 85%	129 88%	+ 226 89%	380 89%	+ 36 95%	230 87%	409 93%	+ 564 91%	428 88%	732 92%	499 94%	477 89%	200 88%	
Importance, acceptance	90%	89%	+ 91%	87%	83%	ا 92%	88%	85%	- 87%	92%	90%	- 87%	+ 92%	++ 92%	- 87%	93%	
Occurence, forgery	31%	30%	32%	28%	26%	+ 32%	28%	31%	30%	31%	30%	30%	++ 32%	35% ++	28%	29%	
Occurence, lack of acceptance	10%	7%	11%	4%	4%	8% 88	7%	3% 3%	11%	9%	9% 9%	9%	10%	14%	7% -	1 5% - I	
chi²: ± at 50%:	3	5	 4	11	10	 8	6	 19	7	6	 5	5	 4	***	5	8	
-	 		REGION	OF RESI	DENCE	 		AG	iE	 	GEN	DER	-CANADI		MOTH	IER TONG	UE
	TOTAL	Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0ther
Q2122 Top (8-10) real # of participants: Importance, forgery	 1229 91%	116	319 92%	445 91%	192 94%	157 81%	194 85%	425 92%	378 91%	 195 95%	624 93%	605 89%	1023 93%	203 83%	723 93%	338 92%	165 83%
Importance, acceptance	90%	89%	89%	90%	89%	 92%	88%	91%	90%	+ 90%	90%	- 89%	91%	 85%	91%	91%	 84%
Occurence, forgery	31%	31%	38%	27%	27%	ا 33%	32%	29%	28%	34%	31%	31%	++ 32%	 26%	30%	38%	 2 5%
Occurence, lack of acceptance	10%	6%	14%	10%	7%	1 5% - I	14%	9%	9%	6% 	10%	 9% 	10%	7% 	9%	13%	7%
chi²: ± at 50%:	3	* 11	6	5	8	 9	8	5	6	 8	5	j 5	* 4	 8	* 4	6	j 9 j

Importance and occurence

+	HOUSI	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENT:	5	+
1 1											Trus-	1
			- 1									Strong
1 1			3 and						Non		follow	suppr-
TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
	· 		+ 					+ 				
j 1229 j	319	628	282 j	817	158	178	68	335	151	115	304	307 j
91%	94%	93%	87%	89%	95%	94%	93%	97%	97%	42%	94%	99%
1 1		+			+			+++	++		+	+++
90%	90%	91%	88%	88%	94%	90%	98%	96%	96%	48%	95%	93%
1 1					+		+	+++	++		++	+
31%	28%	34%	28%	29%	34%	32%	40%		14%	21%	14%	47%
!!		+	!					1				+++
10%	8%	9%	11%	9%	10%	10%	14%	10%	0%	14%	1%	19%
!!			!									+++
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3	6	5	/	4	9	8	14	1 6	9	11	6	6
	91%		TOTAL 1 2		TOTAL 1	TOTAL 1		TOTAL 1 2 more None 1 2 more 1229 319 628 282 817 158 178 68 91% 94% 93% 87% 89% 95% 94% 93% + +		1229 319 628 282 817 158 178 68 335 151 1229 319 94% 93% 87% 89% 95% 94% 93% 97%		

, ,		HOLD		LAS	T RENEW	AL	MAIN	USE	DELIVERY	EXPEC	TATION-						
		PASS	PORT	 							I	FUND Gene-	ING Price	OF THE	1P1P I	OLICY	
	TOTAL	Yes	No	Less	1-2 years		Leis- ure	Busi- ness	< 5 days 5	days	> 5 days		incr-	Very	Some- what	Not at all	
Q21A making the passport difficult imposter	ılt to u:	se by ar I	1	 				 				 					
real # of participants: Top (8-10)	1229 91%	497 89%	724 92%	97 85%	129 88%	226 89%	380 89%	36 95%	230 87%	409 93%	564 91%	428 88%	732 92% +	499 94% ++	477 89%	200 88%	
Mid range (5-7)	 7%	- 9% +++	4% 	 14% 	9%	9% 	10%	1%	10%	4%	7% 	9%	5% - I	4%	9% +	8% 88	
Low (0-4)	2%		2%	 1% 	3%	1%	1%	1%	2%	1%	2%	l	1%	1%	2%	3% 	Í
DK/NR	i 1%	i 0% I	2%	i 0% I	0%	1% 	0%	2% 	1%	1%	1%	1%	1% 	1%	1%	1%	İ
$\begin{array}{c} \text{chi}^2\colon\\ &\pm\ \dots\ \text{at 50}\%\colon\\ \text{mean for these data:}\\ \text{sig. test for means:} \end{array}$	 3 9.41 		4 9.49 *		10 9.19	9.38 9.38	6 9.40	19 9.45 	7 9.29	6 9.50	5 9 . 40 I		9.53 **	5 9.60 ***	5 9.27 *	8 9.21	
	+ 	 	REGION	OF RESI	DENCE			AG	E	 	GEN	NDER 	-CANADI BIR		MOTH	HER TONG	3UE
	TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	No	Engl- ish	French	0
Q21A making the passport difficu	ılt to u: I	se by ar I	1											 			
real # of participants: Top (8-10)	1229 91%		319 92%	445 91%	192 94%	157 81%	194 85%	425 92%	378 91%	195 95%	624 93%	605 89%	1023 93%	203 83%	723 93%	338 92%	
Mid range (5-7)	 7%	 4% 	5%	6%	4%	 16% +++	13% +++	5%	5%	+ 2% 	+ 6%	- 8%	+++ 4%	 14% +++	++ 4%	5%	
Low (0-4)	2%	 2% 	2%	2%	1%	2%	2%	2%	2%	1%	1%	3% +		2%	2%	1%	
DK/NR	i 1%	 1% 	1%	1%	1%	0% 	1%	1%	1%	2%	1%	1%	1%	1% 		1%	
chi²:	3	(**) 11	6	5	8	ا 9 ا	(***) 8	5	6	 8	* 5	 5	(***) 4	 8	(***) 4	6	

means extremely important. How in	+			IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1					l			Trus-	1
									I .		Few		Strong
			_	3 and			_		Price	Non		follow	
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
Q21A making the passport difficulimposter	tt to us	e by an		+ 					+ 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	91%	94%	93%	87%	89%	95%	94%	93%	•	97%	42%	94%	99%
			+			+			+++	++		+	+++
Mid range (5-7)	7%	3%	5%	10%	8%	2%	4%	3%	:	3%	42%	5%	0%
1 (0 4)]]	 2%	70/	+++	+++	- 20/	20/	20/		- 00/	1.00	00/	
Low (0-4)	2%	2%	2%	2%	2%	2%	2%	3%	:	0%	16%	0%	0%
DK/NR	 1% 	2%	1%	1%	1%	1%	0%	1%	 0% 	0%	1%	1%	 1%
chi²:	j j	(*)		į					· (***)				į
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	9.41	9.55	9.48	9.27	9.37	9.56	9.51	9.33		9.64	6.67	9.61	9.82
sig. test for means:	 +			*					*** 	**	***	***	***

	+ 		05 A SPORT	LAS	I KENEW	AL	MAIN	USE	DELIVERY	EXPEC	-TATION I	SOURC				=55+ POLICY	
	i I I TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		days	 > 5 days	ral	Price incr- eases	Very		Not at all	
Q21B the acceptance of your pass	port by	the						+ !			 						
<pre>authorities in other countries real # of participants:</pre>	 1229	l I 497	724 I	97	129	226 I	380	36 I	230	409	564 I	428	732 I	499	477	200 I	
Гор (8-10)	90%		91%		83%	92%	88%	85%	87%	92%	90%	87%	92%	92%	87%	93%	
Mid range (F 7)	[00/	F0/ I	1.70/	110/	+	1.00/	1 20/ 1	1.00/	40/	(%)		++	+		C0/ I	
Mid range (5-7)	6% 	8% +	5% -	13%	11%	6% - I	10%	12%	10%	4%	6% I	9% ++	5% I	5%	8% +	6% I	
Low (0-4)	2%		2%	0%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	3%	1%	
DK/NR	 2%	2%	3%	0%	4% ++	1%	1%	2% J	1%	2%	ا 2% إ	2%	2%	2%	+ 2%	1% 	
chi²:		 *		(*)	++			-			ļ	*	ł				
± at 50%:	j 3		4	11	10	8	6	19	7	6	5	5	4	5	5	8	
mean for these data:	9.37	9.32	9.43	9.32	9.11	9.41	9.28	9.37	9.32	9.47	9.33	9.27	9.44	9.51	9.17	9.53	
sig. test for means:	!					- 1		I			1		- 1			!	
sig. test for means:	 + +	 	REGION	OF RESI	DENCE			ا AG	 E	 	GEN	IDER			MOTI	+	SUE
sig. test for means:	 + 	 	REGION	OF RESI	DENCE	 		AG	 E	 	GEN	 DER 	-CANADI BIR		MOTI	+	SUE
sig. test for means:		 Atlan-		OF RESI Onta- rio	Prai-	 BC &				 	GEN	DER DER Men	BIR		Engl-	+	
Q21B the acceptance of your pass	 TOTAL +	 Atlan- tic		Onta-	Prai-	 BC &				 		 	BIR	:TH 	Engl-	HER TONG	
Q21B the acceptance of your pass authorities in other countries real # of participants:	 TOTAL + port by 1229	 Atlan- tic the 116	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 	Women	 Men + 605	Yes 	RTH No 	Engl- ish	French	0
Q21B the acceptance of your pass authorities in other countries real # of participants:	 TOTAL + port by 	 Atlan- tic the 116	Quebec 	Onta- rio	Prai- ries	 BC & Terr. + 	18-29	30-44	45-59 	 	Women	 Men 	Yes 1023 91%	RTH No 	Engl- ish 723 91%	HER TONG	0
Q21B the acceptance of your pass authorities in other countries real # of participants: Top (8-10)	 TOTAL + port by 1229	 Atlan- tic the 116 89%	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 	Women	 Men + 605	Yes 1023 91% ++ 5%	RTH No 	Engl- ish 723 91% +	French	0
Q21B the acceptance of your pass authorities in other countries real # of participants: Top (8-10) Mid range (5-7)	 TOTAL TOTAL + port by 1229 90%	 Atlan- tic the 116 89% 6%	Quebec 319 89%	Onta- rio 445 90%	Prai- ries 192 89%	 BC & Terr. + 157 92%	18-29 194 88%	30-44 425 91%	45-59 378 90%	60+ 	Women 624 90%	Men + 605 89%	Yes 1023 91% ++ 5%	RTH No 	Engl- ish 723 91% +	French 338 91%	0
Q21B the acceptance of your pass authorities in other countries	 TOTAL TOTAL 	 Atlan- tic the 116 89% 6% 3%	Quebec 319 89% 6%	Onta- rio 445 90% 7%	Prai- ries 192 89% 7%	BC & BC & Terr. + 157 92% 6%	18-29 194 88% 7%	30-44 425 91% 6%	45-59 	 60+ 	Women 624 90% 5%	Men + 605 89% 7%	Yes 1023 91% ++ 5% 2%	NO NO 	723 91% + 5%	French 338 91% 6% 1%	
121B the acceptance of your pass Buthorities in other countries real # of participants: Top (8-10) Bid range (5-7) Bow (0-4)	 TOTAL TOTAL TOTAL 1229 90% 6% 6% 2%	 Atlan- tic the 116 89% 6% 3%	Quebec 319 89% 6% 3%	Onta- rio 445 90% 7% 1%	Prai- ries 192 89% 7% 2%	BC & Terr. 	18-29 194 88% 7% 2%	30-44 425 91% 6% 1%	45-59 	195 90% 195 2%	Women 624 90% 5% 2%	Men 	Yes 1023 91% ++ 5% 2%	RTH No 203 85% 11% +++ 2%	723 91% + 5%	French 338 91% 6% 1%	0

- incurs extremely important. Now in	+			IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	
				. !					<u> </u>		Few		Strong
		1	_	3 and	Maria	1	,		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more.	averse	issue	fits	ers	ters
Q21B the acceptance of your pass authorities in other countries	port by 	the							 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	90%	90%	91%	88%	88%	94%	90%	98%	•	96%	48%	95%	93%
M: 1 (5.7)	[F0/	F.0/	00/1		+	C 0/	+	+++	++		++	+
Mid range (5-7)	6%	5%	5%	9%	7%	5%	6%	0%	:	3%	35%	4%	4%
Lau (0, 4)	l 2%	2%	- 2%	+ 2%	+ 2%	0%	3%	2%	l I 0%	0%	+++ 15%	0%	0%
Low (0-4)	276	2%	2%	276	2%	0%	3%	2%	U% 	0%	15%	U% 	0%
DK/NR	 2% 	3%	2%	2% 	3%	1%	1%	0%	ı	1%	2%	1%	2%
chi²:	j j			į					· (***)				į
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	9.37	9.40	9.43	9.30	9.33	9.57	9.36	9.55		9.67	6.68	9.68	9.63
sig. test for means:	 +					*			*** 	***	***	***	***

that it happens very often.	+		SPORT	LAS	T RENEW	AL	MAIN	USE	DELIVER	/ EXPEC	TATION-	SOURC FUND				ESS+ POLICY I	
	 TOTAL			Less	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days !	days	> 5 days	Gene-	Price incr-	Very		Not at	
Q22A the forgery of Canadian pas real # of participants: Top (8-10)	sports 1229 31%	497 30%	724 32%	97 28%	129 26%	226 32%	380 28%	36 31%	230 30%	409 31%	564 30%	428 30%	732 32%	499 35% ++	477 28%	200 29%	
Mid range (5-7)	37%	38%	35%	43%	41%	37%	39%	32%	43%	35%	36%	35%	38%	33%	41%	39%	
Low (0-4)	16%	16%	17%	13%	14%	16%	15%	25%	11%	18%	18%	17%	17%	17%	16%	17%	
DK/NR	16%	17%	16%	16%	20%	15%	18%	12%	16%	15%	16%	18%	14%	15%	15%	16%	
chi ² : ± at 50%: mean for these data: sig. test for means:	 3 6.38		4 6.38		10 6.40	 8 6.36	6 6.32	19 6.09 	7 6.66	6 6.30	5 5 6.28	5	- 4 6.36 	5 6.46	5 6.33	 8 6 . 13 	
	+ ! !	 	REGION	OF RESI	DENCE	<u> </u>		AG	E	 إ	GEN	IDER إ	-CANADI BIR		MOTH	HER TONG	UE
						!								I			
	 TOTAL	Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	No	Engl- ish	French	0th
Q22A the forgery of Canadian pas real # of participants: Top (8-10)	TOTAL + sports	tic 	319 38%	rio 445 27%			18-29 194 32%	30-44 425 29%	45-59 378 28%	60+ + 195 34%	Women 624 31%	Men + 605 31%		No + 203 26%		338 38%	0the
real # of participants:	TOTAL + sports 1229	tic 116 31%	319	rio 	ries 	Terr. + 157	194	425	378	195 34% 25%	624	605	1023	203	ish 	338 38% ++ 31%	16
real # of participants: Top (8-10)	TOTAL sports 1229 31% 	tic 116 31% 36%	319 38% ++	rio 445 27%	ries 192 27%	Terr. + 157 33%	194 32%	425 29%	378 28%	195 34%	624 31% 37% 13%	605 31% 37% 20%	1023	203 26%	723 30%	338 38% ++ 31%	16! 2!
real # of participants: Top (8-10) Mid range (5-7)	TOTAL + sports 1229 31% 37%	116 31% 36%	319 38% ++ 32%	rio 445 27% - 39% 16%	ries 192 27% 37%	Terr. + 157 33% 38%	194 32% 42%	425 29% 38%	378 28% 40%	195 34% 25%	624 31% 37%	605 31% 37%	1023 32% 36%	203 26% 26% 37%	723 30% 39%	338 38% ++ 31% - 16%	16! 2!

+		HOUSE	HOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	5	+
I	- 1			- 1								Trus-	- 1
I				 3 and				3 and l	Price	Non	Few bene-		Strong suppr-l
į	TOTAL	1	2	more	None	1	2		averse	issue	fits	ers	ters
Q22A the forgery of Canadian pass	ports			i				i					
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	31%	28%	34%	28%	29%	34%	32%	40%		14%	21%	14%	47%
(5 3)	2.70	2.00/	+	410/1	2.70	2.50/	2.00/	2.20/	+++				+++
Mid range (5-7)	37%	39%	33%	41%	37%	35%	39%	32%	31%	34%	52% +++	37%	38%
Low (0-4)	16%	17%	17%	15%	17%	13%	13%	20%		32%	14%	35%	2%
DK/NR	16%	16%	16%	16%	17%	18%	16%	7%	18%	+++ 21%	13%	+++ 14%	 13%
 chi²:				 				-	***				l I
± at 50%:	3 j	6	5	7 į	4	9	8	14	6	9	11	6	6 j
mean for these data: sig. test for means:	6.38 	6.13	6.48	6.34 	6.28	6.69	6.54	6.56 	7.39	4.77	6.11	4.81	7.70

that it happens very often.	+		DS A SPORT	LAS	T RENEW	/AL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC SOURC				ESS+ POLICY	-
		FAS. 	SFUKI	 Less	1-2	2 51	Leis-	 Rusi	< 5		 	Gene-	Price ancr-	OF THE		Not atl	
	TOTAL	 Yes	No	than 1			ure	ness		5 days	- 1		eases	Very		all	
Q22B the refusal of entry of Can holders by other countries	adian pa	assport		 													
real # of participants: Top (8-10)	1229	 497 7%		97 4%	129 4%	226 8%	380 7%	36 3%	230 11%	409 9%	564 9%	428 9%	732 10%	499 14% +++	477 7%	200 5%	
Mid range (5-7)	25%	23%	26%	23%	25%	22%	23%	28%	29%	22%	25%	22%	26%	27%	27%	- 16%	
Low (0-4)	48%			 56%	56%	54%	53%	69%	45%	52%	48%	51%	47%	40%	51%	 63%	
DK/NR	 18% 	+++ 16% 	20%	 18% 	14%	16% 	17%	0% 	15%	18%	18% 	18%	17% 	19%	15%	+++ 16%	
chi²:	į	**	4	į ,,	1.0	į	6	į	7	6	į	-	į	***	-	į	
± at 50%: mean for these data: sig. test for means:	3 3.76 		4 4.09 ***		10 3.11	8 3.38 	6 3.33	19 2.73 	7 4.10	6 3.57	5 3.74 		4 3.86 	4.22 ***	5 3.73	8 2.77 ***	
	+ + 	 I	-REGION	OF RESI	DENCE	 I		AG	E	 	GEN		-CANADI		MOTI	HER TONG	- GUE
	 TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	 60	Women	 Men	Yes	 No	Engl- ish	French	0the
Q22B the refusal of entry of Can holders by other countries	adian pa	assport															
real # of participants: Top (8-10)	1229	 116 6%		445 10%	192 7%	157 5%	194 14%	425 9%	378 9%	195 6%	624 10%	605 9%	1023 10%	203 7%	723 9%	338 13%	165 7
Mid range (5-7)	25%			23%	24%	- 28%		21%	24%	22%	25%	24%	25%	23%	25%	24%	25
Low (0-4)	48%	+ 43%		49%	53%	51%	46%	53%	48%	45%	44%	53% ++	47%	52%	49%	43%	50
DK/NR	18%	1 16%	19%	19%	16%	16%	10%	16%	19%	27% +++	20%	15%	18%	18%	17%	20%	18'
chi²: ± at 50%:	3	 * 11	6	5	8	ا ا 9 ا	***	5	6	 8	*	- 5	4	 8	4	6	
mean for these data: sig. test for means:	3.76		-	3.67	3.70	3.57	4.27	3.62	3.52	3.44	-	3.52	3.89	3.27		-	3.4

that it happens very often.	+	HOUSE	HOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
				Ţ							_	Trus-	
) and) and	 Design	Non	Few		Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
-	+			÷					+				i
Q22B the refusal of entry of Cana holders by other countries	adian pa 	ssport							 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	10%	8%	9%	11%	9%	10%	10%	14%	10%	0%	14%	1%	19%
]	2 =0/	220	2.50/	2 = 0/	2 = 0/	4.00/	2.00/			2.00/		+++
Mid range (5-7)	25%	27%	23%	26%	25%	25%	18%	29%	28%	7%	38%	14%	35%
	100/	470/	E 10/	1.00(4.60/	F 20/		4.00/	120/	7.40	+++	7.00	+++
Low (0-4)	48%	47%	51%	46%	46%	53%	55%	48%		74%	37%	76%	22%
DIZ /ND	100/1	1.00/	1.00/	1.00/	200	1 7 0/	1.00/	00/		+++	120	+++	
DK/NR	18%	18%	18%	18%	20%	12%	18%	9%	20%	19%	12%	9%	24% +++1
chi²:				-	+	-		_	 ***				+++
± at 50%:	 3	6	5	7	4	9	8	14	i I 6	9	11	6	6
mean for these data:	3.761	3.79	3.64	3.91	3.80	3.59	3.52	4.20		1.65	4.63	2.27	5.65
sig. test for means:	, .,	3.73	3.01		3.00	3.33	3.32	20	**	***	**	***	***

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	+			LAS	T RENEW	AL	MAIN	USE	DELIVER	' EXPEC	TATION-						
		PASS	PORT			!					!	FUND	ING Pricel	OF THE	1P1P P	OLICY	1
		ı		Less	1-2	3 - 5 I	Leis-	Busi-l	< 5		> 5 I		incr-1		Some-	Not at	İ
	TOTAL	Yes	No	than 1	years	years	ure	ness	days !	days	days	taxes	eases	Very	what	all	
223	++	·				+ I		+ 			+ I		+ I				I I
real # of participants:	497	497	0	97	129	226	380	36	114	193	186	203	264	169	204	101	ĺ
eisure trips	77%	77%	0%	82%	74%	77%	100%	0% I	73%	75%	83% +	74%	78%	79%	76%	78%	
usiness trips	6%	6%	0%	4%	4%	8%	0%	100%	5%	5%	7%	7%	5%	2%	7%	10%	
oth	 15%	15%	0%	10%	22%	14%	0%	+++ 0%	19%	20%	 88	18%	14%	- 17%	15%	+ 11%	
K/NR	1 2%1	2%	0%	4%	+ 0%	1% l	0%	0% I	3%	+ 0%	 2%	2%	2%	2%	2%	1% I	1
	-		0.0	+	0,0	1		1		0.0	-77	-70	-70	-70	2.0	1.01	İ
chi²: ± at 50%:	 5	5	*	(*) 11	10	 8	(***) 6	 19	(**) 11	8	 8	8	 7	9	8	11	l I
	+		 REGION	OF RESI	DENCE			AG	E		GEN	DER	-CANADI	AN BY	MOTH	IER TONG	⊦ GUE-
		ı				!				ļ		ļ	BIR				
	1 1			0=+=	Prai-	BC &I						!		- !	- 1		
	1 1	Atlan-		Ulita-		DC Q									Engl-		
	TOTAL		Quebec	rio			18-29	30-44	45-59	60+	Women	Men	Yes	No I		French	0 t
23			Quebec				18-29	30-44	45-59	 60+ 	Women	 Men + 	Yes	No +		French	0 t
real # of participants:	TOTAL ++ 	tic (116	rio 215	ries 58	Terr. + 69	76	147	157	100	238	259	375	120	ish 279	121	
real # of participants:	TOTAL + 	tic (rio 	ries 	Terr. +				; ; 		259 70%		-	ish		
real # of participants: eisure trips	TOTAL ++ 	tic (39 71%	116	rio 215	ries 58	Terr. + 69	76	147 74% 12%	157	100	238 85% +++ 2%	259 70% 9%	375	120	ish 279 79%	121	
real # of participants: eisure trips usiness trips	TOTAL 497 77%	39 71%	116 81%	rio 215 75%	ries 58 79%	Terr. + 69 83%	76 86%	147 74%	157 71%	100 83%	238 85% +++	259 70%	375 80%	120 74%	ish 279 79%	121 77%	
eisure trips dusiness trips doth	TOTAL ++ 497 77% 6% 15%	39 71% 6%	116 81% 4% 13%	rio 215 75% 6% 18%	ries 58 79% 6% 13%	Terr. 	76 86% 3% 10%	147 74% 12% +++ 15%	157 71% - 4% 24% ++	100 83% 4% 11%	238 85% +++ 2% 11%	259 70% 9% +++ 19%	375 80% 7% 12%	120 74% 3% 22% ++	279 79% 9% ++ 12%	121 77% 5% 14%	
real # of participants: eisure trips usiness trips oth	TOTAL ++ 497 77% 6%	39 71% 6%	116 81% 4%	rio 215 75% 6%	ries 58 79% 6%	Terr. + 69 83% 	76 86% 3%	147 74% 12% +++	157 71% - 4%	100 83% 	238 85% +++ 2%	259 70% 9% +++ 19%	375 80% 7% 12%	120 74% 3% 22%	279 79% 9% ++	121 77% 5%	
real # of participants: eisure trips usiness trips	TOTAL ++ 497 77% 6% 15%	39 71% 6% 14%	116 81% 4% 13%	rio 215 75% 6% 18%	ries 58 79% 6% 13%	Terr. 	76 86% 3% 10%	147 74% 12% +++ 15%	157 71% - 4% 24% ++	100 83% 4% 11%	238 85% +++ 2% 11%	259 70% 9% +++ 19%	375 80% 7% 12%	120 74% 3% 22% ++	279 79% 9% ++ 12%	121 77% 5% 14%	

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Do you use your passport mainly	for leis				ness tr		AND LE	SS		S	SEGMENTS	S	+
				I						_		Trus-	- 1
	[]			_ !					l <u>.</u> .		Few		Strong
		1	٠,	3 and		1	٦.		Price	Non			suppr-
	TOTAL		2	more	None	1	2	more	averse	issue	fits	ers	ters
Q23	i i			i									i
real # of participants:	497	114	257	126	352	64	56	22	135	88	54	127	89
Leisure trips	77%	83%	73%	81%	80%	81%	68%	54%	74%	73%	78%	84%	77%
			-	201	+	=0,		4 =0/		4.00/	•••	+	
Business trips	6%	8%	8%	2%	4%	7%	9%	17%	4%	10%	4%	6%	6%
Both	1 15%	8%	16%	- 16%	15%	10%	23%	17%	l I 20%	17%	18%	9%	13%
Both	1 15/0	-	10%	10/01	1370	10%	2370	1770	1 20%	1770	10%	-	13/0
DK/NR	2%	1%	2%	1%	1%	3%	0%	13%	2%	0%	0%	1%	4%
	į į			İ									+ [
chi²:	<u> </u>		_	!	(***)								!
± at 50%:	5	11	7	10	6	14	15	24	10	12	15	10	12

20 ,00	have any children of your	own age +	HOL		LAS	T RENEW	/AL	MAIN	USE	DELIVERY	Y EXPEC	TATION-	SOURC		EFFE OF THE			+ I
		 TOTAL	 		 Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days 5	5 days	 > 5 days	Gene- ral	Price	Very		Not at	
Q24	real # of participants:	+ 1229	+ 497	724	+ 97	129	226	380	36	230	409	564	428	732	499	477	200	i I
Yes No		31% 69%	j -	+	İ	32% 68%	25% 75%	 75%	45% ++ 55%	35% 65%	27% - 73%	32% 68%	31% 69%	31% 68%	34% + 66%	27% 73%	33% 67%	į
DK/NR		 0% 	+ 0% 		 0% 	0%	 0% 	++ 0%	 0% 	0%	0%	 0% 	0%	 0% 	0%	++ 0%	 0% 	
	chi²: ± at 50%:	 3 +	(*) 5	4	 11	10	 8 	(*) 6	19 	7	6	5 	5	4 	5	5	 8 +	 -
		+ 	 	-REGION	OF RESI	DENCE			AG	E	 	GEN	IDER 	-CANADI BIR		MOTI	HER TONG	3UE
		 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	No	Engl- ish	French	0th
Q24 Yes	real # of participants:	 1229 31%	 116 38%	319 27%	445 31%	192 31%	157 30%	194 21%	425 63%	378 24%	195 18	624 32%	605 29%	1023 32%	203 26%	723 33%	338 31%	16
No		i 69% 	 62% 	72%	68%	69%	70% 	79% +++	+++ 37% 	76% ++	 98% +++	67%	71% 	68%	74% 	67% -	69%	7
DK/NR	chi²:	0% 	0% 	0%	0%	0%	1% 	0% (***)	0%	0%	0% 	0%	0% 	0%	1% 	0%	0%	
	± at 50%:	i 3	i 11	6	5	8	9	` 8	5	6	8 i	5	5 İ		8 أ		_	

Do you	have any children of your	own age	ed 15 or	less?										
		+	HOUS	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	ŝ ·	+
					- 1								Trus-	1
		į į			ĺ				į			Few	ting	Strong
					3 and				3 and	Price	Non	bene-	follow	suppr-
		TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
		++			+				+					
Q24		1 1												
	real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Yes		31%	22%	40%	22%	0%	100%	100%	100%	33%	24%	25%	34%	30%
				+++			+++	+++	+++					
No		69%	78%	60%	78%	100%	0%	0%	0%	66%	76%	75%	66%	70%
			+++		+++	+++								
DK/NR		0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	chi²:		(***)			***								
	± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
	_	_												

How many children of your own ag	ed 15 or +				T RENEW	AI	MATN	USF	DFLTVFR	Y FXPFC	TATION-	SOURC	F 0F	FFFF	CTIVENE	ESS+	+
	 		PORT		. KENEN	/_ 				EXILO		FUND		OF THE			
	i TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	> 5 days		incr-	Very	Some- what	Not at all	
Q25 real # of participants:		142	260	 25	41	60 I	99	15	88	120	195	140	244	180	145	63	i I
1	39% i	43%	37%	43%	43%	45%	49%	31%	40%	42%	38%	39%	3 9% j	43%	37%	39%	
2	44% 	41%	45%	42%	44%	41%	39%	41%	41%	44%	44%	41%	46% 	40%	44%	49%	l I
3 and more	 17% 	16%	17%	15%	12%	14%	12%	28%	19%	14%	17%	19%	15% 	17%	18%	13%]
NR	i 0% i	0%	0%	0%	0%	0% I	0%	0% 	0%	0%	1% 	1%	0% 	0%	1%	0%] I
chi²: ± at 50%: mean for these data: sig. test for means:	 6 1.82 		7 1.85		18 1.69	 15 1.74 	11 1.66	29 2.08 2.08	12 1.89	10 1.73	 8 1.84 	10 1.87	 7 1.80 	8 1.76	9 1.88	14 1.80 	
	+ 		REGION	OF RESI	DENCE	 		AG	E		GEN	DER 	-CANADI BIR		MOTH	HER TONG	3UE
	i TOTAL	Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Othe
Q25 real # of participants: 1	 405 39%	41 50%	94 44%	153 40%	66 30%	51 31%	46 55%	262 29%	89 61%	2 0%	214 40%	191 38%	344 41%	60 35%	251 41%	107 46%	47 22
2	 44% 	26%	46%	48%	42%	44% 	30%	53% +++	30%	66%	45%	42% 	42%	53% 	41%	44%	- 54
3 and more	 17% 	24%	10%	12%	25%	25% 	15%	18%	9%	0%	14%	19%	17%	13%	17%	10%	25
NR	i 0% i	0%	0%	0%	2%	0% j	0%	0%	0%	34%	0%	1%	0%	0% j	0%	0%	0
chi²: ± at 50%: mean for these data: sig. test for means:	 6 1.82 		12 1.70	9 1.77	14 2.01	 16 1.95 	(***) 17 1.69	7 1.92 ***	12 1.49 ***	 80 2.00 *	8 1.80	 8 1.85	6 1.80	 15 1.80 	(*) 7 1.79		1 2.1

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How many children of your own ag	ed 15 or		you h EHOLD S		СПТІІ	DEN 1E	AND LE	cc		c	EGMENTS		_
		поизі	ENOLD 3		Cn1Li	JKEN 13	AND LE			3	Few	Trus-	 Strong
	I I TOTAL	1	2	3 and more	None	1	2		Price averse	Non issue		follow	• .
Q25	++ 			+ 				+ 					
real # of participants: 1	405 39%	75 38%	259 34%	71 53%	0 0%	158 100%	178 0%	68 j 0% j	118 42%	39 42%	30 27%	111 37%	101 42%
2	 44%	42%	 47%	++ 37%	0%	+++ 0%	100%	 0%	44%	47%	51%	46%	39%
3 and more	 17%	20%	19%	10%	0%	0%	+++ 0%	100%	14%	11%	22%	17%	18% <u> </u>
NR		0%	0%	0%	0%	0%	0%	+++ 0%	0%	0%	0%	0%	1%
chi²:		(*)	-	121	***	0	0	141	10	1.0	2.1	1.1	111
± at 50%: mean for these data: sig. test for means:	6 1.82 	13 1.82	1.91	13 1.64 *	*	1.00 ***	8 2.00 ***	14 3.30 ***	10 1.76	18 1.75	21 1.98	11 1.84	11 1.85
	+			<u>·</u>				<u>·</u>					.

		+			LAS	T RENEW	IAL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC S FUND				ESS+	+
			l PAS	SPORT	 				¦			i		Price	OF THE	: IPIP I	PULICY	l İ
		ii	i		Less	1-2		Leis-	Busi-	< 5		> 5		incr-	.,		Not at	
		TOTAL	Yes +	NO	than 1 +	years	years	ure	ness	days !	days	days	taxes	eases	Very	what	all	l I
Q26					l		I		- 1			1		- 1			i	İ
Yes	real # of participants:	1229 78%				129 70%	226 63%	380 70%	36 81%	230 70%	409 77%	564 82%		732 81%	499 81%	477 79%	200 73%	
No		1 22%	 31%	+++ 14%		30%	- 37%	30%	19% l	29%	23%	+++ 18%	28%	+++ 19%	19%	21%	- 27%	
		įį	+++		-	201	+	•	į	++	•	j	+++	j		4.04	+	
DK/NR		0%	1% +	0%	:	0%	0%	0%	0%	1% +++	0%	0%	0%	0%	0%	1%	0%	l I
	chi²: ± at 50%:	3	(***) 5	4	(**)	10	 8	6	 19	(***) 7	6	j 5 j	(**) 5	 4	5	5	 8	i I
		+		-REGION	OF RESI	DENCE			AG	E		GEN		-CANADI	AN BY	MOTI	HER TONG	+ GUE
			 				 				 		 	BIR	TH I			
		 TOTAL	Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.		30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	0the
Q26			 				, 								, 			
Yes	real # of participants:	1229 78%	116 94%	319 88%	445 69%	192 85%	157 69%	194 80%	425 80%	378 79%	195 74%	624 79%	605 77%	1023 100%	203 0%1	723 89%	338 95%	165 29
		į i	+++	+++		+	j				i		i	+++	j	+++	+++	
No		22%	3% 	12%	31%	15%	31%	20%	20%	21%	26%	21%	22%	0%	100%	11%	4%	71 ++
DK/NR		0%	3%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0
,	chi²:		+++ (***)				ļ						ļ	***	ļ	- (***)	++	
211, 1111														* * *		()		

Are you a Canadian citizen by bi	rth?												
	+	HOUSI	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	
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	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters
025	++			+				+					!
Q26	1220	210	630	202	017	1.50	170	60	225	151	115	204	207
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Yes	78%	85%	83%	71%	77%	84%	78%	81%	82%	72%	62%	75%	87%
	1	++	+++						+				+++
No	22%	15%	17%	29%	23%	16%	22%	14%	18%	28%	38%	25%	12%
				+++							+++		
DK/NR	0%	0%	0%	1%	0%	0%	0%	5%	0%	0%	0%	0%	1%
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Chi²:		(***)		- 1	(***)				(***)				
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
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Including yourself, how many people 18 or older live in your household?

(12 NR cases assigned to single-	person h	nousehol	ld)														
	+			LAS	T RENEW	AL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC					-
	 	l PAS:	SPORT					-			ł		Pricel	OF THE	IPIP F	POLICY	
	i i	İ		Less	1-2		Leis-	Busi-			> 5	ral	incr-			Not at	
	TOTAL	Yes	No	than 1	years	years	ure	ness	days !	5 days	days	taxes	eases	Very	what	all	
Q27								i									
real # of participants:	1229	497	724	97	129	226 j	380	36 j	230	409	564 j	428	732 j	499	477	200 j	
1	12%	10%	14%		8%	11%	11%	15%	11%	12%	13%	12%	13%	12%	11%	17%	
2	49%	46%	51%		44%	48%	43%	66%	44%	48%	51%	46%	50%	50%	47%	52%	
2 and many]	1 4 40/	2.50	410	400/	410/		++	4.00/	400/	250	4.20/	2.70	2.00/	420/	2200	
3 and more	39%	44%	35%	41% 	48%	41%	46% ++	18%	46%	40%	35% - I	42%	37%	38%	42%	32% - I	
Chi²:	i	**				j	(*)	i			i		i			i	
± at 50%:] 3		4		10	8	6	19	7	6	5	5	4	5	5	8	
<pre>mean for these data: sig. test for means:</pre>	2.52	2.69	2.38	2.58	2.70	2.66	2.71	2.14	2.70	2.57	2.42	2.55	2.48	2.53	2.61	2.29	
	+			' 												i	
	+ +	' 	 -REGION	OF RESI	DENCE			AG	E		GEN	DER			MOTH	HER TONG	- SUE +
ū.	; + + 	: 	-REGION	OF RESI	DENCE			AG	E	 	GEN	 DER 	-CANADI BIR		MOTH	HER TONG	- SUE +
, and the second	; + 	' Atlan-	-REGION		DENCE	 BC &		 AG	E	 	GEN	 DER 			 MOTH	HER TONG	- GUE +
ū	+ + TOTAL	 Atlan-	-REGION	Onta-	Prai-	 BC &	18-29			 	GEN	 DER Men			Engl-	HER TONG	
027		 Atlan-		Onta-	Prai-	 BC &				 		 	BIR	TH 	Engl-		
Q27 real # of participants:		 Atlan-		Onta-	Prai- ries 	 BC & Terr. + 157		30-44 425		 		 	BIR	TH 	Engl-		
	TOTAL + 	 Atlan- tic 116	Quebec	Onta- rio	Prai- ries	 BC & Terr. 	18-29	30-44	45-59 378 8%	 	Women	 Men 	BIR Yes	TH No 	Engl- ish 723 14%	French	 Other
	TOTAL 1229 12% 	 Atlan- tic 116 14%	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 	60+ 60+ 195 18% ++	Women 	 + 605	Yes 	TH No 203	Engl- ish	French	0ther 165 7%
real # of participants: 1	TOTAL 1229 12% 49%	 Atlan- tic 116 14% 48%	Quebec 319 13% 49%	Onta- rio 445 12% 44%	Prai- ries 192 12% 55%	 BC & Terr. 157 13% 52%	18-29 194 9% 32%	30-44 425 14% 62% +++	45-59 378 8% 42%	 60+ + 195 18% ++ 56% +	Women 624 14% 50%	Men 	Yes 1023 13% 51% ++	TH No 	Engl- ish 723 14% + 52%	French 338 13% 51%	0ther 165 7% - 39%
	TOTAL 1229 12% 	 Atlan- tic 116 14% 48%	Quebec 319 13%	Onta- rio 445 12% 44%	Prai- ries 192 12%	BC & BC & Terr. 157 13%	18-29 194 9% 32% 58%	30-44 425 14% 62% +++ 24%	45-59 378 8% 42% 50%	195 18% ++ 56% 26%	Women 624 14%	 Men 605 11%	Yes 1023 13% 51% ++ 35%	TH	Engl- ish 723 14% + 52% + 34%	French 338 13%	0ther 165 7% - 39% 55%
real # of participants: 1	TOTAL 1229 12% 49%	 Atlan- tic 116 14% 48%	Quebec 319 13% 49%	Onta- rio 445 12% 44%	Prai- ries 192 12% 55%	 BC & Terr. 157 13% 52%	18-29 194 9% 32%	30-44 425 14% 62% +++	45-59 378 8% 42%	 60+ + 195 18% ++ 56% +	Women 624 14% 50%	Men 	Yes 1023 13% 51% ++	TH No 	Engl- ish 723 14% + 52%	French 338 13% 51%	0ther 165 7% - 39%
real # of participants: 2 3 and more chi²: ± at 50%:	TOTAL 1229 12% 49% 39% 39%	Atlan- tic 1116 14% 48% 38%	Quebec 319 13% 49% 38%	Onta- rio 445 12% 44% 44% ++	Prairies 192 12% 55% + 33%	BC & Terr. 157 13% 52% 35% 9	18-29 194 9% 58% +++ ***	30-44 425 14% 62% +++ 24% 	45-59 378 8% 42% 50% +++	60+ 60+ 195 18% ++ 56% + 26% 	Women 624 14% 50% 37%	Men 	Yes 1023 13% 51% ++ 35% *** 4	TH	Engl- ish 723 14% + 52% + 34% ***	French 338 13% 51% 36% 6	Other 165 7% 39% 55% +++
real # of participants: 2 3 and more chi²:	TOTAL 	Atlan- tic 1116 14% 48% 38%	Quebec 319 13% 49% 38%	Onta- rio 445 12% 44%	Prai- ries 192 12% 55% + 33%	BC & Terr. 157 13% 52% 35%	18-29 194 9% 32% 58% +++ ***	30-44 425 14% 62% +++ 24%	45-59 378 8% 42% 50% +++	60+ 60+ 195 18% ++ 56% 	Women 624 14% 50% 37%	Men 605 11% 48% 41%	Yes 1023 13% 51% ++ 35% *** 4	TH No	Engl- ish 723 14% + 52% + 34% ***	French 338 13% 51% 36%	Other 165 7% - 39% 55% +++

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

(12 NK cases assigned to single-	+		EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+	
	1 1											Trus-	1	
											Few		Strong	
	1 1			3 and					Price	Non		follow	suppr-	
	TOTAL	1	2	more	None	1	2	more	averse	issue	fits	ers	ters	
027	++ 			+ 					 					
real # of participants:	j 1229 j	319	628	282 j	817	158	178	68	335	151	115	304	307 j	
1	12%	100%	0%	0%	14%	8%	9%	11%	12%	12%	10%	14%	11%	
	1 1	+++			+								1	
2	49%	0%	100%	0%	42%	53%	67%	72%	54%	51%	42%	46%	47%	
	1 1		+++				+++	+++	+				1	
3 and more	39%	0%	0%	100%	44%	38%	24%	18%	34%	36%	48%	40%	42%	
	1 1			+++	+++				-		+		- 1	
chi²:	1 1	***			***								- 1	
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6	
mean for these data:	2.52	1.00	2.00	3.65	2.59	2.46	2.32	2.27	2.40	2.49	2.65	2.53	2.62	
sig. test for means:	1 1	***	***	***	***		**	*	**				- 1	

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		 		 Less	1-2	3 - 5 I	Leis-	Busi-	< 5) > 5	Gene- ral	Price incr-		Some-	Not at	[
	i TOTAL	Yes	No	than 1	years	years	ure	ness	days	5 days	days	taxes	eases	Very	what	all	
28	 1220	 407	724	 07	120	226 I	200	36	220	400	564 I	420	732	400	477	200	ĺ
real # of participants: nglish	1229 56%		724 59%		129 54%	48%	380 52%	36 79%	230 49%	409 56%	59%	428 57%	54%	499 53%	477 58%	200 58%	
ench	24%		++ 27%	26%	20%	19%	20%	++ 16%	20%	25%	+ 23%	18%	26%	27%	20%	23%	1
her language	 18%	 26%	++ 11%		23%	 29%	25%	 5%	28%	17%	 15%	22%	++ 17%	+ 17%	17%	17%	1
ench and English	1%	+++ 1%	1%	 0%	0%	 2%	++ 0%	 0%	+++ 2%	1%	 1%	+ 1%	- 1%	1%	1%	1%	
her combination	 2%	 2%	2%	 4%	2%	+ 2%	3%	 0%	2%	1%	 2%	2%	 2%	1%	3%	 1%	
/NR	 0%	 0%	0%	 0%	0%	 1%	0%	 0%	0%	0%	 0%	0%	 0%	0%	+ 0%	 0%	1
chi²: ± at 50%:	3	 (***) 5	4	 11	10	 8	(*) 6	 19	(***) 7	6	 5	(*) 5	 4	5	5	 8	
	+		REGION	OF RESI	DENCE			AG	E		GEN	DER			MOTI	HER TONG	5UI
						i							BIR	'n			
	 TOTAL	Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	(
	+	+ 				 				+ 		+ 		 			
8	1			445	192	157 j	194	425	378	195 54%	624 56%	605 55%	1023 64%	203 27%	723 100%	338 0%	
real # of participants:	1 1 1229 1 56%	116 83%	319 7%	445 68%	75%	70% j	52%	57%	58%								
real # of participants: glish	•	83% +++				70% +++ 2%	52% 22%	57% 23%	58% 25%	j 24%	24%	23%	+++ 29%	j 5% j	+++ 0%	100%	
real # of participants: glish ench	j 56% I	83% +++ 16% -	7% 	68% +++	75% +++	+++				i 24% 20%	24% 16%	i					
real # of participants: glish ench her language	56% 24% 1 18%	83% +++ 16% - 1%	7% 82% +++	68% +++ 5% 	75% +++ 3% 19%	+++ 2% 25% +	22%	23%	25% 15%	i 20% 		23% 	29% +++ 6%	5% 	0%	100% +++ 0%	
real # of participants: glish ench her language ench and English	56% 24% 1 18% 1 18%	83% +++ 16% - 1% 0%	7% 82% +++ 9% 2%	68% +++ 5% 24% +++ 1%	75% +++ 3% 19% 2%	+++ 2% 25% + 0%	22% 21% 1%	23% 17% 1%	25% 15% 0%	i 20% 2% 	16%	23% 20% 1%	29% +++ 6% 1%	5% 62% +++ 0%	0% 0% 0%	100% +++ 0% 0% -	
real # of participants: glish ench her language ench and English her combination	56% 24% 188% 18% 28%	83% +++ 16% - 1% 0%	7% 82% +++ 9% 2%	68% +++ 5% 24% +++ 1% 2%	75% +++ 3% 19% 2%	+++ 2% 25% + 0% 3%	22% 21% 1% 4% ++	23% 17% 1% 2%	25% 15% 0% 1%	 20% 2% 0% -	16% 1% 2%	23% 20% 1% 2%	29% +++ 6% 1% 1%	5% 62% +++ 0% 5%	0% 0% 0% 	100% +++ 0% 0% - 0% 	
8 real # of participants: Inglish Inench Inench Inench and English Inenh and English Inenh and E	56% 24% 1 18% 1 18%	83% +++ 16% - 1% 0%	7% 82% +++ 9% 2%	68% +++ 5% 24% +++ 1%	75% +++ 3% 19% 2%	+++ 2% 25% + 0%	22% 21% 1% 4%	23% 17% 1%	25% 15% 0%	 20% 2% 0%	16%	23% 20% 1%	29% +++ 6% 1%	5% 62% +++ 0% 5%	0% 0% 0% 	100% +++ 0% 0% - 0%	

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Which language did you learn first and still understand?

chi²: ± ... at 50%:

Other combination

DK/NR

	!!			!				ļ			F	Trus-	C+I
				3 and				3 and	Price	Non	Few bene-	follow	Strong suppr-
	TOTAL	1	2	more	None	1	2	more a	averse	issue	fits	ers	ters
Q28				i									
real # of participants: English	1229 56%	319 63%	628 59%	282 49%	817 54%	158 63%	178 56%	68 62%	335 55%	151 55%	115 47%	304 57%	307 58%
L116 L 1311	50%	++	+		-	+		į	3376	3376	4776	3776	10%
French	24%	25%	25%	22%	24%	28%	24%	14%	27%	23%	19%	19%	27%
Other language	18%	9%	14%	26%	19%	7%	18%	21%	16%	19%	29%	22%	11%
French and English	1%	1%	1%	+++ 1%	1%	1%	0%	0%	1%	0%	3%	0%	2%

0%|

7 j

Circum Network Inc

2%

1%

2% j

0%|

6 j

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

(CODED AS AGE)	+	HOLD	S A	LAS	T RENEW	AL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC	E OF	EFFE	CTIVENE	SS+
		PASS	PORT	 		 		 			 	FUND Gene-	ING Price	OF THE	1P1P P	OLICY
	i i TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days	5 days	> 5 days		incr-	Very	Some- what	Not at all
AGE	++ 			+ 				+ 			+ ا		+ 			
real # of participants: 18-29	1229 24%	497 26%	724 23%	97 26%	129 21%	226 26%	380 28%	36 11%	230 31%	409 21%	564 25%	428 26%	732 23%	499 23%	477 31% +++	200 13%
30-44	30%	25%	34%		29%	24% 	24%	51% 51% -++	31%	28%	31%	33%	29% 	32%	26%	39% ++
45-59	25%	25%	25%		33%	19% 	23%	19%	24%	27%	23%	22%	26% 	28%	23%	22%
60+	 19% 	22%	15%	19% 	16%	29% ++	24%	14% 	11%	21%	20%	16%	19% 	16%	18%	23% +
NR	j 2% j	3%	2%	7% 7%	0%	2% j	1%	5% 	3%	3%	1% -	2%	3% į	2%	3%	3% j
chi²:	į į	**		(***)		į	(**)	į	**		į		į	(***)		į
± at 50%: mean for these data: sig. test for means:	3 43.5 	5 44.4	4 42.6		10 44.0	8 45.8 	6 44.0	19 43.9 	7 40.4 **	6 44.7 *	5 43 . 7 	5 42.4	44 43.9 	5 42.7	5 41.9 *	8 47.0 ***

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

(CODED AS AGE)	+		-REGION	OF RESI	DENCE			AG	E		GENE	DER	-CANADI	AN BY	MOTH	HER TONG	UE+
		 										ļ	BIR	ΓH I			- [
	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	Engl- ish	French	Other
AGE			240		400	!							4000				1
real # of participants: 18-29	1229 24%	116 14%	319 26%	445 27%	192 26%	157 19%	194 100%	425 0%	378 0%	195 0% 	624 23%	605 25%	1023 25%	203 23%	723 23%	338 22%	165 31% +1
30-44	30%	1	31%	28%	29%	34%	0%	100%	0%	0% 	31%	30%	31%	28% 	31%	29%	29%
45-59	i 25%	33% +	25%	24%	26%	21% 	0%	0%	100%	0% 	24%	25%	25%	24% 	26%	26%	20% j
60+	i 19%	13% 	18%	20%	17%	23%	0%	0%	0%	100%	19%	18%	18%	23% 	18%	19%	20%
NR	j 2%	8% +++	1%	2%	1%	4% 	0%	0%	0%	0%	2%	2%	2%	2% 	3%	3%	1%
chi²:		(**)				- 1	***							- 1			
± at 50%:	3		6	5	8	9	8	5	6	8	5	5	4	8	4	6	9
mean for these data: sig. test for means:	43.5	44.6 	42.9	43.1	42.7	45.8 *	24.0	37.7 ***	51.0 ***	68.1 ***	44.1	42.8 	43.0	45.2 	43.6	44.1	42.1

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

(CODED AS AGE)	+	HOUSI	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
		 		ļ				I			Few	Trus-	 Strong
		1	_	3 and		4	_	3 and		Non	bene-	follow	suppr-
	TOTAL	1 	2	more	None		2	more	averse	issue	fits	ers	ters
AGE	1			1				I					i
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
18-29	24% 	18% -	16%	36% +++	28% +++	23%	11%	15% 	20%	11%	31%	28%	30% +
30-44	j 30%	34%	38%	19%	16%	46%	74%	66%	29%	24%	28%	36%	29%
			+++			+++	+++	+++				++	
45-59	25%	17%	21%	32% +++	27% ++	30%	13%	10%	27%	27%	23%	23%	24%
60+	1 19%	1	21%	12%	26%	0%	1%	0% I	21%	36%	14%	12%	15%
	23.0	+++	+		+++					+++			13.0
NR	j 2%	4%	3%	1%	2%	1%	0%	9%	3%	3%	4%	1%	2%
				- 1			-	+++				-	
chi²:		(***)			(***)			I	(***)				
± at 50%:	3		5	7	4	9	8	14	6	9	11	6	6
mean for these data:	43.5		45.4	40.2	45.7	38.5	38.8	36.9		50.6	41.4	40.6	41.2
sig. test for means:	ļ l	**	***	***	***	***	***	***	**	***		***	**

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Interview language	+	HOLI	ns A	I A S	T RENEW	/AI	MATN	ı IISE	-DELIVER	Y EXPE	TATION	SOUR(^F 0F	FFFF	CTIVEN	FSS+	
	 TOTAL	PAS: 	SPORT	 Less than 1	1-2	 3 - 5	Leis-	Busi- ness	 < 5	5 days	 > 5	FUNI Gene-	OING Price incr-	OF THE	1P1P	POLICY Not at	
Q30 real # of participants: French	+ 1229 25%	; 497	724 28%	 97	129 23%	226 19%	380	36 18%	 230	409 27%	564	428	732	499 30%	477 21%	 200	
English	23% 75%	j -	72%	j +	77%	- 81% +		82%	İ	73%	76%	-	73% -	70%	79% +	i	
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	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	Men	 Yes	No	Engl- ish	French	0the
Q30 real # of participants: French	 1229 25%		319 91%	445 3%	192 1%	157 4%	194 27%	425 25%	378 26%	195 23%	624 26%	605	29%	203 11%	723 2%		165 13
English	 75% 	 86% ++	+++ 9% 	97% +++	99% +++	 96% +++	73%	75%	74%	77% 	74%	76%	+++ 71% ***	 89% +++	98% +++ ***	+++ 9% 	87 ++
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Q30 real # of participants: French	+ 1229 25%		628 25%	282 25%	817 26%	158 27%	178 24%	68 19%	+ 335 27%	151 24%	115 17%	304 22%	307 307 30% +				
English	 75% 	 74% 	75%	75% 75%	74%	73%	76%	81%	 73% 	76%	83%	78%	70% - 1				
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	I TOTAL	l I Yes	No	Less	1-2 vears		Leis- ure	Busi- ness		5 days	> 5 davs		incr-	Very	Some- what	Not at all	
031	+ I	+ I		+ I		+			 				+				
real # of participants: Female	1229 50%	497 49%	724 52%		129 49%	226 49%	380 54%	36 15%	230 49%	409 51%	564 50%	428 44%	732 53%	499 51%	477 53%	200 45%	
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	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	Men	Yes	 No	Engl- ish	French	0the
Q31 real # of participants: Female	 1229 50%		319 50%	445 51%	192 48%	157 52%	194 49%	425 51%	378 50%	195 52%		605 0%	 1023 51%	203 49%	723 51%	338 52%	165 479
Male	 50% 	 49% 	50%	49%	52%	 48% 	51%	49%	50%	 48% 	+++ 0% ***	100%	 49% 	 51% 	49%	48%	539
chi²: ± at 50%:] 3	11	6	5	8	ا 9 ا	8	5	6	ا 8	5	5	4	ا 8	4	6	9
	+ +	HOUS	SEHOLD :	SIZE	CHIL	DREN 15	AND LE	SS		9	EGMENTS		+ +				
	 TOTAL	 1	2	3 and more	None	1	2		 Price averse	Non issue	Few bene- fits		Strong suppr- ters				
Q31 real # of participants:	+ 1229 50%		628 51%	282 282 48%	817 49%	158 54%	178 55%	68 46%	335 50%	151 44%	115 47%	304 48%	307 58%				
Male	 50%	 44%	49%	ا 52%	51%	46%	45%	54%	 50%	56%	53%	52%	++ 42%				
chi²: ± at 50%:	 3	 6	5	 7	4	9	8	14	* * 6	9	11	6	 6				

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	i I TOTAL	Yes	No	Less	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days	5 days	> 5 days		incr- eases	Very	Some- what	Not at all	
STRAT			724	† 	120		200			400		420		400	477		!
real # of participants: Atlantic	1229 8%	•	724 10%	7%	129 6%	226 6%	380 6%	36 7%	230 8%	409 7%	564 10%	428 7%	732 9%	499 10%	477 8%	200 9%	!
Quebec	24%		28%	j 25%	22%	19%	21%	15%	22%	26%	23%	22%	ا 25%	28%	21%	23%	
Ontario	38%		++ 32%	41%	49%	47%	44%	50% J	46%	43%	33%	41%	ا 37%	35%	41%	37% J	
Prairies	 16%	13%	18%	j 11%	10%	 13%	13%	14%	++ 14%	13%	 19%	14%	 17%	14%	18%	13%	
BC & Terr.	13%	- 15%	+ 12%		13%	 15%	16%	13%	9%	12%	++ 16%	16%	 11%	13%	+ 12%	18%	
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	+ 	 I	REGION	OF RESI	DENCE	I		AG	E	I	GEN	DER	-CANADI BIR		MOTH	HER TONG	3UE
	 TOTAL	 Atlan- tic	Quebec	Onta- rio	Prai- ries	BC & Terr.	18-29	30-44	45-59	 60	Women	 Men	Yes	 No	Engl- ish	French	0the
STRAT		+ 								 		+					
real # of participants: Atlantic	1229 8%	116 100% +++	319 0%	445 0%	192 0%	157 0%	194 5%	425 9%	378 11% ++	195 6%	624 8%	605 8%	1023 10% +++	203 1%	723 13% +++	338 5% -	
Quebec	24%	1	100%	0%	0%	 0%	26%	25%	24%	23%	24%	25%	28%	 13% 	3%	84% +++	13
Ontario	38%	1	0%	100%	0%	 0%	42%	36%	37%	41%	39%	38%	34%	56%	47% +++	8%	51
Prairies	16%	0%	0%	0%	100%	 0%	17%	15%	17%	14%	15%	16%	17%	+++ 11%	21%	2%	++ 17
BC & Terr.	13%		0%		+++ 0%	 100%	10%	15%	11%	16%	14%	13%	12%	- 19%	+++ 16%	1%	
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	TOTAL	1	2	more	None	1	2		averse	issue	fits	ers	
STRAT	++ 			+					+ 				
real # of participants:	j 1229 j	319	628	282	817	158	178	68	335	151	115	304	307 j
Atlantic	8%	9%	8%	8%	7%	13%	6%	15%	9%	7%	6%	7%	11%
Quebec	24%	25%	25%	24%	26%	24%	23%	13%	25%	21%	24%	22%	28%
Ontario	38%	36%	35%	43%	38%	40%	43%	29%	37%	44%	41%	38%	36%
Prairies	16%	15%	18%	13%	16%	12%	15%	24%	15%	11%	14%	19%	16%
BC & Terr.	13%	14%	14%	12%	13%	10%	13%	19%	15%	17%	14%	14%	9%
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	 TOTAL	 Yes	No	 Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days	5 days	 > 5 days		Price incr- eases	Very		Not at all	
STHRE Threat perceived (22A,22B, real # of participants: Top (8-10)	13A) 1229 24%		724 28%	23%	129 18%	226 19%	380	36 5%	230	409 23%	564 24%	428 22%	732 26%	499 35%	477 22%	200 5%	
Mid range (5-7)	 33%	35%	++ 32%		30%	38%	33%	- 33%	41%	31%	32%	31%	35%	+++ 37%	37%	 15%	
Low (0-4)	 42%	45%	39%	 45%	51%	42%	45%	62%	33%	46%	43%	47%	38%	28%	+ 41%	 80%	
DK/NR	 1%	1%	1%	 0%	1%	1%	1%	0%	0%	0%	1%	++ 1%	 1%	0%	0%	+++ 0%	
chi²: ± at 50%: mean for these data: sig. test for means:	 3 5.85 	(*) 5 5.57 ***	4 6.06 ***	5.62	10 5.37	 8 5.56	6 5.53	 19 5.01	7 6.09	6 5.75	 5 5.80	(*) 5 5.59 **	 4 6.01 **	(***) 5 6.59 ***	5 5.91	 8 3.83 ***	
	+ + 	 	REGION	OF RESI	DENCE			AG	E	 	GEN	 DER 	-CANADI BIR		MOTH	HER TONG	UE
	+ TOTAL	 Atlan-	REGION Quebec	Onta-	Prai-	BC & Terr.		30-44	45-59	 	Women	DER Men			Engl-	HER TONG	
STHRE Threat perceived (22A,22B, real # of participants: Top (8-10)	TOTAL +	 Atlan- tic 116		Onta-	Prai-	 BC &				 	Women 624 29%	 Men 605 20%	BIR	TH - -	Engl-		
real # of participants:	TOTAL + 13A) 1229	 Atlan- tic 116 24%	Quebec 319	Onta- rio 445 23%	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 378	 60+ 195 26% 27%	Women 624 29% +++	 605	Yes 1023 26% 35%	TH	Engl- ish 	French	Other 165
real # of participants: Top (8-10)	TOTAL 13A)	 Atlan- tic 116 24% 36%	Quebec 319 28%	Onta- rio 445 23% 33%	Prai- ries 192 25%	BC & BC & Terr. + 157 20%	18-29 194 26%	30-44 425 24%	45-59 378 22%	 60+ 195 26%	Women 624 29% +++ 32%	Men 	Yes 1023 26% 35% + 38%	TH	Engl- ish 723 24%	French 338 28%	Other 165 22%
real # of participants: Top (8-10) Mid range (5-7)	TOTAL + 13A)	 Atlan- tic 116 24% 36% 40%	Quebec 319 28% 31%	Onta- rio 445 23% 33% 43%	Prai- ries 192 25% 34%	 BC & Terr. 157 20% 36%	18-29 194 26% 38%	30-44 425 24% 33%	45-59 378 22% 33%	 60+ 195 26% 27%	Women 624 29% +++ 32% 38% - 1%	Men 	Yes 1023 26% 35% +	TH	Engl- ish 723 24% 35%	French 338 28% 33% 38%	0ther 165 22% 30%

	+	HOUS	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
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STHRE Threat perceived (22A,22B,	++ 13A) I			+ I									
real # of participants:	1 1229	319	628	282 İ	817	158	178	68	335	151	115	304	307 İ
Top (8-10)	24%	25%	25%	24%	24%	25%	29%	18%		0%	19%	0%	49%
•	i i			į				i	+++				+++
Mid range (5-7)	33%	30%	33%	35%	33%	33%	31%	44%	50%	2%	36%	12%	51%
	1 1							1	+++				+++
Low (0-4)	42%	44%	42%	41%	42%	41%	39%	39%	12%	98%	46%	88%	0%
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DK/NR	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%
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mean for these data:	5.85	5.85	5.86	5.82	5.83	5.83	5.98	5.81	7.01	3.02	5.84	4.04	7.71
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	+		S A	LAS	T RENEW	AL إ	MAIN	USE	DELIVERY	EXPEC	TATION-	FUND		EFFE OF THE			+
	 TOTAL	 Yes	No	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days 5	days	ا 5 < days	ral	incr- eases	Very	Some- what	Not at all	
SIMPS Importance of security (9F real # of participants: Top (8-10)	,21A,21E 1229 91%	497 89%	724 93%	97	129 88%	226 89%	380 89%	36 94%	230 89%	409 93%	564 91%		732 93%	499 94%	477 90%	200 88%	
Mid range (5-7)	6%		4%		9%	10%	10%	5% J	7%	5%	6%	9%	++ 5%	++ 4%	7%	ا 9%	
Low (0-4)	2%	+++ 2%	3%	3%	3%	1%	2%	1%	4%	2%	2%	++ 3%	 2%	1%	3%	ا 3%	
DK/NR	0%	l 0%	0%	0%	0%	ا 0%	0%	0% <u> </u>	0%	0%	0%	0%	0%	0%	0%	ا 0%	
chi²: ± at 50%: mean for these data: sig. test for means:	 3 9.23 		4 9.30 *		10 8.98	 8 9.20		9.38 9.38	7 9.08	6 9.39 **	 5 9.19		 4 9.33 **	5 9.41 ***	5 9.11 **	 8 9.06	
	+ !	 !	REGION	OF RESI	DENCE	<u>-</u>		AG	E		GEN	IDER إ	-CANADI BIR		MOTI	HER TONG	GUE
	+ TOTAL	 Atlan-	REGION Quebec	OF RESI	Prai-	 BC &				 	GEN Women	IDER Men	BIR		Engl-	HER TONG	
SIMPS Importance of security (9F real # of participants: Top (8-10)	TOTAL +	 Atlan- tic 116		Onta-	Prai-	 BC &	18-29 194			 		 	Yes 1023 93%	TH No + 203 83%	Engl- ish 723 93%	French	0th
real # of participants:	TOTAL + ,21A,21E 1229	 Atlan- tic 116 96%	Quebec 319	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194 89% 9%	30-44 425	45-59 	60+ + 195	Women	 Men 605	Yes 1023 93% +++ 4%	TH No 	Engl- ish 723 93% ++ 4%	French 338 93%	0th
real # of participants: Top (8-10)	TOTAL 	 Atlan- tic 3) 116 96% 3%	Quebec 319 91%	Onta- rio 445 90%	Prai- ries 192 92%	 BC & Terr. 157 90%	18-29 194 89% 9% +	30-44 425 91%	45-59 378 92%	60+ + 195 93%	Women 624 92%	 Men + 605 91%	Yes 1023 93% +++ 4%	TH No 	Engl- ish 723 93% ++ 4%	French 338 93% 4%	0th
real # of participants: Top (8-10) Mid range (5-7)	TOTAL +	 Atlan- tic 3 116 96% 3% 3%	Quebec 319 91% 6%	Onta- rio 445 90% 7%	Prai- ries 192 92%	 BC & Terr. 157 90% 8%	18-29 194 89% 9% + 2%	30-44 425 91% 5%	45-59 378 92% 5%	 60+ + 195 93% 5%	Women 624 92% 6%	 Men 	Yes 1023 93% +++ 4% 2%	TH No No 203 83% 13% +++	Engl- ish 723 93% ++ 4% 2%	French 338 93% 4% 2%	0tr 16 8

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3 9.25	9.30	9.13	9.21	9.36	9.21	9.15		9.38	6.32	9.49	9.67
		- 1					***	*	***	***	***
- 2 9 1 6 2	AL 1 +	AL 1 2+		3 and AL 1 2 more None	3 and AL 1 2 more None 1+	3 and AL 1	AL 1 2 more None 1 2 more 21B) 9 319 628 282 817 158 178 68 1% 92% 92% 90% 91% 95% 91% 88% 6% 6% 6% 7% 6% 3% 6% 11% 2% 2% 2% 3% 3% 1% 3% 1% 3% 1% 0% 0% 0% 0% 0% 0% 0% 0% 3 6 5 7 4 9 8 14	3 and Price AL 1		Few 3 and 3 and Price Non beneral None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 2 more None 1 1 1 1 1 1 1 1 1	Trus-Few ting 3 and 1 2 more None 1 2 more averse issue fits ers 10 more averse averse 10 more averse averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10 more averse 10

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	i TOTAL	j I	į	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days 5	days	 > 5 days	Gene- ral	Price incr- eases	Very		Not at all	
SPRIC Support for increases (8,9	E,9H,9I	,10)						 			₁						
real # of participants:	1229	497	724	97	129	226 j	380	36 j	230	409	564	428	732 j	499	477	200 j	
Top (8-10)	22%	17%	25% ++	20%	14%	17%	16%	28%	20%	19%	23%	14%	26% +++	26% +++	18%	17%	
Mid range (5-7)	1 28%		32%	22%	23%	24%	27%	17%	25%	27%	31%	24%	31%	29%	30%	25%	
	į	i	++			į		į			j		++ j			į	
Low (0-4)	50%	58% +++	43%	58%	62%	59%	57%	56%	54%	53%	45%	62% +++	42%	44%	52%	58%	
DK/NR	I 0%		 0%	0%	0%	0% I	0%	0% I	0%	0%	 0%	0%	 0%	0%	0%	+ 0%	
			1	0.0	0.0	1	0.0	1	0.0	0,0		0.0	1	0.0	0.70		
chi²: ± at 50%:	!	(***)		11	10		•	101	-	_	_ [(***)		(**)	_		
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	1 5 29	1 22	5 671														
mean for these data: sig. test for means:	5.29 	4.82	5.67 ***	4.97	4.64	4.75	4.02	3.37	3.13		*	***	***	***		**	
mean for these data:	5.29 +	***	***			i		i			*	***	***	***		** ++	
mean for these data:	5.29 +	***	***			i		i	 E		*	***	*** -CANADI	*** AN BY	MOTI	** ++	UE-
mean for these data:	5.29 + 	***	***			i		i			*	***	***	*** AN BY	 MOTI	** ++	UE-
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mean for these data:	 + 	*** Atlan-	***	OF RESI	DENCE	 BC &		 AG	 E	 	*	***	*** -CANADI BIR	*** AN BY	Engl-	** ++	
mean for these data: sig. test for means:	 TOTAL	*** Atlan- tic	*** -REGION	OF RESI	DENCE	 BC &		 AG	 E	 	* GEN	*** IDER 	*** -CANADI BIR	*** AN BY TH	Engl-	** + HER TONG	
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mean for these data: sig. test for means:	 TOTAL	*** Atlan- tic 	*** -REGION	OF RESI	DENCE	 BC &		 AG	 E	 	* GEN	*** IDER 	*** -CANADI BIR	*** AN BY TH	Engl-	** + HER TONG	0t
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10)	 	*** Atlan- tic ,10) 116 28%	*** -REGION Quebec 319 26%	Onta- rio- 445	Prai- ries	BC & Terr. 	18-29 194 22%	30-44 425 22%	45-59 	60+ + 195 18%	Women 624 22%	*** DER	*** 	*** AN BY TH No	Engl- ish 723 22%	** + HER TONG French 338 25%	0t 1
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants:	 	*** Atlan- tic ,10) 116 28%	*** -REGION Quebec 319 26%	Of RESI Onta- rio 445 18%	Prai- ries 192 20%	BC & Terr.	18-29 194 22% 38%	30-44 	45-59 	 60+ + 195 18% 23%	* GEN Women 	*** DER 	*** -CANADI BIR Yes 1023 23%	*** AN BY TH No + 203 16%	Engl- ish	** + HER TONG French 	0t 1
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10)	 	*** Atlan- tic ,10) 116 28% 20%	*** -REGION Quebec 319 26%	Onta- rio- 445	Prai- ries	BC & Terr. 	18-29 194 22%	30-44 425 22%	45-59 	60+ + 195 18%	Women 624 22%	*** DER	*** 	*** AN BY TH No	Engl- ish 723 22%	** + HER TONG French 338 25%	0t 1
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10) Mid range (5-7) Low (0-4)	H	*** Atlan- tic 10) 116 28% 20%	*** -REGION Quebec 319 26% + 28% 45%	Of RESI Onta- rio 445 18% - 30%	Prairies 192 20% 35% + 45%	BC & Terr. 157 21% 22% 56%	18-29 194 22% 38% +++	30-44 425 22% 29%	45-59 	 60+ + 195 18% 23%	* GEN Women 624 22% 29%	*** DER Men + 605 21% 28% 50%	*** 	*** AN BY TH No 203 16% - 25%	Engl- ish 723 22% 30% 48%	** HER TONG French 338 25% 27% 48%	0t 1
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10) Mid range (5-7)	 	*** Atlan- tic 10) 116 28% 20%	*** -REGION Quebec 319 26% + 28%	OF RESI Onta- rio 445 18% 30%	Prai- ries 192 20%	BC & Terr. 	18-29 194 22% 38% +++ 41%	30-44 425 22% 29%	45-59 378 24% 24%	 60+ + 195 18% 23% - 59%	* GEN Women 624 22% 29%	***	***	*** AN BY TH No 203 16% -1 25% 59%	Engl- ish 723 22% 30%	** + HER TONG French 338 25% 27%	
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR	H	*** 10) 116 28% 100%	*** -REGION Quebec 319 26% + 28% 45%	Of RESI Onta- rio 445 18% - 30%	Prairies 192 20% 35% + 45%	BC & Terr. 157 21% 22% 56%	18-29 	30-44 425 22% 29% 49%	45-59 	 60+ + 195 18% 23% - 59% ++	* GEN Women 624 22% 29% 49%	*** DER Men + 605 21% 28% 50%	*** -CANADI BIR Yes	*** AN BY TH No 203 16% - 25% 59%	Engl- ish 723 22% 30% 48%	** HER TONG French 338 25% 27% 48%	0t
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10) Mid range (5-7) Low (0-4)	H	*** Atlan- tic 10) 116 28% 20% 51% 0%	*** -REGION Quebec 319 26% + 28% 45%	Of RESI Onta- rio 445 18% - 30%	Prairies 192 20% 35% + 45%	BC & Terr. 157 21% 22% 56%	18-29 194 22% 38% +++ 41%	30-44 425 22% 29% 49%	45-59 	 60+ + 195 18% 23% - 59% ++	* GEN Women 624 22% 29% 49%	*** DER Men + 605 21% 28% 50%	*** -CANADI BIR Yes 1023 23% + 29% 47%	*** AN BY TH No 203 16% -1 25% 59% ++ 0%	Engl- ish 723 22% 30% 48%	** HER TONG French 338 25% 27% 48%	0t
mean for these data: sig. test for means: SPRIC Support for increases (8,9 real # of participants: Top (8-10) Mid range (5-7) Low (0-4) DK/NR Chi²:	 	*** Atlan- tic 10) 116 28% 20% 51% 0% (*) 11	*** -REGION Quebec 319 26% + 28% 45%	Onta- rio 445 18% - 30% 52% 0%	Prairies 192 20% 35% + 45%	BC & Terr. 157 21% 22% 56% 0%	18-29 194 22% 38% +++ 41% 0% (**)	30-44 425 22% 29% 49% 0%	45-59 378 24% 24% 	 60+ + 195 18% 23% 59% ++ 0%	* GEN Women 624 22% 29% 49% 0%	***	*** -CANADI BIR Yes 1023 23% + 29% 47% 0% (**)	*** AN BY TH No 203 16% - 25% 59%	Engl- ish 723 22% 30% 48%	** HER TONG French 338 25% 27% 48%	0t 1

+	+	HOUSI	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
I												Trus-	-
!	!			_ !				_			Few		Strong
 	∣ TOTAL∣	1	2	3 and	None	1	2		Price	Non	fits	follow	
 	+			more	None		2		averse	issue	1115	ers	ters
SPRIC Support for increases (8,9E	,9H,9I,	10)		i									
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	22%	23%	19%	24%	21%	23%	16%	36%	0%	1%	10%	25%	54%
								++					+++
Mid range (5-7)	28%	28%	27%	30%	28%	29%	29%	24%		7%	24%	49%	38%
	500/1	400/	E 20/	4.60/	E 00/	400/	F 40/	2.00/			6.60	+++	+++
Low (0-4)	50%	49%	53%	46%	50%	49%	54%	39%		93%	66%	26%	8%
DK/NR I	∣ I ∣ 0%∣	0%	+ 0%	0% I	0%	0%	0%	1%	+++ 0%	+++ 0%	+++ 0%	0%	 0%
DK/NK	0/6	0/6	0 /6	0/6	0 /6	0 /6	0/6	1/0	U/6 	0 /6	0 /6	0/6	0/6
chi²: I				i					 ***				i i
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	5.29	5.34	5.14	5.47	5.29	5.32	4.95	6.05	3.38	2.72	4.60	6.48	7.52
sig. test for means:	ĺ		*	ĺ				*	***	***	***	***	***

	+ 		SPORT I	LAS	T RENEW	 ا	MAIN	USE	DELIVER	/ EXPEC	-TATION I	SOURC			CTIVENE 1P1P F	SS+ POLICY	-
	i I I TOTAL	j I	İ	Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days !	5 days	- 1	Gene- ral taxes		Very		Not at all	
SEXPR Support for express \$ (12A real # of participants: Top (8-10)	,12B,120 1229 19%	497	724 20%	97 11%	129 21%	226 228 22%	380 17%	36 42%	230 11%	409 22%	564 22%	428 14%	732 23%	499 24%	477 16%	200 20%	
Mid range (5-7)	 18%	•	20%	20%	9%	19%	16%	+++ 13%	13%	18%	ا 20%	14%	+++ 20%	++ 17%	20%	14%	
Low (0-4)	 62%	- 65% +	+ 59%	68%	69%	59%	66%	46%	76% +++	60%	ا 58%	72% +++	++ 57% 	59%	64%	66%	
DK/NR	1%	1	- 1%	0%	0%	0%	0%	- 0%	1%	0%	 0%	0%	0%	0%	1%	0%	
chi [?] : ± at 50%: mean for these data: sig. test for means:	 3 4.35		4 . 48 4 . 48	(*) 11 4.06	10 3.93	 8 4 . 53 	(*) 6 4.13 *	19 5.72 *	(***) 7 3.58 ***	6 4.58	 5 4.51	(***) 5 3.78 ***	4.72 ***	(*) 5 4.52	5 4.36	 8 4.00	
	+ !	 	REGION	OF RESI	DENCE	 		AG	E	 إ	GEN	DER	-CANADI BIR		MOTH	HER TONG	GUE-
	 TOTAL	 Atlan-	Quebec	Onta-		BC &									Engl-		0+
			Quebec	110	1163	ierr.	18-29	30-44	45-59	60+	Women	Men	Yes	No	ish	French	υt
SEXPR Support for express \$ (12A real # of participants: Top (8-10)	+) (2) 116	319 22%	445 18%	192 18%	1err. + 157 23%	194 14%	425 23%	45-59 378 23%	60+ + 195 17%	Women 624 17%	Men + 605 21%	Yes 1023 20%	No + 203 18%	723 21%	338 20%	1
real # of participants:	; ,12B,120 1229	; (2) 116 17%	319	445	192	 157	194	425	378	 195	624	605	1023 20% 19%	203	723	338	1
real # of participants: Top (8-10)	,12B,120 1229 19%	 116 17% 15%	319 22%	445 18%	192 18%	157 23%	194 14%	425 23% +	378 23%	195 17%	624 17%	605 21%	1023 20%	203 203 18% 13% -	723 21% +	338 20%	1
real # of participants: Top (8-10) Mid range (5-7)	; ,12B,120 1229 19% 18% 18%	116 116 17% 15% 67%	319 22% 21%	445 18% 17%	192 18% 17%	+ 157 23% 17%	194 14% - 22%	425 23% + 16%	378 23% 17%	195 17% 17% 20%	624 17% 18%	605 21% 18%	1023 20% 19%	203 203 18% 13%	723 21% + 18%	338 20% 21%	1

-	+	HOUSE	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1					l			Trus-	- 1
) and) and	 Design	Man	Few		Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
	++			+					+				
SEXPR Support for express \$ (12A	,12B,12C)		- 1					l				į
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	19%	19%	18%	21%	18%	25%	21%	16%	17%	15%	4%	23%	26%
Mid range (5-7)	18%	14%	18%	19%	18%	20%	16%	19%	 17%	12%	14%	22%	+++ 21%
Low (0-4)	 	67%	63%	59% 	63%	55%	63%	63%	 66%	73%	82%	55%	52% 52%
DK/NR	 1%	0%	1%	0%	1%	1%	1%	1%	 0%	0%	+++ 0%	0%	 1%
chi²:	 			i					l (***)				'¦
± at 50%:	j 3 j	6	5	7	4	9	8	14	j 6	9	11	6	6
<pre>mean for these data: sig. test for means:</pre>	4.35	4.02	4.23	4.60	4.31	4.70	4.32	4.34	3.90	3.30	3.58	4.93	5.02
sig. Lest for medis.	I I			. 1					1				I

	+ 		OS A SPORT	LAS	T RENEW	AL	MAIN	USE	DELIVERY	/ EXPEC	-NOITAT:	SOURC				SS+ POLICY	
	 TOTAL	 Yes	No	 Less than 1	1-2 years		Leis- ure	Busi- ness	< 5 days 5	5 days	 > 5 days		Price incr- eases	Very	Some- what	Not at all	
SFEAT Features (9A,9B,9C,9D,9G) real # of participants: Top (8-10)	 1229 41%	 497 42%	724 40%	 97 42%	129 39%	226 43%	380	36 45%	230 45%	409 40%	564 40%	428 43%	732 40%	499 41%	477 42%	200 37%	
Mid range (5-7)	37%	 35%	39%	 34%	35%	36% <u> </u>	34%	33%	37%	40%	ا 35%	37%	37%	34%	40%	39%	
Low (0-4)	22%	23%	20%	 23%	26%	21% 21%	23%	22%	18%	21%	24% 24%	20%	22%	24%	18%	24%	
DK/NR	1%	0%	1%		0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	!
chi²: ± at 50%: mean for these data: sig. test for means:	 3 6.85		4 6.93	i 11	10 6.78	 8 6 . 82 	6 6.79	 19 7.04	7 7.08 *	6 6.83	 5 6 . 79 	5 6.97	 4 6 . 80 	5 6.79	5 7.02 *	8 8 6 . 67	
	+ 	 	REGION	OF RESI	DENCE	 		AG	E		GEN	IDER	-CANADI BIR		MOTI	HER TONG	GUE-
	 TOTAL	 Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	 60	Women	 Men	Yes	 No	Engl- ish	French	0tl
SFEAT Features (9A,9B,9C,9D,9G) real # of participants: Top (8-10)	 1229 41%		319 40%	445 41%	192 44%	157 36%	194 52%	425 44%	378 37%	195 26%	624 41%	605 40%	1023 40%	203 43%	723 41%	338	16
Mid range (5-7)	37%	42%	39%	35%	35%	38% 38%	+++ 39%	36%	39%	 36%	37%	38%	38%	34% 	36%	39%	:
Low (0-4)	22%	16%	21%	23%	20%	26%	8%	20%	23%	36%	22%	21%	22%	22% 22%	22%	23%	:
DK/NR	1%	0%	1%	1%	0%	0%	1%	0%	0%	+++ 1%	0%	1%	1%	ا 0%	1%	1%	
chi²: ± at 50%:	 3 6.85		6 6.85	5 6.90	8 6.94	1 9 6.49	(***) 8 7.51	5 6.97	6 6.82	 8 5.98	5 6.86	1 5 6 . 85	4 6.86	1 8 6 . 83	4 6.86	6 6.76	

	+	HOUS	EHOLD S	IZE	CHIL	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	
				3 and				2 and 1	Price	Non	Few		Strong suppr-
	TOTAL	1	2	more	None	1	2		averse	issue	fits	ers	ters
	÷			÷									i
SFEAT Features (9A,9B,9C,9D,9G)				- 1									1
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Top (8-10)	41%	41%	41%	40%	40%	48%	36%	46%		12%	18%	61%	61%
Mid range (F 7)	770/1	2.70/	2.00	400/1	200/	710	2.00/	2 20/	4.40/	2.00	 F30/	+++	+++
Mid range (5-7)	37%	32%	36%	40%	38%	31%	39%	33%	44%	36%	53% +++	33%	29%
Low (0-4)	1 22%	26%	22%	20%	21%	20%	26%	19%		52%	29%	6%	 10%
LOW (0 4)	1 22/01	2070	2270	20/01	21/0	2070	2070	13/0	+++	+++	2370		1
DK/NR	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%
	į į			į				İ					į
chi²:				- 1					***				
± at 50%:	3	6	5	7	4	9	8	14	6	9	11	6	6
mean for these data:	[6.85]	6.74	6.87	6.86	6.81	7.15	6.71	7.06		5.07	5.92	7.80	7.74
sig. test for means:				- 1		*			***	***	***	***	***

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	+ !		S A SPORT	LAS	I RENEW	AL	MAIN	02E	DELIVER	Y EXPEC	IAIIUN-	FUND	ING		1P1P F		-
	 TOTAL	Yes	No	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness	< 5 days	5 days	 > 5 days		Price incr- eases	Very	Some- what	Not at all	
ZTHRE Z Threat perceived (22A,22) real # of participants:	1229	497	724	97	129	226	380	36	230	409	564	428	732	499	477	200	
Below average	43%	+	40%	46%	55%	43%	46%	63%	34%	48%	43%	47%	40%	29%	41%	81%	
Average	12% 	İ	12%		4% 	16% ++	11%	5% 	14%	11%	11% 	12%	12% 	10%	15%	6% -	
Above average	45% 	İ	47%		40%	40% 	42%	31% 	51% +	41%	45% 	40% -	48% +	60% +++	43%	13% 	
MISSING	1% 	1%	1%	0%	1%	1% 	1%	0% 	0%	0%	1% 	1%	1% 	0%	0%	0% 	
chi²: ± at 50%: mean for these data:	 3 0.02	5 -0.10	4 0.11	(*) 11 -0.08	10 -0.19	8 -0.11	6-0.12	19 -0.34	(*) 7 0.13	6-0.02	5 -0.00	5-0.09	4 0.09	(***) 5 0.34	5 0.05	 8 8.0-	
standard deviation: sig. test for means:	0.99	0.99	0.98	1.08	1.00	0.94 j	1.02	0.78 j	0.96	0.96	1.02	1.05	0.95 **	0.93	0.84	0.97 ***	
	; + 	 	REGION	OF RESI	DENCE	 !		AG	E	 	GEN	DER 	-CANADI BIR		MOTH	HER TONG	SUE
	 TOTAL	Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	 No	Engl- ish	French	0the
ZTHRE Z Threat perceived (22A,22)	3 13A)					+				+		+		+			
real # of participants:	1229	116	319	445	192	157	194	425	378	195	624	605	1023	203	723	338	165
Below average	1229 43% 	40%	41%	45%	40%	45% 	36%	44%	45%	47%	40%	46% +	39%	56% +++	41%	39%	50
Below average Average	1229 43% 12%	40% 6%	41% 10%	45% 13%	40% 15%	45% 	36% - 13%	44% 14%	45% 11%	47% 8% -	40% - 9% 	46% + 14% ++	39% 12%	56% +++ 12%	41% 12%	39% 10%	50 12
Average Above average	1229 43% 12% 45%	40% 6% 54% +	41% 10% 48%	45% 13% 42%	40% 15% 44%	45% 12% 42%	36% - 13% 50% +	44% 14% 42%	45% 11% 43%	47%	40% - 9%	46% + 14%	39%	56% +++	41%	39% 10% 50% +	50
Below average Average	1229 43% 12%	40% 6% 54% +	41% 10%	45% 13%	40% 15%	45% 	36% - 13% 50%	44% 14%	45% 11%	47% 8% -	40% - 9% 50%	46% + 14% ++ 39%	39% 12% 48%	56% +++ 12% 32%	41% 12%	39% 10% 50%	50 12 38

-	+	HOUSE	EHOLD S	IZE	CHILI	DREN 15	AND LE	SS		S	EGMENTS	5	+
											_	Trus-	
				2 and l				2 and	 Drico	Non	Few	_	Strong
	I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	fits	follow ers	ters
-	+			+									
ZTHRE Z Threat perceived (22A,22E		240		202		4-0	4-0				44-		
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	43%	45%	43%	42%	44%	42%	41%	39%	15%	99%	46%	89%	1%
Average	12%	9%	12%	12%	12%	9%	12%	13%		1%	16%	11%	7%
	i i			i					+++				i
Above average	45%	45%	44%	46%	44%	48%	46%	49%		0%	37%	0%	92%
MICCING	10/1	10/	10/	00/ 1	10/	10/	10/	00/	+++		00/		+++
MISSING	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%
chi²:									 ***				
± at 50%:	j 3 j	6	5	7	4	9	8	14	6	9	11	6	6 j
mean for these data:	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0		-1.2	0.0	-0.8	0.8
standard deviation:	0.99	1.00	0.98	1.00	1.00	1.00	0.98	0.93	0.61	0.74	0.85	0.60	0.55
sig. test for means:									***	***		***	^**

-	+			LAS	T RENEW	AL	MAIN	USE	DELIVERY	EXPEC	TATION-						+
	 	PASS	SPORT	 								FUND Gene-	ING Price	OF THE	1P1P I	POLICY 	
	i TOTAL	Yes	No	Less than 1	1-2 years		Leis- ure	Busi- ness		days		ral	incr- eases	Very	Some- what	Not at all	
ZIMPS Z Importance of security (S	1229	497	724		129	226	380	36	230	409	564	428	732	499	477	200	
Below average	30% 	34%	27% 	35% 	38%	32% 	37%	24% 	32%	25% 	33% +	36% ++	27% 	25%	34%	38% +	
Average	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% [0%	0%	0%	
Above average	 69% 	66%	72% +		62%	68% 68%	63%	76% 	68%	75% ++	67% - I	64%	73% ++	75% +++	66%	62% -	
MISSING	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
chi²: ± at 50%: mean for these data: standard deviation: sig. test for means:	 3 0.02 0.99	j -0.05	4 0.08 0.97 *	-0.04	10 -0.17 1.25	 8 0.00 0.95		19 19 0.14 0.92		6 0.15 0.83 **	5 -0.01 1.01	(**) 5 -0.10 1.10 **	0.10 0.92 **	(**) 5 0.16 0.79 ***	5 -0.07 1.11 **	8 0.11 1.09	
-	+ +		-REGION	OF RESI	DENCE			AG	iE		GEN	DER			MOTI	HER TONG	+ SUE +
	 	 				l I						 	BIR	,TH 			l I
	i TOTAL	Atlan- tic	Quebec		Prai- ries	BC & Terr.	18-29	30-44	45-59	60+	Women	 Men	Yes	No l	Engl- ish	French	Other
ZIMPS Z Importance of security (! real # of participants: Below average	9F,21A, 1229 30%	116	319 26%	445 29%	192 31%	157 43%	194 39%	425 28%	378 29%	195 25%	624 29%	605 32%	1023 27%	203 42%	723 29%	338	165 41%
Average	30% 0%	į	0%	0%	0%	+++	+++	0%	0%	- 0%	0%	0% I		+++	0%	0%	+++
Above average	i i 69%	į	74%	71%	69%	57% I	61%	72%	71%	75%I	71%	68% I	73%	58%I	71%	76%	59% I
· ·	i	į				j				i		i	+++			++	j
MISSING	0% 	0% 	0%	0%	0%	0% I	0%	0%	0%	1% ++	0%	0% I	0%	0% 	0%	0%	0% I
chi²: ± at 50%: mean for these data: standard deviation: sig. test for means:	 3 0.02 0.99	0.09	6 0.10 0.94	5 0.00 1.09	8 0.03 0.89	9 -0.12 0.90 *	(***) 8 -0.12 1.05 *	5 0.05 0.91	6 0.04 1.05	8 0.14 0.92 *	5 0.06 0.90	5 -0.02 1.08		8 -0.28 1.21 ***		6 0.15 0.91 **	9 -0.26 1.18 ***

-	+	HOUSE	EHOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	;	+
												Trus-	
				2				2	 D	Ma.	Few		Strong
	l I I TOTALI	1	2	3 and more	None	1	2		Price averse	Non issue	bene- fits	follow ers	ters!
	1017L ++			+					ave se	13300		C13	
ZIMPS Z Importance of security (9F,21A,2	1B)		i									i
real # of participants:	1229	319	628	282 j	817	158	178	68	335	151	115	304	307 j
Below average	30%	30%	28%	33%	31%	28%	28%	38%	18%	34%	100%	27%	17%
_											+++		
Average	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Above average	I 69% I	70%	72%	67%	69%	72%	72%	62%	I I 82%	66%	0%	73%	83% l
Above average	05% 	7 0 70	7 2 70	07.01	03/0	7 2 70	7 2 70	0270	02%	0070		7 3 70	+++
MISSING	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:	ايا								***				_ []
± at 50%:	3	6	5	7	4	9	8	14		9	11	6	6
mean for these data:	0.0	0.0	0.1	-0.1	0.0	0.1	0.0	-0.0		0.1	-2.2	0.2	0.4
standard deviation:	0.99	0.90	0.90	1.11	1.01	0.73	1.13	0.85	0.46	0.61	1.22	0.55	0.45
sig. test for means:	 +								l ***				* * * *

	+		OS A SPORT I	LAS	T RENEW	AL	MAIN	USE	DELIVER	Y EXPEC	TATION-	SOURC		EFFE		ESS+ POLICY I	-
	 TOTAL	j I	į	Less than 1	1-2 years	3-5 years	Leis- ure	Busi- ness		5 days	 	Gene- ral	Price incr- eases	Very	Some-	Not at	
ZPRIC Z Support for increases (8 real # of participants: Below average	,9E,9H,9 1229 43%	497 53%	724 36%		129 57%	226 52%	380 52%	+ 36 52%	230	409 48%	564 40%	428 56%	732 36%	499 40%	477 44%	200 49%	
Average	 7%	+++ 5%	 8%	1%	6%	 88 +	5%	4%	11%	+ 5%	- 6%	+++ 7%	 7%	- 5%	8%	10%	
Above average	 49% 	 42% 	56% +++	42%	38%	40% 	43%	44% 	45%	47%	54% ++	37%	57% +++	55% ++	48%	41% 	
MISSING	j 0% I	į	0%	0%	0%	0% 	0%	0% j I	0%	0%	0% 	0%	0% j I	0%	0%	0% j I	
chi ² : ± at 50%: mean for these data: standard deviation: sig. test for means:	 3 -0.00 0.99	-0.19	4 0.15 0.97 ***	-0.13 1.02	10 -0.26 0.98	8 8 -0 . 22 0 . 99		19 0.11 0.98		6 -0.07 1.01	 5 0.07 0.99	(***) 5 -0.30 1.02 ***	4 0.20 0.91 ***	(*) 5 0.12 1.03 ***	5 -0.04 0.93	8 -0.19 1.01 **	
	+															+	
	+ + 	 	-REGION	OF RESI	DENCE	 		AG	E	 	GEN	 DER 	-CANADI		MOTI	HER TONG	- SUE
	+ TOTAL	 Atlan-	-REGION Quebec	Onta-	Prai-	 BC &	18-29			 	GEN	DER 	BIR		Engl-	HER TONG	
ZPRIC Z Support for increases (8 real # of participants:	TOTAL + ,9E,9H,9 1229	 Atlan- tic + 9I,10) 116	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194		45-59 378	 		 Men 605	Yes 	TH No + 203	Engl-	French	0t!
	TOTAL + ,9E,9H,	 Atlan- tic + 9I,10) 116 42%	Quebec	Onta- rio	Prai- ries	 BC & Terr. 	18-29	30-44 425 41% 9%	45-59 	 60+ 	Women 	 Men 	Yes 1023 41%	TH No 	Engl- ish 	French 338 42%	0t!
real # of participants: Below average	TOTAL + ,9E,9H,5 1229 43%	 Atlan- tic + 9I,10) 116 42% 9%	Quebec 319 39% -	Onta- rio 445 46%	Prai- ries 192 39%	 BC & Terr. 157 50% 8% 42%	18-29 194 34% 7% 59%	30-44 425 41%	45-59 378 46%	60+ 60+ + 195 54% +++ 5% 40%	Women 624 43%	 Men 605 44%	Yes 1023 41% 7% 52%	TH No 	Engl- ish 723 42%	French 338 42% 6%	0th
real # of participants: Below average Average	TOTAL + ,9E,9H,9 1229 43% 7%	 Atlan- tic + 9I,10) 116 42% 9% 9%	Quebec319 39% - 7%	Onta- rio 445 46% 6%	Prai- ries 192 39% 6%	 BC & Terr. 	18-29 194 34% 7%	30-44 425 41% 9% +	45-59 378 46% 5%	 60+ + 195 54% +++ 5%	Women 624 43% 7%	 Men 	Yes 1023 41% 7%	TH No 	Engl- ish 723 42% 7%	French 338 42% 6% 52%	

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				- 1								Trus-	
				_ !							Few	_	Strong
	l TOTAL	1	2	3 and	None	1	2		Price averse	Non issue	bene- fits	tollow	suppr-
_	101AL ++			more	None			11101 e	averse	15506	1115	613	ters
ZPRIC Z Support for increases (8	,9E,9H,9	I,10)		i									i
real # of participants:	1229	319	628	282 j	817	158	178	68	335	151	115	304	307 j
Below average	43%	43%	47%	39%	44%	43%	46%	36%	81%	92%	57%	16%	5%
			+	-					+++	+++	++		
Average	7%	6%	7%	7%	7%	6%	9%	3%	8%	1%	9%	10%	4%
		= 40				= 4.0/	. = 0/	5.00			2 40/	++	-
Above average	49%	51%	46%	53%	49%	51%	45%	60%	:	7%	34%	73%	92%
MICCINC		00/	- 00/	00/1	00/	00/	00/	10/				+++	+++
MISSING	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
chi²:				ł				'	 ***				
± at 50%:	j 3 j	6	5	7 ј	4	9	8	14	6	9	11	6	6 ј
mean for these data:	-0.0	0.0	-0.1	0.1	-0.0	0.0	-0.1	0.3	-0.8	-1.0	-0.3	0.5	0.9
standard deviation:	0.99	1.02	1.01	0.95	0.99	1.02	0.97	1.03		0.67	0.84	0.63	0.54
sig. test for means:			*	- 1				*	***	***	***	***	***
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	+ 		S A PORT	LAS	T RENEW	AL	MAIN	USE	DELIVER	Y EXPEC	-TATION	SOURC				ESS+ POLICY	-
	 TOTAL	 Yes	 No	Less than 1	1-2 years		Leis- ure	Busi- ness		5 days	 > 5 days	ral	Price incr- eases	Very		Not at all	
ZEXPR Z Support for express \$ (1 real # of participants: Below average	+ 2A,12B,: 1229 46%	497	724 44%		129 54%	+ 226 42%	380 48%	36 35%	230	409 42%	564 44%	428 53%	732 42%	499 45%	477 45%	200 200 49%	
Average	 5%	 5%	4%	5%	6%	- 4%	6%	6%	++ 5%	6%	4%	+++ 5%	 4%	4%	5%	7%	
Above average	 49%	 46%	51%	46%	39%	54% +	46%	59%	39%	52%	51%	42%	54% +++	51%	50%	44%	
MISSING	 1% 	I 0% 	1%	0%	0%	0%	0%	0%	1%	0%	0% 	0%	0%	0%	1%	0%	
chi ² : ± at 50%: mean for these data: standard deviation: sig. test for means:	 3 0.02 1.01	-0.04	4 0.06 1.00	-0.08	10 -0.12 1.04	8 0.07 1.04	6 -0.05 0.99 *	19 0.46 1.13 *		6 0.09 1.03	 5 0.07 1.02	(**) 5 -0.17 0.96 ***	0.14 0.14 1.02 ***	5 0.07 1.08	5 0.02 0.92	8 0.10 1.05	
	+ 	 	REGION	OF RESI	DENCE	 		AG	E	 	GEN	 IDER 	-CANADI BIR		MOTH	HER TONG	- SUE - ·
	 	 Atlan-	REGION Quebec	Onta-	DENCE Prai- ries	 BC &				 	GEN	DER Men			Engl-	HER TONG	
ZEXPR Z Support for express \$ (1 real # of participants: Below average	 TOTAL +	 Atlan- tic + 12C) 116		Onta-	Prai-	 BC &				 		 	BIR	TH No + 203 52%	Engl-	French	
real # of participants:	 TOTAL + 2A,12B,: 1229	 	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44	45-59 378	 	Women 	 Men 605	Yes 	TH No 203	Engl- ish	French 338 45%	0t
real # of participants: Below average	 	 Atlan- tic 12C) 116 45% 8%	Quebec 319 45%	Onta- rio 445 48%	Prai- ries 192 45%	 BC & Terr. + 157 43%	18-29 194 42%	30-44 425 43%	45-59 378 46%	 	Women 624 47%	 Men + 605 44%	Yes 1023 44% - 5% 51%	TH No + 203 52% +	Engl- ish 723 43%	French 338 45% 5%	0t 1
real # of participants: Below average Average	 TOTAL + 2A,12B,: 1229 46% 5%	 Atlan- tic 2C) 116 45% 8% 8%	Quebec 319 45% 4%	Onta- rio 445 48% 5%	Prai- ries 192 45% 4%	 BC & Terr. 	18-29 194 42% 5%	30-44 425 43% 4%	45-59 378 46% 5%	 60+ + 195 52% + 4%	Women 624 47% 6%	 Men 	Yes 1023 44% - 5%	TH No 	Engl- ish 723 43% 5%	French 338 45% 5% 50%	0t

-	+	HOUS	EHOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	;	+
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								_	<u> </u>		Few	_	Strong
		1	_	3 and	N	1	,		Price	Non		follow	
	TOTAL	. 1	2	more	None	1	2	more	averse	issue	fits	ers	ters
ZEXPR Z Support for express \$ (12	2A.12B.1	.2C)							 				
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	46%	52%	47%	42%	46%	39%	50%	42%	54%	64%	51%	36%	37%
		+							+++	+++			
Average	5%	6%	6%	3%	5%	4%	2%	8%	3%	3%	7%	6%	5%
			+	-					-				!
Above average	49%		46%	55%	48%	56%	47%	49%	43%	33%	42%	58%	57%
MISSING	10/1		10/	++	10/	1%	1%	1%	I - I 0%		00/	+++	+++
HISSING	1%	0%	1%	0%	1%	1%	1%	1%	U% 	0%	0%	0%	1%
chi²:		(**)		l					l (***)				- '}
± at 50%:	3	6	5	7	4	9	8	14	j 6	9	11	6	6 j
mean for these data:	0.02	-0.09	-0.02	0.10	0.00	0.13	0.01	0.01	-0.13	-0.32	-0.23	0.20	0.23
standard deviation:	1.01	1.04	1.02	0.98	1.00	1.07	1.04	0.99		1.07	0.78	0.96	0.99
sig. test for means:				*					**	***	***	***	***
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•			SPORT I	LAS	T RENEW	AL	MAIN	USE	DELIVER'	Y EXPEC	TATION-	SOURC		EFFE OF THE		ESS+	+
		PASS 	DPURI 	Less	1-2	 3 - 5	Leis-	l Busi-l	< 5		 	Gene-		UF THE		Not atl	
	TOTAL	 Yes	No		years		ure	ness		5 days	- 1	taxes	eases	Very		all	
ZFEAT Z Features (9A,9B,9C,9D,9G) real # of participants: Below average	1229 43%		724 42% 	97 42%	129 45%	226 43%	380 43%	36 36%	230 40%	409 46%	564 43%	428 39%	732 46% +	499 45%	477 42%	200 42%	
Average	8%	I 8%	7%	8%	12%	6%	8%	11%	7%	6%	ا 9%	8%	7%	6%	7%	9%	
Above average	49%	 48%	49%	50%	42%	51%	49%	53%	53%	48%	48%	54%	47% - 1	48%	51%	48%	
MISSING	1%	 0% -	1% +	0%	0%	0% 	0%	0% 	0%	0%	1% 	0%	1% 	1%	0%	0% 	
chi²: ± at 50%: mean for these data: standard deviation: sig. test for means:	3 -0.02 1.01	-0.06	0.01 0.96 0.96	-0.10	10 -0.06 1.01	8 -0.04 1.09		19 0.07 1.07	7 0.09 0.93 *	6 -0.03 1.01	5 -0.05 1.03	5 0.04 0.98	4 -0.05 1.04		5 0.06 0.89 *	8 -0.12 1.12	
4																4	-
• •		 	-REGION	OF RESI	DENCE	 I		' AG	E	 I	GEN	DER	-CANADI		MOTI	HER TONG	- SUE
+ + 	TOTAL	 Atlan-	-REGION Quebec	Onta-	Prai-	 BC &	18-29			 	GEN	DER 			Engl-	HER TONG	
ZFEAT Z Features (9A,9B,9C,9D,9G) real # of participants: Below average	TOTAL	 Atlan- tic + 116		Onta-	Prai-	 BC &				 		 	BIR	RTH 	Engl-	French	
real # of participants:	TOTAL 1229	 Atlan- tic 116 37%	Quebec	Onta- rio 	Prai- ries 	 BC & Terr. + 157	18-29 194	30-44 425	45-59 	 	Women 	 + 605	Yes 	RTH No + 203	Engl- ish 	French	0th
real # of participants: Below average	TOTAL 1229 43%	 Atlan- tic 116 37% 8%	Quebec 319 48%	Onta- rio 445 42%	Prai- ries 192 38%	 BC & Terr. + 157 50%	18-29 194 27% 9% 63%	30-44 425 41%	45-59 378 47%	60+ + 195 61% +++ 7% 31%	Women 624 43%	 Men 	Yes 1023 44%	RTH No 	Engl- ish 723 42%	French 338 50% ++ 7%	0th 16:
real # of participants: Below average Average	TOTAL 1229 43% 8%	 Atlan- tic 116 37% 8% 8%	Quebec 319 48% 6%	Onta- rio 445 42% 9%	Prai- ries 192 38% 9%	 BC & Terr. 157 50% 5%	18-29 194 27% 9% 63% +++	30-44 425 41% 6%	45-59 378 47% 8%	60+ + 195 61% +++ 7%	Women 624 43% 8%	 	Yes 1023 44% 8%	RTH No 	Engl- ish 723 42% 8%	French 338 50% ++ 7% 43%	0th

+	+	HOUS	EHOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	5	+
				- 1								Trus-	
									<u> </u>		Few		Strong
	I I I TOTALI	1	2	3 and	None	1	2		Price	Non issue	bene- fits	follow	
	101AL +			more	None			11101 6	averse	15500	1115	ers	ters
ZFEAT Z Features (9A,9B,9C,9D,9G)) [i									i
real # of participants:	1229	319	628	282	817	158	178	68	335	151	115	304	307
Below average	43%	44%	44%	42%	45%	40%	42%	34%		80%	62%	17%	27%
									+++	+++	+++		!
Average	8%	9%	7%	7%	7%	7%	10%	6%	10%	3%	8%	10%	5%
Above average	I 49% I	46%	48%	ا 50%ا	47%	52%	48%	59%	l I 30%	17%	30%	73%	67% l
				i								+++	+++
MISSING	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%
chi²:				ļ					 ***				ļ
± at 50%:	I I	6	5	7	4	9	8	14	I 6	9	11	6	6
mean for these data:	-0.02		-0.01	-0.02	-0.04	0.13	-0.10	0.08		-0.92	-0.49	0.45	0.42
standard deviation:	1.01	1.02	1.02	0.99	1.02	0.94	0.99	1.02	0.91	1.04	0.88	0.73	0.90
sig. test for means:	į į			į		*			***	***	***	***	***
-	+												+

Typology based on ZPRIC, ZFEAT, ZTHRE and ZIMPS

	İ		PORT			/ 			DLLIVLK	LAFEC		FUND	ING		1P1P P	SS+ OLICY	
		ļ		Less	1-2	2 51	Leis-	Puci I	< 5		 > 5		Price incr-		Some-	Not at l	
	TOTAL	Yes	No	than 1			ure	ness	-	5 days	- 1		eases	Very	what	all	
TYPE5		+ 				+ 		+ 					+			 	
real # of participants: Price averse	1229	497 28%	724 25%	97	129 24%	226 28%	380 26%	36 18%	230 28%	409 31% +	564 22% 	428 29%	732 24%	499 32% +++	477 27%	200 9% 	
Non issue	12%		8%	16%	19%	16%	15%	29%	10%	13%	11%	14%	10%	7%	9%	30%	
Few benefits	1 10%		8%	10%	12%	14%	13%	+ 10%	14%	8%	10%	14%	- 8%	7%	13%	+++ 13%	
Trusting followers	25%	++ 24%	26%	24%	24%	23%	26%	25%	19%	25%	27%	++ 24%	 25%	18%	26%	40%	
Strong supporters	26%	 19% 	31%	20%	19%	18%	19%	18%	28%	22%	27%	18%	31% +++	35% +++	25%	+++ 8% 	
chi²: ± at 50%:		***	4	11	10	 8	6	 19	** 7	6	 	***	4	***	5	 8	
at 50%.	+															÷	
	+	 !	REGION	OF RESI	DENCE	 !		AG	E		GEN	DER إ	-CANADI BIR		MOTH	ER TONG	UE
	 TOTAL	 Atlan- tic	Quebec	Onta- rio		BC & Terr.	18-29	20 44	45-59	 60+	Women	 Men	Yes	 No	Engl-	F	0th
	T					-1		30-44	43-33	1				NOT	151	French	
					402	+						÷ ا		- 			
real # of participants:	 1229 26%	 116 28%	319 26%	445 25%	192 24%	157 30%	194 21%	425 25%	378 28%	195 29%	624 26%	605 27%	1023	203 22%	723 26%	338 29%	16
real # of participants: Price averse		28% 				- 1	194 21%	425	378	29% 	624	 605	1023	 203	723	338	
real # of participants: Price averse Non issue	26% 	28% 10%	26%	25%	24%	30% 	194 21%	425 25%	378 28%	29%	624 26%	605 27%	1023 27% 11% 8%	203 22% 22% 15% 18%	723 26%	338 29%	1:
real # of participants: Price averse Non issue Few benefits	26% 12%	28% 10% 8%	26% 10%	25% 14%	24%	30% 	194 21% 5%	425 25% 9% 10% 30%	378 28% 13%	29% 	624 26% 10%		1023 27% 11%	203 22% 22% 15%	723 26% 12%	338 29% 11%	2: 1: 1:
real # of participants: Price averse Non issue Few benefits Trusting followers	26% 12% 10%	28% 10% 8% 21% 34%	26% 10% 10%	25% 14% 11%	24% 9% 10%	30% 15% 11%	194 21% 5% 13% 28% 32%	425 25% 9% 10%	378 28% 13% 10%	29% 23% +++ 8%	624 26% 10% 9% 24% 29%		1023 27% 11% 8% 24% 29%	203 22% 22% 15% 18% +++ 29%	723 26% 12% 9%	338 29% 11% 8%	1
TYPE5 real # of participants: Price averse Non issue Few benefits Trusting followers Strong supporters chi²: ± at 50%:	26% 12% 10% 25%	28% 10% 8% 21%	26% 10% 10% 22%	25% 14% 11% 25%	24% 9% 10% 30%	30% 15% 11% 25%	194 21% 5% 13% 28%	425 25% 9% 10% 30%	378 28% 13% 10% 23%	29% 23% +++ 8% 16% 	624 26% 10% 9% 24%	605 27% 13% 11% 26%	1023 27% 11% 8% 24%	203 22% 22% 15% 18% +++ 29%	723 26% 12% 9% - 25%	338 29% 11% 8% 20%	1 1 2

Typology based on ZPRIC, ZFEAT, ZTHRE and ZIMPS

	+	HOUSI	EHOLD S	IZE	CHILD	DREN 15	AND LE	SS		S	EGMENTS	5	+
	 	4		 3 and		4	2		Price	Non		follow	Strong suppr-
	TOTAL +	1	2	more	None		2	more	averse	issue	fits	ers	ters
TYPE5 real # of participants:		319	628	282	817	158	178	68	335	151	115	304	307
Price averse	26% 	26%	29%	23%	25%	30%	28%	25%	100%	0%		0%	0% I
Non issue	12% 12%	12%	13%	11%	13%	10%	10%	6% 	0%	100%	0%	0%	0%
Few benefits	i 10% i I I	8%	9%	13% +	11%	6% -	10%	11% 	0%	0%	100%	0%	0%
Trusting followers	25% 	28%	23%	25% 	24%	26%	29%	29% 	0%	0%	0%	100%	0%
Strong supporters	26% 	24%	25%	28% 	26%	27%	23%	28% 	0% 	0% 	0%	0%	100% +++
chi²: ± at 50%:	 3 +	6	5	 7	4	9	8	 14	***	9	11	6	 6 +