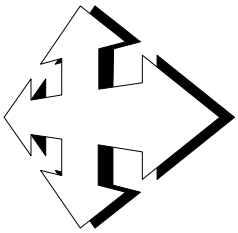


Circum *Network inc.*
management and research consulting

74 Val Perché Street
Hull, Québec J8Z 2A6
(819)770-2423, (819)770-5196
service@circum.com
http://circum.com

rigour – transparency – creativity – relevance

2001 Canadian Passport Office National Client Satisfaction Survey

Final Report

Prepared for

Policy and Planning
Canadian Passport Office
Place du Centre, 6th floor
200 Promenade du Portage
Hull, Quebec
K1A 0G3

September 5, 2001

TABLE OF CONTENTS

TABLE OF CONTENTS iii

EXECUTIVE SUMMARY v

Chapter 1
INTRODUCTION 1

Chapter 2
METHODOLOGY 3
2.1 Questionnaire Design 3
2.2 Sampling Strategy 4
2.3 Data Collection Operations 5
2.4 Data Weighting 6
2.5 Data Processing 7
2.6 Data Analysis 7
2.7 Limitations of this Research 8

Chapter 3
CLIENT VALUES 9
3.1 Declared values 9
3.2 Satisfaction levers 12
3.3 Basic service and hidden motivations 15

Chapter 4
CLIENT SATISFACTION 19
4.1 Overall satisfaction 19
4.2 Satisfaction with the application process 22
4.3 Satisfaction with the travel document 23
4.4 Satisfaction with areas of service 26
4.5 Client expectations 30

Chapter 5
PRIORITIES FOR IMPROVEMENT 33
5.1 Stated priorities 33
5.2 Modelled priorities 34

Chapter 6
TOWARD LOCAL IMPLEMENTATION 37

APPENDIX A
List of service elements 41

APPENDIX B
Questionnaire 45

APPENDIX C
Detailed tables 81

EXECUTIVE SUMMARY

Methodology

This research was based on a telephone survey of clients. It included feedback from a representative sample of 1,074 clients chosen at random from the list of people who were delivered a passport over the three months prior to the survey. The sample was stratified by source of information: cases were sampled from IRIS and CUPID in the proportions that each data base represents of all issuances. *Ex post facto* weights were devised to bring the data back to the known population proportions according to issuing offices. The data collection was performed by Écho Sondage from mid-July to early August 2001 and led to an overall response rate of 62%. In the absence of evidence otherwise, we have assumed that no particular bias existed in the sample of respondents. The maximum sampling error is estimated at ±3.2 percentage points in the worst, complete-sample case; sampling errors are wider for sub-samples.

The questionnaire generally conformed with the Common Measurement Tool model — the *de facto* standard for federal departments and agencies. Questions asked in previous Passport Office client feedback surveys were also considered.

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

Client Values

Declared values. The top three values declared by clients were:
- the competence of staff;
- acceptance of the passport document by other countries;
- the effectiveness of the staff.

In the context of the questionnaire used, this indicates that ***clients value reliability*** first and foremost.

The next three service elements valued by clients are connected with the ***communications*** component of the passport application transaction: the clarity of the written information supplied to clients, the answers provided to clients questions and communications in the official language of choice of the client.

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

The top seven most effective levers of satisfaction were:
- the effectiveness of the staff (office visitors only);
- the waiting time to receive the passport by mail (mail only);

- the competence of the staff (office visitors only);
- the time it took to produce a passport;
- the courtesy of the staff (office visitors only);
- the understanding of your particular needs;
- the total time and effort required.

These data indicate that client satisfaction is driven by concerns with the solidity of the process and by the overall result of the service relationship. Client satisfaction at the Passport Office is a consequence of a solid overall ***service relationship*** rather than of speedy work or a successful passport document.

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

- the availability of application forms;
- the security features of the passport;
- the acceptance of the passport by authorities of other countries;
- passports designed to avoid forgery.

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

Client Satisfaction

96% of participants in the survey indicated that, overall, they were "satisfied" or "very satisfied" with their most recent dealing with the Passport Office. While this indicates that there is ***substantial overall satisfaction***, Passport Office managers must also realize that there is ***considerable room for improvement***: among satisfied clients, 31% chose the top box of the rating scale. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does. Excellence is therefore better measured by the proportion of top-box clients of which there are less than one third in the case of the overall application process.

The following subgroups were somewhat less satisfied than others:

- mail service clients;
- clients served by Central region (JWC);
- clients aged 18-35;
- clients residing in British Columbia.

When asked to compare the Passport Office service with that of "other federal government organisations", 39% of clients indicated that the Passport Office provided better service whereas 2% concluded that its service was not as good — others considered the services of similar quality or could not provide an answer. A similar comparison with "private companies" was also favourable to the Passport Office: 20% of clients rated its service better while 11% rated it not as good.

Priorities for improvement

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

- ***waiting time*** at the office (this applies particularly to the time to deliver applications) and
- the ***extra cost*** for express delivery (which applies only to clients in the concerned segment).

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

- the base cost of the passport;
- the convenience of the office locations;
- the availability of parking;
- the duration of the validity period of the passport.

Toward local measurement

A formula to calculate a Client Satisfaction Index (CSI) was proposed to standardize the implementation and the interpretation of office-level client feedback surveys. It is based on the results of this study and it integrates the five key drivers of satisfaction listed in the Treasury Board Policy Framework for Service Improvement in the Government of Canada.

Chapter 1

INTRODUCTION

In the context of the global Government of Canada initiative aimed at improving service to the public[1], the Passport Office has decided to initiate a client satisfaction measurement program. This report presents the analysis of the 2001 Passport Office client satisfaction survey. It is based on a global telephone client survey that will constitute the baseline for the Office; other work will need to be considered to implement the office-level client survey which will be instrumental in developing service improvement strategies at the local level.

Assignment

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

- finalizing, pre-testing and adjusting the questionnaire developed earlier this year;

[1] See, among other documents, *Results for Canadians, A Management Framework for the Government of Canada*, Treasury Board of Canada Secretariat

- contacting clients, ensuring their cooperation, completing the interviews, implementing top quality controls;

- running marginal frequencies to ensure that the data are within expected ranges; verifying the distribution of continuous-type variables to identify outlier values and to determine their effects on the further analyses;

- building a complete set of edit statements to impose the questionnaire logic over the data set; identifying eventual out-of-sync cases, evidence of data corruption and any other symptom which may suggest that the data integrity was jeopardized;

- constructing a complete and fully documented data set.

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

- identification of the value schemes used by clients in their dealings with the Passport Office; description of the basic service features expected by clients;

- description of the levels of client satisfaction, overall and according to the characteristics of service captured in the survey;

- identification of priorities for improvements based on client stated priorities and on priorities induced from the joint importance–satisfaction matrix.

Structure of the report

The study methodology is presented in Chapter 2. Conclusions regarding client values are presented in Chapter 3 whereas Chapter 4 focusses on client satisfaction. Chapter 5 deals with priorities for service improvement. Chapter 6 paves the way to the local implementation of client satisfaction measurement.

Chapter 2

METHODOLOGY

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

2.1 Questionnaire Design

The questionnaire was developed by ***Circum*** *Network Inc.* as part of a previous assignment. It was organized within the following sections:

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

- satisfaction and importance ratings of service components related to the Passport Office responsiveness and reliability, as well as priorities for improvement in this area;

- satisfaction and importance ratings of service components related to access to Passport Office services, as well as priorities for improvement in this area;

- satisfaction and importance ratings of service components related to Passport Office communications with its clients, as well as priorities for improvement in this area;

- satisfaction and importance ratings of the cost components of the passport application, as well as priorities for improvement in this area;

- overall application process satisfaction measurements;

- satisfaction with the features of the passport as a travel document;

- some background on the client.

This questionnaire was pretested before the full fledged implementation of the field work. Several small changes were made to streamline the interview. Some items had to be deleted to contain the length of the interview within reasonable limits; they are identified in the copy of the questionnaire presented in Appendix B.

2.2 Sampling Strategy

The client population was defined as all people aged 18 or over who had applied for a passport within the previous twelve months. In practice, the Passport Office client information system being split into two data bases, separate samples were drawn from IRIS and CUPID. For operational and cognitive reasons, only clients who had had dealings with the Office in the three months preceding the telephone interview were contacted. Also, only

clients who could reasonably comprehend and express themselves in either French or English qualified for the interview.

Client telephone numbers were available for cases which had been drawn from CUPID (since manual access to the records was required); they were not available for cases extracted from IRIS. In the latter case, telephone numbers were searched using existing telephone books, telephone number compilations on CD-ROM and telephone number look-up Web sites.

The client population was only stratified according to the data base of origin. Target sample sizes were calculated using the information available on passport applications and issuances. According to plans, 1,000 interviews were to be completed. Larger numbers of client names were extracted from IRIS and CUPID to compensate for non identifiable telephone numbers, for unreachable clients and for refusals to participate.

2.3 Data Collection Operations

The telephone interviews were conducted by Echo Sondage, the ***Circum*** *Network Inc.* survey division, between July 12 and August 8, 2001. Interviews lasted 12 minutes on average.

A total of 1,074 interviews were completed, thereby providing more completions than anticipated. The extra interviews were conducted to compensate for a disequilibrium in the sample which stemmed from the ease of completing interviews in the CUPID stratum relative to the difficulty in the IRIS stratum — consequent to having telephone numbers from the client record in the former case and not in the latter.

The response rate of 62% exceeds industry standards. The refusal rate was low, at 15%. Considering the time available to complete the fieldwork and the fact that it was conducted during the summer, these ratios are quite satisfying, They suggest that the data can be considered representative of the client population universe.

EXHIBIT 2.1
Sample Disposition Table

Disposition	#	#
Numbers used from the lists obtained from the Passport Office		**2,720 (a)**
Ineligible numbers:		
Not in service, duplicate, residential, fax	306	
Language problem, cognitive problem	139	
Could not locate the telephone number	478	
Not eligible (age, passport holder, etc.)	71	
TOTAL INELIGIBLE	994 (b)	
Eligible numbers: (a - b)		**1,726 (c)**
Refusals	260 (d)	
Away for the duration of the survey	147	
Callbacks, no answer, answering machine	237	
Discarded after the fact	8	
TOTAL NOT COMPLETED AMONG ELIGIBLE	652	
Completed		**1,074 (e)**
Response rate (e / c)		62%
Refusal rate (d / c)		15%

2.4 Data Weighting

Ex post facto weights were required to ensure that the relative share of each Passport Office service bureau was respected in the final data. Weights were mild, varying from 0.61 to 2.68. The variance of the weight set was 0.154 thereby producing a sample stratification design effect of 1.154.[1] This factor was taken into account in the calculation of the sampling errors.

[1] See Bruce D. Spencer, "An approximate design effect for unequal weighting when measurements may correlate with selection probabilities", in *Survey Methodology*, December 2000, pp.137–138.

2.5 Data Processing

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

2.6 Data Analysis

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

Based on the full sample of 1,074 responses, the maximum sampling error is estimated at ±3.2 percentage points in the worst, complete-sample case (for a proportion of 50%, at a confidence level of 95% and accounting for a stratification design effect of 1.154, without correction for finite population). Sampling errors are wider for sub-samples; Appendix C reports the sampling error for proportions of 50% within each of the groupings presented in the banners.

2.7 Limitations of this Research

The results of this research are based on a sample of 1,074 Passport Office clients to which is attached a response rate of 62%. While this is a respectable response level for a client survey, it still leaves a third of the client territory unchartered. If non-respondents share the attitudinal profile of respondents, this response level raises no inconvenience. However, it is not possible to assert the extent of correspondence between respondents and non-respondents. In the absence of evidence otherwise, we have assumed that no particular bias exists in the sample of respondents.

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

Chapter 3

CLIENT VALUES

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

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

3.1 Declared values

Some 274 of the 1,074 respondents to the survey were asked to rate the importance they attach to 33 different aspects of the service provided by

the Canadian Passport Office. Table 3.1 summarises the results of this enquiry. Importance was rated from "very unimportant" to "very important" and coded in such as way that the scale would vary from 0 to 10.[1]

The top three values presented by clients were:

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

The first and last of these service dimensions were classified in the "responsiveness and reliability" section of the questionnaire and presented as such to survey participants. The second characteristic conveys, in a sense, the level of reliability of the passport as a travel document — since the prime purpose of the passport from the point of view of the client is to gain access to other countries. Hence, it appears that ***clients value reliability*** first and foremost.

The next three service elements valued by clients are connected with the ***communications*** component of the passport application transaction: the clarity of the written information supplied to clients, the answers provided to clients questions and communications in the official language of choice of the client.

Another reliability component of the passport document (the security features of the passport) comes in seventh position in the list of values before importance scores begin to drop more significantly.

[1] "Very dissatisfied" was coded 0; "dissatisfied", 2.5; "neutral", 5; "satisfied", 7.5; and "very satisfied", 10.

EXHIBIT 3.1
Summary table of declared importance scores

Element	Category	Description	Importance score (0 to 10)
Q902	Resp. & reliability	the competence of the staff	8.3
Q464	Document	acceptance by other countries	8.3
Q905	Resp. & reliability	the effectiveness of the staff	8.2
Q301	Communications	clarity of written information	8.2
Q302	Communications	answers provided to your questions	8.2
Q305	Communications	communications in your official language	8.2
Q463	Document	the security features of the passport	8.2
Q908	Resp. & reliability	the understanding of your particular needs	8.1
Q303	Communications	the ease of access to information	8.0
Q402	General	service responsiveness and reliability	8.0
Q465	Document	design of passports to avoid forgery	8.0
Q901	Resp. & reliability	the availability of application forms	7,9
Q903	Resp. & reliability	the courtesy of the staff	7,9
Q911	Resp. & reliability	the time it took to produce a passport	7.9
Q403	General	access to services	7.9
Q404	General	communications	7.8
Q910	Resp. & reliability	the waiting time at the office	7.7
Q236	Access	hours of operations of the office	7.7
Q401	General	the passport application rules and process	7.7
Q914	Resp. & reliability	the total time and effort required	7.6
Q238	Access	flexibility of the methods of access	7.6
Q344	Cost	convenience of the payment methods	7.6
Q912	Resp. & reliability	the waiting time to receive it by mail	7.5
Q232	Access	the convenience of the office location	7.5
Q233	Access	availability of parking close to office	7.5
Q405	General	passport cost and payment options	7.5
Q234	Access	signage to find the office	7.3
Q341	Cost	the base cost of the passport itself	7.3
Q461	Document	duration of the validity period	7.3
Q231	Access	ease of access to services by telephone	7.2
Q462	Document	the number of pages in the passport	6.5
Q343	Cost	the timing of the payment	6.3
Q342	Cost	the extra cost for express delivery	6.2

Element	Category	Description	Importance score (0 to 10)
Q902	Resp. & reliability	the competence of the staff	8.3

Note: n = app. 274

The ***low end of the importance scale*** is as informative as the high end. Among the ten service elements rated lowest on the client value scale, there are four elements related to ***cost*** (passport cost and payment options, the base cost of the passport itself, the timing of the payment, the extra cost for express delivery), four related to ***access*** (the convenience of the office location, availability of parking close to office, signage to find the office, ease of access to services by telephone) and two associated with non central components of the passport as a ***travel document*** (the duration of the validity period and the number of pages in the passport).

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

3.2 Satisfaction levers

Each aspect of service has a bearing on the overall satisfaction with the service experience felt by the client. The extent of the tie between being satisfied with a particular aspect of service and the overall satisfaction one feels represents the leverage that that aspect of service exercises on the overall satisfaction. ***The stronger the leverage of an aspect of service, the more effect an improvement in the satisfaction regarding that aspect will have on the overall satisfaction ratings.*** Since, in its relationship with its clients, the ultimate goal of the Passport Office is to

improve the global feeling of satisfaction with which clients are left, it is important to identify the aspects of service which affect overall satisfaction the most.

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

Table 3.2 presents a summary of the leverage effects associated with the 39 aspects of service measured in this study. ***Three caveats*** before providing an interpretation of these data. First, the interpretation of the leverage effect differs slightly in the case of elements of service related to ***cost***. Since cost is hardly ever a reason for satisfaction in and by itself, cost leverage is negative: a higher number means that dissatisfaction with cost has more of a negative effect on satisfaction than a lower number; in the jargon of motivation theory, cost is a *dissatisfier*, not a *satisfier*. Second, it is known that satisfaction with ***classes of elements of service*** (e.g., service responsiveness and reliability) generate closer correlations with overall satisfaction (the most generic of elements of service, in a sense) than more specific ones (e.g., the competence of staff) and, hence, higher measured leverage effect. This is because clients and survey respondents are generally logical and tend to provide coherent ratings; since judgment about a class of elements of service is conceptually more similar to overall satisfaction than specific elements of service, coherence in rating translates into better correlation. Since this is in part an artifact of the nature of the indicator, we tend to discard the leverage effect of classes of elements and to focus on specific aspects of service. Finally, the leverage measurements provided in Table 3.2 stem from the responses of people to whom the questions applied. For example, the leverage effect of the cost for express delivery was ***relevant*** only to individuals who were

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

subjected to that cost. Care should therefore be exercised in interpreting the leverage effect figures.

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

EXHIBIT 3.2 • Summary table of leverage effects

Element	Category	Description	Leverage score (0 to 1)
Q332	Cost	the extra cost for express delivery	0,54
Q10	General	service responsiveness and reliability	0,51
Q31	General	communications	0,51
Q85	Responsiveness	the effectiveness of the staff	0,50
Q812	Responsiveness	the waiting time to receive it by mail	0,49
Q82	Responsiveness	the competence of the staff	0,45
Q811	Responsiveness	the time it took to produce a passport	0,44
Q24	General	access to services	0,42
Q83	Responsiveness	the courtesy of the staff	0,40
Q88	Responsiveness	the understanding of your particular needs	0,40
Q814	Responsiveness	the total time and effort required	0,39
Q226	Access	hours of operations of the office	0,37
Q292	Communications	answers provided to your questions	0,37
Q295	Communications	communications in your official language	0,37
Q810	Responsiveness	the waiting time at the office	0,36
Q66	Process	the ease of picking up your passport	0,36
Q291	Communications	clarity of written information	0,35
Q293	Communications	the ease of access to information	0,35
Q228	Access	flexibility of the methods of access	0,34
Q334	Cost	convenience of the payment methods	0,34
Q67	General	the passport application rules and process	0,34
Q333	Cost	the timing of the payment	0,34
Q68	Process	overall, the fairness of the process	0,33
Q35	General	passport cost and payment options	0,33
Q61	Process	the simplicity of application forms	0,32
Q81	Responsiveness	the availability of application forms	0,30
Q47	Document	the passport as a travel document	0,30
Q331	Cost	the base cost of the passport itself	0,28
Q65	Process	the ease of submitting your application	0,28
Q62	Process	the list of qualified guarantors	0,27
Q454	Document	acceptance by other countries	0,27
Q224	Access	signage to find the office	0,27
Q222	Access	the convenience of the office location	0,26
Q452	Document	the number of pages in the passport	0,25
Q453	Document	the security features of the passport	0,25
Q223	Access	availability of parking close to office	0,24
Q455	Document	design of passports to avoid forgery	0,20
Q451	Document	duration of the validity period	0,19
Q221	Access	ease of access to services by telephone	0,17

Note: n = app. 800

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

All of them were part of the "responsiveness and reliability" list. These data indicate that client satisfaction is driven by concerns with the solidity of the process (effectiveness and competence of the staff) as well as by the overall result of the service relationship (overall production time, overall effort necessary). Note that satisfaction with the document itself exerts relatively little impact on the overall satisfaction of clients. According to these data, client satisfaction at the Passport Office is a consequence of a solid overall ***service relationship*** rather than of speedy work or a successful passport document.

3.3 Basic service and hidden motivations

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

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

For Passport Office clients, basic service elements can be found in the lower right hand corner of Table 3.3 which plots the average stated importance and average leverage values of each of the service elements for which data are available. Items 6, 36, 37 and 38 are comprised in this category. They correspond to the following aspects of service:

- the availability of application forms;
- the security features of the passport;
- the acceptance of the passport by authorities of other countries;
- passports designed to avoid forgery.

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

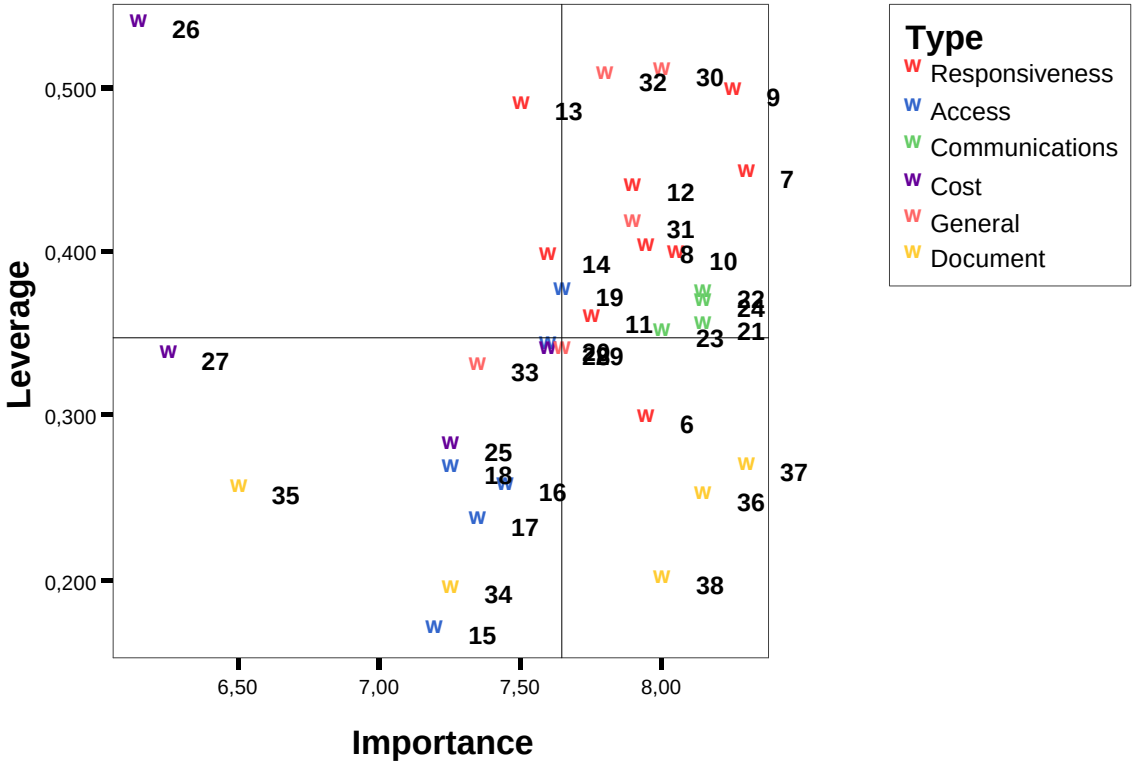
Hidden motivation elements are aspects of service which are not highly valued by clients but which possess higher than average leverage potential. They constitute hidden motivations in that clients are unaware of the importance that these elements of service exert on their overall satisfaction.

In the case of the Passport Office, Table 3.3 identified only one such hidden motivation: the ***extra cost incurred for express passport delivery*** was not pointed out by clients as an important aspect of service, yet, for those concerned, it constituted a significant lever of satisfaction. As we will see in the next chapter, satisfaction with this aspect of service was obviously much lower than average (which is no surprise for a cost component), but it was higher than that for the base cost of the passport. There is therefore a possibility that the cost requested for express delivery exerted a *positive* impact on these clients' overall satisfaction.

More importantly, since only one aspect of service surfaced as a hidden motivator and because that service element applies only to a narrow segment of the client population, we conclude that the Passport Office cannot build service improvement strategies on hidden motivators.

EXHIBIT 3.3

Importance vs. Leverage Effect



Chapter 4

CLIENT SATISFACTION

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

4.1 Overall satisfaction

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

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

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

EXHIBIT 4.1 • 2001 Client Satisfaction

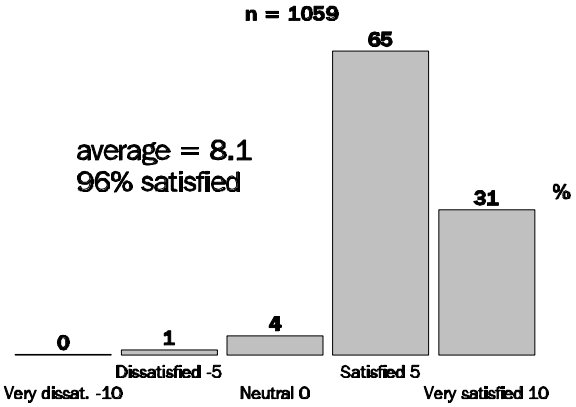


Exhibit 4.1 presents the distribution of satisfaction ratings offered by respondents.

Three indicators of satisfaction are presented. First, the ***average satisfaction rating*** established on a five-point scale is reported. It were coded to range from 0 to 10, the 5 point corresponding to the "neutral" category. In this study, indifference is represented by a score of 5. Second, the ***percentage of clients indicating satisfaction*** by choosing the "satisfied" or "very satisfied" scale points is presented. This is a usual (but not a prudent) way to express satisfaction. It is best interpreted as the proportion of clients who was at least a little impressed by the service performance. Third, the ***percentage of clients selecting the top satisfaction category*** is presented. This is a truer measure of satisfaction than the previous "somewhat+very" satisfied percentage. Some literature[1] indicate that, in a competitive context, only "top box" (or "very satisfied") clients are loyal to the supplier; all others can be lured away with the right promises. Obviously, this is not an issue with regard to the Passport Office. Nonetheless, it is prudent to analyse top-box satisfaction instead or in addition to the proportion of simply satisfied clients.

Overall, ***96% of clients indicated some dose of satisfaction***; 31% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled with an average rating of 8.1, these results paint a very positive picture of the Passport Office client reactions to the service received.

[1] Thomas O. Jones and W. Earl Sasser jr., "Why Satisfied Customers Defect" in Harvard Business Review, November-December 1995, pp. 88–99.

While these data indicate that there is ***substantial overall satisfaction***, Passport Office managers must also realize that there is ***considerable room for improvement***: while 96% indicated some satisfaction, 65% among these 96% (2 out of 3) indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 31% of respondents. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does. Excellence is therefore better measured by the proportion of top-box clients of which there are less than one third in the case of the overall application process.

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

The following subgroups were somewhat less satisfied (to a statistically significant point) than others:

- mail service clients;
- clients served by Central region (JWC);
- clients aged 18-35;
- clients residing in British Columbia.

When asked to compare the Passport Office service with that of "other federal government organisations", 39% of clients indicated that the Passport Office provided better service whereas 2% concluded that its service was not as good — others considered the services of similar quality or could not provide an answer. A similar comparison with "private companies" was also favourable to the Passport Office: 20% of clients rated its service better while 11% rated it not as good.

4.2 Satisfaction with the application process

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

EXHIBIT 4.2
Satisfaction with the application process

Element	Description	Satisfaction		
		Average 0 to 10	% satisfied or very satisfied	% very satisfied
Q61	the simplicity of application forms	8.1	95%	30%
Q65	the ease of submitting your application	8.1	91%	38%
Q68	overall, the fairness of the process	8.0	92%	26%
Q67	overall, the requirements	7.9	93%	28%
Q66	the ease of picking up your passport	7.9	91%	34%
Q62	the list of qualified guarantors	7.8	91%	29%

Note: n = app. 800

According to Exhibit 4.2, the most satisfying aspect of the application process is the simplicity of the application forms (95% at least somewhat satisfied, mean of 8.1). The ease of submitting the application is at par with a mean satisfaction score of 8.1 and 91% of at least somewhat satisfied clients.[1]

The list of qualified guarantors — an aspect of the process which is commonly criticized in Passport Office qualitative research — fares

[1] The weakness of the proportion of merely satisfied clients as a measure of client satisfaction is exemplified by the observation that 77% of clients expressed satisfaction with the length of the validity period of the passport while, among the same people, there were 3 respondents in favour of a longer validity period for 2 who favoured the current one. Conclusion: mere satisfaction does not mean no need for change.

relatively well with a mean satisfaction rating of 7.8 and 91% of clients indicating at least some satisfaction.

As an aside, Exhibit 4.2 demonstrates that the proportion of simply satisfied clients has trouble showing any difference in satisfaction among the service dimensions listed. That proportion varies within the very narrow band of 91% to 95%. The proportion of client choosing the top-box category varies between 26% and 38% — already a more significant variation, providing more indication of differences in performance.

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

- Mail applicants found the application easier to submit and were more satisfied with the fairness of the process.
- Clients who used express delivery were less satisfied with the simplicity of the application forms.
- Applicants from the Eastern region (JWE) were more satisfied than others with the list of guarantors and with the ease of picking up the new passport.
- Clients aged 18 to 35 were generally less satisfied with the overall application process requirements, but particularly so in the case the ease of picking up the new passport. Clients aged 36-55 were generally more satisfied than other clients.
- Women were generally more satisfied than men, particularly with regard to the simplicity of the application forms, the list of guarantors and the ease of submitting the application.
- Clients residing in Atlantic Canada were less satisfied with the ease of submitting the application while applicants from Quebec were more satisfied with the ease of picking up the new passport.

4.3 Satisfaction with the travel document

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

Exhibit 4.3 synthesizes the satisfaction indicators relative to the passport itself. Overall, the passport gets an average satisfaction rating of 8.1; 96% of passport applicants indicated some degree of satisfaction with the passport as a travel document and 29% indicated that they were "very satisfied". As in the case of the overall application process, these ratings suggest that the ***Passport Office product generates substantial satisfaction*** but that there is still room for improvement.

Acceptance by other countries rates a 8.0 on the satisfaction scale. It is the highest rated of the product characteristics. As it ranked at the very top of the list of client declared values, this is a significant observation.

EXHIBIT 4.3
Satisfaction with the travel document

Element	Description	Satisfaction		
		Average 0 to 10	% satisfied or very satisfied	% very satisfied
Q47	the passport as a travel document	8.1	96%	29%
Q454	acceptance by other countries	8.0	95%	27%
Q452	the number of pages in the passport	7.6	92%	16%
Q453	the security features of the passport	7.6	90%	17%
Q455	design of passports to avoid forgery	7.2	81%	15%
Q451	duration of the validity period	6.8	77%	12%

Note: n = app. 800

At the other end of the list, ***the duration of the validity period of the passport is the least satisfying*** of the product characteristics: it collects an average satisfaction score of 6.8; 77% of clients express satisfaction in this regard and only 12% selected the top box of the scale. Note that survey respondents were not tipped about the possibility of a different validity period by previous questions since additional queries on this issue took place after the satisfaction rating had been requested.

Asked if they would prefer a 5-year or a 10-year validity period[1], ***56% of clients selected a 10-year validity period*** while 39% elected for the current 5-year period (5% did not provide an answer to this question). Canadians-by-birth preferred the longer validity period (52% vs. 42%), but not as much as Canadians-by-adoption (65% vs. 31%).

Satisfaction with the resistance of the passport to forgery is also significantly lower (average of 7.2; 81% of satisfied clients). This rating is clearly a perception held by clients rather than the consequence of real-life experiences. But in the world of client satisfaction, perceptions are everything.

Some group differences occurred with regard to client product satisfaction:

- Clients of the Ontario region (JWO) were less satisfied with the resistance of the passport to forgery. Applicants from the Western region (JWW) were less satisfied with the security features of the passport.
- Business travellers were less satisfied with the number of pages in the passport; this conclusion corroborates observations from past focus groups.
- More frequent users were more satisfied with the security features of the passport and with its resistance to forgery.
- Canadians-by-birth were more satisfied with the duration of the validity period and with the number of pages available. Higher satisfaction with the duration of the validity period was shared by clients with English as a mother tongue.
- French-speaking clients were less satisfied with the passport security features.
- Clients aged 18 to 35 were more satisfied than others with the number of pages available and with the resistance of the passport to tampering. This last product characteristic was less satisfying to people aged 56 or more.

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

- Women were more satisfied than men with the number of pages available in the passport.
- Clients residing in Atlantic Canada were less satisfied with the security features of the passport and with its resistance to tampering. Clients from Ontario shared the first view while clients from British Columbia were more critical than others on the same point.

4.4 Satisfaction with areas of service

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

It is striking to note that ***the top seven most satisfying*** service characteristics relate to ***responsiveness and reliability***, a clear indication that Passport Office corporate values are aligned in that direction and that personnel deliver the goods. Specifically, the top three most satisfying aspects of service deal directly with the ***client-employee relationship***; they are:

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

In objective terms, the satisfaction levels in these regards averaged 8.3 to 8.4 with 98% of clients being "satisfied" or "very satisfied" and 38% to 40% being "very satisfied".

The ***bottom*** of satisfaction list comprises real ***cost*** elements (cash out), which is no surprise, as well as several service characteristics related to ***access*** and one responsiveness and reliability component, the ***waiting time*** at the office (for those concerned). Based on the average scores and the proportions of satisfied clients, the following aspects of service were particularly less satisfying:

EXHIBIT 4.4
Satisfaction with the application transaction

Element	Type	Description	Satisfaction		
			Average 0 to 10	% satisfied or very satisfied	% very satisfied
Q82	Responsiveness	the competence of the staff	8.4	98%	38%
Q83	Responsiveness	the courtesy of the staff	8.4	98%	40%
Q85	Responsiveness	the effectiveness of the staff	8.4	98%	38%
Q81	Responsiveness	the availability of application forms	8.2	96%	34%
Q10	General	service responsiveness and reliability	8.2	95%	33%
Q88	Responsiveness	the understanding of your particular needs	8.1	95%	31%
Q295	Communications	communications in your official language	8.1	97%	27%
Q31	General	communications	8.1	96%	27%
Q811	Responsiveness	the time it took to produce a passport	8.0	92%	31%
Q292	Communications	answers provided to your questions	8.0	96%	22%
Q291	Communications	clarity of written information	7.9	94%	24%
Q334	Cost	convenience of the payment methods	7.9	95%	21%
Q293	Communications	the ease of access to information	7.8	93%	20%
Q228	Access	flexibility of the methods of access	7.7	91%	23%
Q333	Cost	the timing of the payment	7.7	93%	18%
Q24	General	access to services	7.6	88%	21%
Q814	Responsiveness	the total time and effort required	7.6	87%	23%
Q812	Responsiveness	the waiting time to receive it by mail	7.5	82%	30%
Q35	General	passport cost and payment options	7.4	88%	15%
Q221	Access	ease of access to services by telephone	7.3	83%	19%
Q226	Access	hours of operations of the office	7.3	84%	18%
Q224	Access	signage to find the office	7.2	82%	18%
Q222	Access	the convenience of the office location	6.9	58%	14%
Q332	Cost	the extra cost for express delivery	6.5	71%	19%
Q810	Responsiveness	the waiting time at the office	6.4	67%	20%
Q331	Cost	the base cost of the passport itself	6.1	63%	9%
Q223	Access	availability of parking close to office	5.9	58%	13%

Note: n = app. 800

- availability of parking close to office;
- the base cost of the passport itself;
- the waiting time at the office;
- the extra cost for express delivery;
- the convenience of the office location.

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

Discarding the satisfaction differences obviously related to the service circumstances, the following patterns of satisfaction can be identified.

- ***Mail clients*** were more satisfied than in-person clients with the ease of access to the Passport Office telephone service and with hours of operations.
- Clients who adopted the ***normal issuance process*** were more satisfied with the waiting time at the office than clients who elected for the express process.
- Clients of the ***Eastern region*** (JWE) were more satisfied than others with the availability of parking.
- Clients of the ***Ontario region*** (JWO) were more satisfied than others with several aspects of the service: the effectiveness of the staff, the Office's understanding of client needs, the waiting time at the office, the passport production time, the waiting time to receive the passport by mail, the total time and effort required, the clarity of written information and the extra cost for express issuance.
- Clients of the ***Western region*** (JWW) were less satisfied than others on several dimensions[1], including: the availability of application forms, the competence of staff, the effectiveness of the staff, the waiting time at the office, the clarity of written information and the convenience of the payment methods.

[1] There could be some "halo effect" here which means that dissatisfaction with some aspect of the service tends to taint the assessment of other aspects.

- Clients of the ***Central region*** (JWC) were less satisfied than others on several dimensions,[1] including: the understanding of clients' needs, the waiting time at the office, the time it took to produce the passport, the waiting time to receive the passport by mail, the convenience of the office location, the availability of parking, signage to find the office, the hours of operations of the office and overall access.
- ***Business people*** were more satisfied with the overall responsiveness and reliability of the service, but less satisfied with the convenience of payment methods.
- ***Canadians-by-adoption*** were more satisfied than Canadians-by-birth with signage to find the office and with the convenience of payment methods.
- ***Clients aged 18-35*** were generally less satisfied (on 10 of 27 aspects of service) than others.
- ***Men*** were more satisfied with the competence of the staff.
- Clients residing in ***Atlantic Canada*** were more satisfied than others with the competence of the staff, the courtesy of the staff and access to telephone services (large gap).
- Clients residing in ***Quebec*** were more satisfied than others with the availability of parking.
- Clients residing in ***Ontario*** were more satisfied than others with the passport production time and the clarity of written information.
- Clients residing in the ***Prairies*** displayed no statistically significant differences from others.
- Clients residing in ***British Columbia*** were less satisfied than others with 12 of the 27 aspects reviewed here: the availability of application forms, the courtesy of the staff, the effectiveness of the staff, the waiting time at the office, the passport production time, the total time and effort required, the overall responsiveness and reliability, the availability of parking, answers provided to questions, communications in the official language of choice, the communications overall and payment overall.

A few assessments averaged a sub-zero value, indicating that the balance tipped toward dissatisfaction. They were:

[1] There could be some "halo effect" here which means that dissatisfaction with some aspect of the service tends to taint the assessment of other aspects.

- the waiting time at the office for clients of the Central region (JWC);
- the availability of parking for clients of the Central region (JWC) and for residents of Atlantic Canada.

4.5 Client expectations

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

Waiting time

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

EXHIBIT 4.5
Expectations and perceptions regarding delays

	Average time waited	% acceptable	Average time acceptable	n
Wait time at the office to deliver the application				
All clients	42 min.	63%	—	530
Found acceptable	22 min.	100%	—	328
Found too long	75 min.	0%	23 min.	199
Wait time at the office to pick up the passport				
All clients	17 min.	87%	—	393
Found acceptable	12 min.	100%	—	343
Found too long	47 min.	0%	13 min.	50
Time to deliver the passport from the time all information was provided				
All clients	10 days	90%	—	986
Found acceptable	9 days	100%	—	873
Found too long	22 days	0%	8 days	110

Exhibit 4.5 provides the key figures in this regard. ***A remarkable match exists between the experience of clients who considered the delays acceptable and the expectations of clients who considered the delays unacceptably long***. Those who found that the wait to deliver the application was acceptable said they waited 22 minutes on average; clients who were critical of the wait expected to wait 23 minutes. The respective figures for pick up wait time are 12 and 13 minutes and for the production time are 9 and 8 days. All of these differences do not reach the threshold of statistical significance. These matched data suggest that client expectations were not excessive: dissatisfied clients only expected what satisfied clients were provided.

Note that 90% were satisfied with the delay they experienced in the production of the passport. The corresponding figures are 87% concerning the pick up wait time and 63% for the application delivery wait time. The delay associated with this latter aspect of the process is the least acceptable to clients.

Requirements

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

Access

Almost half (46%) of all clients preferred the ***in-person delivery of passport applications***. The second most frequently chosen means of delivery of application documents was the ***Internet*** which was selected by almost one quarter of all clients (23%); the Internet garnered more support among express issuance clients (33%), business travellers (44%), frequent travellers (35%) and men (28%). Mail delivery was preferred by one client in five (21%).

The preferred time period to deal with the Passport Office was regular business hours (38%), followed by evenings (29%). Saturdays were selected by 17% of clients. Clients aged 18 to 35, business people and frequent travellers chose evenings most frequently (39%, 41% and 37% respectively).

The physical location of the Passport Office was considered "beyond a reasonable distance" by one client in five (21%) overall and by about 15% of clients who delivered their application or picked up their passport in person. This assessment was more frequent for residents of Atlantic Canada (34%).

Payment methods

For a purchase such as that of a passport, several payment methods were appreciated by sizeable groups of clients. More one third of all clients (37%) preferred credit card payment while about one quarter would choose debit card payment (27%) or cash payment (23%). Payment by credit card was the preferred method for most subgroups. It tied with debit card payment in the following subgroups: clients who delivered the application in person and who picked up the application at the office and clients aged 18 to 35 (also tied with cash). Debit card payment was preferred among the following subgroups: express issuance clients, clients services by Eastern region (JWE), French-speaking clients, clients residing in Quebec and women.

Most clients preferred to pay the fee upon delivering the application documents (49%); fewer (34%) would have preferred to pay upon receiving the new passport. This was reversed among business people (38% and 42% respectively) and French-speaking clients (also 38% and 42% respectively).

Chapter 5

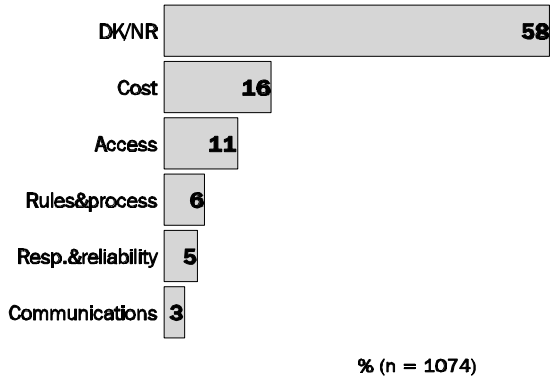
PRIORITIES FOR IMPROVEMENT

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

5.1 Stated priorities

The first approach to determining improvement priorities for the Office is to ask clients directly what it should work on. Given this choice, more than half (58%) of clients were unable to select a priority (see Exhibit 5.1). This datum indicates that, in the view of these respondents, there is ***no obvious improvement required*** (or that there are so many that they are incapable of selecting a single priority — an unlikely conclusion given the high level of satisfaction documented earlier in this report).

EXHIBIT 5.1 • Stated Improvement Priorities



The area of service ***most often*** selected for improvement is the ***cost*** (16%). Within that category, 71% (of the 41% of clients who provided an area for improvement) selected the ***base cost*** as the prime target for amelioration.

Access to services is the service area chosen by the next largest pool of clients (11%). Within the access domain, 28% (of the 43% of clients who indicated a priority) wanted the Office to focus on parking issues, 19% on the office location and 19% on hours of operation.

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

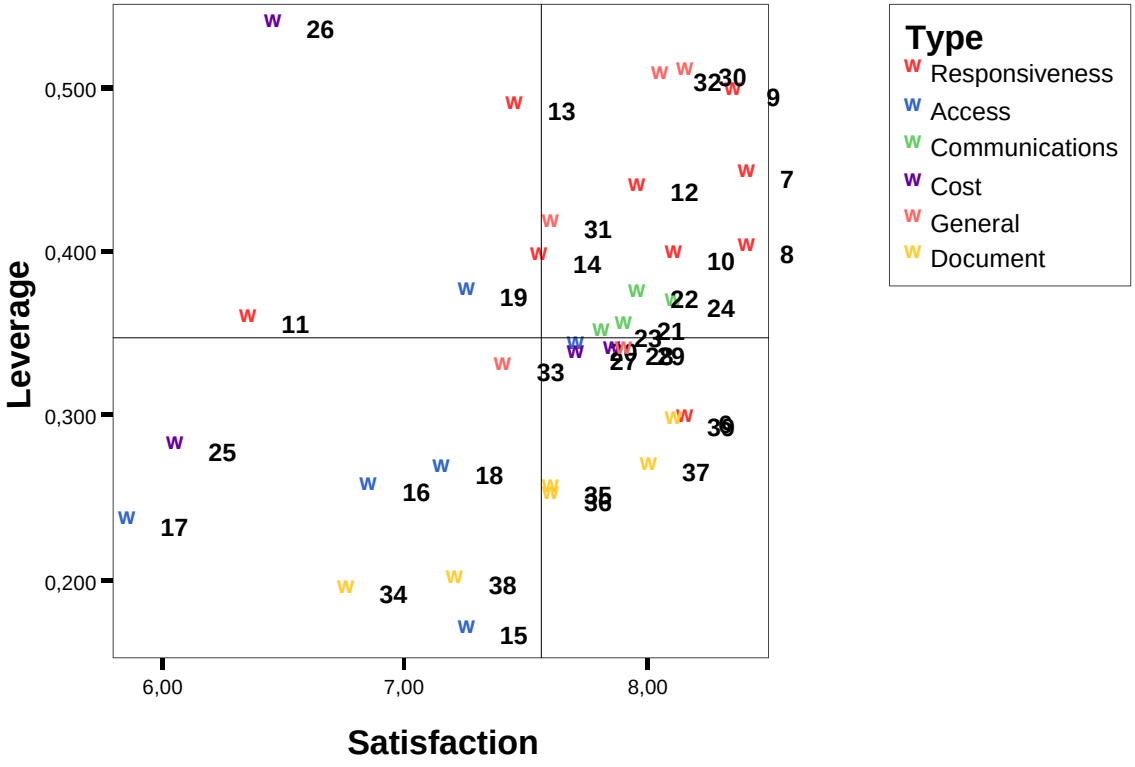
5.2 Modelled priorities

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

- Low satisfaction and high leverage components are ***top priorities*** for improvement since they represent significant drivers of overall satisfaction and fall below the average satisfaction level. In the case of the Passport Office, there are only two such top priorities: the ***extra cost*** for express delivery (item 26, which applies only to clients in the concerned segment) and the ***waiting time*** at the office (item 11; this applies particularly to the time to deliver applications).

EXHIBIT 5.2

Satisfaction vs. Leverage Effect



- High satisfaction and high leverage components are ***key strengths*** since good organizational performance meet client demands — they must be protected. Five components of service were identified as such in Exhibit 5.2:

  - service responsiveness and reliability in general;
  - communications in general;
  - the effectiveness of the staff;
  - the competence of the staff;

- the time it takes to produce the passport.

- Low satisfaction and low importance components are ***low priorities*** in terms of service improvement. While clients are not excited about the Passport Office's performance in their regard, they don't associate a high degree of leverage to these aspects of service. They are:

  - the base cost of the passport;
  - the convenience of the office locations;
  - the availability of parking;
  - the duration of the validity period of the passport.

- High satisfaction and low importance components can be conceived as ***disinvestment opportunities***. These are aspects of service where the organization "over-delivers". The interpretation of this type of service components is trickier than in other cases. Indeed, some of these components may belong to the basic service aspects of service described earlier (see page 15) or they may be of low importance to many clients but otherwise constitute government policy (e.g., availability of service in the official language of choice). The "disinvestment opportunities" identified for the Passport Office are:

  - the availability of application forms;
  - the effectiveness of the passport as a travel document;
  - the acceptance of the passport bu authorities of other countries.

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

Chapter 6

TOWARD LOCAL IMPLEMENTATION

This study is based on a twelve to fifteen minute-long questionnaire administered over the telephone. While this approach is required for the detailed analysis of client values and for the identification of empirically-established priorities for improvement, it is much too cumbersome and costly to implement at the level of each branch office.

In an earlier assignment, we suggested that a short, self-administered office-level questionnaire be used to gauge satisfaction at the local level. A short draft questionnaire was developed at the time. It focussed on thirteen aspects of service as well as requesting an overall satisfaction rating. The specific items were selected based on experience with the Passport Office and so as to include the five key drivers of satisfaction identified by Erin Research[1]; Treasury Board of Canada Secretariat has voiced the expectation that departments and agencies would include measurement of their achievements in these five areas in their performance reports.

1 They are: competence, courtesy, timeliness, fairness and results; see Erin Research, *Citizens First*, prepared for the Citizen-Centred Service Network and the Canadian Centre For Management Development, October 1998.

At the time, we noted that the specific list of service characteristics included in the questionnaire could change based on the results of the current in-depth survey. It is time to revisit this list. We propose that the following sets of service components be included in the short list:

a) the five key drivers of satisfaction noted in the Treasury Board "Policy Framework for Service Improvement in the Government of Canada"	• the competence of the staff; • the courtesy of the staff; • the fairness of the application process; • the time it took to produce the passport; • the passport as a travel document (also in c).
b) the key generic priority for improvement identified earlier	• the waiting time at the office;
c) the key determinants of overall satisfaction[1]	• our responsiveness to your needs and the reliability of our service; • our communications with you; • access to our services; • costs and payment options; • the requirements to obtain a passport;
d) an overall assessment	• our service overall.

This list of twelve service assessments will provide a good overall measure of client satisfaction and will help local offices direct their attention to the right improvement priorities.

Consistent use of these questionnaire items will also be instrumental in developing a single client satisfaction index (CSI) to complement the overall service assessment. Such an index can be built in a number of ways. The one most adapted to the Passport Office situation is to multiply individual satisfaction scores for the key determinants of overall

[1] These items were identified through stepwise multiple regressions where overall satisfaction acted as the dependent variable and all of the satisfaction indicators (excluding overall process indicators because of their redundance with other items) constituted the predictors. Segmented analyses were conducted for mail and walk-in clients.

satisfaction (see above) with an average importance measure — which could be the declared importance score or the leverage potential. To remain true to the continuous improvement focus of the exercise, we propose to use the leverage potential. Adjusted for the weights (which will remain the same from study to study until they are reassessed with a national sample), the CSI can vary between 0 (representing strong dissatisfaction) and 10 (strong satisfaction) where 5 depicts an indifference rating. Exhibit 6.1 shows how the calculation occurs.

EXHIBIT 6.1
Construction of the Client Satisfaction Index

Service dimensions	Satisfaction measure (0, 10)	Average importance rating [1]	Leverage potential		CSI (0, 10)
requirements to obtain a passport	Q6_7	7.7	0.34	→	0.34 x Q6_7
responsiveness and reliability	Q10	8.0	0.51	→	0.51 x Q10
access	Q24	7.9	0.42	→	0.42 x Q24
communications	Q31	7.8	0.51	→	0.51 x Q31
costs and payment options	Q35	7.4	0.33	→	0.33 x Q35
the passport as a travel document	Q47	8.0[2]	0.27	→	0.27 x Q47
					↓
Final calculation			Total = 2.38[3]	→	Sum / 2.38

[1] Reproduced for reference; the leverage potential is used in the calculations.
[2] The importance of the passport as a travel document was not rated. We have used the importance of the acceptance of the passport by authorities of other countries as a proxy.
[3] This total weight may be different from client to client, adjusting for non-response on the satisfaction items.

Applied to the 2001 national survey, this calculation produces an average CSI of 7.9 (which has comparative value, more so than absolute interpretation value). The following subgroups display statistically lower CSI averages:

- clients who used the express passport issuance process (7.6);
- clients aged 18 to 35 (7.7);
- clients residing in British Columbia (7.6).

Assuming the six corresponding questionnaire items are included in the local questionnaires, comparable CSI values could be derived on a per office basis.

APPENDIX A List of service elements

List of service elements

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

APPENDIX B Questionnaire

Passport Office National Client Satisfaction Survey

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

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 improve the service given by the Passport Office. Since only a limited number of people will be involved in the study, your participation is extremely important.
What is this survey about?	Generally speaking, the questions are about the various aspects of the passport application process. We are interested in the views of anyone who has recently received a passport.
How can I ensure the legitimacy of this survey?	You can call the Canadian Survey Research Council at (800)554-9996 to confirm that Echo Sondage is a legitimate professional survey research company and that this survey was registered with them. Otherwise, you can call the research director, Benoît Gauthier, at (819)770-2423 or the representative of the Passport Office, Hubert Laferrière at (819)954-3996.

CONFIRMATION OF ELIGIBILITY

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

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

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

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

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

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

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

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

RESPONSIBILITIES

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

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

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

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

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

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

AUTOMATIC ASSIGNMENT

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

PROCESS

(ASKED OF GROUP 1 ONLY)

Q6 **Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with...**
(PERMUTATION OF ITEMS WITHIN BLOCKS)

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

6.7 overall, the requirements to obtain a passport
6.8 overall, the fairness of process

(ASKED OF GROUP 1 ONLY)

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

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

RESPONSIVENESS AND RELIABILITY

(ASKED OF GROUP 1 ONLY)

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

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

(ASKED OF GROUP 2 ONLY)

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

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

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

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

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

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

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

VALUE _____
MINUTES 1
HOURS 2
DK/NR 9

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

ACCEPTABLE 1
TOO LONG 2
DK/NR 9

(IF "TOO LONG" AT Q13)

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

VALUE _____
MINUTES 1
HOURS 2
DK/NR 9

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

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

VALUE _____
MINUTES 1
HOURS 2
DK/NR 9

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

ACCEPTABLE 1
TOO LONG 2
DK/NR 9

(IF "TOO LONG" AT Q16)
Q17 **In your view, what would be an acceptable wait when you pick up your passport?**

VALUE _____
MINUTES 1
HOURS 2
DK/NR 9

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

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

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

ACCEPTABLE 1
TOO LONG 2
DK/NR 9

(IF "TOO LONG" AT Q19)
Q20 **In your view, how long should it take to obtain the passport once all relevant information and documents are provided?**

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

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

INSUFFICIENT 1
ADEQUATE 2
EXCESSIVE 3
DK/NR 9

ACCESS

(ASKED OF GROUP 1 ONLY)

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

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

(ASKED OF GROUP 2 ONLY)

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

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

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

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

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

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

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

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

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

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

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

COMMUNICATIONS

(ASKED OF GROUP 1 ONLY)

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

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

(ASKED OF GROUP 2 ONLY)

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

30.1 (Same as Q29)

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

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

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

COSTS

(ASKED OF GROUP 1 ONLY)

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

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

(ASKED OF GROUP 2 ONLY)

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

34.1 (Same as Q33)

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

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

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

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

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

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

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

GENERAL QUESTIONS

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

(ASKED OF GROUP 2 ONLY)
Q40 **Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with...**
(PERMUTATION OF ITEMS)

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

(ASKED OF GROUP 2 ONLY)
Q41 **If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on?** (PERMUTATE, READ IF NECESSARY)

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

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

YES 1
NO 2
DK/NR 9

Q43 **Would you say that, in general, the Passport Office provides much better service than other federal government organisations, a little better, same as others, a little worse or much worse service?**
(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

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

Q44 **Would you say that, in general, the Passport Office provides much better service than private companies, a little better, same as private companies, a little worse or much worse?**
(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

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

PASSPORT CHARACTERISTICS

(ASKED OF GROUP 1 ONLY)
Q45 **Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with...**
(PERMUTATION OF ITEMS)

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

(ASKED OF GROUP 2 ONLY)

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

46.1 (Same as Q45)

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

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

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

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

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

SOCIO-DEMOGRAPHICS

Finally, I have a few questions for statistical purposes.

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

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

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

YES 1
NO 2
DK/NR 9

(IF YES TO Q51)
Q52 **How many times have you used your new passport?**

NUMBER OF TIMES _____ 1
DK/NR 9

(IF ONE OR MORE TO Q52)
Q53 **Did you use your new passport to travel to the United States?**

YES 1
NO 2
DK/NR 9

(IF ONE OR MORE TO Q52)
Q54 **Did you use your new passport to travel elsewhere in the world?**

YES 1
NO 2
DK/NR 9

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

YES 1
NO 2
NR 9

Q56 **Which language did you learn first and still understand?** (DO NOT READ)

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

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

19___ . . . . .
NR 9

THANK AND TERMINATE

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

FRENCH 1
ENGLISH 2

Q59 **(DO NOT ASK) Gender**

FEMALE 1
MALE 2

Q60 **(DO NOT ASK) Province**

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

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

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

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

CONFIRMATION DE L'ADMISSIBILITÉ

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

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

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

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

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

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

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

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

RESPONSABILITÉS

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

4.1 obtenir un formulaire de demande
4.2 remplir le formulaire de demande
4.3 trouver un répondant pour se porter garant de vous
4.4 (SI C'EST «EN PERSONNE» À Q2) livrer les documents au Bureau des passeports
4.5 (SI C'EST «EN PERSONNE» À Q2b) récupérer le passeport au Bureau des passeports

JE L'AI FAIT 1
QUELQU'UN D'AUTRE L'A FAIT POUR MOI 2
NE SAIS PAS / PAS DE RÉPONSE 9

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

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

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

AFFECTATION AUTOMATIQUE

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

LE PROCESSUS

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 1 SEULEMENT)

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

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

SENSIBILITÉ ET FIABILITÉ

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

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

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

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

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

(SI C'EST «JE L'AI FAIT» À Q4.4)

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

VALEUR _____
MINUTES 1
HEURES 2
NSP/PDR 9

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

ACCEPTABLE 1
TROP LONG 2
NSP/PDR 9

(SI C'EST «TROP LONG» À Q13)

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

VALEUR _____
MINUTES 1
HEURES 2
NSP/PDR 9

(SI C'EST «JE L'AI FAIT» À Q4.5)

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

VALEUR _____
MINUTES 1
HEURES 2
NSP/PDR 9

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

ACCEPTABLE 1
TROP LONG 2
NSP/PDR 9

(SI C'EST «TROP LONG» À Q16)
Q17 **À votre avis, quel serait le temps d'attente acceptable quand on récupère son passeport?**

VALEUR _____
MINUTES 1
HEURES 2
NSP/PDR 9

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

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

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

ACCEPTABLE 1
TROP LONG 2
NSP/PDR 9

(SI C'EST «TROP LONG» À Q19)
Q20 **À votre avis, quel devrait être le temps d'attente pour obtenir un passeport une fois que tous les renseignements et documents pertinents ont été soumis?**

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

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

INSUFFISANTES 1
ADÉQUATES 2
EXCESSIVES 3
NSP/PDR 9

L'ACCÈS

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

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

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

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

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

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

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

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

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

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

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

LES COMMUNICATIONS

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

30.1 (Mêmes aspects que Q29)

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

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

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

LE COÛT

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

34.1 (Mêmes aspects que Q33)

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

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

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

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

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

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

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

QUESTIONS GÉNÉRALES

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

(À POSER AU GROUPE 2 SEULEMENT)
Q40 **Diriez-vous que chacun des aspects généraux suivants était absolument pas important, pas important, neutre, important ou très important, à commencer par...**
(PERMUTER LES ÉLÉMENTS)

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

(À POSER AU GROUPE 2 SEULEMENT)
Q41 **Si seulement l'un de ces aspects du fonctionnement du Bureau des passeports pouvait être amélioré, lequel choisiriez-vous?** (PERMUTER, LIRE AU BESOIN)

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

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

OUI 1
NON 2
NSP/PDR 9

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

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

Q44 **En règle générale, diriez-vous que le Bureau des passeports offre un bien meilleur service que les entreprises privées, ou un service un peu meilleur, de même niveau, un peu moins bon ou bien moins bon?**
(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

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

CARACTÉRISTIQUES DU PASSEPORT

(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

46.1 (Mêmes aspects que Q45)

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

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

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

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

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

DONNÉES SOCIO-DÉMOGRAPHIQUES

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

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

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

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

OUI 1
NON 2
NSP/PDR 9

(SI C'EST «OUI» À Q51)
Q52 **Combien de fois avez-vous utilisé votre nouveau passeport?**

NOMBRE DE FOIS _____ 1
NSP/PDR 9

(SI C'EST UNE FOIS OU PLUS À Q52)
Q53 **Avez-vous utilisé votre nouveau passeport pour vous rendre aux États-Unis?**

OUI 1
NON 2
NSP/PDR 9

(SI C'EST UNE FOIS OU PLUS À Q52)
Q54 **Avez-vous utilisé votre nouveau passeport pour vous rendre ailleurs dans le monde?**

OUI 1
NON 2
NSP/PDR 9

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

OUI 1
NON 2
NSP/PDR 9

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

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

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

19__ __
PAS DE RÉPONSE 9

REMERCIER LA PERSONNE ET TERMINER

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

FRANÇAIS 1
ANGLAIS 2

Q59 **(NE PAS DEMANDER) Sexe**

FEMME 1
HOMME 2

Q60 **(NE PAS DEMANDER) Province**

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

APPENDIX C
Detailed tables

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

		APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q2																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
By mail/courrier	22%	100%	0%	72%	3%	21%	21%	9%	9%	9%	72%	23%	14%	35%	17%	12%	22%	21%
		+++	---	+++	---			---	---	---	+++	+	-	+++	---	---		
In person	77%	0%	100%	27%	96%	78%	77%	90%	90%	90%	27%	76%	85%	65%	82%	88%	77%	78%
		---	+++	---	+++			+++	+++	+++	---	-	+	---	+++	+++		
Other, specify	1%	0%	0%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
															+			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		***		(***)				(***)						(***)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q2																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
By mail/courrier	22%	24%	15%	22%	32%	12%	20%	23%	23%	23%	20%	38%	25%	18%	18%	26%
		++	--		+++	---						++		--		
In person	77%	75%	84%	77%	67%	86%	79%	77%	76%	76%	79%	62%	74%	81%	82%	73%
		--	++		---	++						--		+		
Other, specify	1%	1%	1%	1%	1%	2%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(**)		(***)								(*)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q2B																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
By mail/courrier	27%	89%	10%	100%	0%	25%	50%	17%	11%	17%	75%	29%	15%	40%	22%	15%	29%	26%
		+++	---	+++	---	---	+++	---	---	---	+++	++	--	+++	---	---		
In person	71%	11%	87%	0%	100%	72%	50%	78%	87%	80%	24%	69%	84%	58%	75%	84%	68%	73%
		---	+++	---	+++	+++	---	++	+++	+++	---	--	++	---	++	+++		
Completed before the change	2%	0%	3%	0%	0%	3%	0%	4%	2%	2%	1%	3%	1%	1%	3%	1%	3%	2%
		--	++															
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		***		***		(***)		(***)				(**)		(***)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q2B																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
By mail/courrier	27%	30%	20%	28%	37%	18%	25%	28%	30%	30%	24%	48%	30%	22%	21%	36%
		++	--		+++	---				+	-	+++		---		++
In person	71%	67%	78%	70%	60%	80%	74%	70%	67%	67%	75%	47%	67%	77%	75%	64%
		---	+++		---	+++				--	++	---		+++		-
Completed before the change	2%	3%	2%	2%	3%	2%	1%	2%	3%	3%	2%	6%	3%	2%	4%	0%
																-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		**		(***)						*		(***)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE									More		10-
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q3																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Normal process	92%	91%	93%	86%	94%	100%	0%	90%	95%	93%	91%	92%	94%	94%	92%	91%	92%	92%
				---	+++	+++	---											
Express delivery	6%	6%	6%	12%	4%	0%	100%	8%	5%	6%	7%	6%	4%	5%	7%	8%	7%	6%
				+++	---	---	+++											
DK/NR	1%	3%	1%	2%	1%	0%	0%	2%	0%	2%	3%	1%	2%	2%	1%	2%	1%	2%
									-		+							
chi²:				(***)		(***)												
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH			Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q3																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Normal process	92%	91%	94%	92%	91%	94%	89%	93%	93%	91%	94%	97%	90%	93%	93%	92%
							-									
Express delivery	6%	7%	6%	6%	8%	6%	8%	6%	5%	7%	5%	0%	8%	6%	6%	6%
												-				
DK/NR	1%	2%	0%	2%	2%	0%	3%	1%	1%	2%	1%	3%	2%	1%	1%	2%
		+	-				+									
chi²:		(*)														
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
		SENT		RECEIVED		MODE									More	PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q41 finding an application form																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
I did it	83%	85%	83%	82%	84%	84%	82%	82%	81%	85%	86%	83%	87%	86%	82%	86%	85%	84%
Someone else did it for me	16%	15%	16%	18%	15%	15%	18%	17%	18%	14%	14%	16%	13%	13%	18%	14%	15%	16%
DK/NR	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	2%	1%	0%	0%	1%
														+				
chi²:														+				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q41 finding an application form																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
I did it	83%	82%	87%	83%	83%	88%	74%	87%	88%	83%	84%	89%	82%	82%	86%	85%
		-	+				---	+	+							
Someone else did it for me	16%	17%	12%	17%	17%	10%	25%	13%	10%	16%	15%	11%	17%	17%	14%	14%
		+	-			-	+++		--							
DK/NR	1%	1%	1%	0%	0%	2%	1%	0%	2%	1%	1%	0%	1%	1%	0%	1%
						++		--	+							
chi²:				(**)			(***)									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE										More	PERIOD	
		By	In	By	In						Leisre	Busnss	Has		than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q42 completing the application form																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
I did it	91%	88%	92%	88%	92%	91%	88%	94%	90%	90%	91%	91%	92%	89%	92%	93%	92%	91%
				-	+													
Someone else did it for me	9%	12%	8%	12%	8%	8%	12%	6%	10%	10%	9%	9%	8%	11%	8%	7%	8%	9%
		+	-	+	-													
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:																		
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH			Other lan-						Atlan-		Onta-	Prai-	
TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q42 completing the application form															
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
I did it	91%	93%	87%	93%	93%	87%	90%	93%	90%	91%	92%	98%	93%	91%	90%	89%
		++	--			-										
Someone else did it for me	9%	7%	13%	7%	7%	12%	10%	7%	10%	9%	8%	2%	7%	9%	10%	11%
		--	++			+										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(**)														
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
		SENT		RECEIVED		MODE									More	PERIOD	
		By	In	By	In							Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC							
Q43 finding a guarantor to vouch	for you																	
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
I did it	87%	87%	88%	87%	88%	88%	85%	88%	84%	90%	89%	86%	95%	84%	91%	85%	87%	87%
									-			--	++	--	++			
Someone else did it for me	12%	13%	11%	13%	11%	11%	14%	12%	14%	9%	10%	13%	5%	14%	9%	14%	12%	11%
												+	-		-			
DK/NR	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	1%	0%	3%	0%	1%	0%	1%
									+					+++	--			
chi²:												(*)		(**)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q43 finding a guarantor to vouch	for you															
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
I did it	87%	88%	86%	88%	90%	86%	83%	90%	88%	87%	88%	89%	89%	85%	90%	89%
							-	+						-		
Someone else did it for me	12%	11%	13%	12%	9%	12%	15%	10%	10%	12%	11%	11%	11%	13%	10%	10%
							+									
DK/NR	1%	1%	2%	1%	1%	3%	1%	0%	2%	1%	1%	0%	0%	2%	0%	1%
						+		-					-	+		
chi²:							(*)									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE									More		10-
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q44 delivering the application documents...																		
weighted sample:	832	0	832	79	727	770	52	214	332	226	55	708	90	224	431	157	323	467
	100%	0%	100%	10%	87%	93%	6%	26%	40%	27%	7%	85%	11%	27%	52%	19%	39%	56%
real # of participants:	749	0	749	71	655	688	52	211	274	187	72	639	80	199	388	144	297	414
I did it	86%	0%	86%	75%	87%	86%	84%	83%	88%	88%	76%	86%	87%	87%	85%	89%	86%	86%
				--	++						-							
Someone else did it for me	14%	0%	14%	24%	12%	13%	13%	17%	12%	11%	23%	14%	13%	12%	15%	11%	13%	14%
				++	--						+							
DK/NR	1%	0%	1%	1%	1%	0%	3%	0%	1%	1%	2%	1%	0%	1%	1%	0%	1%	0%
						-	+											
chi²:				(*)														
± ... at 50%:	4	*	4	12	4	4	15	7	6	8	12	4	12	7	5	9	6	5

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH				Other lan-						Atlan- tic	Quebec	Onta- rio	Prai- ies	BC
TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male					
Q44 delivering the application documents...															
weighted sample:	832	563	264	453	147	162	211	372	211	417	415	35	189	376	118	113
	100%	68%	32%	54%	18%	19%	25%	45%	25%	50%	50%	4%	23%	45%	14%	14%
real # of participants:	749	522	222	405	149	137	192	333	191	383	366	31	196	330	97	95
I did it	86%	85%	89%	86%	81%	88%	82%	86%	89%	84%	88%	79%	82%	87%	90%	86%
Someone else did it for me	14%	15%	11%	13%	18%	11%	17%	13%	10%	16%	11%	21%	17%	12%	9%	14%
DK/NR	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%
chi²:																
± ... at 50%:	4	5	7	5	9	9	8	6	8	5	6	19	8	6	11	11

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
		SENT	RECEIVED		MODE										PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q45 picking up the passport at the office																		
weighted sample:	758	25	727	0	758	715	34	186	319	201	49	636	89	201	394	150	284	437
	100%	3%	96%	0%	100%	94%	4%	25%	42%	27%	6%	84%	12%	27%	52%	20%	37%	58%
real # of participants:	688	27	655	0	688	644	35	185	266	170	64	578	80	178	360	137	263	390
I did it	84%	68%	85%	0%	84%	85%	79%	84%	84%	87%	76%	84%	86%	82%	84%	88%	84%	85%
											-							
Someone else did it for me	15%	27%	14%	0%	15%	15%	13%	15%	15%	13%	22%	16%	13%	16%	16%	12%	15%	14%
DK/NR	1%	5%	1%	0%	1%	0%	8%	1%	1%	0%	3%	0%	1%	1%	1%	0%	1%	1%
						---	+++											
chi²:		(**)				(***)												
± ... at 50%:	4	20	4	*	4	4	18	8	6	8	13	4	12	8	6	9	6	5

	CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
					Other lan-						Atlan- tic	Quebec	Onta- rio	Prai- ies	BC
Q45 picking up the passport at the office															
weighted sample:	758	507	246	408	130	150	198	338	185	367	391	27	170	355	108	98
	100%	67%	32%	54%	17%	20%	26%	45%	24%	48%	52%	4%	22%	47%	14%	13%
real # of participants:	688	474	209	368	134	129	180	307	168	342	346	24	176	313	91	84
I did it	84%	83%	86%	85%	83%	84%	80%	86%	86%	81%	87%	76%	84%	84%	89%	83%
										-	+					
Someone else did it for me	15%	16%	13%	14%	17%	16%	20%	13%	14%	18%	12%	24%	15%	15%	11%	17%
							+			+	-					
DK/NR	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%
chi²:										(*)						
± ... at 50%:	4	5	7	5	9	9	8	6	8	6	6	21	8	6	11	11

Number of responsibilities taken according to question 4 (out of 5)

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
			SENT		RECEIVED		MODE								More		PERIOD
			By mail	In person	By mail	In person						Leisre trips	Busnss trips	Has not	than once	5-year ppt	10-year ppt
	TOTAL	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
RESP		100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
0 - 2		13%	20%	11%	20%	10%	12%	14%	11%	13%	13%	17%	13%	9%	14%	13%	10%	13%	13%
			+++	---	+++	---													
3 - 4		39%	80%	27%	80%	23%	38%	56%	35%	30%	28%	69%	40%	29%	48%	36%	29%	38%	39%
			+++	---	+++	---	--	++		---	---	+++	+	-	+++		--		
All		48%	0%	62%	0%	67%	50%	31%	54%	58%	59%	14%	46%	62%	38%	51%	62%	48%	49%
			---	+++	---	+++	++	--		+++	+++	---	--	++	---		+++		
	chi²:		***		***		**		***				*		***				
	± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
	mean for these data:	3.89	2.67	4.25	2.77	4.32	3.93	3.59	4.08	4.09	4.16	3.05	3.85	4.21	3.64	3.98	4.18	3.89	3.91
	standard error:	0.041	0.051	0.045	0.053	0.046	0.042	0.168	0.083	0.078	0.088	0.064	0.044	0.116	0.071	0.057	0.098	0.065	0.055
	sig. test for means:		***	***	***	***	*	*	*	**	***	***	**	**	***		**		

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	1074	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
RESP		1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	weighted sample:	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
0 - 2		13%	13%	12%	13%	14%	11%	18%	9%	13%	14%	12%	7%	13%	13%	13%	16%
								++	--								
3 - 4		39%	42%	32%	40%	46%	35%	39%	42%	36%	43%	35%	65%	41%	36%	32%	40%
			++	--							++	--	+++				
All		48%	45%	56%	47%	41%	55%	42%	48%	51%	43%	54%	28%	46%	51%	55%	44%
			--	++		-	+				---	+++	--				
	chi²:		**					**			**		**				
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9
	mean for these data:	3.89	3.84	4.03	3.89	3.71	4.06	3.72	3.98	3.93	3.79	4.00	3.63	3.83	3.94	4.09	3.78
	standard error:	0.041	0.047	0.081	0.055	0.084	0.104	0.089	0.054	0.081	0.057	0.058	0.150	0.078	0.065	0.106	0.115
	sig. test for means:					*		*			*	*					

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q5																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Yes	16%	24%	14%	22%	14%	16%	28%	19%	14%	11%	21%	17%	16%	12%	19%	16%	18%	15%
		+++	---	+++	---	-	+			-	++			--	+			
No	81%	73%	83%	75%	83%	82%	70%	78%	82%	86%	77%	81%	82%	86%	77%	81%	80%	81%
		---	+++	--	++	+	-			+				++	--			
DK/NR	3%	3%	3%	2%	3%	3%	2%	3%	3%	3%	1%	3%	3%	2%	4%	3%	2%	4%
chi²:		**		**		(*)		*						*				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH Yes	CITIZEN BY BIRTH No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q5																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Yes	16%	17%	15%	15%	22%	15%	17%	18%	14%	18%	14%	26%	20%	15%	12%	15%
					++							+				
No	81%	80%	81%	83%	75%	82%	82%	78%	83%	79%	82%	68%	78%	82%	88%	79%
					-							-			+	
DK/NR	3%	3%	3%	3%	2%	3%	2%	4%	3%	2%	3%	5%	2%	3%	0%	6%
															-	++
chi²:												(**)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q61 the simplicity of the application forms																		
mean for these data:	8.0	8.2	8.0	8.2	8.0	8.1	7.5	8.2	8.0	7.9	8.0	8.1	7.8	8.0	8.1	8.1	8.0	8.1
sig. test for means:						*	*											
Q62 the list of qualified guarantors																		
mean for these data:	7.8	8.0	7.8	8.0	7.8	7.9	7.5	8.1	7.8	7.7	7.6	7.9	7.8	7.9	7.8	7.8	7.9	7.8
sig. test for means:								*										
Q65 the ease of submitting your application																		
mean for these data:	8.1	8.3	8.0	8.2	8.0	8.1	8.0	7.9	8.3	7.8	8.2	8.1	7.9	8.2	8.2	7.8	8.1	8.1
sig. test for means:		*	*															
Q66 the ease of picking up your passport																		
mean for these data:	7.9	7.8	7.9	*	7.9	7.9	7.9	8.2	8.0	7.7	6.9	7.9	7.9	8.2	8.0	7.7	8.1	7.8
sig. test for means:				*	*			*			*							
Q67 overall, the requirements																		
mean for these data:	7.9	8.1	7.9	7.9	7.9	7.9	7.5	8.0	7.9	7.8	7.9	8.0	7.7	8.0	7.9	7.8	8.0	7.9
sig. test for means:																		
Q68 overall, the fairness of process																		
mean for these data:	8.0	8.2	8.0	8.2	8.0	8.0	7.8	8.0	8.1	8.0	8.0	8.0	8.2	8.0	8.0	8.1	8.1	8.0
sig. test for means:		*	*															

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q61 the simplicity of the application forms																
mean for these data:	8.0	8.0	8.1	8.1	8.2	8.0	7.9	8.2	7.9	8.2	7.9	8.2	8.2	8.0	8.0	7.9
sig. test for means:								**		*	*					
Q62 the list of qualified guarantors																
mean for these data:	7.8	7.9	7.7	7.8	8.0	7.8	7.6	7.9	7.9	8.1	7.6	8.3	8.0	7.7	7.8	7.6
sig. test for means:										**	**					
Q65 the ease of submitting your application																
mean for these data:	8.1	8.1	8.0	8.1	8.1	8.2	8.2	8.0	8.1	8.2	7.9	7.2	8.2	8.2	7.8	7.9
sig. test for means:										*	*	*				
Q66 the ease of picking up your passport																
mean for these data:	7.9	7.9	8.1	7.8	8.3	8.0	7.5	8.2	7.7	7.9	7.9	8.1	8.3	7.8	7.8	7.6
sig. test for means:							*	**					*			
Q67 overall, the requirements																
mean for these data:	7.9	7.9	8.0	7.9	8.1	7.9	7.5	8.1	7.8	8.0	7.8	8.2	8.0	7.8	8.1	7.7
sig. test for means:							**	***								
Q68 overall, the fairness of process																
mean for these data:	8.0	8.0	8.0	8.0	8.1	8.2	7.9	8.2	7.9	8.1	8.0	8.2	8.0	8.0	8.1	7.9
sig. test for means:								*								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q61 the simplicity of the application forms																		
weighted sample:	732	155	571	186	525	672	48	161	251	170	138	634	70	234	360	121	305	387
	100%	21%	78%	25%	72%	92%	7%	22%	34%	23%	19%	87%	10%	32%	49%	16%	42%	53%
real # of participants:	728	210	511	238	472	667	49	158	204	141	213	633	67	246	352	115	307	379
DISSATISFIED (smwht + very)	2%	3%	2%	2%	3%	2%	6%	3%	2%	2%	2%	2%	5%	2%	3%	1%	3%	2%
SATISFIED (smwht + very)	95%	93%	95%	94%	95%	95%	89%	96%	94%	95%	94%	95%	91%	92%	96%	98%	95%	95%
Very dissatisfied (-10)	1%	1%	1%	0%	1%	1%	0%	1%	2%	0%	0%	1%	2%	1%	1%	0%	0%	1%
Dissatisfied (-5)	1%	2%	1%	2%	1%	1%	6%	3%	0%	2%	1%	1%	3%	1%	2%	1%	2%	1%
Neutral (0)	3%	4%	3%	4%	3%	3%	4%	1%	3%	3%	4%	3%	4%	6%	1%	1%	2%	3%
Satisfied (5)	64%	55%	67%	59%	67%	64%	73%	60%	64%	70%	66%	65%	65%	60%	65%	70%	65%	63%
Very satisfied (10)	30%	38%	28%	35%	28%	31%	16%	35%	30%	25%	28%	31%	27%	32%	31%	27%	30%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:						(*)												
± ... at 50%:	4	7	5	7	5	4	15	8	7	9	7	4	13	7	6	10	6	5
mean for these data:	8.0	8.2	8.0	8.2	8.0	8.1	7.5	8.2	8.0	7.9	8.0	8.1	7.8	8.0	8.1	8.1	8.0	8.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:						*	*											

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q61 the simplicity of the application forms																
weighted sample:	732	524	205	394	153	127	176	330	192	375	357	39	175	315	98	104
	100%	72%	28%	54%	21%	17%	24%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	728	541	183	384	179	114	173	334	190	384	344	40	200	299	91	98
DISSATISFIED (smwht + very)	2%	2%	3%	2%	3%	1%	3%	2%	3%	2%	3%	8% +	2%	2%	1%	3%
SATISFIED (smwht + very)	95%	95%	94%	95%	95%	95%	93%	97% +	92%	95%	94%	90%	96%	94%	97%	93%
Very dissatisfied (-10)	1%	1%	2%	1%	1%	0%	1%	1%	2%	0% -	2% +	0%	1%	2%	0%	1%
Dissatisfied (-5)	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	8% +++	1%	1%	1%	2%
Neutral (0)	3%	3%	3%	3%	2%	5%	5%	1% -	5%	3%	3%	2%	2%	4%	1%	4%
Satisfied (5)	64%	66%	60%	66%	61%	67%	67%	62%	64%	62%	67%	44% --	63%	65%	72%	66%
Very satisfied (10)	30%	29%	34%	29%	34%	27%	26%	35% +	28%	34% +	27% -	46% +	34%	29%	26%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	5	8	5	8	10	8	6	8	5	6	17	7	6	11	11
mean for these data:	8.0	8.0	8.1	8.1	8.2	8.0	7.9	8.2	7.9	8.2	7.9	8.2	8.2	8.0	8.0	7.9
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.2
sig. test for means:								**		*	*					

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q62 the list of qualified guarantors																		
weighted sample:	698	149	542	180	497	644	46	147	235	174	132	598	73	213	353	114	289	371
	100%	21%	78%	26%	71%	92%	7%	21%	34%	25%	19%	86%	10%	31%	51%	16%	41%	53%
real # of participants:	696	201	488	228	450	640	48	144	194	143	205	601	68	229	344	107	291	363
DISSATISFIED (smwht + very)	5%	4%	5%	4%	6%	5%	8%	3%	7%	4%	7%	5%	6%	5%	5%	6%	4%	6%
SATISFIED (smwht + very)	91%	94%	90%	94%	90%	91%	90%	96% +	90%	89%	90%	91%	93%	92%	90%	92%	92%	90%
Very dissatisfied (-10)	2%	2%	2%	0%	2%	2%	0%	1%	3% +	1%	1%	1%	0%	2%	1%	2%	1%	2%
Dissatisfied (-5)	4%	2%	4%	4%	3%	3%	8%	3%	4%	3%	6%	3%	6%	3%	4%	4%	4%	4%
Neutral (0)	4%	2%	4%	2%	5%	4%	2%	1%	3%	7% ++	3%	4%	1%	3%	4%	2%	4%	4%
Satisfied (5)	62%	62%	62%	64%	61%	61%	73%	62%	57% -	65%	69% +	62%	68%	60%	62%	63%	64%	60%
Very satisfied (10)	29%	31%	29%	30%	29%	30%	17%	33%	33%	24%	21% -	30%	25%	32%	28%	29%	28%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	15	9	8	9	7	4	13	7	6	10	6	6
mean for these data:	7.8	8.0	7.8	8.0	7.8	7.9	7.5	8.1	7.8	7.7	7.6	7.9	7.8	7.9	7.8	7.8	7.9	7.8
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.2	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:								*										

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q62 the list of qualified guarantors																
weighted sample:	698	489	204	375	143	123	165	315	186	354	344	35	163	293	100	107
	100%	70%	29%	54%	21%	18%	24%	45%	27%	51%	49%	5%	23%	42%	14%	15%
real # of participants:	696	505	186	365	168	114	160	319	187	366	330	37	186	282	92	99
DISSATISFIED (smwht + very)	5%	5%	7%	5%	5%	4%	7%	5%	5%	4%	7%	2%	4%	7% +	3%	5%
SATISFIED (smwht + very)	91%	92%	89%	90%	94%	91%	87%	91%	93%	94% +	88% -	95%	94%	89%	91%	89%
Very dissatisfied (-10)	2%	2%	2%	2%	0%	1%	3%	1%	2%	1%	2%	0%	1%	2%	0%	2%
Dissatisfied (-5)	4%	3%	5%	4%	4%	3%	4%	4%	3%	3%	4%	2%	3%	5%	3%	2%
Neutral (0)	4%	4%	4%	4%	1%	5%	6%	4%	2%	2%	5%	3%	1%	3%	6%	6%
Satisfied (5)	62%	63%	59%	62%	63%	63%	63%	60%	63%	60%	64%	57%	62%	60%	67%	65%
Very satisfied (10)	29%	29%	29%	28%	31%	28%	25%	31%	30%	34% ++	24% --	38%	33%	30%	24%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:										*						
± ... at 50%:	4	5	8	6	8	10	8	6	8	6	6	17	8	6	11	11
mean for these data:	7.8	7.9	7.7	7.8	8.0	7.8	7.6	7.9	7.9	8.1	7.6	8.3	8.0	7.7	7.8	7.6
standard error:	0.1	0.1	0.2	0.1	0.1	0.2	0.2	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.2
sig. test for means:										**	**					

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q65 the ease of submitting your application																		
weighted sample:	712	170	542	192	504	657	45	145	246	173	137	614	68	239	338	120	291	382
	100%	24%	76%	27%	71%	92%	6%	20%	35%	24%	19%	86%	10%	34%	47%	17%	41%	54%
real # of participants:	710	230	480	247	449	652	48	142	199	143	214	617	64	252	330	114	295	376
DISSATISFIED (smwht + very)	6%	2%	7%	2%	7%	6%	5%	7%	4%	7%	4%	5%	6%	4%	4%	10%	4%	6%
		-	+	-	+											+		
SATISFIED (smwht + very)	91%	94%	89%	93%	90%	91%	90%	87%	94%	88%	93%	91%	92%	93%	91%	86%	92%	90%
																-		
Very dissatisfied (-10)	2%	0%	2%	1%	2%	2%	3%	1%	2%	3%	1%	1%	2%	1%	1%	3%	1%	2%
Dissatisfied (-5)	4%	2%	5%	1%	5%	4%	3%	7%	3%	4%	2%	4%	4%	3%	3%	6%	3%	4%
				-	+			+										
Neutral (0)	3%	3%	3%	3%	2%	3%	2%	3%	1%	5%	3%	3%	2%	1%	3%	4%	3%	3%
Satisfied (5)	52%	54%	52%	55%	52%	52%	55%	53%	51%	55%	54%	52%	59%	56%	51%	48%	55%	50%
Very satisfied (10)	38%	40%	38%	38%	38%	38%	35%	35%	43%	33%	39%	39%	32%	37%	40%	38%	36%	40%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	15	9	7	9	7	4	13	7	6	10	6	5
mean for these data:	8.1	8.3	8.0	8.2	8.0	8.1	8.0	7.9	8.3	7.8	8.2	8.1	7.9	8.2	8.2	7.8	8.1	8.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.2	0.1	0.2	0.1	0.1	0.3	0.1	0.1	0.2	0.1	0.1
sig. test for means:		*	*															

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

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q65 the ease of submitting your application																
weighted sample:	712	496	212	386	142	126	166	319	195	360	352	35	161	307	102	106
	100%	70%	30%	54%	20%	18%	23%	45%	27%	51%	49%	5%	23%	43%	14%	15%
real # of participants:	710	514	192	377	169	113	166	321	194	369	341	37	185	293	94	101
DISSATISFIED (smwht + very)	6%	6%	5%	6%	7%	3%	3%	6%	6%	4%	7%	15% ++	5%	4%	7%	6%
SATISFIED (smwht + very)	91%	90%	91%	91%	88%	95%	92%	90%	90%	92%	89%	77% --	91%	93% +	87%	90%
Very dissatisfied (-10)	2%	1%	2%	2%	1%	1%	1%	1%	2%	1%	2%	0%	1%	2%	3%	2%
Dissatisfied (-5)	4%	4%	3%	4%	6%	2%	2%	5%	4%	2% -	5% +	15% +++	4%	3%	4%	4%
Neutral (0)	3%	3%	3%	3%	2%	2%	2%	3%	3%	3%	3%	5%	2%	2%	6% +	3%
Satisfied (5)	52%	52%	53%	51%	50%	59%	53%	52%	51%	51%	54%	55%	50%	52%	52%	57%
Very satisfied (10)	38%	38%	38%	40%	39%	36%	39%	38%	39%	41%	35%	22% -	41%	41%	35%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	5	8	5	8	10	8	6	8	5	6	17	8	6	11	10
mean for these data:	8.1	8.1	8.0	8.1	8.1	8.2	8.2	8.0	8.1	8.2	7.9	7.2	8.2	8.2	7.8	7.9
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.1	0.1	0.4	0.1	0.1	0.2	0.2
sig. test for means:										*	*	*				

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

	APPLICATION	SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q66 the ease of picking up your passport																		
weighted sample:	497	11	484	0	487	471	22	119	212	140	25	412	59	131	259	99	193	280
	100%	2%	97%	0%	98%	95%	4%	24%	43%	28%	5%	83%	12%	26%	52%	20%	39%	56%
real # of participants:	442	12	428	0	433	415	23	117	173	117	33	367	52	113	235	86	179	241
DISSATISFIED (smwht + very)	6%	10%	6%	0%	6%	6%	4%	5%	5%	7%	17% +	6%	5%	4%	5%	9%	5%	7%
SATISFIED (smwht + very)	91%	76%	91%	0%	91%	90%	96%	91%	93%	89%	74% --	91%	93%	95%	92%	86% -	92%	90%
Very dissatisfied (-10)	2%	10%	2%	0%	2%	2%	4%	3%	2%	1%	0%	1%	2%	2%	1%	2%	1%	3%
Dissatisfied (-5)	4%	0%	4%	0%	4%	5%	0%	3%	3%	6%	17% +++	5%	3%	2%	4%	7%	4%	4%
Neutral (0)	3%	14%	3%	0%	3%	3%	0%	3%	1%	5%	9% +	3%	2%	1%	3%	5%	3%	3%
Satisfied (5)	57%	19%	57%	0%	57%	56%	67%	45% --	61%	60%	55%	56%	62%	57%	58%	54%	56%	57%
Very satisfied (10)	34%	57%	34%	0%	34%	34%	29%	46% ++	32%	28%	19%	35%	31%	38%	33%	32%	36%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		(*)						(**)										
± ... at 50%:	5	30	5	*	5	5	22	10	8	10	18	5	15	10	7	11	8	7
mean for these data:	7.9	7.8	7.9	*	7.9	7.9	7.9	8.2	8.0	7.7	6.9	7.9	7.9	8.2	8.0	7.7	8.1	7.8
standard error:	0.1	1.0	0.1	*	0.1	0.1	0.4	0.2	0.2	0.2	0.4	0.1	0.3	0.2	0.1	0.3	0.1	0.1
sig. test for means:				*	*			*			*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q66 the ease of picking up your passport																
weighted sample:	497	330	163	260	87	101	117	226	127	227	270	13	110	233	81	62
	100%	66%	33%	52%	18%	20%	24%	45%	25%	46%	54%	3%	22%	47%	16%	12%
real # of participants:	442	303	135	227	88	86	106	203	109	208	234	11	111	200	67	53
DISSATISFIED (smwht + very)	6%	7%	4%	7%	5%	4%	9%	5%	7%	6%	6%	16%	4%	6%	5%	9%
SATISFIED (smwht + very)	91%	89%	95%	89%	91%	96%	84%	93%	92%	90%	92%	84%	93%	92%	88%	88%
		-	+				-									
Very dissatisfied (-10)	2%	2%	2%	1%	1%	1%	3%	1%	3%	1%	3%	0%	3%	2%	2%	0%
Dissatisfied (-5)	4%	5%	2%	6%	4%	3%	6%	4%	4%	5%	4%	16%	1%	4%	4%	9%
Neutral (0)	3%	4%	1%	4%	4%	0%	7%	2%	2%	5%	2%	0%	4%	2%	6%	3%
							+									
Satisfied (5)	57%	54%	62%	56%	43%	68%	56%	52%	63%	55%	58%	27%	46%	61%	57%	64%
					--	++							-			
Very satisfied (10)	34%	35%	33%	33%	48%	28%	28%	41%	28%	34%	34%	56%	46%	31%	31%	24%
					++			++					++			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	5	6	9	7	11	11	10	7	10	7	7	32	10	7	13	14
mean for these data:	7.9	7.9	8.1	7.8	8.3	8.0	7.5	8.2	7.7	7.9	7.9	8.1	8.3	7.8	7.8	7.6
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.8	0.2	0.1	0.2	0.3
sig. test for means:							*	**					*			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q67 overall, the requirements																		
weighted sample:	790	173	611	210	560	728	51	171	268	189	151	683	76	258	381	131	326	425
	100%	22%	77%	27%	71%	92%	6%	22%	34%	24%	19%	86%	10%	33%	48%	17%	41%	54%
real # of participants:	791	233	551	266	507	726	53	168	221	157	233	689	71	274	373	126	333	417
DISSATISFIED (smwht + very)	4%	2%	4%	3%	4%	4%	4%	4%	5%	2%	3%	3%	6%	4%	4%	3%	3%	4%
SATISFIED (smwht + very)	93%	94%	93%	93%	93%	93%	89%	92%	93%	93%	93%	93%	94%	94%	93%	94%	94%	93%
Very dissatisfied (-10)	1%	0%	2%	1%	2%	1%	2%	1%	3%	0%	1%	1%	0%	1%	2%	1%	1%	2%
Dissatisfied (-5)	2%	2%	2%	3%	2%	2%	3%	4%	2%	2%	2%	2%	6%	3%	2%	2%	2%	2%
Neutral (0)	3%	4%	3%	4%	3%	3%	7%	3%	2%	4%	4%	4%	0%	2%	4%	4%	4%	3%
Satisfied (5)	65%	61%	67%	64%	66%	65%	71%	60%	64%	71%	66%	65%	73%	62%	65%	71%	65%	64%
Very satisfied (10)	28%	33%	27%	29%	27%	29%	17%	32%	29%	22%	27%	29%	21%	32%	28%	22%	28%	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(*)						
± ... at 50%:	4	7	4	6	5	4	14	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	7.9	8.1	7.9	7.9	7.9	7.9	7.5	8.0	7.9	7.8	7.9	8.0	7.7	8.0	7.9	7.8	8.0	7.9
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q67 overall, the requirements																
weighted sample:	790	557	229	422	164	139	191	350	212	407	383	40	188	337	109	117
	100%	70%	29%	53%	21%	18%	24%	44%	27%	51%	49%	5%	24%	43%	14%	15%
real # of participants:	791	577	209	413	192	128	190	354	212	417	374	41	215	325	100	110
DISSATISFIED (smwht + very)	4%	4%	3%	3%	3%	4%	5%	3%	4%	3%	4%	4%	4%	5%	0%	3%
															-	
SATISFIED (smwht + very)	93%	93%	93%	94%	96%	93%	87%	96%	93%	94%	93%	95%	93%	93%	96%	92%
							---	++								
Very dissatisfied (-10)	1%	1%	1%	1%	0%	3%	3%	1%	1%	1%	1%	0%	1%	3%	0%	1%
							+							++		
Dissatisfied (-5)	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%	4%	3%	2%	0%	3%
Neutral (0)	3%	3%	3%	3%	1%	2%	7%	2%	2%	3%	3%	2%	3%	2%	4%	4%
							+++	-								
Satisfied (5)	65%	66%	64%	67%	62%	65%	67%	63%	67%	64%	67%	57%	61%	65%	70%	72%
Very satisfied (10)	28%	27%	30%	27%	33%	29%	21%	33%	26%	30%	26%	38%	31%	28%	26%	20%
							-	++								
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(**)									
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	7.9	7.9	8.0	7.9	8.1	7.9	7.5	8.1	7.8	8.0	7.8	8.2	8.0	7.8	8.1	7.7
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.2
sig. test for means:							**	***								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q68 overall, the fairness of process																		
weighted sample:	785	170	609	208	557	723	51	169	266	189	149	678	76	257	380	129	322	424
	100%	22%	78%	27%	71%	92%	6%	22%	34%	24%	19%	86%	10%	33%	48%	16%	41%	54%
real # of participants:	784	229	548	263	503	719	53	166	218	157	231	681	72	271	372	123	327	416
DISSATISFIED (smwht + very)	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	0%	2%	2%	0%	1%	2%
SATISFIED (smwht + very)	92%	92%	93%	93%	95%	92%	90%	90%	96%	94%	95%	92%	99% +	93%	92%	95%	93%	93%
Very dissatisfied (-10)	1%	0%	1%	0%	1%	1%	0%	1%	2%	0%	1%	1%	0%	1%	1%	0%	0%	2% +
Dissatisfied (-5)	1%	0%	1%	0%	1%	1%	2%	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%
Neutral (0)	2%	2%	2%	1%	2%	2%	3%	4%	1%	1%	2%	2%	0%	1%	2%	3%	2%	1%
Satisfied (5)	66%	62%	68%	65%	69%	66%	71%	64%	67%	69%	69%	66%	69%	65%	67%	69%	66%	66%
Very satisfied (10)	26%	31%	25%	28%	26%	27%	20%	26%	29%	25%	27%	26%	29%	28%	26%	26%	27%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	4	6	5	4	14	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	8.0	8.2	8.0	8.2	8.0	8.0	7.8	8.0	8.1	8.0	8.0	8.0	8.2	8.0	8.0	8.1	8.1	8.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:		*	*															

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q68 overall, the fairness of process																
weighted sample:	785	549	232	419	162	139	190	348	210	401	384	40	185	336	109	115
	100%	70%	30%	53%	21%	18%	24%	44%	27%	51%	49%	5%	24%	43%	14%	15%
real # of participants:	784	569	210	410	190	126	189	350	210	411	373	41	212	323	100	108
DISSATISFIED (smwht + very)	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	2%	3%	1%	2%	0%	3%
SATISFIED (smwht + very)	92%	93%	92%	93%	92%	95%	93%	93%	90%	92%	93%	87%	90%	94%	93%	93%
Very dissatisfied (-10)	1%	1%	2%	1%	0%	0%	1%	0%	2%	1%	1%	3%	0%	2%	0%	1%
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	3%
														-		++
Neutral (0)	2%	2%	2%	1%	2%	2%	3%	1%	2%	2%	2%	0%	4%	1%	0%	3%
													+			
Satisfied (5)	66%	67%	63%	68%	64%	64%	70%	63%	68%	64%	68%	54%	63%	68%	70%	67%
Very satisfied (10)	26%	25%	29%	25%	28%	31%	23%	30%	23%	27%	25%	33%	26%	26%	23%	26%
								+								
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	8.0	8.0	8.0	8.0	8.1	8.2	7.9	8.2	7.9	8.1	8.0	8.2	8.0	8.0	8.1	7.9
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.2
sig. test for means:								*								

If only one of the areas of the application process that I mentioned could be improved, which should be focussed on?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
		SENT		RECEIVED		MODE									More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q7																		
weighted sample:	802	175	620	214	568	739	51	174	272	193	151	694	76	262	387	131	332	426
	100%	22%	77%	27%	71%	92%	6%	22%	34%	24%	19%	87%	10%	33%	48%	16%	41%	53%
real # of participants:	800	235	558	269	513	735	53	171	223	160	234	697	72	276	379	126	337	418
DK/NR	65%	73%	64%	69%	64%	66%	62%	60%	65%	68%	67%	65%	67%	71%	63%	61%	70%	62%
		+	-											+			+	-
list of qualified guarantors	8%	7%	9%	8%	8%	9%	8%	8%	9%	7%	9%	9%	7%	7%	10%	6%	10%	8%
Other	6%	6%	7%	6%	6%	7%	1%	9%	8%	3%	6%	6%	7%	4%	6%	9%	6%	6%
										-								
ease of picking up passport	6%	4%	7%	3%	7%	6%	6%	5%	6%	10%	4%	6%	4%	5%	6%	9%	3%	8%
				-	+					+							--	++
ease of submitting application	4%	3%	5%	3%	5%	5%	0%	6%	3%	5%	5%	4%	7%	2%	5%	8%	5%	5%
														--		+		
simplicity of the forms	4%	3%	5%	4%	4%	4%	8%	6%	3%	5%	4%	4%	7%	5%	4%	3%	4%	4%
overall, the requirements	4%	3%	4%	5%	3%	3%	8%	3%	6%	1%	4%	4%	0%	4%	5%	2%	2%	5%
									++	-							-	+
overall, the fairness	1%	1%	1%	2%	1%	1%	7%	2%	0%	1%	2%	1%	0%	2%	1%	1%	1%	1%
						---	+++											
chi²:						(**)											(*)	
± ... at 50%:	4	7	4	6	5	4	14	8	7	8	7	4	12	6	5	9	6	5

If only one of the areas of the application process that I mentioned could be improved, which should be focussed on?

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q7																
weighted sample:	802	561	235	427	165	143	191	357	214	411	391	41	190	341	110	120
	100%	70%	29%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	800	581	213	417	194	130	190	359	214	421	379	42	218	327	101	112
DK/NR	65%	64%	69%	64%	61%	70%	59%	66%	70%	66%	65%	63%	62%	65%	72%	67%
							-									
list of qualified guarantors	8%	7%	11%	8%	9%	10%	10%	11%	4%	8%	9%	6%	8%	9%	8%	8%
									--							
Other	6%	7%	6%	8%	7%	4%	5%	5%	11%	6%	7%	17%	6%	8%	1%	5%
									++			++			-	
ease of picking up passport	6%	7%	4%	6%	7%	7%	8%	6%	6%	7%	5%	0%	5%	5%	12%	6%
															+	
ease of submitting application	4%	5%	2%	5%	5%	2%	4%	4%	4%	5%	3%	12%	5%	3%	4%	5%
												+				
simplicity of the forms	4%	4%	4%	3%	7%	4%	6%	4%	3%	3%	6%	1%	7%	3%	3%	6%
				-	+					-	+		++			
overall, the requirements	4%	4%	3%	5%	1%	3%	5%	3%	3%	5%	3%	1%	4%	6%	1%	2%
					-									+		
overall, the fairness	1%	2%	0%	1%	2%	0%	4%	1%	0%	1%	2%	0%	2%	1%	1%	2%
							+++		-							
chi²:							(**)					(**)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	10	10

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By	In	By	In									Has		than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	not	Once	once	ppt	ppt
Q81 the availability of application forms																		
mean for these data:	8.2	8.1	8.2	8.2	8.1	8.2	7.8	8.3	8.3	7.9	8.1	8.1	8.3	8.2	8.2	8.2	8.2	8.1
sig. test for means:										*								
Q82 the competence of the staff																		
mean for these data:	8.4	8.9	8.4	8.3	8.4	8.4	8.4	8.6	8.5	8.2	8.1	8.4	8.4	8.5	8.4	8.2	8.5	8.3
sig. test for means:										*								
Q83 the courtesy of the staff																		
mean for these data:	8.4	8.9	8.4	8.5	8.4	8.4	8.5	8.5	8.5	8.3	8.2	8.4	8.4	8.6	8.3	8.4	8.5	8.4
sig. test for means:														*				
Q85 the effectiveness of the staff																		
mean for these data:	8.4	8.9	8.4	8.2	8.4	8.4	8.3	8.4	8.5	8.1	8.1	8.3	8.5	8.4	8.4	8.2	8.4	8.4
sig. test for means:									*	*								
Q88 the understanding of your particular needs																		
mean for these data:	8.1	8.0	8.1	8.0	8.1	8.1	8.3	8.1	8.3	8.0	7.8	8.1	8.1	8.2	8.0	8.1	8.1	8.1
sig. test for means:									*		**							
Q810 the waiting time at the office																		
mean for these data:	6.3	6.5	6.3	6.3	6.3	6.5	5.0	6.6	6.9	5.8	4.7	6.3	6.5	7.1	5.9	6.5	6.6	6.2
sig. test for means:						*	*		**	**	**			***	***			
Q811 the time it took to produce a passport																		
mean for these data:	7.9	7.6	8.0	7.8	8.0	7.9	8.0	8.1	8.2	7.7	7.4	7.9	8.1	8.1	7.9	7.8	8.0	7.9
sig. test for means:		*	*						***		***							
Q812 the waiting time to receive it by mail																		
mean for these data:	7.4	7.4	*	7.5	6.8	7.5	7.3	8.0	8.4	7.0	7.2	7.5	7.0	7.8	7.2	6.5	7.7	7.3
sig. test for means:		*	*						**		*			*				
Q814 the total time and effort required																		
mean for these data:	7.5	7.7	7.5	7.6	7.5	7.6	7.0	7.4	7.8	7.3	7.3	7.5	7.4	7.8	7.4	7.5	7.6	7.6
sig. test for means:									**					*	*			
Q10 OVERALL, responsiveness and reliablity																		
mean for these data:	8.2	8.1	8.2	8.1	8.1	8.2	7.8	8.2	8.2	8.1	8.1	8.1	8.5	8.2	8.1	8.2	8.3	8.1
sig. test for means:												*	*					

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH														
TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q81 the availability of application forms															
mean for these data: 8.2	8.2	8.1	8.2	8.2	8.1	8.0	8.3	8.1	8.2	8.1	8.7	8.3	8.2	8.0	7.8
sig. test for means:															*
Q82 the competence of the staff															
mean for these data: 8.4	8.4	8.4	8.4	8.6	8.2	8.1	8.5	8.5	8.3	8.5	9.1	8.5	8.4	8.2	8.1
sig. test for means:				*		**			*	*	*				
Q83 the courtesy of the staff															
mean for these data: 8.4	8.4	8.5	8.4	8.5	8.4	8.1	8.6	8.5	8.4	8.5	9.1	8.5	8.4	8.5	8.1
sig. test for means:						*					*				*
Q85 the effectiveness of the staff															
mean for these data: 8.4	8.3	8.4	8.4	8.5	8.3	8.2	8.5	8.5	8.3	8.4	8.7	8.4	8.5	8.3	8.0
sig. test for means:						*									**
Q88 the understanding of your particular needs															
mean for these data: 8.1	8.1	8.2	8.1	8.1	8.1	7.9	8.2	8.1	8.1	8.1	8.5	8.0	8.2	8.1	7.9
sig. test for means:						*									
Q810 the waiting time at the office															
mean for these data: 6.3	6.3	6.3	6.4	6.5	6.1	5.9	6.7	6.1	6.2	6.5	7.4	6.5	6.6	6.2	5.3
sig. test for means:						*	*								**
Q811 the time it took to produce a passport															
mean for these data: 7.9	7.9	7.9	8.0	7.9	7.8	7.7	8.1	7.9	7.9	8.0	7.9	7.8	8.2	7.9	7.5
sig. test for means:						*	*						**		*
Q812 the waiting time to receive it by mail															
mean for these data: 7.4	7.5	7.4	7.4	7.2	7.9	7.0	7.6	7.6	7.4	7.6	6.7	7.3	7.8	8.0	7.2
sig. test for means:															
Q814 the total time and effort required															
mean for these data: 7.5	7.5	7.6	7.4	7.7	7.8	7.2	7.7	7.6	7.6	7.5	7.3	7.5	7.7	7.8	7.0
sig. test for means:				*		**									**
Q10 OVERALL, responsiveness and reliablity															
mean for these data: 8.2	8.2	8.1	8.2	8.2	8.0	8.0	8.2	8.2	8.1	8.2	8.3	8.2	8.2	8.3	7.8
sig. test for means:						*									**

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
																		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q81 the availability of application forms																		
weighted sample:	674	145	522	171	485	622	46	143	227	165	126	579	69	224	325	111	277	364
	100%	22%	77%	25%	72%	92%	7%	21%	34%	25%	19%	86%	10%	33%	48%	16%	41%	54%
real # of participants:	672	194	471	216	440	617	48	140	187	138	195	582	64	235	319	105	281	355
DISSATISFIED (smwht + very)	3%	4%	2%	3%	2%	2%	6%	3%	2%	3%	2%	3%	1%	3%	3%	2%	1%	4%
SATISFIED (smwht + very)	96%	94%	96%	94%	96%	96%	93%	95%	97%	94%	97%	95%	98%	96%	96%	94%	97%	95%
Very dissatisfied (-10)	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%
Dissatisfied (-5)	2%	4%	2%	3%	2%	2%	6%	3%	2%	2%	2%	2%	1%	3%	2%	2%	1%	3%
Neutral (0)	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	1%	2%	1%	2%	1%	3%	2%	2%
Satisfied (5)	62%	59%	63%	59%	63%	62%	68%	54% -	60%	70% +	67%	62%	65%	61%	63%	59%	65%	60%
Very satisfied (10)	34%	35%	33%	35%	33%	34%	25%	41% +	37%	25% --	30%	34%	33%	35%	33%	35%	32%	35%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	8	5	7	5	4	15	9	8	9	8	4	13	7	6	10	6	6
mean for these data:	8.2	8.1	8.2	8.2	8.1	8.2	7.8	8.3	8.3	7.9	8.1	8.1	8.3	8.2	8.2	8.2	8.2	8.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:										*								

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH													
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q81 the availability of application forms																
weighted sample:	674	463	209	355	135	128	145	313	185	343	332	35	154	287	96	102
	100%	69%	31%	53%	20%	19%	21%	46%	27%	51%	49%	5%	23%	43%	14%	15%
real # of participants:	672	481	188	348	157	118	143	316	185	349	323	37	175	276	88	96
DISSATISFIED (smwht + very)	3%	3%	2%	2%	3%	2%	4%	2%	3%	2%	3%	6%	2%	2%	1%	5%
SATISFIED (smwht + very)	96%	96%	96%	96%	95%	95%	94%	97%	95%	96%	95%	93%	96%	97%	95%	93%
Very dissatisfied (-10)	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%
Dissatisfied (-5)	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%	6%	2%	2%	1%	3%
Neutral (0)	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	2%	2%	2%	1%	4%	3%
Satisfied (5)	62%	61%	64%	63%	58%	65%	65%	60%	61%	61%	63%	33%	59%	63%	68%	69%
Very satisfied (10)	34%	35%	32%	33%	37%	30%	29%	37%	34%	35%	33%	59%	37%	34%	27%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	5	8	6	8	10	9	6	8	6	6	17	8	6	11	11
mean for these data:	8.2	8.2	8.1	8.2	8.2	8.1	8.0	8.3	8.1	8.2	8.1	8.7	8.3	8.2	8.0	7.8
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.2
sig. test for means:																*

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q82 the competence of the staff																		
weighted sample:	567	11	554	36	515	523	37	137	231	163	33	478	63	154	293	107	229	312
	100%	2%	98%	6%	91%	92%	6%	24%	41%	29%	6%	84%	11%	27%	52%	19%	40%	55%
real # of participants:	507	12	493	32	461	463	37	135	190	135	44	428	55	135	266	95	211	273
DISSATISFIED (smwht + very)	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	2% ++	0%	1%
SATISFIED (smwht + very)	98%	100%	98%	96%	98%	98%	97%	99%	99%	96%	100%	98%	99%	97%	100%	96%	99%	97%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	1% -	0%	1%	0%	0%	0% ++	2% ++	0%	1%
Dissatisfied (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	1%	0%	2%	4%	1%	1%	3%	1%	1%	3% +	0%	2%	1%	3% +	0% -	2%	1%	2%
Satisfied (5)	60%	43%	60%	59%	60%	60%	57%	52% -	60%	63%	76% +	60%	59%	52% -	64% +	57%	59%	61%
Very satisfied (10)	38%	57%	38%	37%	38%	38%	39%	47% +	40%	33%	24% -	38%	39%	44%	36%	39%	41%	37%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:														(***)				
± ... at 50%:	5	30	5	19	5	5	17	9	8	9	16	5	14	9	6	11	7	6
mean for these data:	8.4	8.9	8.4	8.3	8.4	8.4	8.4	8.6	8.5	8.2	8.1	8.4	8.4	8.5	8.4	8.2	8.5	8.3
standard error:	0.1	0.4	0.1	0.2	0.1	0.1	0.2	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:										*								

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

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q82 the competence of the staff																
weighted sample:	567	385	179	307	96	112	138	252	150	274	293	20	122	259	87	80
	100%	68%	32%	54%	17%	20%	24%	44%	26%	48%	52%	3%	22%	46%	15%	14%
real # of participants:	507	353	150	270	97	97	124	228	130	252	255	17	124	227	71	68
DISSATISFIED (smwht + very)	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	2%	0%
SATISFIED (smwht + very)	98%	98%	97%	98%	99%	96%	97%	99%	98%	97%	99%	100%	98%	99%	97%	95%
Very dissatisfied (-10)	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	2%	0%
Dissatisfied (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	1%	1%	3%	1%	1%	3%	2%	1%	2%	2%	1%	0%	1%	1%	2%	5%
Satisfied (5)	60%	61%	57%	61%	53%	60%	68%	55%	56%	62%	58%	35%	53%	62%	62%	65%
Very satisfied (10)	38%	38%	41%	38%	46%	36%	29%	44%	42%	35%	41%	65%	45%	37%	34%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	5	6	9	6	11	11	9	7	9	7	7	26	9	7	12	13
mean for these data:	8.4	8.4	8.4	8.4	8.6	8.2	8.1	8.5	8.5	8.3	8.5	9.1	8.5	8.4	8.2	8.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.2
sig. test for means:					*		**			*	*	*				

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q83 the courtesy of the staff																		
weighted sample:	573	11	560	38	519	528	38	137	236	164	33	484	63	155	295	109	233	313
	100%	2%	98%	7%	91%	92%	7%	24%	41%	29%	6%	84%	11%	27%	52%	19%	41%	55%
real # of participants:	511	12	497	34	463	466	38	135	193	136	44	432	55	136	267	97	215	273
DISSATISFIED (smwht + very)	1%	0%	1%	3%	1%	1%	3%	2%	0%	0%	3%	1%	0%	0%	1%	1%	0%	1%
								+										
SATISFIED (smwht + very)	98%	100%	98%	97%	98%	98%	97%	98%	98%	98%	97%	98%	98%	99%	97%	98%	98%	97%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
Dissatisfied (-5)	1%	0%	1%	3%	0%	0%	3%	2%	0%	0%	3%	1%	0%	0%	1%	0%	0%	1%
						--	++											
Neutral (0)	1%	0%	1%	0%	1%	1%	0%	0%	1%	2%	0%	1%	2%	1%	1%	1%	1%	1%
Satisfied (5)	58%	43%	58%	51%	59%	58%	51%	51%	57%	64%	63%	58%	62%	53%	60%	59%	55%	58%
Very satisfied (10)	40%	57%	40%	46%	39%	40%	47%	47%	41%	34%	34%	40%	36%	46%	38%	39%	43%	39%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	5	30	5	18	5	5	17	9	8	9	16	5	14	9	6	11	7	6
mean for these data:	8.4	8.9	8.4	8.5	8.4	8.4	8.5	8.5	8.5	8.3	8.2	8.4	8.4	8.6	8.3	8.4	8.5	8.4
standard error:	0.1	0.4	0.1	0.3	0.1	0.1	0.3	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:														*				

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

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q83 the courtesy of the staff																
weighted sample:	573	387	183	308	97	116	139	255	150	280	293	20	122	264	87	81
	100%	67%	32%	54%	17%	20%	24%	45%	26%	49%	51%	3%	21%	46%	15%	14%
real # of participants:	511	355	152	271	98	99	125	230	131	256	255	17	124	230	71	69
DISSATISFIED (smwht + very)	1%	1%	0%	1%	2%	1%	2%	1%	0%	2%	0%	0%	3%	1%	0%	0%
													+			
SATISFIED (smwht + very)	98%	97%	99%	97%	98%	99%	93%	99%	100%	97%	99%	100%	97%	98%	100%	95%
							---		+							
Very dissatisfied (-10)	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	0%	0%	2%	0%	1%	0%	0%	1%	0%	0%	2%	0%	0%	0%
					+								+			
Neutral (0)	1%	1%	1%	2%	0%	0%	5%	0%	0%	1%	1%	0%	0%	1%	0%	5%
				+			+++	-								++
Satisfied (5)	58%	57%	57%	57%	53%	60%	58%	55%	59%	57%	58%	35%	52%	58%	62%	66%
Very satisfied (10)	40%	40%	42%	41%	45%	39%	35%	44%	41%	40%	41%	65%	45%	40%	38%	29%
																-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(**)									
± ... at 50%:	5	6	9	6	11	11	9	7	9	7	7	26	9	7	12	13
mean for these data:	8.4	8.4	8.5	8.4	8.5	8.4	8.1	8.6	8.5	8.4	8.5	9.1	8.5	8.4	8.5	8.1
standard error:	0.1	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.2	0.1	0.1	0.2
sig. test for means:							*					*				*

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q85 the effectiveness of the staff																		
weighted sample:	566	11	552	36	513	521	38	137	231	161	33	476	63	150	294	109	230	309
	100%	2%	98%	6%	91%	92%	7%	24%	41%	29%	6%	84%	11%	26%	52%	19%	41%	55%
real # of participants:	506	12	492	32	460	461	38	135	190	134	44	427	55	132	267	96	212	271
DISSATISFIED (smwht + very)	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	3% ++	0%	1%
SATISFIED (smwht + very)	98%	100%	98%	95%	98%	98%	97%	96%	99%	97%	98%	97%	99%	98%	99%	95% -	97%	98%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1% +	0%	0%
Dissatisfied (-5)	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	2% +	0%	1%
Neutral (0)	2%	0%	2%	5%	1%	2%	3%	2%	0% -	3% +	2%	2%	1%	2%	1%	2%	2%	1%
Satisfied (5)	59%	43%	60%	61%	60%	59%	61%	53%	56%	67% +	72%	60%	59%	58%	61%	56%	59%	59%
Very satisfied (10)	38%	57%	38%	34%	38%	38%	36%	43%	43%	29% -	26%	38%	40%	40%	38%	39%	38%	39%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:														(*)				
± ... at 50%:	5	30	5	19	5	5	17	9	8	9	16	5	14	9	6	11	7	6
mean for these data:	8.4	8.9	8.4	8.2	8.4	8.4	8.3	8.4	8.5	8.1	8.1	8.3	8.5	8.4	8.4	8.2	8.4	8.4
standard error:	0.1	0.4	0.1	0.2	0.1	0.1	0.2	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:									*	*								

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

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q85 the effectiveness of the staff																
weighted sample:	566	385	177	307	97	112	139	249	150	273	293	18	123	260	84	80
	100%	68%	31%	54%	17%	20%	25%	44%	26%	48%	52%	3%	22%	46%	15%	14%
real # of participants:	506	353	149	270	98	97	125	226	130	251	255	16	125	228	69	68
DISSATISFIED (smwht + very)	1%	1%	1%	0%	1%	2%	0%	2%	0%	1%	1%	0%	2%	1%	0%	0%
								+								
SATISFIED (smwht + very)	98%	97%	98%	98%	97%	96%	96%	97%	100%	96%	99%	100%	96%	99%	96%	97%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%
Neutral (0)	2%	2%	1%	1%	2%	2%	4%	1%	0%	3%	1%	0%	2%	0%	4%	3%
							+							-		
Satisfied (5)	59%	60%	58%	61%	52%	59%	65%	54%	60%	60%	59%	50%	53%	58%	61%	74%
																++
Very satisfied (10)	38%	37%	40%	37%	45%	37%	31%	44%	40%	36%	40%	50%	43%	40%	35%	23%
							-									--
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(*)									
± ... at 50%:	5	6	9	6	11	11	9	7	9	7	7	26	9	7	13	13
mean for these data:	8.4	8.3	8.4	8.4	8.5	8.3	8.2	8.5	8.5	8.3	8.4	8.7	8.4	8.5	8.3	8.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.1
sig. test for means:							*									**

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q88 the understanding of your particular needs																		
weighted sample:	772	164	602	202	551	710	51	170	266	182	142	669	74	253	375	125	322	411
	100%	21%	78%	26%	71%	92%	7%	22%	34%	24%	18%	87%	10%	33%	49%	16%	42%	53%
real # of participants:	767	222	538	254	496	702	53	167	218	150	220	669	70	264	367	119	326	402
DISSATISFIED (smwht + very)	1%	0%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	2%	0%	1%	2%	1%	1%
SATISFIED (smwht + very)	95%	93%	95%	92%	95%	94%	98%	92%	97%	96%	92%	95%	94%	94%	95%	94%	95%	95%
									+		-							
Very dissatisfied (-10)	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
								+										
Dissatisfied (-5)	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	2%	0%	1%	1%	1%	0%
Neutral (0)	4%	7%	4%	7%	3%	5%	2%	6%	2%	3%	7%	4%	5%	6%	4%	4%	4%	5%
		+	-	+	-				-									
Satisfied (5)	64%	64%	64%	64%	64%	64%	65%	57%	62%	71%	69%	64%	64%	59%	67%	62%	63%	64%
								-							+			
Very satisfied (10)	31%	29%	31%	28%	32%	30%	34%	35%	35%	25%	23%	31%	30%	35%	28%	32%	32%	30%
									+		--							
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	14	8	7	9	7	4	13	6	5	10	6	5
mean for these data:	8.1	8.0	8.1	8.0	8.1	8.1	8.3	8.1	8.3	8.0	7.8	8.1	8.1	8.2	8.0	8.1	8.1	8.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:									*		**							

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

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q88 the understanding of your particular needs																
weighted sample:	772	542	227	413	158	140	184	350	201	398	375	39	183	333	106	111
	100%	70%	29%	53%	20%	18%	24%	45%	26%	52%	48%	5%	24%	43%	14%	14%
real # of participants:	767	558	205	403	184	126	181	351	201	404	363	40	208	318	98	103
DISSATISFIED (smwht + very)	1%	1%	0%	1%	1%	1%	1%	2%	0%	1%	1%	0%	2%	1%	1%	0%
													+			
SATISFIED (smwht + very)	95%	94%	95%	95%	92%	96%	92%	95%	95%	94%	95%	93%	91%	96%	98%	93%
													-			
Very dissatisfied (-10)	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%
Neutral (0)	4%	4%	5%	4%	7%	3%	7%	3%	4%	5%	4%	7%	7%	3%	2%	7%
Satisfied (5)	64%	63%	64%	64%	59%	68%	67%	60%	65%	63%	65%	47%	58%	65%	70%	71%
												-				
Very satisfied (10)	31%	31%	31%	31%	33%	29%	26%	36%	30%	31%	31%	46%	33%	31%	28%	22%
							-	+				+				-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	6	17	7	6	11	10
mean for these data:	8.1	8.1	8.2	8.1	8.1	8.1	7.9	8.2	8.1	8.1	8.1	8.5	8.0	8.2	8.1	7.9
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:							*									

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q810 the waiting time at the office																		
weighted sample:	568	10	556	37	515	524	37	137	232	163	33	480	63	155	295	105	228	314
	100%	2%	98%	6%	91%	92%	6%	24%	41%	29%	6%	84%	11%	27%	52%	19%	40%	55%
real # of participants:	506	11	493	33	459	462	37	135	190	135	43	428	55	136	266	93	210	273
DISSATISFIED (smwht + very)	24%	31%	24%	30%	24%	23%	41%	24%	17%	31%	44%	24%	23%	14%	29%	24%	21%	26%
						-	+		--	+	++			--	++			
SATISFIED (smwht + very)	67%	69%	67%	69%	66%	68%	54%	69%	75%	58%	45%	66%	72%	77%	60%	68%	70%	65%
									++	--	--			++	--			
Very dissatisfied (-10)	8%	0%	9%	16%	8%	7%	24%	10%	5%	11%	19%	9%	6%	3%	11%	9%	8%	8%
						---	+++		-		+			--	+			
Dissatisfied (-5)	16%	31%	16%	14%	16%	16%	17%	14%	12%	20%	25%	15%	17%	11%	19%	16%	13%	17%
Neutral (0)	9%	0%	9%	2%	10%	9%	6%	7%	9%	12%	11%	10%	5%	9%	10%	8%	9%	10%
Satisfied (5)	47%	48%	47%	41%	47%	47%	43%	43%	53%	43%	39%	46%	55%	54%	44%	44%	49%	46%
									+					+				
Very satisfied (10)	20%	21%	20%	27%	19%	20%	10%	27%	21%	14%	6%	20%	17%	23%	17%	24%	21%	19%
								+			-							
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:						(**)		(***)						**				
± ... at 50%:	5	32	5	18	5	5	17	9	8	9	16	5	14	9	6	11	7	6
mean for these data:	6.3	6.5	6.3	6.3	6.3	6.5	5.0	6.6	6.9	5.8	4.7	6.3	6.5	7.1	5.9	6.5	6.6	6.2
standard error:	0.1	0.9	0.1	0.6	0.1	0.1	0.6	0.3	0.2	0.3	0.5	0.1	0.4	0.2	0.2	0.3	0.2	0.2
sig. test for means:						*	*		**	**	**			***	***			

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-guage						Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q810 the waiting time at the office																
weighted sample:	568	383	182	306	96	115	137	256	147	278	290	20	121	261	87	80
	100%	67%	32%	54%	17%	20%	24%	45%	26%	49%	51%	3%	21%	46%	15%	14%
real # of participants:	506	351	151	269	97	98	123	230	128	254	252	17	123	227	71	68
DISSATISFIED (smwht + very)	24%	25%	23%	24%	26%	26%	27%	21%	28%	26%	23%	22%	23%	21%	24%	36%
																+
SATISFIED (smwht + very)	67%	66%	67%	67%	70%	60%	57%	71%	65%	63%	70%	73%	69%	70%	62%	54%
							-	+								-
Very dissatisfied (-10)	8%	9%	8%	9%	8%	8%	8%	7%	11%	10%	7%	6%	10%	6%	7%	15%
																+
Dissatisfied (-5)	16%	16%	15%	15%	18%	18%	20%	14%	17%	16%	16%	17%	13%	15%	17%	22%
Neutral (0)	9%	9%	10%	9%	5%	14%	16%	8%	6%	11%	8%	5%	7%	9%	14%	10%
							++									
Satisfied (5)	47%	45%	50%	47%	48%	42%	44%	46%	45%	44%	50%	21%	46%	51%	45%	44%
Very satisfied (10)	20%	21%	17%	20%	22%	18%	12%	25%	20%	19%	20%	51%	24%	20%	16%	10%
							-	+								-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							*					(*)				
± ... at 50%:	5	6	9	6	11	11	9	7	9	7	7	26	9	7	12	13
mean for these data:	6.3	6.3	6.3	6.4	6.5	6.1	5.9	6.7	6.1	6.2	6.5	7.4	6.5	6.6	6.2	5.3
standard error:	0.1	0.2	0.2	0.2	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.8	0.3	0.2	0.3	0.4
sig. test for means:							*	*								**

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q811 the time it took to produce a passport																		
weighted sample:	795	172	616	210	565	734	50	173	269	191	150	687	76	261	384	130	329	424
	100%	22%	78%	26%	71%	92%	6%	22%	34%	24%	19%	86%	10%	33%	48%	16%	41%	53%
real # of participants:	793	232	554	265	510	730	52	170	221	158	232	690	72	275	376	124	333	416
DISSATISFIED (smwht + very)	5%	11%	4%	9%	4%	5%	6%	5%	2%	6%	12%	6%	4%	4%	5%	8%	5%	5%
		+++	---	++	--				--		+++							
SATISFIED (smwht + very)	92%	84%	95%	87%	94%	92%	90%	94%	98%	90%	83%	92%	94%	94%	92%	88%	93%	92%
		---	+++	---	+++				+++		---							
Very dissatisfied (-10)	1%	2%	0%	2%	0%	1%	0%	0%	0%	1%	2%	1%	1%	1%	0%	1%	0%	1%
		+	-								++							
Dissatisfied (-5)	4%	9%	3%	7%	4%	4%	6%	5%	2%	4%	9%	5%	4%	3%	5%	6%	4%	4%
		++	--	+	-				--		+++							
Neutral (0)	3%	5%	2%	4%	2%	2%	5%	1%	1%	4%	5%	3%	2%	2%	2%	4%	2%	3%
		++	--						-		++							
Satisfied (5)	61%	50%	64%	53%	64%	61%	52%	60%	64%	64%	56%	61%	57%	59%	63%	55%	61%	61%
		---	+++	--	++													
Very satisfied (10)	31%	34%	31%	34%	30%	31%	37%	34%	34%	26%	27%	31%	37%	35%	29%	34%	32%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		(***)		(**)				(***)										
± ... at 50%:	4	7	4	6	5	4	15	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	7.9	7.6	8.0	7.8	8.0	7.9	8.0	8.1	8.2	7.7	7.4	7.9	8.1	8.1	7.9	7.8	8.0	7.9
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:		*	*						***		***							

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

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q811 the time it took to produce a passport																
weighted sample:	795	556	234	421	165	142	190	356	211	409	386	41	189	337	110	118
	100%	70%	29%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	793	576	212	411	194	129	189	358	211	419	374	42	217	324	100	110
DISSATISFIED (smwht + very)	5%	5%	5%	5%	6%	7%	7%	5%	5%	5%	5%	12% +	7%	2% ---	3%	11% ++
SATISFIED (smwht + very)	92%	92%	92%	93%	91%	90%	88% -	93%	93%	92%	92%	88%	90%	96% +++	92%	86% --
Very dissatisfied (-10)	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	4% ++	0%	0%	1%	2%
Dissatisfied (-5)	4%	5%	4%	4%	5%	5%	6%	4%	4%	5%	4%	8%	7% +	2% --	2%	9% +
Neutral (0)	3%	3%	3%	2%	3%	4%	5% +	2%	3%	3%	2%	0%	2%	2%	5%	4%
Satisfied (5)	61%	60%	62%	60%	59%	60%	63%	57%	63%	62%	60%	41% --	60%	63%	64%	60%
Very satisfied (10)	31%	32%	31%	33%	32%	30%	26% -	37% ++	29%	30%	33%	46% +	31%	33%	28%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(***)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	7.9	7.9	7.9	8.0	7.9	7.8	7.7	8.1	7.9	7.9	8.0	7.9	7.8	8.2	7.9	7.5
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.4	0.1	0.1	0.2	0.2
sig. test for means:							*	*						**		*

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q812 the waiting time to receive	it by mail																	
weighted sample:	168	168	0	156	12	154	11	18	20	15	106	154	10	91	60	15	72	84
	100%	100%	0%	93%	7%	92%	6%	11%	12%	9%	63%	91%	6%	54%	36%	9%	43%	50%
real # of participants:	228	228	0	215	13	211	13	17	16	12	174	208	13	124	80	21	94	118
DISSATISFIED (smwht + very)	12%	12%	0%	12%	15%	13%	6%	0%	0%	13%	16%	12%	12%	7%	14%	30%	8%	14%
											+			-				
SATISFIED (smwht + very)	82%	82%	0%	84%	64%	82%	86%	89%	96%	82%	79%	82%	79%	87%	79%	70%	86%	80%
Very dissatisfied (-10)	3%	3%	0%	3%	0%	3%	0%	0%	0%	0%	5%	3%	6%	1%	3%	12%	3%	3%
Dissatisfied (-5)	9%	9%	0%	8%	15%	9%	6%	0%	0%	13%	11%	9%	6%	6%	11%	17%	5%	11%
Neutral (0)	6%	6%	0%	5%	21%	6%	9%	11%	4%	5%	5%	6%	9%	6%	7%	0%	6%	6%
Satisfied (5)	52%	52%	0%	53%	39%	50%	74%	57%	55%	69%	52%	50%	61%	53%	54%	39%	54%	51%
Very satisfied (10)	30%	30%	0%	31%	25%	32%	11%	31%	41%	13%	27%	32%	18%	34%	25%	32%	32%	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	7	7	*	7	29	7	29	26	26	30	8	7	29	9	12	23	11	10
mean for these data:	7.4	7.4	*	7.5	6.8	7.5	7.3	8.0	8.4	7.0	7.2	7.5	7.0	7.8	7.2	6.5	7.7	7.3
standard error:	0.2	0.2	*	0.2	0.7	0.2	0.5	0.4	0.4	0.6	0.2	0.2	0.7	0.2	0.3	0.8	0.2	0.2
sig. test for means:		*	*						**		*			*				

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q812 the waiting time to receive it by mail																
weighted sample:	168	134	34	91	54	16	38	76	50	92	76	17	49	55	17	31
	100%	80%	20%	54%	32%	9%	23%	45%	30%	55%	45%	10%	29%	33%	10%	18%
real # of participants:	228	183	45	118	80	20	50	104	69	126	102	21	71	75	24	37
DISSATISFIED (smwht + very)	12%	11%	14%	13%	12%	12%	14%	9%	15%	14%	10%	28%	12%	7%	4%	16%
SATISFIED (smwht + very)	82%	83%	82%	83%	78%	88%	81%	85%	79%	80%	85%	65%	79%	88%	93%	81%
Very dissatisfied (-10)	3%	3%	4%	3%	3%	0%	2%	5%	1%	3%	3%	7%	4%	2%	0%	2%
Dissatisfied (-5)	9%	9%	11%	9%	9%	12%	12%	4%	14%	11%	7%	21%	9%	4%	4%	14%
Neutral (0)	6%	6%	4%	5%	10%	0%	6%	6%	6%	6%	5%	6%	9%	5%	4%	3%
Satisfied (5)	52%	53%	48%	52%	50%	49%	67% +	51%	39% -	50%	55%	30%	51%	55%	64%	55%
Very satisfied (10)	30%	30%	33%	30%	28%	39%	14% --	34%	40% +	30%	30%	36%	28%	33%	29%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	7	8	16	10	12	24	15	10	13	9	10	23	12	12	21	17
mean for these data:	7.4	7.5	7.4	7.4	7.2	7.9	7.0	7.6	7.6	7.4	7.6	6.7	7.3	7.8	8.0	7.2
standard error:	0.2	0.2	0.4	0.2	0.3	0.5	0.3	0.2	0.3	0.2	0.2	0.8	0.3	0.3	0.3	0.4
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q814 the total time and effort required																		
weighted sample:	790	171	612	209	561	728	51	174	264	189	151	682	76	258	384	128	328	421
	100%	22%	77%	26%	71%	92%	6%	22%	33%	24%	19%	86%	10%	33%	49%	16%	41%	53%
real # of participants:	791	232	552	264	509	726	53	171	218	157	233	688	72	273	376	124	332	415
DISSATISFIED (smwht + very)	8%	6%	8%	7%	9%	7%	17%	10%	7%	6%	10%	8%	10%	6%	9%	10%	7%	8%
						-	+											
SATISFIED (smwht + very)	87%	88%	87%	87%	87%	88%	80%	84%	91%	86%	84%	87%	87%	90%	85%	86%	86%	89%
									+									
Very dissatisfied (-10)	1%	0%	2%	0%	2%	1%	6%	3%	0%	2%	1%	2%	0%	0%	2%	2%	1%	1%
		-	+			--	++							-				
Dissatisfied (-5)	6%	6%	6%	6%	7%	6%	11%	7%	6%	4%	9%	6%	10%	6%	6%	7%	6%	6%
Neutral (0)	5%	6%	5%	6%	5%	5%	4%	6%	2%	8%	6%	5%	3%	4%	6%	4%	7%	4%
									--	+							+	-
Satisfied (5)	64%	64%	64%	64%	64%	64%	56%	60%	62%	71%	64%	64%	67%	63%	65%	61%	61%	66%
										+								
Very satisfied (10)	23%	24%	23%	23%	23%	23%	24%	24%	30%	15%	20%	23%	20%	27%	21%	25%	25%	23%
									++	--								
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:						(*)		(**)										
± ... at 50%:	4	7	4	6	5	4	14	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	7.5	7.7	7.5	7.6	7.5	7.6	7.0	7.4	7.8	7.3	7.3	7.5	7.4	7.8	7.4	7.5	7.6	7.6
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.4	0.2	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:									**					*	*			

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q814 the total time and effort required																
weighted sample:	790	556	230	421	165	140	186	355	211	404	386	41	190	332	108	118
	100%	70%	29%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	791	576	210	411	194	128	187	357	212	415	376	42	218	321	100	110
DISSATISFIED (smwht + very)	8%	8%	8%	10%	5%	5%	9%	8%	7%	8%	8%	17%	7%	8%	2%	10%
				+								+			-	
SATISFIED (smwht + very)	87%	86%	90%	84%	88%	92%	82%	88%	89%	87%	87%	79%	86%	89%	92%	82%
				-		+	-									
Very dissatisfied (-10)	1%	1%	2%	1%	1%	2%	2%	1%	2%	1%	1%	3%	2%	1%	0%	3%
Dissatisfied (-5)	6%	7%	6%	9%	4%	3%	7%	7%	6%	6%	7%	15%	5%	7%	2%	7%
				++								+				
Neutral (0)	5%	6%	2%	5%	6%	3%	9%	4%	3%	5%	5%	4%	6%	3%	6%	8%
		+	-				++							-		
Satisfied (5)	64%	63%	66%	62%	64%	67%	66%	60%	66%	63%	65%	47%	62%	63%	71%	68%
												-				
Very satisfied (10)	23%	23%	24%	22%	24%	25%	16%	29%	24%	24%	22%	32%	24%	26%	21%	13%
							--	++								--
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(*)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	7.5	7.5	7.6	7.4	7.7	7.8	7.2	7.7	7.6	7.6	7.5	7.3	7.5	7.7	7.8	7.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.2	0.1	0.1	0.1	0.1	0.4	0.1	0.1	0.1	0.2
sig. test for means:				*			**									**

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q10 OVERALL, responsiveness and reliablity																		
weighted sample:	1047	223	815	279	743	964	67	231	352	248	200	902	104	336	510	176	406	587
	100%	21%	78%	27%	71%	92%	6%	22%	34%	24%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1050	303	737	350	677	964	70	227	294	205	309	911	99	357	500	170	410	585
DISSATISFIED (smwht + very)	2%	3%	1%	2%	1%	1%	6%	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%
						--	++											
SATISFIED (smwht + very)	95%	93%	95%	95%	95%	95%	92%	94%	97%	94%	95%	94%	98%	96%	95%	94%	97%	94%
																	+	-
Very dissatisfied (-10)	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	2%	1%	1%	1%	1%	5%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%
						--	++											
Neutral (0)	4%	4%	3%	3%	4%	4%	3%	4%	3%	4%	3%	4%	1%	3%	3%	4%	2%	4%
Satisfied (5)	62%	59%	62%	62%	62%	61%	64%	57%	64%	62%	64%	63%	55%	60%	64%	58%	61%	61%
Very satisfied (10)	33%	35%	33%	33%	33%	34%	27%	36%	33%	32%	31%	32%	42%	35%	31%	36%	35%	34%
												-	+					
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:						(**)												
± ... at 50%:	3	6	4	6	4	3	13	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	8.2	8.1	8.2	8.1	8.1	8.2	7.8	8.2	8.2	8.1	8.1	8.1	8.5	8.2	8.1	8.2	8.3	8.1
standard error:	0.0	0.1	0.1	0.1	0.1	0.0	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:												*	*					

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q10 OVERALL, responsiveness and reliablity																
weighted sample:	1047	733	308	573	213	182	260	470	274	538	509	57	248	449	141	152
	100%	70%	29%	55%	20%	17%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1050	762	282	564	251	165	258	473	279	554	496	58	286	435	127	144
DISSATISFIED (smwht + very)	2%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	0%	4% ++
SATISFIED (smwht + very)	95%	95%	95%	95%	94%	94%	95%	94%	96%	95%	95%	92%	94%	97% +	97%	91% --
Very dissatisfied (-10)	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	2% +
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	3%
Neutral (0)	4%	4%	3%	3%	4%	4%	4%	4%	3%	4%	3%	6%	4%	2%	3%	5%
Satisfied (5)	62%	60%	65%	61%	59%	67%	68% ++	57% -	61%	62%	61%	51%	57%	65% +	60%	65%
Very satisfied (10)	33%	35%	30%	35%	36%	27% -	27% --	37% +	34%	33%	34%	42%	37%	32%	37%	26% -
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	3	4	6	4	7	8	7	5	6	4	5	14	6	5	9	9
mean for these data:	8.2	8.2	8.1	8.2	8.2	8.0	8.0	8.2	8.2	8.1	8.2	8.3	8.2	8.2	8.3	7.8
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.2
sig. test for means:							*									**

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q91 the availability of application forms																		
mean for these data:	8.0	7.9	8.0	8.0	8.0	8.0	8.4	8.3	7.9	7.6	8.1	8.0	8.0	8.0	8.0	8.0	8.0	8.0
sig. test for means:								*		*								
Q92 the competence of the staff																		
mean for these data:	8.3	8.2	8.3	8.3	8.3	8.3	8.3	8.6	8.4	7.8	8.3	8.3	8.6	8.4	8.3	8.1	8.3	8.4
sig. test for means:										*								
Q93 the courtesy of the staff																		
mean for these data:	8.0	7.8	8.0	7.8	8.0	8.0	8.5	8.2	8.0	7.6	8.1	8.0	7.5	8.2	7.9	7.8	8.0	8.0
sig. test for means:										*								
Q95 the effectiveness of the staff																		
mean for these data:	8.3	8.1	8.3	8.0	8.4	8.3	7.9	8.6	8.3	7.8	8.3	8.2	8.5	8.3	8.3	8.0	8.2	8.3
sig. test for means:				*	*			**		**								
Q98 the understanding of your particular needs																		
mean for these data:	8.1	8.0	8.1	8.1	8.0	8.1	8.0	8.2	8.2	7.6	8.2	8.0	8.1	8.2	8.0	8.0	8.0	8.1
sig. test for means:										**								
Q910 the waiting time at the office																		
mean for these data:	7.8	7.4	7.8	7.7	7.8	7.8	7.1	8.0	8.1	7.1	7.6	7.7	8.0	7.6	7.9	7.3	7.4	7.9
sig. test for means:										*								
Q911 the time it took to produce a passport																		
mean for these data:	7.9	7.8	7.9	7.8	7.9	7.9	8.3	8.1	7.8	7.6	8.2	7.9	8.0	8.0	7.9	7.7	7.8	8.0
sig. test for means:																		
Q912 the waiting time to receive it by mail																		
mean for these data:	7.5	8.0	7.3	8.0	7.2	7.4	8.3	7.9	7.2	6.9	7.9	7.6	6.5	7.8	7.7	6.2	7.3	7.6
sig. test for means:		*	*	**	**	*	*				*					**		
Q914 the total time and effort required																		
mean for these data:	7.6	7.4	7.7	7.6	7.6	7.6	7.8	7.8	7.6	7.1	7.8	7.7	7.4	7.9	7.5	7.4	7.4	7.7
sig. test for means:										*								

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q91 the availability of application forms																
mean for these data:	8.0	8.0	7.9	8.0	8.0	7.6	7.8	8.1	7.9	8.1	7.9	8.3	8.2	7.9	7.5	8.0
sig. test for means:															*	
Q92 the competence of the staff																
mean for these data:	8.3	8.3	8.3	8.3	8.5	8.2	8.2	8.3	8.4	8.3	8.3	8.4	8.5	8.3	8.0	8.0
sig. test for means:																
Q93 the courtesy of the staff																
mean for these data:	8.0	7.9	8.0	8.1	7.8	7.7	7.8	8.0	8.1	8.1	7.8	8.0	8.1	8.0	7.6	8.0
sig. test for means:																
Q95 the effectiveness of the staff																
mean for these data:	8.3	8.2	8.4	8.2	8.5	8.0	8.0	8.5	8.2	8.4	8.1	8.3	8.6	8.3	7.7	8.0
sig. test for means:							*	*					**		*	
Q98 the understanding of your particular needs																
mean for these data:	8.1	7.9	8.4	8.0	7.9	8.2	7.5	8.3	8.3	8.1	7.9	7.9	8.3	8.1	7.5	8.0
sig. test for means:		*	*				***	**								
Q910 the waiting time at the office																
mean for these data:	7.8	7.7	7.7	7.8	7.8	7.5	7.3	8.1	7.6	7.8	7.7	7.8	7.8	8.0	6.9	7.6
sig. test for means:							*	*							*	
Q911 the time it took to produce a passport																
mean for these data:	7.9	7.9	8.0	7.9	8.0	7.4	7.8	8.0	7.7	8.0	7.8	8.1	8.1	7.9	7.5	7.9
sig. test for means:																
Q912 the waiting time to receive it by mail																
mean for these data:	7.5	7.6	7.3	7.6	7.9	6.4	7.4	7.7	7.2	7.7	7.2	8.5	7.9	7.2	6.8	7.8
sig. test for means:						**										
Q914 the total time and effort required																
mean for these data:	7.6	7.6	7.7	7.6	7.7	7.4	7.3	7.8	7.6	7.9	7.3	7.9	7.7	7.7	7.2	7.3
sig. test for means:										**	**					

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q91 the availability of application forms																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	6%	8%	5%	7%	5%	6%	0%	1%	7%	9%	6%	7%	0%	8%	4%	7%	4%	7%
Important (5)	66%	60%	68%	60%	69%	67%	55%	61%	65%	75%	63%	63%	79%	64%	70%	53%	70%	63%
Very important (10)	24%	23%	24%	25%	23%	23%	32%	33%	22%	12%	28%	24%	21%	26%	23%	24%	22%	25%
DK/NR	4%	6%	3%	7%	3%	4%	7%	5%	4%	5%	3%	5%	0%	1%	3%	13%	3%	5%
										-						++		
chi²:														(*)				
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.0	7.9	8.0	8.0	8.0	8.0	8.4	8.3	7.9	7.6	8.1	8.0	8.0	8.0	8.0	8.0	8.0	8.0
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.1	0.1
sig. test for means:								*		*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q91 the availability of application forms																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	6%	5%	8%	3%	8%	13%	9%	4%	7%	4%	8%	0%	4%	6%	9%	6%
				-		+										
Important (5)	66%	69%	59%	69%	60%	61%	71%	63%	65%	64%	67%	61%	61%	66%	77%	63%
Very important (10)	24%	23%	24%	24%	30%	17%	19%	27%	21%	26%	21%	31%	32%	23%	8%	24%
															-	
DK/NR	4%	2%	8%	5%	2%	6%	2%	4%	7%	5%	3%	9%	3%	4%	6%	4%
		-	+													
chi²:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.0	8.0	7.9	8.0	8.0	7.6	7.8	8.1	7.9	8.1	7.9	8.3	8.2	7.9	7.5	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.2
sig. test for means:															*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q92 the competence of the staff																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	3%	0%	0%	2%	0%	0%
Neutral (0)	4%	7%	3%	5%	4%	3%	5%	1%	1%	9% ++	5%	4%	2%	5%	3%	5%	3%	4%
Important (5)	55%	48%	57%	50%	57%	56%	50%	48%	59%	64%	48%	56%	45%	52%	57%	56%	58%	51%
Very important (10)	36%	34%	36%	35%	36%	36%	32%	48% +	35%	23% -	35%	35%	50%	36%	36%	32%	31%	41%
DK/NR	4%	8%	3%	8% +	3% -	3%	7%	1%	3%	4%	11% ++	4%	0%	6%	4%	1%	6%	3%
chi²:								(*)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.3	8.2	8.3	8.3	8.3	8.3	8.3	8.6	8.4	7.8	8.3	8.3	8.6	8.4	8.3	8.1	8.3	8.4
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.4	0.2	0.1	0.2	0.2	0.1	0.3	0.2	0.1	0.2	0.2	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q92 the competence of the staff																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%
Neutral (0)	4%	4%	3%	4%	7%	0%	6%	3%	3%	2%	6%	0%	4%	2%	8%	8%
Important (5)	55%	53%	62%	54%	41% -	69% +	60%	52%	55%	56%	54%	60%	41% --	59%	62%	57%
Very important (10)	36%	36%	33%	36%	47%	29%	31%	37%	39%	35%	36%	36%	50% ++	33%	28%	26%
DK/NR	4%	6%	1%	6%	4%	0%	4%	5%	3%	6%	2%	4%	2%	5%	2%	6%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.3	8.3	8.3	8.3	8.5	8.2	8.2	8.3	8.4	8.3	8.3	8.4	8.5	8.3	8.0	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.3	0.3
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q93 the courtesy of the staff																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	2%	0%	2%	0%	1%	0%	0%	1%	0%	0%	0%	4%	0%	1%	0%	0%	1%
		+	-															
Unimportant (-5)	0%	0%	1%	0%	1%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
Neutral (0)	5%	7%	4%	7%	4%	5%	0%	3%	3%	10%	5%	4%	11%	2%	6%	8%	1%	6%
										+								
Important (5)	64%	52%	67%	58%	67%	65%	57%	59%	68%	73%	55%	64%	60%	63%	64%	65%	67%	61%
		-	+															
Very important (10)	25%	22%	26%	21%	27%	24%	37%	33%	26%	14%	26%	25%	25%	29%	25%	21%	21%	28%
										-								
DK/NR	4%	15%	1%	12%	1%	4%	0%	3%	0%	3%	15%	5%	0%	6%	4%	3%	7%	3%
		+++	---	+++	---				-		+++							
chi^2:		(***)		(**)				(**)				(*)						
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.0	7.8	8.0	7.8	8.0	8.0	8.5	8.2	8.0	7.6	8.1	8.0	7.5	8.2	7.9	7.8	8.0	8.0
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.4	0.1	0.1	0.2	0.2	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q93 the courtesy of the staff																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	2%	0%	0%	3%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%
Unimportant (-5)	0%	1%	0%	0%	2%	0%	0%	0%	2%	1%	0%	0%	2%	0%	0%	0%
Neutral (0)	5%	5%	6%	5%	9%	0%	8%	5%	1%	3%	7%	4%	6%	3%	9%	7%
Important (5)	64%	67%	59%	63%	57%	76%	69%	60%	65%	63%	65%	69%	55%	66%	74%	61%
Very important (10)	25%	23%	29%	28%	26%	16%	21%	26%	28%	28%	22%	23%	33%	24%	14%	25%
DK/NR	4%	5%	3%	4%	7%	3%	2%	6%	4%	5%	4%	4%	5%	4%	4%	4%
chi^2:				(*)												
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.0	7.9	8.0	8.1	7.8	7.7	7.8	8.0	8.1	8.1	7.8	8.0	8.1	8.0	7.6	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.3
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q95 the effectiveness of the staff																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	1%	0%
Neutral (0)	4%	8%	3%	8%	2%	3%	5%	0%	5%	7%	2%	4%	0%	6%	3%	4%	2%	4%
		+	-	+	-													
Important (5)	58%	51%	60%	59%	58%	57%	76%	54%	55%	70%	56%	57%	56%	53%	59%	62%	60%	56%
										+								
Very important (10)	34%	31%	34%	24%	38%	35%	20%	44%	38%	17%	30%	34%	39%	35%	34%	29%	30%	36%
				-	+			+		--								
DK/NR	3%	9%	2%	9%	1%	3%	0%	1%	0%	4%	12%	4%	0%	6%	3%	0%	5%	3%
		++	--	++	--				-		+++							
chi^2:		(*)		(**)				(**)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.3	8.1	8.3	8.0	8.4	8.3	7.9	8.6	8.3	7.8	8.3	8.2	8.5	8.3	8.3	8.0	8.2	8.3
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:				*	*			**		**								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q95 the effectiveness of the staff																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	1%	0%	0%	0%	3% +	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%
Neutral (0)	4%	4%	4%	5%	5%	0%	5%	0%	8% +	1% -	7% +	0%	2%	4%	8%	4%
Important (5)	58%	59%	56%	58%	47%	69%	64%	57%	54%	59%	56%	67%	50%	54%	74%	64%
Very important (10)	34%	31%	38%	33%	44% +	23%	25%	38%	35%	35%	32%	30%	47% ++	35%	16% -	22%
DK/NR	3%	4%	2%	4%	3%	3%	3%	4%	3%	4%	3%	4%	1%	4%	2%	6%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.3	8.2	8.4	8.2	8.5	8.0	8.0	8.5	8.2	8.4	8.1	8.3	8.6	8.3	7.7	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.2
sig. test for means:							*	*					**		*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
																More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q98 the understanding of your particular needs																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	1%	0%	2%	1%	0%	0%	1%	2%	1%	1%	0%	2%	0%	2%	4%	0%
																	+	-
Neutral (0)	4%	5%	3%	4%	3%	3%	0%	4%	2%	5%	2%	4%	0%	1%	5%	4%	1%	5%
Important (5)	59%	53%	61%	57%	60%	59%	73%	56%	55%	74%	55%	58%	60%	57%	63%	53%	56%	60%
										+								
Very important (10)	25%	25%	26%	23%	26%	26%	16%	29%	29%	13%	28%	26%	20%	29%	22%	27%	27%	26%
										-								
DK/NR	10%	14%	9%	15%	8%	10%	5%	11%	10%	6%	14%	9%	20%	10%	10%	12%	11%	9%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.1	8.0	8.1	8.1	8.0	8.1	8.0	8.2	8.2	7.6	8.2	8.0	8.1	8.2	8.0	8.0	8.0	8.1
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.3	0.2	0.1
sig. test for means:										**								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q98 the understanding of your particular needs																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	2%	1%	0%	3%	3%	0%	0%	0%	2%	0%	0%	1%	4%	0%
							+									
Neutral (0)	4%	4%	2%	3%	10%	0%	6%	3%	1%	3%	4%	0%	5%	3%	5%	4%
					++											
Important (5)	59%	65%	47%	62%	55%	57%	76%	50%	58%	59%	59%	75%	51%	57%	67%	67%
		++	--				+++	--								
Very important (10)	25%	20%	37%	25%	26%	28%	11%	32%	29%	27%	24%	13%	33%	28%	13%	20%
		--	++				---	+								
DK/NR	10%	9%	12%	9%	10%	10%	3%	13%	13%	10%	10%	13%	10%	10%	11%	6%
							-									
chi²:		(*)					(***)									
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.1	7.9	8.4	8.0	7.9	8.2	7.5	8.3	8.3	8.1	7.9	7.9	8.3	8.1	7.5	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.2	0.2	0.1	0.3	0.2
sig. test for means:		*	*				***	**								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q910 the waiting time at the office																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	1%	1%	1%	1%	0%	0%	0%	3%	1%	1%	0%	1%	0%	4%	2%	0%
Unimportant (-5)	4%	2%	5%	2%	5%	3%	18%	4%	4%	7%	2%	4%	4%	3%	4%	6%	10%	2%
																	++	--
Neutral (0)	6%	13%	4%	8%	4%	6%	0%	3%	2%	9%	10%	6%	4%	5%	7%	5%	2%	8%
		++	--															
Important (5)	55%	40%	59%	48%	58%	57%	37%	61%	56%	61%	42%	55%	60%	59%	53%	55%	53%	55%
		--	++								-							
Very important (10)	26%	17%	28%	20%	29%	26%	25%	29%	31%	16%	22%	25%	32%	19%	30%	22%	25%	27%
															+			
DK/NR	8%	24%	3%	20%	3%	7%	15%	3%	4%	5%	22%	8%	0%	12%	6%	6%	8%	7%
		+++	---	+++	---						+++							
chi^2:		(***)		(***)		(*)		(**)									(*)	
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.8	7.4	7.8	7.7	7.8	7.8	7.1	8.0	8.1	7.1	7.6	7.7	8.0	7.6	7.9	7.3	7.4	7.9
standard error:	0.1	0.3	0.1	0.2	0.2	0.1	0.7	0.2	0.2	0.3	0.3	0.1	0.3	0.2	0.2	0.4	0.3	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q910 the waiting time at the office																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	0%	1%	1%	0%	0%	2%	0%	0%	1%	0%	1%	0%	5%	0%
															++	
Unimportant (-5)	4%	4%	5%	4%	2%	7%	8%	1%	5%	4%	4%	0%	3%	4%	8%	4%
							+	-								
Neutral (0)	6%	6%	5%	6%	9%	4%	11%	4%	3%	7%	5%	10%	6%	4%	5%	10%
							+									
Important (5)	55%	55%	56%	52%	52%	61%	53%	49%	69%	49%	61%	60%	57%	52%	64%	50%
									++							
Very important (10)	26%	26%	25%	28%	27%	17%	22%	33%	16%	28%	23%	22%	27%	31%	12%	21%
								+	-							
DK/NR	8%	7%	8%	8%	8%	8%	6%	9%	7%	10%	5%	7%	6%	8%	6%	13%
chi^2:							(**)									
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.8	7.7	7.7	7.8	7.8	7.5	7.3	8.1	7.6	7.8	7.7	7.8	7.8	8.0	6.9	7.6
standard error:	0.1	0.1	0.2	0.2	0.3	0.3	0.3	0.2	0.2	0.2	0.2	0.4	0.2	0.2	0.5	0.4
sig. test for means:							*	*							*	

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q911 the time it took to produce a passport																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	4%	5%	4%	4%	4%	4%	0%	3%	7%	2%	2%	4%	9%	4%	2%	9%	7%	2%
Neutral (0)	3%	6%	2%	6%	2%	3%	0%	2%	2%	5%	3%	4%	0%	2%	4%	4%	0%	4%
Important (5)	64%	58%	65%	62%	64%	64%	63%	61%	62%	78% +	57%	64%	51%	62%	68%	54%	62%	64%
Very important (10)	27%	27%	27%	24%	28%	26%	31%	33%	26%	12% -	35%	26%	37%	29%	24%	28%	27%	27%
DK/NR	2%	2%	2%	3%	1%	2%	0%	2%	1%	2%	2%	1%	4%	2%	1%	2%	2%	2%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.9	7.8	7.9	7.8	7.9	7.9	8.3	8.1	7.8	7.6	8.2	7.9	8.0	8.0	7.9	7.7	7.8	8.0
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.4	0.2	0.1	0.3	0.2	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q911 the time it took to produce a passport																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	4%	4%	3%	3%	3%	8%	3%	4%	5%	1%	7%	0%	4%	6%	4%	0%
										-	+					
Neutral (0)	3%	4%	2%	3%	8%	1%	6%	2%	2%	3%	3%	0%	4%	3%	5%	4%
Important (5)	64%	64%	65%	65%	56%	72%	65%	60%	70%	68%	60%	77%	57%	60%	77%	69%
Very important (10)	27%	26%	28%	27%	33%	15%	25%	31%	19%	26%	28%	23%	34%	29%	12%	20%
DK/NR	2%	2%	1%	2%	0%	1%	0%	1%	4%	1%	2%	0%	2%	1%	2%	4%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.9	7.9	8.0	7.9	8.0	7.4	7.8	8.0	7.7	8.0	7.8	8.1	8.1	7.9	7.5	7.9
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.2	0.2	0.1	0.2	0.3	0.2	0.2	0.3	0.2
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
																More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q912 the waiting time to receive it by mail																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	0%	2%	0%	2%	2%	0%	2%	1%	3%	0%	2%	0%	1%	1%	4%	3%	1%
Unimportant (-5)	5%	1%	6%	2%	6%	5%	0%	3%	9%	1%	4%	3%	21%	2%	4%	14%	5%	4%
									+							++		
Neutral (0)	6%	10%	5%	6%	6%	5%	5%	3%	3%	13%	7%	6%	4%	5%	6%	7%	5%	7%
										+								
Important (5)	47%	54%	45%	59%	42%	46%	55%	40%	45%	55%	48%	46%	42%	52%	48%	34%	48%	45%
				++	--											-		
Very important (10)	20%	31%	17%	30%	16%	18%	37%	27%	15%	6%	32%	21%	13%	21%	21%	11%	19%	21%
		++	--	++	--					--	++							
DK/NR	21%	3%	25%	3%	28%	22%	4%	25%	25%	21%	8%	22%	20%	18%	20%	28%	18%	23%
		---	+++	---	+++						--							
chi²:		(***)		(***)				(**)				(**)						
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.5	8.0	7.3	8.0	7.2	7.4	8.3	7.9	7.2	6.9	7.9	7.6	6.5	7.8	7.7	6.2	7.3	7.6
standard error:	0.1	0.2	0.2	0.2	0.2	0.2	0.4	0.3	0.3	0.3	0.2	0.2	0.6	0.2	0.2	0.5	0.3	0.2
sig. test for means:		*	*	**	**	*	*				*					**		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q912 the waiting time to receive it by mail																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	1%	2%	2%	0%	0%	1%	4%	1%	2%	0%	2%	1%	5%	0%
Unimportant (-5)	5%	5%	6%	4%	1%	13% ++	5%	6%	3%	3%	7%	6%	1%	9% ++	2%	0%
Neutral (0)	6%	6%	6%	6%	7%	7%	13% ++	2% -	6%	6%	6%	0%	4%	5%	9%	14% +
Important (5)	47%	47%	46%	46%	44%	53%	47%	44%	48%	46%	48%	28%	47%	46%	61%	46%
Very important (10)	20%	21%	16%	21%	30% +	1% --	20%	24%	12%	21%	18%	44%	26%	16%	4% -	23%
DK/NR	21%	19%	25%	21%	16%	22%	15%	21%	27%	22%	19%	22%	20%	22%	20%	17%
chi²:				(*)			(*)					(*)				
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.5	7.6	7.3	7.6	7.9	6.4	7.4	7.7	7.2	7.7	7.2	8.5	7.9	7.2	6.8	7.8
standard error:	0.1	0.2	0.3	0.2	0.3	0.4	0.3	0.2	0.3	0.2	0.2	0.6	0.3	0.2	0.4	0.3
sig. test for means:						**										

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q914 the total time and effort required																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	4%	5%	3%	2%	5%	4%	5%	5%	3%	4%	3%	3%	8%	1%	5%	6%	6%	3%
Neutral (0)	8%	13%	7%	13%	7%	8%	5%	2%	8%	17% +	9%	10%	2%	9%	8%	9%	8%	9%
Important (5)	65%	58%	67%	61%	67%	66%	61%	65%	70%	65%	55% -	63%	77%	62%	68%	59%	69%	61%
Very important (10)	20%	19%	20%	20%	19%	20%	24%	24%	17%	12%	29% +	21%	13%	26%	17%	19%	15%	24%
DK/NR	2%	3%	2%	3%	2%	2%	0%	5%	0%	2%	3%	3%	0%	1%	2%	4%	1%	3%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.6	7.4	7.7	7.6	7.6	7.6	7.8	7.8	7.6	7.1	7.8	7.7	7.4	7.9	7.5	7.4	7.4	7.7
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.4	0.2	0.2	0.2	0.2	0.1	0.3	0.2	0.1	0.3	0.2	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q914 the total time and effort required																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	4%	5%	1%	5%	4%	0%	5%	3%	3%	2%	6%	7%	5%	2%	5%	4%
Neutral (0)	8%	7%	11%	8%	9%	11%	11%	6%	11%	5%	12%	0%	4%	8%	18%	14%
										-	+				+	
Important (5)	65%	65%	64%	63%	56%	76%	70%	63%	62%	65%	64%	58%	66%	68%	60%	61%
Very important (10)	20%	19%	20%	22%	27%	8%	13%	24%	20%	24%	15%	29%	23%	20%	15%	15%
						-										
DK/NR	2%	2%	2%	2%	4%	1%	0%	2%	4%	2%	2%	7%	3%	1%	2%	4%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.6	7.6	7.7	7.6	7.7	7.4	7.3	7.8	7.6	7.9	7.3	7.9	7.7	7.7	7.2	7.3
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.2	0.5	0.2	0.1	0.3	0.3
sig. test for means:										**	**					

If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By	In	By	In							Leisre	Busnss	Has		than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q11																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
DK/NR	60%	69%	57%	68%	56%	60%	52%	59%	61%	57%	59%	59%	58%	67%	57%	52%	64%	56%
		+++	---	+++	---									+++		-	++	--
the waiting time at the office	21%	8%	24%	9%	26%	21%	24%	20%	23%	26%	14%	22%	16%	14%	24%	26%	17%	24%
		---	+++	---	+++					+	---			---	+		--	++
time to produce a passport	4%	6%	4%	7%	3%	4%	3%	4%	3%	2%	9%	4%	6%	3%	5%	4%	4%	5%
				++	--						+++							
Other	4%	2%	4%	2%	4%	4%	2%	4%	4%	3%	4%	3%	10%	3%	3%	5%	5%	2%
				-	+							---	+++				+	-
waiting time by mail	3%	7%	1%	5%	2%	3%	5%	3%	1%	2%	7%	3%	3%	3%	2%	3%	2%	3%
		+++	---	+++	---				-		+++							
availability of forms	2%	3%	2%	2%	2%	2%	4%	2%	3%	2%	3%	2%	1%	2%	2%	3%	2%	2%
total effort required	2%	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	5%	1%	3%	2%	1%	2%
												-	+					
the courtesy of the staff	2%	1%	2%	1%	2%	2%	3%	3%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%
								+										
the effectiveness of the staff	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	0%	1%	1%	2%	1%	2%
understanding of your needs	1%	1%	1%	2%	1%	1%	3%	1%	1%	2%	1%	1%	0%	1%	1%	1%	1%	1%
the competence of the staff	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	2%	0%	1%	1%	1%
														+	-			
chi^2:		(***)		(***)				(**)				(**)		(*)			(*)	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q11																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
DK/NR	60%	59%	62%	57%	61%	65%	52%	62%	63%	57%	62%	61%	60%	59%	60%	59%
				-			--									
the waiting time at the office	21%	20%	24%	23%	16%	22%	29%	19%	18%	21%	20%	13%	18%	23%	21%	25%
					-		+++									
time to produce a passport	4%	5%	3%	4%	5%	3%	5%	4%	3%	5%	4%	12%	4%	4%	4%	2%
												++				
Other	4%	4%	3%	4%	4%	3%	1%	4%	5%	3%	4%	0%	4%	4%	2%	4%
							-									
waiting time by mail	3%	3%	2%	3%	4%	1%	2%	3%	3%	3%	2%	5%	4%	2%	3%	3%
availability of forms	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%	1%
total effort required	2%	2%	2%	3%	1%	2%	4%	2%	1%	3%	2%	4%	2%	2%	2%	1%
the courtesy of the staff	2%	2%	1%	2%	4%	0%	2%	1%	2%	2%	1%	2%	3%	1%	1%	1%
					++	-							+			
the effectiveness of the staff	1%	2%	0%	2%	2%	0%	1%	2%	0%	2%	1%	1%	2%	1%	1%	2%
understanding of your needs	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	2%	1%
the competence of the staff	1%	0%	1%	0%	1%	2%	1%	0%	1%	0%	1%	0%	1%	0%	1%	2%
						+										
chi^2:							(*)									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q12																		
weighted sample:	595	0	595	47	529	556	35	148	243	171	29	502	68	154	317	110	225	340
	100%	0%	100%	8%	89%	94%	6%	25%	41%	29%	5%	85%	11%	26%	53%	19%	38%	57%
real # of participants:	530	0	530	41	474	492	35	146	205	140	36	450	60	136	281	102	204	299
0-14 min.	27%	0%	27%	25%	27%	27%	20%	22%	29%	29%	17%	25%	40%	32%	26%	24%	28%	26%
												-	+					
15-29 min.	20%	0%	20%	23%	21%	22%	6%	18%	24%	20%	8%	20%	19%	23%	20%	18%	21%	20%
						+	-											
30-59 min.	22%	0%	22%	16%	22%	22%	22%	17%	20%	27%	28%	21%	22%	23%	18%	27%	23%	19%
60+ min.	31%	0%	31%	35%	30%	30%	53%	42%	27%	25%	48%	34%	19%	22%	36%	31%	28%	34%
						--	++	++			+	+	-	--	++			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:						*		**				*		*				
± ... at 50%:	5	*	5	16	5	5	18	9	7	9	18	5	14	9	6	10	7	6
mean for these data:	41.6	*	41.6	51.4	40.2	39.8	70.8	50.3	34.7	38.1	70.2	42.7	37.0	31.7	45.6	45.1	41.4	42.4
standard error:	1.8	*	1.8	8.5	1.8	1.7	10.0	3.8	2.3	3.3	9.4	1.9	6.0	2.6	2.6	4.4	3.1	2.3
sig. test for means:		*	*			**	**	**	**		**			***	*			

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q12																
weighted sample:	595	406	185	336	100	107	151	264	156	292	303	22	132	268	88	86
	100%	68%	31%	57%	17%	18%	25%	44%	26%	49%	51%	4%	22%	45%	15%	14%
real # of participants:	530	369	158	295	101	93	137	234	138	268	262	19	134	236	70	71
0-14 min.	27%	29%	22%	30%	25%	22%	29%	28%	20%	28%	25%	39%	20%	27%	41% ++	18%
15-29 min.	20%	21%	21%	22%	19%	19%	21%	18%	26%	19%	22%	21%	18%	23%	13%	25%
30-59 min.	22%	20%	23%	22%	19%	24%	16%	22%	26%	18%	25%	5%	20%	21%	25%	27%
60+ min.	31%	30%	34%	26% -	38%	35%	34%	32%	28%	34%	29%	35%	43% ++	30%	20% -	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(**)				
± ... at 50%:	5	5	8	6	10	11	9	7	9	6	7	24	9	7	13	12
mean for these data:	41.6	42.3	40.2	41.0	46.8	38.3	44.1	41.8	39.0	43.5	39.7	42.9	52.0	39.2	33.9	40.9
standard error:	1.8	2.3	2.7	2.5	4.4	3.1	3.8	2.7	3.0	2.6	2.3	10.3	4.0	2.5	4.7	4.3
sig. test for means:													**			

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

		WAITING TIME TO DELIVER APPLICATION	
	TOTAL	Accep-table	Too long
Q12			
weighted sample:	595	374	217
	100%	63%	37%
real # of participants:	530	328	199
0-14 min.	27%	41%	2%
		+++	---
15-29 min.	20%	29%	5%
		+++	---
30-59 min.	22%	21%	23%
60+ min.	31%	9%	70%
		---	+++
DK/NR	0%	0%	0%
chi^2:		***	
± ... at 50%:	5	6	7
mean for these data:	41.6	22.0	75.4
standard error:	1.76	1.11	3.16
sig. test for means:		***	***

Do you consider this acceptable or too long?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
			SENT		RECEIVED		MODE										PERIOD	
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q13																			
	weighted sample:	595	0	595	47	529	556	35	148	243	171	29	502	68	154	317	110	225	340
		100%	0%	100%	8%	89%	94%	6%	25%	41%	29%	5%	85%	11%	26%	53%	19%	38%	57%
	real # of participants:	530	0	530	41	474	492	35	146	205	140	36	450	60	136	281	102	204	299
Acceptable		63%	0%	63%	60%	63%	64%	38%	58%	68%	65%	34%	63%	62%	74%	58%	60%	69%	59%
							++	--				---			+++	-		+	-
Too long		37%	0%	37%	37%	37%	35%	59%	42%	31%	35%	66%	37%	36%	25%	41%	40%	30%	40%
							--	++		-		+++			---	+		-	+
DK/NR		1%	0%	1%	3%	0%	0%	4%	0%	1%	1%	0%	0%	2%	1%	1%	0%	1%	1%
							-	+											
	chi²:						(***)		(**)						(**)			(*)	
	± ... at 50%:	5	*	5	16	5	5	18	9	7	9	18	5	14	9	6	10	7	6

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
Q13																
	weighted sample:	595	406	185	336	100	107	151	264	156	292	303	22	132	268	88	86
		100%	68%	31%	57%	17%	18%	25%	44%	26%	49%	51%	4%	22%	45%	15%	14%
	real # of participants:	530	369	158	295	101	93	137	234	138	268	262	19	134	236	70	71
Acceptable		63%	62%	64%	65%	59%	62%	54%	64%	69%	62%	64%	65%	57%	64%	74%	55%
								-								+	
Too long		37%	38%	34%	35%	41%	37%	46%	35%	30%	38%	35%	35%	43%	35%	26%	44%
								++								-	
DK/NR		1%	0%	2%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%	1%
			--	++													
	chi²:		(*)					(*)									
	± ... at 50%:	5	5	8	6	10	11	9	7	9	6	7	24	9	7	13	12

In your view, what would be an acceptable wait when you deliver your application?
(EXPRESSED IN MINUTES)

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q14																		
weighted sample:	221	0	221	18	198	199	21	63	75	59	22	191	23	40	136	42	66	142
	100%	0%	100%	8%	89%	90%	9%	28%	34%	27%	10%	87%	10%	18%	61%	19%	30%	64%
real # of participants:	203	0	203	17	181	181	21	63	64	48	26	175	21	36	123	41	63	129
0-14 min.	20%	0%	20%	7%	21%	20%	17%	11%	19%	35%	11%	18%	43%	24%	18%	22%	9%	23%
								-		++							-	+
15-29 min.	42%	0%	42%	39%	43%	42%	46%	33%	51%	39%	50%	45%	15%	44%	40%	49%	45%	44%
30-59 min.	31%	0%	31%	30%	31%	32%	16%	44%	27%	24%	23%	31%	33%	22%	36%	24%	36%	28%
								++										
60+ min.	7%	0%	7%	23%	5%	5%	22%	12%	3%	2%	16%	6%	10%	10%	7%	5%	10%	5%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:				(*)		(*)		(**)				(*)						
± ... at 50%:	7	*	7	26	8	8	23	13	13	15	21	8	23	18	9	16	13	9
mean for these data:	22.9	*	22.9	31.1	22.0	22.4	26.1	27.8	20.8	18.0	28.7	22.8	22.2	22.4	23.5	21.5	26.1	21.7
standard error:	1.05	*	1.05	4.50	1.06	1.07	4.33	2.28	1.43	1.58	4.01	1.07	4.61	2.86	1.29	2.44	2.15	1.20
sig. test for means:		*	*					**		**								

In your view, what would be an acceptable wait when you deliver your application?
(EXPRESSED IN MINUTES)

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q14																
weighted sample:	221	157	63	117	43	42	73	93	48	117	104	8	57	96	23	37
	100%	71%	28%	53%	20%	19%	33%	42%	22%	53%	47%	3%	26%	44%	10%	17%
real # of participants:	203	149	53	109	45	34	66	87	43	112	91	7	59	88	18	31
0-14 min.	20%	21%	18%	26%	7% --	24%	17%	21%	21%	15%	25%	29%	8% -	17%	32%	35% +
15-29 min.	42%	42%	43%	41%	42%	46%	43%	45%	36%	38%	48%	57%	31%	49%	40%	41%
30-59 min.	31%	31%	33%	25%	42% +	28%	30%	29%	35%	37%	25%	14%	47% ++	28%	28%	21%
60+ min.	7%	7%	7%	8%	9%	2%	10%	5%	7%	10% +	3% -	0%	13% +	6%	0%	4%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:										*		(**)				
± ... at 50%:	7	9	14	10	16	18	13	11	16	10	11	40	14	11	25	19
mean for these data:	22.9	22.9	22.9	22.1	26.2	19.2	24.5	21.6	23.7	25.6	19.8	15.7	29.2	22.8	18.4	17.8
standard error:	1.05	1.28	1.85	1.54	2.08	1.78	1.93	1.46	2.59	1.52	1.36	2.96	2.38	1.52	1.99	2.18
sig. test for means:				*						**	**	*	**		*	*

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q15																		
weighted sample:	436	9	425	0	430	412	20	114	178	115	26	362	49	110	234	83	161	251
	100%	2%	98%	0%	99%	95%	5%	26%	41%	26%	6%	83%	11%	25%	54%	19%	37%	58%
real # of participants:	393	10	382	0	388	369	21	114	149	96	32	328	43	98	213	74	149	222
0-14 min.	58%	42%	59%	0%	58%	58%	56%	57%	64%	56%	35%	56%	65%	65%	60%	46%	58%	59%
											--					-		
15-29 min.	24%	9%	25%	0%	25%	25%	18%	27%	23%	24%	22%	26%	18%	26%	19%	37%	23%	25%
															--	++		
30-59 min.	11%	12%	11%	0%	10%	10%	22%	14%	7%	12%	19%	11%	11%	5%	13%	11%	12%	10%
									-					-				
60+ min.	7%	37%	6%	0%	7%	7%	4%	3%	6%	8%	24%	7%	6%	4%	8%	6%	7%	6%
								-			+++							
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(**)						(**)						**				
± ... at 50%:	5	33	5	*	5	5	23	10	9	11	19	6	16	11	7	12	9	7
mean for these data:	16.6	33.0	16.3	*	16.6	16.5	15.6	14.6	15.3	17.6	30.8	16.8	15.9	13.9	16.7	18.8	17.3	16.0
standard error:	1.0	10.1	1.0	*	1.0	1.0	3.0	1.3	1.6	2.0	5.3	1.1	2.9	1.6	1.4	2.4	1.8	1.2
sig. test for means:				*	*						**							

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q15																
weighted sample:	436	288	146	227	75	85	114	198	105	201	234	10	108	202	51	64
	100%	66%	34%	52%	17%	20%	26%	46%	24%	46%	54%	2%	25%	46%	12%	15%
real # of participants:	393	267	125	201	77	76	104	179	93	187	206	9	110	178	42	54
0-14 min.	58%	57%	61%	60%	55%	58%	56%	60%	54%	61%	56%	69%	57%	60%	56%	55%
15-29 min.	24%	27%	20%	25%	22%	20%	24%	25%	26%	21%	28%	31%	25%	23%	31%	20%
30-59 min.	11%	12%	8%	10%	16%	10%	12%	9%	14%	12%	9%	0%	15%	8%	10%	13%
60+ min.	7%	4%	11%	5%	7%	12%	8%	6%	6%	7%	7%	0%	3%	9%	3%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		*														
± ... at 50%:	5	6	9	7	12	12	10	8	11	8	7	35	10	8	16	14
mean for these data:	16.6	16.2	17.0	16.1	17.3	17.8	19.2	14.9	17.0	15.8	17.3	9.7	15.0	17.2	14.7	20.0
standard error:	0.98	1.20	1.66	1.49	1.99	2.21	2.52	1.22	1.70	1.20	1.51	1.91	1.36	1.66	2.24	3.04
sig. test for means:												**				

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

		WAITING TIME TO PICK UP PASSPORT	
	TOTAL	Accep-table	Too long
Q15			
weighted sample:	436	379	56
	100%	87%	13%
real # of participants:	393	343	50
0-14 min.	58%	65%	11%
		+++	---
15-29 min.	24%	26%	16%
30-59 min.	11%	7%	32%
		---	+++
60+ min.	7%	2%	41%
		---	+++
DK/NR	0%	0%	0%
chi^2:		(***)	
± ... at 50%:	5	6	15
mean for these data:	16.6	12.2	46.5
standard error:	0.98	0.57	4.83
sig. test for means:		***	***

Do you consider this acceptable or too long?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		PERIOD
			By mail	In person	By mail	In person						Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL																	
Q16																		
weighted sample:	436	9	425	0	430	412	20	114	178	115	26	362	49	110	234	83	161	251
	100%	2%	98%	0%	99%	95%	5%	26%	41%	26%	6%	83%	11%	25%	54%	19%	37%	58%
real # of participants:	393	10	382	0	388	369	21	114	149	96	32	328	43	98	213	74	149	222
Acceptable	87%	64%	88%	0%	87%	87%	90%	93%	89%	83%	63%	88%	81%	92%	84%	91%	93%	84%
								+			---				-		+	-
Too long	13%	36%	12%	0%	13%	13%	10%	7%	11%	17%	37%	12%	19%	8%	16%	9%	7%	16%
								-			+++				+		-	+
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(*)						(***)									**	
± ... at 50%:	5	33	5	*	5	5	23	10	9	11	19	6	16	11	7	12	9	7

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q16															
weighted sample:	436	288	146	227	75	85	114	198	105	201	234	10	108	202	51	64
	100%	66%	34%	52%	17%	20%	26%	46%	24%	46%	54%	2%	25%	46%	12%	15%
real # of participants:	393	267	125	201	77	76	104	179	93	187	206	9	110	178	42	54
Acceptable	87%	87%	87%	87%	89%	81%	84%	90%	85%	89%	86%	100%	92%	86%	89%	78%
																-
Too long	13%	13%	13%	13%	11%	19%	16%	10%	15%	11%	14%	0%	8%	14%	11%	22%
																+
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:																
± ... at 50%:	5	6	9	7	12	12	10	8	11	8	7	35	10	8	16	14

In your view, what would be an acceptable wait when you pick up your passport?
(EXPRESSED IN MINUTES)

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q17																		
weighted sample:	56	3	53	0	56	52	2	8	19	19	9	45	9	9	37	8	12	41
	100%	6%	94%	0%	100%	93%	4%	15%	34%	35%	17%	79%	16%	16%	67%	14%	21%	73%
real # of participants:	50	3	47	0	50	46	2	8	15	16	11	40	7	8	33	7	9	38
0-14 min.	50%	0%	53%	0%	50%	50%	44%	24%	47%	68%	44%	50%	66%	68%	49%	31%	41%	51%
15-29 min.	41%	61%	40%	0%	41%	41%	56%	76%	43%	22%	47%	44%	22%	32%	43%	43%	59%	37%
30-59 min.	7%	39%	5%	0%	7%	8%	0%	0%	6%	10%	9%	5%	12%	0%	8%	15%	0%	10%
60+ min.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	1%	0%	2%	0%	1%	2%	0%	0%	4%	0%	0%	2%	0%	0%	0%	11%	0%	2%
chi^2:																		
± ... at 50%:	15	61	15	*	15	16	74	37	27	26	32	17	40	37	18	40	35	17
mean for these data:	12.6	22.2	12.0	*	12.6	12.7	10.6	12.6	12.6	12.1	13.4	12.7	9.4	9.8	12.7	14.9	11.8	13.0
standard error:	1.02	4.53	0.99	*	1.02	1.07	4.98	1.80	1.73	2.09	2.47	0.99	3.67	1.73	1.30	3.38	1.71	1.25
sig. test for means:				*	*													

In your view, what would be an acceptable wait when you pick up your passport?
(EXPRESSED IN MINUTES)

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q17																
weighted sample:	56	36	19	30	8	16	18	21	16	23	33	0	8	28	6	14
	100%	65%	34%	53%	14%	29%	32%	37%	28%	41%	59%	0%	15%	50%	10%	25%
real # of participants:	50	33	16	28	8	12	16	18	14	22	28	0	8	26	4	12
0-14 min.	50%	55%	44%	57%	19%	58%	44%	49%	58%	48%	52%	0%	24%	46%	70%	67%
15-29 min.	41%	34%	52%	29%	70%	42%	38%	51%	32%	43%	40%	0%	76%	44%	30%	19%
30-59 min.	7%	11%	0%	11%	11%	0%	18%	0%	5%	9%	6%	0%	0%	7%	0%	15%
60+ min.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	1%	0%	4%	3%	0%	0%	0%	0%	5%	0%	2%	0%	0%	3%	0%	0%
chi^2:																
± ... at 50%:	15	18	26	20	37	30	26	25	28	22	20	*	37	21	53	30
mean for these data:	12.6	12.4	12.6	12.4	15.3	10.1	15.1	11.6	10.7	13.6	11.9	*	12.6	12.9	9.6	13.2
standard error:	1.02	1.40	1.34	1.51	2.24	1.41	2.07	1.40	1.96	1.49	1.40	*	1.80	1.39	2.60	2.70
sig. test for means:												*				

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q18																		
weighted sample:	982	210	763	264	692	907	63	223	324	230	189	843	102	311	491	157	376	556
	100%	21%	78%	27%	70%	92%	6%	23%	33%	23%	19%	86%	10%	32%	50%	16%	38%	57%
real # of participants:	986	286	690	331	632	909	64	218	272	189	292	854	97	334	476	155	380	555
Within 24 hours	2%	2%	2%	2%	2%	2%	11%	3%	3%	1%	1%	2%	2%	1%	2%	4%	3%	2%
						---	+++											
2-5 days	27%	11%	31%	14%	32%	25%	55%	33%	32%	32%	8%	26%	35%	18%	30%	36%	28%	27%
		---	+++	---	+++	---	+++	+	+		---			---	+	++		
6-10 days.	45%	20%	52%	27%	52%	47%	22%	48%	52%	53%	21%	45%	47%	45%	45%	40%	46%	45%
		---	+++	---	+++	+++	---		++	+	---							
11+ days	26%	68%	14%	57%	14%	26%	12%	16%	13%	14%	70%	27%	16%	36%	22%	19%	23%	27%
		+++	---	+++	---	+	-	---	---	---	+++	+	-	+++	--	-		
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(***)		***		(***)		(***)						(***)				
± ... at 50%:	3	6	4	6	4	3	13	7	6	8	6	4	11	6	5	8	5	4
mean for these data:	10.3	18.2	8.1	15.9	8.2	10.6	6.2	7.7	8.7	7.5	19.0	10.6	8.2	12.1	9.7	8.7	9.2	10.8
standard error:	0.330	0.819	0.302	0.714	0.329	0.350	0.833	0.418	0.626	0.326	0.799	0.365	0.796	0.624	0.459	0.755	0.424	0.484
sig. test for means:		***	***	***	***	***	***	***	**	***	***	**	**	***		*		*	

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q18																
weighted sample:	982	695	283	538	206	168	246	449	248	505	476	53	240	414	132	143
	100%	71%	29%	55%	21%	17%	25%	46%	25%	51%	49%	5%	24%	42%	13%	15%
real # of participants:	986	720	262	527	243	155	244	453	253	520	466	53	276	405	119	133
Within 24 hours	2%	2%	4%	2%	1%	3%	2%	2%	2%	3%	2%	6%	2%	3%	1%	2%
2-5 days	27%	26%	31%	28%	21%	32%	26%	26%	27%	24%	30%	33%	25%	26%	36%	21%
					-										+	
6-10 days.	45%	45%	44%	45%	43%	46%	47%	46%	43%	45%	45%	31%	41%	48%	44%	49%
												-				
11+ days	26%	27%	21%	24%	35%	20%	25%	26%	28%	28%	24%	30%	32%	23%	19%	28%
					+++								++			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		*		(*)								(*)				
± ... at 50%:	3	4	7	5	7	8	7	5	7	5	5	14	6	5	10	9
mean for these data:	10.3	10.4	10.0	10.0	11.6	9.3	9.9	10.0	11.4	11.1	9.4	11.6	10.7	10.2	8.3	11.0
standard error:	0.33	0.36	0.74	0.46	0.61	0.79	0.67	0.43	0.79	0.51	0.40	2.01	0.54	0.57	0.58	0.90
sig. test for means:					*					**	**				***	

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

		DAYS TO OBTAIN THE PASSPORT	
	TOTAL	Acceptable	Too long
Q18			
weighted sample:	982	888	91
	100%	90%	9%
real # of participants:	986	873	110
Within 24 hours	2%	2%	4%
2-5 days	27%	29%	10%
		+++	---
6-10 days.	45%	48%	19%
		+++	---
11+ days	26%	22%	67%
		---	+++
DK/NR	0%	0%	0%
chi^2:		(***)	
± ... at 50%:	3	4	10
mean for these data:	10.3	9.1	22.1
standard error:	0.33	0.28	1.74
sig. test for means:		***	***

Do you consider this acceptable or too long?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		PERIOD
			By	In	By	In						Leisre	Busnss	Has		than	5-year	10-year
	TOTAL		mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q19																			
weighted sample:	982	210	763	264	692	907	63	223	324	230	189	843	102	311	491	157	376	556
	100%	21%	78%	27%	70%	92%	6%	23%	33%	23%	19%	86%	10%	32%	50%	16%	38%	57%
real # of participants:	986	286	690	331	632	909	64	218	272	189	292	854	97	334	476	155	380	555
Acceptable	90%	81%	93%	84%	93%	90%	91%	92%	93%	94%	80%	90%	93%	91%	92%	85%	93%	89%
		---	+++	---	+++					+	---					--	+	-
Too long	9%	19%	7%	16%	7%	9%	9%	8%	6%	6%	20%	10%	6%	9%	8%	14%	7%	11%
		+++	---	+++	---				-		+++					+		
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%
									++							+		
chi^2:		(***)		(***)				(***)						(*)				
± ... at 50%:	3	6	4	6	4	3	13	7	6	8	6	4	11	6	5	8	5	4

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q19																
weighted sample:	982	695	283	538	206	168	246	449	248	505	476	53	240	414	132	143
	100%	71%	29%	55%	21%	17%	25%	46%	25%	51%	49%	5%	24%	42%	13%	15%
real # of participants:	986	720	262	527	243	155	244	453	253	520	466	53	276	405	119	133
Acceptable	90%	90%	92%	91%	88%	90%	87%	92%	91%	90%	91%	87%	89%	92%	92%	90%
Too long	9%	10%	8%	9%	12%	10%	12%	8%	9%	10%	9%	13%	11%	8%	8%	10%
DK/NR	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
														+		
chi^2:																
± ... at 50%:	3	4	7	5	7	8	7	5	7	5	5	14	6	5	10	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q20																		
weighted sample:	91	40	50	42	48	85	6	17	20	13	38	83	6	28	37	21	28	60
	100%	44%	55%	46%	53%	93%	7%	19%	22%	15%	42%	91%	6%	31%	41%	24%	31%	67%
real # of participants:	110	60	49	62	47	103	7	18	18	11	61	99	8	38	43	25	34	72
Within 24 hours	8%	0%	14%	3%	12%	7%	19%	17%	20%	0%	0%	5%	47%	3%	11%	0%	0%	12%
		--	++												+		-	+
2-5 days	34%	6%	55%	5%	59%	34%	36%	45%	42%	75%	12%	35%	11%	25%	33%	52%	36%	34%
		---	+++	---	+++						---							
6-10 days.	29%	34%	25%	38%	20%	29%	21%	27%	26%	25%	29%	30%	10%	29%	29%	27%	37%	24%
				+	-													
11+ days	24%	53%	1%	48%	4%	25%	10%	0%	6%	0%	55%	24%	31%	37%	21%	14%	17%	28%
		+++	---	+++	---						+++			+				
DK/NR	5%	7%	5%	6%	5%	5%	14%	11%	6%	0%	5%	6%	0%	6%	5%	7%	9%	2%
chi²:		(***)		(***)				(***)				(**)						
± ... at 50%:	10	14	15	13	15	10	40	25	25	32	13	11	37	17	16	21	18	12
mean for these data:	8.2	13.6	4.1	12.9	4.3	8.4	5.2	3.9	5.1	4.3	13.3	8.1	6.2	11.6	7.3	6.1	7.1	8.7
standard error:	0.77	1.15	0.53	1.15	0.58	0.80	1.95	0.61	1.66	0.54	1.14	0.69	2.86	1.74	1.04	0.84	0.82	1.06
sig. test for means:		***	***	***	***			***	*	***	***			*		*		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q20																
weighted sample:	91	68	22	46	26	17	30	36	22	49	41	7	26	32	11	14
	100%	75%	25%	51%	28%	19%	33%	40%	25%	54%	46%	8%	29%	35%	12%	16%
real # of participants:	110	83	27	55	35	18	34	47	26	64	46	9	35	37	12	17
Within 24 hours	8%	9%	4%	10%	6%	5%	4%	10%	6%	6%	9%	14%	7%	13%	0%	0%
2-5 days	34%	30%	45%	27%	36%	54%	34%	38%	25%	34%	34%	15%	30%	36%	46%	36%
6-10 days.	29%	28%	30%	36%	18%	24%	29%	19%	45%	26%	32%	45%	25%	26%	27%	35%
11+ days	24%	27%	16%	25%	31%	11%	27%	29%	16%	30%	18%	9%	30%	19%	28%	30%
DK/NR	5%	6%	5%	3%	9%	7%	7%	3%	8%	4%	7%	17%	7%	6%	0%	0%
chi^2:																
± ... at 50%:	10	12	20	14	18	25	18	15	21	13	16	35	18	17	30	26
mean for these data:	8.2	8.5	7.5	8.7	8.5	6.5	8.9	8.3	7.7	8.8	7.6	6.0	8.5	7.4	8.3	10.6
standard error:	0.77	0.81	1.91	1.02	1.18	2.62	1.31	1.38	1.25	1.08	1.08	1.50	1.12	1.32	1.74	2.87
sig. test for means:																

Do you consider that the existing requirements to obtain a passport are...

	APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q21																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Insufficient	6%	7%	6%	8%	6%	6%	10%	8%	4%	7%	7%	6%	8%	7%	5%	7%	4%	8%
																	-	+
Adequate	87%	87%	87%	85%	87%	87%	81%	83%	88%	88%	87%	87%	83%	87%	88%	86%	88%	87%
Excessive	5%	3%	5%	4%	5%	4%	8%	8%	5%	3%	4%	4%	9%	3%	5%	6%	5%	4%
								+										
DK/NR	2%	3%	2%	3%	2%	2%	1%	2%	3%	2%	2%	2%	1%	3%	2%	1%	3%	1%
																	+	-
chi²:																	*	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

	CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q21																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Insufficient	6%	6%	6%	5%	9%	5%	6%	6%	7%	4%	9%	6%	8%	5%	6%	7%
					+					---	+++					
Adequate	87%	88%	85%	88%	84%	86%	89%	85%	89%	89%	85%	82%	84%	88%	90%	87%
Excessive	5%	5%	4%	5%	6%	4%	4%	6%	3%	5%	4%	10%	6%	4%	2%	3%
												+				
DK/NR	2%	1%	5%	2%	1%	5%	1%	3%	1%	3%	2%	1%	1%	3%	2%	3%
		---	+++			++		++								
chi²:		***		(**)						**						
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
																More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q221 ease of access to services by telephone																		
mean for these data:	7.2	7.8	6.9	7.8	6.8	7.3	6.9	6.9	6.9	7.3	7.7	7.2	7.5	7.1	7.3	7.2	7.1	7.3
sig. test for means:		*	*	*	*													
Q222 the convenience of the office location																		
mean for these data:	6.9	6.9	6.8	6.1	6.9	6.9	6.0	7.0	6.8	7.0	5.9	6.9	6.8	7.0	6.8	6.8	6.9	6.8
sig. test for means:											*							
Q223 availability of parking close to office																		
mean for these data:	5.8	7.2	5.8	4.8	6.0	5.9	5.4	6.4	5.9	5.5	4.5	5.8	6.1	5.8	5.8	6.2	5.9	5.8
sig. test for means:				*	*			**			*							
Q224 signage to find the office																		
mean for these data:	7.1	7.4	7.1	7.1	7.1	7.1	7.5	7.2	7.3	7.0	6.1	7.1	7.1	7.3	7.0	7.3	7.2	7.1
sig. test for means:											*							
Q226 hours of operations of the office																		
mean for these data:	7.3	8.5	7.2	7.4	7.3	7.3	7.2	7.4	7.2	7.5	6.5	7.4	6.8	7.4	7.3	7.0	7.4	7.2
sig. test for means:		**	**								*							
Q228 flexibility of the methods of access																		
mean for these data:	7.7	7.9	7.7	7.8	7.7	7.7	7.4	7.9	7.7	7.7	7.5	7.8	7.8	7.8	7.7	7.6	7.9	7.7
sig. test for means:																		
Q24 OVERALL, access																		
mean for these data:	7.6	7.6	7.6	7.5	7.6	7.6	7.4	7.8	7.6	7.6	7.4	7.6	7.3	7.7	7.5	7.5	7.7	7.5
sig. test for means:											*						*	*

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q221 ease of access to services by telephone																
mean for these data:	7.2	7.3	7.2	7.4	7.0	7.3	7.3	7.0	7.5	7.1	7.5	8.7	6.9	7.0	7.8	7.0
sig. test for means:												**				
Q222 the convenience of the office location																
mean for these data:	6.9	6.7	7.1	6.6	6.8	7.5	7.0	6.7	6.9	6.7	7.1	6.1	7.2	6.7	6.7	7.2
sig. test for means:				*		**										
Q223 availability of parking close to office																
mean for these data:	5.8	5.9	5.6	5.7	6.1	5.8	5.8	5.9	5.5	5.8	5.9	4.7	6.8	5.7	5.9	5.1
sig. test for means:													***			*
Q224 signage to find the office																
mean for these data:	7.1	7.0	7.4	7.1	6.9	7.3	7.0	7.2	7.1	7.0	7.3	6.2	7.4	7.1	7.2	6.9
sig. test for means:		*	*													
Q226 hours of operations of the office																
mean for these data:	7.3	7.3	7.2	7.1	7.2	7.5	6.9	7.3	7.8	7.2	7.3	7.2	7.4	7.1	7.6	7.4
sig. test for means:							*		**							
Q228 flexibility of the methods of access																
mean for these data:	7.7	7.7	7.7	7.7	7.8	7.7	7.6	7.7	7.8	7.8	7.7	7.5	8.0	7.6	7.7	7.7
sig. test for means:													*			
Q24 OVERALL, access																
mean for these data:	7.6	7.6	7.5	7.5	7.6	7.7	7.4	7.5	7.8	7.5	7.6	7.4	7.8	7.5	7.6	7.5
sig. test for means:									**				*			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q221 ease of access to services by telephone																		
weighted sample:	108	37	70	43	62	95	13	32	24	18	32	97	7	26	64	14	54	49
	100%	34%	65%	40%	57%	88%	12%	29%	22%	16%	29%	90%	7%	24%	60%	13%	50%	46%
real # of participants:	118	50	67	55	60	104	14	30	20	16	49	107	7	30	69	15	58	54
DISSATISFIED (smwht + very)	10%	5%	12%	7%	12%	9%	18%	13%	8%	15%	6%	11%	0%	12%	10%	8%	13%	7%
SATISFIED (smwht + very)	83%	89%	80%	88%	79%	84%	82%	80%	78%	77%	92%	83%	100%	81%	85%	76%	79%	86%
Very dissatisfied (-10)	3%	0%	4%	0%	5%	2%	9%	7%	3%	0%	0%	3%	0%	4%	3%	0%	6%	0%
Dissatisfied (-5)	7%	5%	8%	7%	7%	7%	10%	6%	5%	15%	6%	8%	0%	7%	7%	8%	7%	7%
Neutral (0)	7%	6%	8%	5%	9%	8%	0%	6%	14%	9%	2%	6%	0%	8%	5%	15%	8%	7%
Satisfied (5)	64%	62%	65%	58%	68%	64%	63%	63%	68%	48%	71%	63%	100%	61%	65%	55%	57%	72%
Very satisfied (10)	19%	28%	15%	30%	11%	19%	19%	18%	10%	28%	21%	20%	0%	20%	20%	21%	22%	14%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:				+	-													
± ... at 50%:	10	15	13	14	14	10	28	19	24	26	15	10	40	19	13	27	14	14
mean for these data:	7.2	7.8	6.9	7.8	6.8	7.3	6.9	6.9	6.9	7.3	7.7	7.2	7.5	7.1	7.3	7.2	7.1	7.3
standard error:	0.2	0.3	0.3	0.3	0.3	0.2	0.8	0.5	0.5	0.6	0.2	0.2	0.0	0.5	0.3	0.6	0.3	0.2
sig. test for means:		*	*	*	*													

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

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q221 ease of access to services by telephone																
weighted sample:	108	75	33	44	36	16	25	54	26	65	43	10	36	36	13	13
	100%	70%	30%	41%	34%	15%	23%	50%	24%	61%	39%	9%	33%	33%	12%	12%
real # of participants:	118	86	32	48	43	17	29	56	29	74	44	11	40	39	14	14
DISSATISFIED (smwht + very)	10%	10%	10%	12%	11%	8%	2%	14%	9%	11%	8%	0%	14%	9%	10%	10%
SATISFIED (smwht + very)	83%	84%	81%	83%	82%	79%	86%	79%	87%	82%	86%	100%	81%	80%	90%	78%
Very dissatisfied (-10)	3%	4%	0%	2%	6%	0%	0%	4%	3%	3%	3%	0%	6%	2%	0%	0%
Dissatisfied (-5)	7%	5%	10%	10%	5%	8%	2%	10%	6%	8%	5%	0%	7%	7%	10%	10%
Neutral (0)	7%	6%	9%	5%	7%	13%	11%	6%	4%	7%	7%	0%	5%	11%	0%	12%
Satisfied (5)	64%	64%	64%	58%	67%	61%	76%	58%	60%	65%	63%	52%	64%	68%	58%	69%
Very satisfied (10)	19%	20%	17%	25%	15%	19%	10%	21%	27%	17%	23%	48%	17%	12%	32%	10%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	10	11	19	15	16	26	20	14	20	12	16	32	17	17	28	28
mean for these data:	7.2	7.3	7.2	7.4	7.0	7.3	7.3	7.0	7.5	7.1	7.5	8.7	6.9	7.0	7.8	7.0
standard error:	0.2	0.2	0.4	0.3	0.4	0.5	0.3	0.3	0.4	0.3	0.3	0.4	0.4	0.3	0.6	0.5
sig. test for means:												**				

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By	In	By	In							Leisre	Busnss	Has		than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q222 the convenience of the office location																		
weighted sample:	792	169	617	208	564	734	49	172	270	192	148	686	76	260	382	130	332	422
	100%	21%	78%	26%	71%	93%	6%	22%	34%	24%	19%	87%	10%	33%	48%	16%	42%	53%
real # of participants:	789	228	554	263	509	728	51	169	222	159	229	688	72	274	373	125	336	413
DISSATISFIED (smwht + very)	13%	3%	15%	7%	15%	12%	21%	13%	15%	12%	8%	12%	13%	10%	14%	14%	12%	13%
		---	+++	---	+++	-	+				-							
SATISFIED (smwht + very)	58%	8%	71%	14%	73%	58%	51%	66%	67%	72%	14%	57%	62%	51%	61%	61%	56%	60%
		---	+++	---	+++			+	+++	+++	---			--				
Very dissatisfied (-10)	3%	0%	4%	2%	4%	3%	9%	3%	5%	3%	2%	3%	1%	3%	3%	4%	3%	4%
		--	++			-	+											
Dissatisfied (-5)	9%	3%	11%	5%	11%	9%	12%	11%	10%	8%	6%	9%	12%	7%	11%	10%	10%	8%
		---	+++	--	++													
Neutral (0)	5%	3%	5%	5%	5%	5%	6%	3%	6%	4%	2%	4%	10%	4%	4%	10%	4%	6%
									+		-	-	+			++		
Satisfied (5)	43%	3%	55%	9%	56%	44%	38%	48%	50%	58%	9%	42%	47%	39%	46%	45%	41%	45%
		---	+++	---	+++				+	+++	---							
Very satisfied (10)	14%	6%	17%	5%	17%	15%	12%	18%	17%	15%	5%	14%	15%	13%	15%	16%	15%	14%
		---	+++	---	+++						---							
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		***		***				***										
± ... at 50%:	4	7	4	6	5	4	15	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	6.9	6.9	6.8	6.1	6.9	6.9	6.0	7.0	6.8	7.0	5.9	6.9	6.8	7.0	6.8	6.8	6.9	6.8
standard error:	0.1	0.6	0.1	0.4	0.1	0.1	0.5	0.2	0.2	0.2	0.5	0.1	0.3	0.2	0.2	0.3	0.2	0.2
sig. test for means:											*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q222 the convenience of the office location																
weighted sample:	792	554	234	424	163	141	189	355	211	404	387	40	186	338	110	119
	100%	70%	30%	54%	21%	18%	24%	45%	27%	51%	49%	5%	23%	43%	14%	15%
real # of participants:	789	574	211	414	191	128	188	356	211	414	375	41	212	324	101	111
DISSATISFIED (smwht + very)	13%	13%	11%	15%	11%	9%	11%	15%	11%	14%	11%	14%	10%	15%	13%	8%
				+										+		
SATISFIED (smwht + very)	58%	54%	67%	54%	49%	75%	60%	57%	57%	54%	62%	34%	56%	59%	64%	60%
		---	+++		-	+++				-	+	--				
Very dissatisfied (-10)	3%	3%	4%	4%	3%	3%	4%	3%	5%	4%	3%	6%	1%	5%	6%	0%
													-			-
Dissatisfied (-5)	9%	10%	8%	11%	8%	6%	7%	12%	6%	10%	8%	8%	9%	11%	7%	8%
								++								
Neutral (0)	5%	6%	3%	7%	3%	2%	5%	5%	4%	5%	5%	6%	3%	6%	6%	4%
				+												
Satisfied (5)	43%	41%	49%	42%	38%	53%	44%	42%	43%	40%	47%	25%	41%	43%	52%	47%
		-	+			+						-				
Very satisfied (10)	14%	13%	18%	13%	11%	22%	16%	14%	13%	13%	15%	9%	15%	16%	12%	13%
						++										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		*		***												
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	10	10
mean for these data:	6.9	6.7	7.1	6.6	6.8	7.5	7.0	6.7	6.9	6.7	7.1	6.1	7.2	6.7	6.7	7.2
standard error:	0.1	0.1	0.2	0.2	0.3	0.2	0.2	0.2	0.2	0.2	0.2	0.7	0.2	0.2	0.3	0.2
sig. test for means:				*		**										

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q223 availability of parking close to office																		
weighted sample:	535	9	524	37	483	496	33	129	220	155	28	452	59	144	279	102	215	296
	100%	2%	98%	7%	90%	93%	6%	24%	41%	29%	5%	85%	11%	27%	52%	19%	40%	55%
real # of participants:	476	10	464	33	430	438	33	127	181	128	37	404	51	127	251	90	199	257
DISSATISFIED (smwht + very)	29%	14%	29%	42%	27%	29%	31%	23%	29%	29%	55%+++	30%	19%	33%	28%	24%	28%	29%
SATISFIED (smwht + very)	58%	72%	58%	41% -	61% +	59%	52%	67% +	62%	50% -	41% -	58%	55%	58%	58%	62%	59%	58%
Very dissatisfied (-10)	9%	14%	9%	14%	9%	9%	15%	6%	10%	10%	20%+	10%	5%	8%	10%	8%	9%	10%
Dissatisfied (-5)	20%	0%	20%	28%	18%	20%	16%	17%	19%	19%	35%+	20%	15%	25%	18%	17%	19%	19%
Neutral (0)	13%	14%	12%	17%	12%	12%	16%	10%	9%	20% ++	3%	12% --	25% ++	9%	14%	14%	13%	13%
Satisfied (5)	45%	29%	46%	34%	47%	46%	43%	47%	49%	42%	29%-	45%	43%	44%	46%	45%	44%	46%
Very satisfied (10)	13%	43%	13%	7%	14%	14%	9%	20%+	13%	9%	13%	13%	12%	14%	12%	16%	15%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(***)										
± ... at 50%:	5	33	5	18	5	5	18	9	8	9	17	5	15	9	7	11	7	7
mean for these data:	5.8	7.2	5.8	4.8	6.0	5.9	5.4	6.4	5.9	5.5	4.5	5.8	6.1	5.8	5.8	6.2	5.9	5.8
standard error:	0.1	1.1	0.1	0.5	0.1	0.1	0.6	0.3	0.2	0.3	0.6	0.2	0.4	0.3	0.2	0.3	0.2	0.2
sig. test for means:				*	*			**			*							

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH													
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q223 availability of parking close to office																
weighted sample:	535	368	165	293	90	105	127	240	143	260	275	20	112	245	82	76
	100%	69%	31%	55%	17%	20%	24%	45%	27%	49%	51%	4%	21%	46%	15%	14%
real # of participants:	476	335	139	256	91	91	113	217	124	237	239	17	114	214	67	64
DISSATISFIED (smwht + very)	29%	28%	32%	30%	26%	31%	30%	27%	35%	31%	27%	50%	18%	32%	24%	35%
													--			
SATISFIED (smwht + very)	58%	61%	53%	57%	64%	58%	59%	57%	55%	58%	59%	39%	72%	59%	57%	44%
													++			-
Very dissatisfied (-10)	9%	9%	10%	11%	7%	10%	11%	9%	11%	11%	8%	16%	4%	11%	9%	11%
													-			
Dissatisfied (-5)	20%	18%	23%	19%	19%	21%	20%	18%	24%	21%	19%	34%	15%	21%	15%	23%
Neutral (0)	13%	12%	15%	13%	11%	11%	10%	16%	10%	11%	14%	11%	10%	9%	19%	21%
														-		+
Satisfied (5)	45%	47%	41%	46%	50%	43%	46%	42%	44%	43%	47%	24%	51%	46%	46%	39%
Very satisfied (10)	13%	14%	12%	11%	14%	16%	14%	15%	11%	15%	12%	15%	21%	13%	11%	5%
													+			-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(**)				
± ... at 50%:	5	6	9	7	11	11	10	7	9	7	7	26	10	7	13	13
mean for these data:	5.8	5.9	5.6	5.7	6.1	5.8	5.8	5.9	5.5	5.8	5.9	4.7	6.8	5.7	5.9	5.1
standard error:	0.1	0.2	0.3	0.2	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.8	0.3	0.2	0.4	0.4
sig. test for means:													***			*

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q224 signage to find the office																		
weighted sample:	555	9	543	36	502	513	35	132	231	159	29	467	63	152	285	105	226	305
	100%	2%	98%	7%	91%	92%	6%	24%	42%	29%	5%	84%	11%	27%	51%	19%	41%	55%
real # of participants:	493	10	481	32	447	452	35	130	190	132	38	416	55	133	257	93	207	266
DISSATISFIED (smwht + very)	12%	14%	12%	15%	11%	12%	12%	11%	12%	10%	25% ++	12%	8%	12%	12%	10%	11%	13%
SATISFIED (smwht + very)	82%	86%	82%	83%	82%	82%	84%	80%	86% +	80%	67% -	82%	83%	84%	80%	85%	83%	81%
Very dissatisfied (-10)	3%	6%	3%	0%	3%	3%	2%	4%	2%	1%	8% +	3%	0%	1%	4%	2%	3%	3%
Dissatisfied (-5)	9%	7%	9%	15%	8%	9%	10%	7%	9%	9%	17%	9%	8%	11%	9%	8%	8%	10%
Neutral (0)	6%	0%	6%	2%	6%	6%	4%	9%	2% --	9%	8%	6%	9%	4%	8%	5%	6%	7%
Satisfied (5)	64%	56%	65%	67%	65%	65%	55%	56% -	68%	68%	55%	64%	72%	62%	64%	65%	65%	63%
Very satisfied (10)	18%	31%	18%	16%	17%	17%	29%	24% +	18%	13%	11%	19%	10%	22%	15%	20%	18%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	5	33	5	19	5	5	18	9	8	9	17	5	14	9	7	11	7	6
mean for these data:	7.1	7.4	7.1	7.1	7.1	7.1	7.5	7.2	7.3	7.0	6.1	7.1	7.1	7.3	7.0	7.3	7.2	7.1
standard error:	0.1	0.9	0.1	0.4	0.1	0.1	0.4	0.2	0.2	0.2	0.5	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:											*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q224 signage to find the office																
weighted sample:	555	373	179	299	94	112	133	245	149	270	284	20	117	257	85	76
	100%	67%	32%	54%	17%	20%	24%	44%	27%	49%	51%	4%	21%	46%	15%	14%
real # of participants:	493	340	150	261	94	97	119	220	130	247	246	17	118	224	70	64
DISSATISFIED (smwht + very)	12%	13%	9%	12%	14%	10%	11%	11%	14%	14%	10%	23%	9%	13%	10%	10%
SATISFIED (smwht + very)	82%	79%	87%	83%	75%	84%	81%	84%	79%	78%	86%	71%	82%	84%	83%	78%
		-	+							-	+					
Very dissatisfied (-10)	3%	3%	2%	2%	5%	2%	3%	3%	2%	3%	3%	13%	3%	3%	1%	1%
Dissatisfied (-5)	9%	10%	7%	10%	8%	8%	8%	8%	12%	11%	7%	11%	6%	10%	9%	9%
Neutral (0)	6%	7%	4%	5%	11%	6%	8%	5%	7%	8%	5%	6%	9%	3%	7%	12%
					+									--		
Satisfied (5)	64%	63%	67%	67%	57%	64%	65%	65%	59%	60%	69%	58%	56%	66%	68%	68%
										-	+		-			
Very satisfied (10)	18%	17%	20%	16%	18%	19%	16%	19%	20%	19%	17%	13%	26%	18%	15%	10%
													+			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	5	6	9	7	11	11	10	7	9	7	7	26	10	7	13	13
mean for these data:	7.1	7.0	7.4	7.1	6.9	7.3	7.0	7.2	7.1	7.0	7.3	6.2	7.4	7.1	7.2	6.9
standard error:	0.1	0.1	0.2	0.1	0.3	0.2	0.2	0.2	0.2	0.2	0.1	0.8	0.2	0.2	0.2	0.2
sig. test for means:		*	*													

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q226 hours of operations of the office																		
weighted sample:	565	10	552	37	512	522	38	134	236	161	31	476	63	152	291	109	232	309
	100%	2%	98%	6%	91%	92%	7%	24%	42%	28%	6%	84%	11%	27%	51%	19%	41%	55%
real # of participants:	502	11	489	33	455	459	38	132	193	133	41	424	55	133	262	97	213	268
DISSATISFIED (smwht + very)	11%	0%	11%	16%	10%	10%	15%	13%	11%	5% -	21% +	10%	14%	11%	11%	11%	10%	11%
SATISFIED (smwht + very)	84%	100%	84%	84%	84%	84%	81%	83%	82%	91% ++	74%	85%	77%	86%	85%	78%	86%	83%
Very dissatisfied (-10)	1%	0%	1%	0%	1%	1%	2%	2%	1%	0%	0%	0%	1%	0%	1%	2%	1%	1%
Dissatisfied (-5)	10%	0%	10%	16%	9%	9%	13%	11%	10%	5% -	21% +	10%	13%	11%	10%	9%	9%	10%
Neutral (0)	5%	0%	5%	0%	6%	6%	3%	5%	7%	3%	5%	5%	9%	3%	4%	12% ++	4%	6%
Satisfied (5)	66%	58%	66%	55%	68%	67%	58%	56% --	64%	77% ++	67%	66%	66%	64%	68%	62%	68%	65%
Very satisfied (10)	18%	42%	18%	29%	17%	17%	23%	26% ++	17%	14%	8%	19%	10%	22%	17%	16%	19%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(**)			*							
± ... at 50%:	5	32	5	18	5	5	17	9	8	9	16	5	14	9	7	11	7	6
mean for these data:	7.3	8.5	7.2	7.4	7.3	7.3	7.2	7.4	7.2	7.5	6.5	7.4	6.8	7.4	7.3	7.0	7.4	7.2
standard error:	0.1	0.4	0.1	0.4	0.1	0.1	0.4	0.2	0.2	0.1	0.4	0.1	0.3	0.2	0.1	0.2	0.1	0.1
sig. test for means:		**	**								*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q226 hours of operations of the office																
weighted sample:	565	380	181	304	93	116	136	252	148	274	291	18	120	263	86	78
	100%	67%	32%	54%	17%	21%	24%	45%	26%	48%	52%	3%	21%	46%	15%	14%
real # of participants:	502	348	151	267	94	99	123	226	129	249	253	16	121	228	70	67
DISSATISFIED (smwht + very)	11%	10%	12%	12%	12%	8%	13%	12%	4%	12%	9%	11%	13%	13%	5%	5%
									--							
SATISFIED (smwht + very)	84%	84%	84%	83%	82%	90%	79%	83%	92%	83%	85%	77%	83%	81%	91%	91%
							-		++							
Very dissatisfied (-10)	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	5%	1%	1%	0%	0%
Dissatisfied (-5)	10%	9%	10%	11%	11%	7%	12%	11%	4%	11%	8%	6%	11%	12%	5%	5%
									-							
Neutral (0)	5%	6%	4%	5%	6%	3%	8%	5%	3%	5%	6%	11%	4%	6%	4%	4%
Satisfied (5)	66%	66%	66%	68%	60%	69%	66%	63%	70%	63%	69%	50%	57%	65%	72%	81%
													-			++
Very satisfied (10)	18%	18%	19%	15%	21%	21%	12%	20%	22%	20%	16%	27%	26%	16%	18%	11%
							-						+			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(*)									
± ... at 50%:	5	6	9	6	11	11	9	7	9	7	7	26	10	7	13	13
mean for these data:	7.3	7.3	7.2	7.1	7.2	7.5	6.9	7.3	7.8	7.2	7.3	7.2	7.4	7.1	7.6	7.4
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.1	0.1	0.1	0.7	0.2	0.1	0.2	0.2
sig. test for means:							*		**							

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
																		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q228 flexibility of the methods of access																		
weighted sample:	773	169	598	205	549	712	51	168	261	188	144	670	74	252	373	129	323	414
	100%	22%	77%	26%	71%	92%	7%	22%	34%	24%	19%	87%	10%	33%	48%	17%	42%	54%
real # of participants:	772	227	538	259	496	709	53	165	215	156	224	674	70	267	365	124	328	406
DISSATISFIED (smwht + very)	4%	6%	4%	6%	4%	4%	6%	3%	5%	2%	8% ++	4%	7%	5%	4%	5%	3%	5%
SATISFIED (smwht + very)	91%	91%	91%	90%	92%	91%	91%	93%	92%	91%	89%	92%	89%	91%	92%	90%	94%	90%
Very dissatisfied (-10)	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
Dissatisfied (-5)	4%	5%	3%	6% +	3% -	3%	5%	3%	3%	2%	6% +	3%	6%	5%	2%	5%	2% -	4% +
Neutral (0)	4%	4%	5%	3%	5%	5%	3%	4%	3%	7%	4%	4%	4%	4%	5%	5%	3%	5%
Satisfied (5)	68%	60%	71%	63%	71%	68%	78%	66%	68%	74%	66%	70%	60%	66%	69%	69%	69%	68%
Very satisfied (10)	23%	30% ++	21% --	28% +	21% -	24%	13%	27%	24%	18%	22%	23%	29%	26%	22%	20%	25%	22%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	14	8	7	8	7	4	13	6	6	9	6	5
mean for these data:	7.7	7.9	7.7	7.8	7.7	7.7	7.4	7.9	7.7	7.7	7.5	7.8	7.8	7.8	7.7	7.6	7.9	7.7
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:																		

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q228 flexibility of the methods of access																
weighted sample:	773	544	226	416	160	136	186	348	204	395	378	39	183	327	108	116
	100%	70%	29%	54%	21%	18%	24%	45%	26%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	772	566	203	407	187	124	185	350	205	406	366	40	209	315	99	109
DISSATISFIED (smwht + very)	4%	4%	6%	4%	4%	5%	6%	5%	3%	4%	5%	12% +	3%	6%	2%	2%
SATISFIED (smwht + very)	91%	92%	89%	92%	92%	91%	90%	90%	93%	94% +	89% -	85%	93%	91%	91%	92%
Very dissatisfied (-10)	1%	1%	1%	1%	0%	3% ++	2%	1%	0%	1%	0%	3%	0%	2% +	0%	0%
Dissatisfied (-5)	4%	3%	5%	3%	4%	2%	4%	4%	3%	2%	5%	9% +	3%	4%	2%	2%
Neutral (0)	4%	4%	5%	4%	4%	4%	4%	5%	4%	3% -	6% +	3%	4%	3%	7%	6%
Satisfied (5)	68%	70%	64%	71%	67%	65%	68%	67%	69%	72% +	65% -	55%	65%	69%	71%	74%
Very satisfied (10)	23%	22%	25%	22%	25%	26%	22%	24%	24%	22%	24%	30% +	28%	22%	19%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:										(*)						
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	6	17	7	6	11	10
mean for these data:	7.7	7.7	7.7	7.7	7.8	7.7	7.6	7.7	7.8	7.8	7.7	7.5	8.0	7.6	7.7	7.7
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.4	0.1	0.1	0.1	0.1
sig. test for means:													*			

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

	APPLICATION	SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q24 OVERALL, access																		
weighted sample:	1040	212	819	270	745	960	66	229	359	248	188	896	104	335	508	174	404	583
	100%	20%	79%	26%	72%	92%	6%	22%	35%	24%	18%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1031	286	735	335	674	949	69	224	297	205	290	894	99	352	491	167	406	574
DISSATISFIED (smwht + very)	5%	5%	4%	5%	4%	4%	6%	4%	5%	2%	7% +	4%	9% +	4%	4%	7%	3%	6%
SATISFIED (smwht + very)	88%	86%	88%	86%	88%	88%	84%	91%	87%	88%	85%	88%	82%	91% +	87%	85%	90%	86%
Very dissatisfied (-10)	1%	2%	0%	1%	0%	1%	2%	1%	0%	0%	2% +	1%	1%	1%	1%	0%	1%	1%
Dissatisfied (-5)	4%	3%	4%	4%	4%	4%	4%	2%	5%	2%	5% +	3% -	8% +	4%	3%	6% +	3%	5%
Neutral (0)	8%	9%	7%	9%	8%	8%	10%	5%	7%	10%	8%	8%	10%	5% -	9% +	9%	7%	8%
Satisfied (5)	67%	63%	68%	65%	68%	67%	65%	67%	66%	70%	66%	67%	60%	69%	67%	63%	66%	67%
Very satisfied (10)	21%	23%	20%	21%	20%	21%	20%	24%	21%	17%	19%	21%	21%	22%	20%	22%	24%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	3	6	4	6	4	3	13	7	6	7	6	4	11	6	5	8	5	4
mean for these data:	7.6	7.6	7.6	7.5	7.6	7.6	7.4	7.8	7.6	7.6	7.4	7.6	7.3	7.7	7.5	7.5	7.7	7.5
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:											*						*	*

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

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q24 OVERALL, access																
weighted sample:	1040	729	307	572	206	185	260	468	270	533	507	56	240	449	143	151
	100%	70%	30%	55%	20%	18%	25%	45%	26%	51%	49%	5%	23%	43%	14%	15%
real # of participants:	1031	748	279	559	239	166	256	466	271	543	488	57	273	429	129	143
DISSATISFIED (smwht + very)	5%	5%	5%	5%	4%	2%	6%	5%	2% -	5%	4%	7%	3%	6%	1%	4%
SATISFIED (smwht + very)	88%	88%	87%	87%	88%	89%	85%	87%	91% +	88%	88%	82%	91%	87%	88%	88%
Very dissatisfied (-10)	1%	1%	1%	0%	2% ++	0%	0%	1%	0%	1%	1%	0%	2%	1%	0%	1%
Dissatisfied (-5)	4%	4%	4%	5% +	2%	2%	6% +	3%	1% -	4%	3%	7%	2%	5% +	1%	3%
Neutral (0)	8%	8%	8%	8%	8%	8%	9%	8%	7%	7%	8%	11%	6%	7%	11%	8%
Satisfied (5)	67%	66%	68%	67%	65%	69%	67%	67%	67%	68%	66%	61%	64%	67%	68%	72%
Very satisfied (10)	21%	22%	19%	20%	23%	20%	18%	21%	24%	19%	22%	21%	26% +	20%	19%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(*)									
± ... at 50%:	3	4	6	4	7	8	7	5	6	5	5	14	6	5	9	9
mean for these data:	7.6	7.6	7.5	7.5	7.6	7.7	7.4	7.5	7.8	7.5	7.6	7.4	7.8	7.5	7.6	7.5
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.1
sig. test for means:									**				*			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q231 ease of access to services by telephone																		
mean for these data:	7.2	7.1	7.2	7.0	7.3	7.2	7.4	7.4	7.1	6.8	7.5	7.3	7.1	7.3	7.2	6.8	7.0	7.3
sig. test for means:																		
Q232 the convenience of the office location																		
mean for these data:	7.4	6.3	7.7	6.8	7.7	7.5	6.8	8.0	7.7	7.0	6.8	7.4	7.8	7.5	7.4	7.5	7.2	7.6
sig. test for means:		***	***	**	**			**			*							
Q233 availability of parking close to office																		
mean for these data:	7.4	6.4	7.6	7.3	7.4	7.4	7.7	8.4	7.5	6.7	6.6	7.4	7.1	7.2	7.4	7.4	7.1	7.5
sig. test for means:		**	**					***		*	*							
Q234 signage to find the office																		
mean for these data:	7.2	6.5	7.4	6.9	7.3	7.3	6.4	7.6	7.4	7.1	6.5	7.3	6.7	7.1	7.4	6.8	7.2	7.2
sig. test for means:		*	*								*							
Q236 hours of operations of the office																		
mean for these data:	7.6	7.3	7.7	7.4	7.7	7.7	7.1	7.8	7.9	7.1	7.4	7.6	8.1	7.7	7.7	7.2	7.6	7.7
sig. test for means:										*								
Q238 flexibility of the methods of access																		
mean for these data:	7.6	7.4	7.7	7.6	7.6	7.6	7.6	7.9	7.4	7.1	8.1	7.5	8.4	7.7	7.6	7.5	7.6	7.6
sig. test for means:											*	*	*					

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q231 ease of access to services by telephone																
mean for these data:	7.2	7.2	7.1	7.3	7.6	6.7	7.0	7.2	7.4	7.3	7.1	7.4	7.6	7.2	6.9	7.0
sig. test for means:																
Q232 the convenience of the office location																
mean for these data:	7.4	7.3	7.8	7.5	7.3	7.5	7.5	7.6	7.3	7.4	7.5	7.4	7.8	7.7	6.6	6.9
sig. test for means:																
Q233 availability of parking close to office																
mean for these data:	7.4	7.4	7.3	7.1	8.1	7.3	7.3	7.6	7.0	7.6	7.1	7.6	8.2	7.3	6.4	6.7
sig. test for means:				*	**								***		*	
Q234 signage to find the office																
mean for these data:	7.2	7.1	7.5	7.2	7.4	7.2	6.9	7.7	7.0	7.4	7.1	7.6	7.3	7.4	6.6	7.1
sig. test for means:							*	**								
Q236 hours of operations of the office																
mean for these data:	7.6	7.5	8.0	7.6	7.5	8.1	7.4	7.8	7.4	7.7	7.6	7.9	7.7	7.8	7.3	6.9
sig. test for means:																
Q238 flexibility of the methods of access																
mean for these data:	7.6	7.7	7.4	7.7	8.1	7.1	7.4	7.7	7.6	7.7	7.5	7.7	8.2	7.6	7.2	6.9
sig. test for means:					*								**			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q231 ease of access to services by telephone																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%	0%	1%	0%	0%	1%	0%	0%	1%
										+								
Unimportant (-5)	8%	11%	7%	10%	7%	8%	6%	8%	8%	9%	5%	8%	9%	9%	6%	11%	8%	8%
Neutral (0)	9%	8%	9%	11%	8%	8%	5%	6%	7%	16%	7%	8%	6%	4%	8%	16%	7%	8%
										+						+		
Important (5)	53%	50%	54%	51%	54%	53%	63%	55%	53%	51%	53%	52%	62%	54%	55%	48%	53%	54%
Very important (10)	16%	17%	15%	13%	16%	16%	15%	21%	11%	14%	18%	17%	10%	15%	15%	14%	9%	19%
																	-	+
DK/NR	14%	15%	14%	15%	14%	14%	12%	10%	20%	8%	17%	14%	12%	18%	15%	8%	22%	11%
																	+	-
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.2	7.1	7.2	7.0	7.3	7.2	7.4	7.4	7.1	6.8	7.5	7.3	7.1	7.3	7.2	6.8	7.0	7.3
standard error:	0.1	0.3	0.2	0.2	0.2	0.1	0.5	0.3	0.2	0.4	0.2	0.1	0.4	0.2	0.2	0.3	0.2	0.2
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q231 ease of access to services by telephone																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	4%
																++
Unimportant (-5)	8%	6%	12%	8%	0%	15%	7%	10%	5%	9%	7%	16%	4%	8%	11%	6%
					-											
Neutral (0)	9%	10%	5%	7%	14%	11%	14%	6%	8%	7%	10%	0%	10%	6%	15%	11%
Important (5)	53%	56%	45%	53%	63%	48%	62%	49%	50%	54%	52%	52%	54%	53%	55%	51%
							+									
Very important (10)	16%	13%	21%	17%	17%	13%	9%	19%	16%	18%	12%	27%	21%	12%	13%	17%
DK/NR	14%	14%	14%	15%	7%	11%	8%	15%	22%	11%	17%	6%	11%	20%	7%	12%
							-		+					+		
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.2	7.2	7.1	7.3	7.6	6.7	7.0	7.2	7.4	7.3	7.1	7.4	7.6	7.2	6.9	7.0
standard error:	0.1	0.1	0.3	0.2	0.2	0.4	0.2	0.2	0.3	0.2	0.2	0.6	0.2	0.2	0.4	0.4
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q232 the convenience of the office location																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	3%	1%	2%	1%	1%	6%	0%	3%	0%	1%	2%	0%	2%	1%	2%	0%	1%
									+									
Unimportant (-5)	6%	13%	4%	10%	4%	5%	11%	4%	0%	11%	11%	6%	2%	5%	7%	3%	10%	4%
		++	--						--	+	+						+	-
Neutral (0)	7%	16%	5%	12%	6%	7%	5%	3%	7%	10%	9%	8%	3%	7%	6%	12%	6%	9%
		++	--															
Important (5)	60%	41%	65%	49%	64%	60%	63%	62%	64%	60%	49%	58%	70%	58%	61%	58%	61%	58%
		---	+++	-	+													
Very important (10)	20%	10%	24%	13%	24%	21%	16%	30%	23%	15%	12%	21%	20%	22%	18%	22%	16%	23%
		--	++	-	+			+			-							
DK/NR	5%	18%	1%	14%	1%	5%	0%	0%	1%	3%	17%	5%	4%	6%	5%	1%	6%	4%
		+++	---	+++	---			-			+++							
chi^2:		(***)		(***)				(***)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.4	6.3	7.7	6.8	7.7	7.5	6.8	8.0	7.7	7.0	6.8	7.4	7.8	7.5	7.4	7.5	7.2	7.6
standard error:	0.1	0.3	0.1	0.3	0.1	0.1	0.6	0.2	0.2	0.3	0.3	0.1	0.3	0.2	0.2	0.3	0.2	0.2
sig. test for means:		***	***	**	**			**			*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q232 the convenience of the office location																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	2%	1%	1%	2%	0%	2%	1%	1%	1%	4%	0%	2%	0%	3%
Unimportant (-5)	6%	6%	4%	6%	8%	3%	5%	4%	7%	7%	3%	9%	6%	1% --	17% ++	9%
Neutral (0)	7%	9%	4%	7%	7%	8%	9%	6%	8%	6%	9%	0%	4%	8%	14%	9%
Important (5)	60%	62%	54%	61%	56%	58%	63%	56%	63%	60%	59%	58%	59%	63%	51%	59%
Very important (10)	20%	16% --	32% ++	21%	20%	21%	19%	23%	18%	19%	22%	26%	26%	21%	13%	14%
DK/NR	5%	5%	4%	4%	6%	6%	3%	6%	3%	4%	5%	4%	4%	4%	5%	6%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.4	7.3	7.8	7.5	7.3	7.5	7.5	7.6	7.3	7.4	7.5	7.4	7.8	7.7	6.6	6.9
standard error:	0.1	0.1	0.3	0.2	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.7	0.2	0.2	0.5	0.4
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q233 availability of parking close to office																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	3%	1%	2%	1%	1%	3%	0%	1%	0%	3%	1%	2%	0%	1%	3%	2%	1%
Unimportant (-5)	10%	12%	10%	6%	11%	10%	7%	2%	8%	20% ++	13%	9%	15%	12%	10%	7%	12%	8%
Neutral (0)	7%	13% +	5% -	12%	5%	7%	0%	4%	7%	8%	9%	8%	4%	11%	4% -	9%	4%	8%
Important (5)	49%	35% -	52% +	37% --	54% ++	49%	46%	51%	53%	53%	34% --	50%	39%	40%	53%	48%	53%	48%
Very important (10)	25%	12% --	29% ++	21%	27%	25%	31%	41% +++	25%	16%	17%	25%	27%	25%	25%	26%	18%	28%
DK/NR	8%	25% +++	3% ---	23% +++	2% ---	7%	12%	2% -	5%	4%	24% +++	7%	12%	12%	6%	5%	10%	7%
chi²:		(***)		(***)				(***)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.4	6.4	7.6	7.3	7.4	7.4	7.7	8.4	7.5	6.7	6.6	7.4	7.1	7.2	7.4	7.4	7.1	7.5
standard error:	0.2	0.4	0.2	0.3	0.2	0.2	0.7	0.2	0.3	0.4	0.4	0.2	0.6	0.3	0.2	0.4	0.3	0.2
sig. test for means:		**	**					***		*	*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q233 availability of parking close to office																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	0%	3%	1%	1%	0%	0%	2%	1%	1%	1%	4%	1%	1%	0%	2%
Unimportant (-5)	10%	11%	7%	12%	3%	9%	14%	7%	11%	9%	11%	7%	2% --	10%	19%	19%
Neutral (0)	7%	7%	9%	7%	7%	10%	6%	6%	10%	5%	9%	0%	7%	8%	12%	4%
Important (5)	49%	51%	43%	52%	43%	46%	49%	43%	54%	46%	51%	58%	45%	48%	56%	44%
Very important (10)	25%	25%	26%	21%	39% ++	23%	28%	30%	16% -	31% +	20% -	28%	40% ++	24%	9% -	19%
DK/NR	8%	6%	11%	7%	7%	9%	2% -	11%	8%	7%	8%	4%	6%	9%	4%	12%
chi²:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.4	7.4	7.3	7.1	8.1	7.3	7.3	7.6	7.0	7.6	7.1	7.6	8.2	7.3	6.4	6.7
standard error:	0.2	0.2	0.3	0.2	0.3	0.4	0.3	0.2	0.3	0.2	0.2	0.6	0.2	0.2	0.4	0.5
sig. test for means:				*	**								***		*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q234 signage to find the office																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	5%	0%	3%	1%	1%	9%	0%	2%	0%	3%	1%	2%	1%	0%	4%	1%	2%
		++	--													+		
Unimportant (-5)	6%	6%	6%	5%	7%	6%	7%	5%	5%	8%	7%	5%	17%	8%	5%	6%	8%	5%
Neutral (0)	9%	10%	9%	13%	7%	9%	0%	4%	6%	16%	11%	9%	5%	11%	7%	12%	6%	10%
										+								
Important (5)	59%	42%	64%	42%	67%	58%	79%	73%	61%	56%	43%	60%	59%	53%	63%	56%	60%	60%
		--	++	---	+++			+			--							
Very important (10)	15%	9%	17%	13%	16%	17%	0%	18%	19%	15%	7%	15%	13%	17%	16%	11%	15%	15%
											-							
DK/NR	9%	27%	4%	25%	3%	9%	5%	0%	5%	6%	29%	10%	4%	9%	9%	8%	9%	9%
		+++	---	+++	---			--			+++							
chi^2:		(***)		(***)		(*)		(***)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.2	6.5	7.4	6.9	7.3	7.3	6.4	7.6	7.4	7.1	6.5	7.3	6.7	7.1	7.4	6.8	7.2	7.2
standard error:	0.1	0.3	0.1	0.3	0.1	0.1	0.6	0.2	0.2	0.3	0.3	0.1	0.5	0.2	0.2	0.4	0.2	0.2
sig. test for means:		*	*								*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q234 signage to find the office																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	0%	4%	1%	1%	2%	0%	2%	2%	0%	2%	4%	1%	1%	0%	5%
		-	+													
Unimportant (-5)	6%	7%	4%	6%	7%	5%	11%	2%	7%	6%	6%	0%	7%	5%	9%	8%
							+	--								
Neutral (0)	9%	9%	9%	10%	7%	8%	8%	7%	13%	6%	12%	4%	6%	9%	19%	8%
										-	+				+	
Important (5)	59%	63%	51%	59%	59%	63%	70%	55%	56%	60%	59%	75%	64%	60%	58%	44%
							+									
Very important (10)	15%	10%	27%	13%	19%	15%	6%	22%	15%	17%	14%	18%	16%	16%	4%	23%
		---	+++				--	++								
DK/NR	9%	10%	7%	11%	8%	4%	5%	12%	7%	10%	7%	0%	7%	9%	11%	13%
chi²:		(**)					(*)									
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.2	7.1	7.5	7.2	7.4	7.2	6.9	7.7	7.0	7.4	7.1	7.6	7.3	7.4	6.6	7.1
standard error:	0.1	0.1	0.3	0.2	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.5	0.2	0.2	0.4	0.5
sig. test for means:							*	**								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q236 hours of operations of the office																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	2%	1%	1%	1%	0%	6%	2%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%
Unimportant (-5)	4%	3%	4%	3%	4%	4%	7%	3%	4%	5%	5%	4%	3%	1%	5%	6%	5%	3%
Neutral (0)	8%	10%	7%	12%	5%	8%	0%	3%	3%	18%	10%	8%	0%	11%	4%	12%	5%	8%
				+	-					++					-			
Important (5)	59%	50%	61%	46%	66%	59%	70%	64%	60%	62%	50%	59%	65%	55%	59%	64%	55%	61%
				--	++													
Very important (10)	23%	15%	25%	19%	23%	23%	14%	27%	28%	13%	16%	22%	28%	25%	24%	14%	24%	23%
DK/NR	5%	20%	1%	17%	1%	5%	5%	1%	2%	2%	19%	6%	4%	6%	6%	1%	8%	5%
		+++	---	+++	---						+++							
chi^2:		(***)		(***)				(***)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.6	7.3	7.7	7.4	7.7	7.7	7.1	7.8	7.9	7.1	7.4	7.6	8.1	7.7	7.7	7.2	7.6	7.7
standard error:	0.1	0.3	0.1	0.2	0.1	0.1	0.6	0.2	0.2	0.3	0.2	0.1	0.3	0.2	0.2	0.3	0.2	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q236 hours of operations of the office																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	1%	0%	2%	0%	0%	1%	2%	1%	1%	0%	2%	0%	0%	3%
					+											
Unimportant (-5)	4%	5%	2%	5%	3%	3%	9%	2%	2%	4%	3%	0%	4%	5%	0%	8%
							+									
Neutral (0)	8%	8%	7%	7%	9%	7%	8%	7%	9%	6%	9%	0%	6%	5%	22%	9%
															+++	
Important (5)	59%	61%	54%	62%	56%	51%	58%	56%	68%	59%	60%	81%	57%	56%	62%	62%
Very important (10)	23%	18%	33%	20%	22%	34%	22%	26%	14%	23%	22%	16%	27%	27%	14%	11%
		--	++													
DK/NR	5%	7%	2%	5%	7%	3%	3%	7%	5%	5%	5%	4%	4%	7%	2%	7%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.6	7.5	8.0	7.6	7.5	8.1	7.4	7.8	7.4	7.7	7.6	7.9	7.7	7.8	7.3	6.9
standard error:	0.1	0.1	0.2	0.1	0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.3	0.4
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q238 flexibility of the methods of access																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	2%	0%	1%	0%	0%	6%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%
Unimportant (-5)	6%	7%	5%	3%	7%	6%	3%	4%	8%	7%	2%	6%	2%	5%	6%	6%	5%	6%
Neutral (0)	7%	6%	7%	8%	7%	7%	0%	5%	6%	17% ++	2%	7%	4%	7%	5%	12%	5%	7%
Important (5)	59%	54%	60%	58%	60%	59%	63%	60%	62%	53%	61%	62%	45%	58%	64%	51%	64%	56%
Very important (10)	23%	22%	24%	22%	24%	23%	28%	30%	21%	15%	28%	21%	40%	26%	21%	23%	21%	26%
DK/NR	4%	8% +	3% -	7%	3%	4%	0%	2%	1%	8%	7%	3%	8%	3%	4%	7%	3%	5%
chi^2:						(**)												
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.6	7.4	7.7	7.6	7.6	7.6	7.6	7.9	7.4	7.1	8.1	7.5	8.4	7.7	7.6	7.5	7.6	7.6
standard error:	0.1	0.3	0.1	0.2	0.1	0.1	0.6	0.2	0.2	0.3	0.2	0.1	0.3	0.2	0.2	0.3	0.2	0.2
sig. test for means:											*	*	*					

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q238 flexibility of the methods of access																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	3%
																++
Unimportant (-5)	6%	3%	11%	4%	1%	14%	6%	7%	3%	5%	6%	9%	1%	6%	4%	11%
		-	+			++										
Neutral (0)	7%	8%	5%	7%	6%	9%	14%	4%	6%	5%	10%	0%	6%	5%	19%	10%
							+	-							++	
Important (5)	59%	62%	54%	62%	60%	48%	57%	54%	70%	64%	54%	67%	55%	64%	56%	50%
									+							
Very important (10)	23%	22%	26%	22%	31%	23%	22%	28%	15%	21%	25%	24%	34%	22%	14%	19%
													+			
DK/NR	4%	4%	3%	4%	2%	3%	1%	5%	6%	4%	4%	0%	4%	3%	7%	8%
chi²:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.6	7.7	7.4	7.7	8.1	7.1	7.4	7.7	7.6	7.7	7.5	7.7	8.2	7.6	7.2	6.9
standard error:	0.1	0.1	0.3	0.1	0.2	0.4	0.2	0.2	0.2	0.1	0.2	0.5	0.2	0.2	0.3	0.5
sig. test for means:					*								**			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q25																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
DK/NR	57%	75%	52%	67%	55%	58%	50%	51%	55%	58%	67%	58%	50%	63%	56%	49%	60%	56%
		+++	---	+++	---			-			+++			++		-		
parking close to office	12%	3%	15%	8%	14%	12%	14%	16%	13%	15%	6%	13%	10%	11%	14%	11%	12%	13%
		---	+++	-	+						---							
office location	8%	7%	9%	9%	8%	8%	12%	8%	10%	6%	9%	9%	5%	8%	7%	13%	7%	9%
																+		
hours of operations	8%	3%	10%	4%	10%	8%	8%	10%	11%	7%	4%	7%	15%	5%	9%	13%	9%	8%
		---	+++	---	+++				+		--	-	+	--		+		
Other	4%	3%	4%	3%	4%	4%	3%	3%	4%	6%	4%	4%	5%	5%	4%	4%	3%	4%
signage to find the office	4%	2%	4%	4%	4%	4%	6%	7%	2%	4%	3%	4%	3%	3%	4%	3%	4%	4%
								++	-									
flexibility, methods of access	3%	3%	4%	3%	4%	3%	2%	2%	3%	4%	4%	3%	8%	2%	3%	5%	2%	4%
												--	++					
access by telephone	2%	3%	2%	3%	2%	2%	5%	2%	2%	1%	3%	2%	3%	2%	2%	2%	3%	1%
chi²:		(***)		**				(**)				(*)		(*)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q25																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
DK/NR	57%	57%	59%	56%	54%	64%	56%	54%	66%	52%	63%	52%	57%	56%	61%	63%
						+		-	+++	---	+++					
parking close to office	12%	12%	13%	11%	13%	16%	13%	12%	14%	15%	10%	17%	13%	12%	13%	12%
										++	--					
office location	8%	8%	10%	9%	9%	6%	9%	10%	5%	10%	7%	10%	7%	10%	5%	8%
									--	+	-					
hours of operations	8%	9%	7%	8%	8%	8%	12%	8%	3%	8%	8%	4%	9%	9%	5%	8%
							++		---							
Other	4%	5%	3%	5%	3%	2%	3%	4%	6%	5%	3%	3%	3%	4%	6%	4%
				+					+							
signage to find the office	4%	5%	2%	4%	7%	1%	2%	5%	3%	5%	3%	5%	6%	3%	5%	2%
					+	-							+			
flexibility, methods of access	3%	3%	5%	4%	3%	2%	3%	5%	2%	2%	5%	9%	2%	4%	3%	3%
										-	+	+				
access by telephone	2%	2%	1%	2%	3%	2%	2%	2%	1%	2%	2%	0%	3%	3%	2%	0%
chi²:				(*)			***			**						
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

If you could have delivered your passport application any way you want, which of the following would you have preferred...

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q26																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
In person	46%	29%	51%	30%	52%	47%	39%	48%	51%	49%	35%	47%	36%	48%	47%	40%	52%	42%
		---	+++	---	+++						---	+	-				++	--
By mail	21%	42%	15%	39%	15%	21%	18%	16%	16%	20%	35%	22%	15%	27%	20%	15%	22%	21%
		+++	---	+++	---			-	-		+++			++		-		
By telephone	7%	5%	8%	7%	8%	7%	8%	8%	7%	9%	5%	8%	4%	5%	8%	8%	7%	8%
Through the Internet	23%	22%	23%	22%	23%	22%	33%	25%	23%	20%	23%	20%	44%	17%	23%	35%	17%	27%
						-	+					---	+++	--		+++	---	+++
Other, specify	1%	0%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%
DK/NR	1%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%	2%	0%	2%	1%	0%	1%	1%
														+				
chi²:		(***)		(***)				(***)				(***)		(***)			(**)	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

If you could have delivered your passport application any way you want, which of the following would you have preferred...

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language										
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q26																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
In person	46%	45%	48%	45%	40%	51%	43%	44%	51% +	47%	46%	40%	45%	47%	51%	43%
By mail	21%	21%	22%	21%	25%	22%	19%	21%	24%	23%	19%	20%	22%	20%	20%	25%
By telephone	7%	7%	8%	7%	9%	9%	8%	8%	5%	9% +	6% -	11%	7%	6%	10%	6%
Through the Internet	23%	25%	19%	25%	25%	16% -	27%	25%	17% --	18% ---	28% +++	25%	23%	24%	18%	22%
Other, specify	1%	1%	2%	1%	1%	0%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%
DK/NR	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	0%	2%
chi^2:							(*)			**						
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q27																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
M-F, between 9 and 5	38%	38%	38%	39%	38%	38%	39%	38%	35%	44%	39%	39%	32%	41%	39%	31%	43%	36%
																-	+	-
M-F, after 5	29%	25%	29%	26%	30%	29%	32%	33%	30%	23%	27%	27%	41%	24%	30%	37%	26%	31%
										-		--	++	--		+		
Saturday, between 9 and 5	17%	14%	17%	13%	18%	17%	20%	14%	19%	19%	13%	17%	17%	18%	16%	15%	16%	17%
Sunday, between 9 and 5	4%	2%	4%	2%	4%	4%	0%	4%	4%	2%	3%	4%	2%	3%	4%	4%	5%	3%
Some other time	7%	7%	7%	8%	6%	7%	3%	7%	7%	7%	7%	7%	4%	7%	6%	8%	5%	8%
																	-	+
DK/NR	6%	14%	4%	11%	4%	6%	6%	5%	5%	5%	11%	6%	3%	7%	5%	6%	6%	6%
		+++	---	+++	---						+++							
chi^2:		***		***								(*)					*	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q27																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
M-F, between 9 and 5	38%	39%	37%	40%	37%	36%	27%	38%	51%	37%	40%	52%	35%	36%	45%	39%
							---		+++			+				
M-F, after 5	29%	31%	24%	28%	33%	29%	39%	31%	15%	30%	27%	31%	33%	29%	21%	26%
		+	-				+++		---							
Saturday, between 9 and 5	17%	16%	18%	16%	17%	18%	18%	18%	13%	17%	17%	4%	17%	17%	18%	18%
												--				
Sunday, between 9 and 5	4%	3%	5%	4%	2%	3%	4%	2%	4%	4%	3%	5%	4%	4%	3%	1%
Some other time	7%	5%	10%	5%	5%	8%	5%	7%	9%	7%	7%	4%	6%	8%	6%	8%
		--	++													
DK/NR	6%	6%	6%	6%	6%	5%	7%	4%	9%	6%	6%	5%	5%	6%	6%	8%
								--	+							
chi²:		*					***									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q28																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Within walking distance	8%	3%	9%	4%	9%	8%	5%	7%	7%	11%	5%	8%	8%	6%	9%	8%	6%	8%
		--	++	--	++					+								
Within a reasonable drive	58%	43%	63%	44%	64%	59%	53%	62%	62%	66%	41%	57%	67%	55%	58%	64%	58%	59%
		---	+++	---	+++					+	---							
Reasonable distance, transit	9%	6%	11%	6%	10%	10%	7%	10%	11%	8%	6%	10%	8%	9%	11%	7%	11%	9%
		-	+	-	+						-							
Beyond a reasonable distance	21%	39%	16%	39%	14%	20%	28%	20%	16%	13%	40%	21%	16%	26%	18%	20%	21%	21%
		+++	---	+++	---				--	--	+++			++	-			
DK/NR	4%	9%	2%	7%	3%	4%	6%	1%	5%	1%	8%	4%	0%	4%	4%	2%	4%	3%
		+++	---	+++	---			-		-	+++	+	-					
chi²:		***		***				***										
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
Q28																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Within walking distance	8%	7%	10%	8%	7%	7%	6%	9%	8%	6%	9%	5%	7%	6%	11%	9%
Within a reasonable drive	58%	59%	57%	59%	56%	60%	61%	58%	57%	57%	60%	57%	58%	58%	61%	58%
Reasonable distance, transit	9%	8%	14%	8%	9%	11%	11%	8%	9%	9%	10%	2%	10%	11%	7%	8%
		--	++									-		+		
Beyond a reasonable distance	21%	23%	16%	22%	26%	15%	18%	22%	23%	23%	18%	34%	23%	18%	21%	21%
		+	-		+	-						+				
DK/NR	4%	4%	3%	4%	1%	6%	5%	3%	3%	5%	3%	3%	2%	6%	0%	4%
					-	+							-	+++	-	
chi²:		**										(**)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q291 clarity of written information																		
mean for these data:	7.9	8.0	7.8	7.9	7.9	7.9	7.9	7.9	8.1	7.5	7.8	7.9	7.8	8.0	7.8	8.1	7.9	7.9
sig. test for means:									***	**					*	*		
Q292 answers provided to your questions																		
mean for these data:	7.9	7.7	7.9	7.9	7.9	7.9	8.0	8.0	8.0	7.8	7.8	7.9	8.0	7.9	7.9	8.0	8.0	7.9
sig. test for means:																		
Q293 the ease of access to information																		
mean for these data:	7.8	7.9	7.8	7.9	7.8	7.8	7.9	7.8	7.8	7.8	7.7	7.8	7.8	7.8	7.8	7.8	7.8	7.8
sig. test for means:																		
Q295 communications in your official language																		
mean for these data:	8.1	8.2	8.1	8.2	8.0	8.1	7.8	8.2	8.1	8.0	8.0	8.1	8.0	8.1	8.0	8.3	8.2	8.0
sig. test for means:																		
Q31 OVERALL, communications																		
mean for these data:	8.0	8.1	8.0	7.9	8.1	8.1	7.8	8.1	8.1	7.9	7.9	8.0	8.2	8.1	8.0	8.0	8.0	8.0
sig. test for means:																		

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q291 clarity of written information																
mean for these data:	7.9	7.9	7.9	7.9	7.9	7.9	7.9	7.9	8.0	7.9	7.9	7.9	7.9	8.0	7.6	7.7
sig. test for means:														*		
Q292 answers provided to your questions																
mean for these data:	7.9	7.9	8.0	7.9	8.1	7.8	7.7	8.0	8.1	7.9	8.0	7.9	8.0	8.0	8.0	7.6
sig. test for means:							*									**
Q293 the ease of access to information																
mean for these data:	7.8	7.8	7.8	7.8	7.8	7.7	7.7	7.8	7.9	7.7	7.8	8.0	7.8	7.8	7.7	7.8
sig. test for means:																
Q295 communications in your official language																
mean for these data:	8.1	8.1	8.1	8.1	8.1	8.0	7.9	8.1	8.2	8.1	8.1	8.3	8.2	8.1	8.1	7.8
sig. test for means:																*
Q31 OVERALL, communications																
mean for these data:	8.0	8.1	8.0	8.0	8.1	7.9	7.9	8.0	8.1	8.0	8.1	8.2	8.1	8.1	8.0	7.8
sig. test for means:																*

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q291 clarity of written information																		
weighted sample:	771	166	598	203	550	711	51	170	261	181	146	669	72	250	374	127	322	411
	100%	22%	78%	26%	71%	92%	7%	22%	34%	23%	19%	87%	9%	32%	49%	16%	42%	53%
real # of participants:	772	226	539	258	497	709	53	167	216	150	227	674	68	266	368	121	327	404
DISSATISFIED (smwht + very)	2%	3%	2%	3%	2%	2%	0%	3%	1%	3%	3%	2%	1%	3%	2%	0%	2%	2%
									-									
SATISFIED (smwht + very)	94%	96%	93%	94%	94%	94%	97%	92%	97%	90%	94%	94%	95%	93%	93%	97%	94%	94%
									++	-								
Very dissatisfied (-10)	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (-5)	2%	2%	2%	2%	2%	2%	0%	3%	0%	3%	3%	2%	1%	3%	2%	0%	2%	1%
									-									
Neutral (0)	4%	2%	4%	3%	4%	4%	3%	5%	2%	7%	2%	4%	5%	4%	4%	2%	4%	4%
										+								
Satisfied (5)	70%	67%	71%	68%	71%	69%	77%	65%	68%	76%	74%	69%	76%	65%	73%	69%	70%	69%
														-	+			
Very satisfied (10)	24%	29%	22%	26%	23%	24%	20%	27%	29%	14%	21%	25%	19%	28%	20%	28%	24%	25%
									++	--					--			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	4	7	5	7	5	4	14	8	7	9	7	4	13	6	5	10	6	5
mean for these data:	7.9	8.0	7.8	7.9	7.9	7.9	7.9	7.9	8.1	7.5	7.8	7.9	7.8	8.0	7.8	8.1	7.9	7.9
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:									***	**					*	*		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q291 clarity of written information																
weighted sample:	771	540	227	411	161	136	184	350	201	394	376	40	186	328	106	112
	100%	70%	29%	53%	21%	18%	24%	45%	26%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	772	561	207	403	188	126	182	353	203	406	366	41	212	316	98	105
DISSATISFIED (smwht + very)	2%	3%	1%	2%	4%	1%	1%	3%	2%	2%	2%	5%	3%	1%	5%	1%
SATISFIED (smwht + very)	94%	94%	94%	94%	93%	94%	94%	93%	94%	94%	94%	92%	92%	97%	93%	90%
														++		
Very dissatisfied (-10)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
												++				
Dissatisfied (-5)	2%	2%	1%	2%	4%	1%	1%	3%	2%	2%	2%	3%	3%	1%	5%	1%
Neutral (0)	4%	4%	4%	4%	3%	5%	5%	4%	4%	4%	4%	3%	5%	2%	3%	9%
														-		++
Satisfied (5)	70%	70%	70%	71%	65%	71%	73%	69%	67%	70%	70%	60%	66%	71%	76%	72%
Very satisfied (10)	24%	24%	24%	23%	28%	23%	21%	25%	27%	24%	24%	32%	26%	26%	17%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(*)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	6	16	7	6	11	10
mean for these data:	7.9	7.9	7.9	7.9	7.9	7.9	7.9	7.9	8.0	7.9	7.9	7.9	7.9	8.0	7.6	7.7
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.2	0.1
sig. test for means:														*		

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q292 answers provided to your questions																		
weighted sample:	592	43	547	69	508	546	42	139	230	162	55	508	59	159	310	110	250	314
	100%	7%	92%	12%	86%	92%	7%	23%	39%	27%	9%	86%	10%	27%	52%	19%	42%	53%
real # of participants:	547	57	488	78	456	500	43	137	190	134	80	472	52	146	290	100	236	284
DISSATISFIED (smwht + very)	1%	3%	1%	2%	1%	1%	0%	2%	1%	0%	0%	1%	0%	2%	0%	2%	1%	1%
SATISFIED (smwht + very)	96%	88%	97%	94%	97%	96%	98%	95%	97%	97%	97%	96%	99%	95%	96%	97%	97%	96%
		--	++															
Very dissatisfied (-10)	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%	1%
Dissatisfied (-5)	1%	3%	0%	2%	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%
		+	-															
Neutral (0)	3%	9%	2%	4%	2%	3%	2%	3%	2%	3%	3%	3%	1%	3%	4%	1%	2%	3%
		++	--															
Satisfied (5)	74%	65%	74%	69%	75%	74%	75%	65%	72%	81%	80%	73%	77%	72%	75%	70%	72%	74%
								--		+								
Very satisfied (10)	22%	23%	22%	25%	22%	22%	23%	30%	24%	16%	16%	23%	22%	24%	21%	28%	25%	21%
								+		-								
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	5	14	5	12	5	5	16	9	8	9	12	5	15	9	6	11	7	6
mean for these data:	7.9	7.7	7.9	7.9	7.9	7.9	8.0	8.0	8.0	7.8	7.8	7.9	8.0	7.9	7.9	8.0	8.0	7.9
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1	0.1
sig. test for means:																		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q292 answers provided to your questions																
weighted sample:	592	406	183	319	109	118	147	266	150	305	288	24	134	263	91	80
	100%	69%	31%	54%	18%	20%	25%	45%	25%	51%	49%	4%	23%	44%	15%	13%
real # of participants:	547	386	158	287	117	103	138	248	135	291	256	23	141	237	77	69
DISSATISFIED (smwht + very)	1%	1%	0%	1%	1%	2%	0%	1%	2%	1%	1%	4%	2%	1%	0%	0%
SATISFIED (smwht + very)	96%	96%	97%	97%	95%	94%	96%	96%	97%	96%	97%	91%	95%	96%	100%	94%
Very dissatisfied (-10)	0%	1%	0%	0%	1%	2%	0%	1%	0%	1%	0%	0%	2%	0%	0%	0%
Dissatisfied (-5)	1%	1%	0%	1%	0%	0%	0%	0%	2%	1%	0%	4%	0%	1%	0%	0%
Neutral (0)	3%	3%	3%	2%	5%	4%	4%	3%	2%	3%	3%	4%	3%	2%	0%	6%
Satisfied (5)	74%	74%	73%	75%	64% -	74%	81% +	70%	70%	74%	74%	64%	67% -	73%	80%	83%
Very satisfied (10)	22%	22%	23%	22%	31% +	20%	14% --	26%	27%	22%	23%	28%	29%	23%	20%	11% -
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	5	5	8	6	10	10	9	7	9	6	7	22	9	7	12	13
mean for these data:	7.9	7.9	8.0	7.9	8.1	7.8	7.7	8.0	8.1	7.9	8.0	7.9	8.0	8.0	8.0	7.6
standard error:	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.4	0.1	0.1	0.1	0.1
sig. test for means:							*									**

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q293 the ease of access to information																		
weighted sample:	764	162	596	198	547	706	50	170	265	179	138	663	71	249	371	125	318	407
	100%	21%	78%	26%	72%	92%	6%	22%	35%	23%	18%	87%	9%	33%	49%	16%	42%	53%
real # of participants:	758	218	533	249	491	697	52	167	216	148	215	662	67	260	362	119	320	398
DISSATISFIED (smwht + very)	2%	2%	2%	2%	2%	2%	0%	3%	2%	0%	3%	2%	1%	2%	2%	3%	3%	1%
										-								
SATISFIED (smwht + very)	93%	91%	94%	93%	94%	93%	94%	91%	94%	96%	91%	93%	96%	93%	94%	92%	94%	93%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
								++										
Dissatisfied (-5)	2%	2%	2%	2%	1%	2%	0%	2%	2%	0%	3%	2%	1%	2%	2%	2%	3%	1%
Neutral (0)	5%	6%	4%	5%	5%	4%	6%	5%	4%	4%	5%	5%	2%	5%	5%	5%	3%	5%
Satisfied (5)	73%	65%	75%	68%	75%	73%	73%	67%	73%	80%	72%	72%	80%	71%	74%	69%	73%	72%
		--	++					-		+								
Very satisfied (10)	20%	26%	19%	24%	19%	20%	21%	24%	21%	16%	19%	21%	16%	22%	19%	22%	21%	21%
		+	-															
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	15	8	7	9	7	4	13	7	6	10	6	5
mean for these data:	7.8	7.9	7.8	7.9	7.8	7.8	7.9	7.8	7.8	7.8	7.7	7.8	7.8	7.8	7.8	7.8	7.8	7.8
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1
sig. test for means:																		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q293 the ease of access to information																
weighted sample:	764	535	226	406	157	138	183	347	199	393	371	41	182	327	107	109
	100%	70%	30%	53%	21%	18%	24%	45%	26%	51%	49%	5%	24%	43%	14%	14%
real # of participants:	758	551	203	397	182	124	181	348	196	399	359	42	206	311	97	102
DISSATISFIED (smwht + very)	2%	2%	2%	2%	3%	2%	1%	3%	1%	3%	1%	5%	3%	2%	1%	1%
SATISFIED (smwht + very)	93%	93%	93%	94%	92%	93%	93%	92%	95%	91%	95%	91%	92%	93%	95%	96%
Very dissatisfied (-10)	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
													+			
Dissatisfied (-5)	2%	2%	2%	2%	2%	1%	1%	2%	1%	3%	1%	5%	2%	2%	1%	1%
										+	-					
Neutral (0)	5%	5%	5%	5%	5%	5%	6%	5%	4%	6%	3%	4%	5%	5%	5%	4%
Satisfied (5)	73%	73%	72%	73%	68%	75%	76%	70%	72%	69%	76%	58%	68%	73%	79%	78%
										-	+	-				
Very satisfied (10)	20%	20%	21%	20%	24%	18%	17%	22%	23%	22%	19%	33%	23%	20%	15%	18%
												+				
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	4	7	5	8	9	8	6	8	5	6	16	7	6	11	10
mean for these data:	7.8	7.8	7.8	7.8	7.8	7.7	7.7	7.8	7.9	7.7	7.8	8.0	7.8	7.8	7.7	7.8
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.1
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q295 communications in your official language																		
weighted sample:	777	164	606	202	555	717	51	169	269	183	144	673	73	253	377	127	321	415
	100%	21%	78%	26%	71%	92%	7%	22%	35%	24%	19%	87%	9%	33%	49%	16%	41%	53%
real # of participants:	773	222	544	255	500	710	53	166	221	151	223	674	69	267	368	121	325	406
DISSATISFIED (smwht + very)	1%	0%	1%	0%	1%	1%	2%	1%	0%	0%	2%	1%	1%	1%	1%	1%	1%	0%
SATISFIED (smwht + very)	97%	96%	98%	97%	97%	97%	96%	97%	98%	98%	97%	97%	97%	97%	97%	98%	97%	98%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (-5)	1%	0%	1%	0%	1%	1%	2%	0%	0%	0%	2%	1%	1%	1%	0%	1%	1%	0%
Neutral (0)	2%	4%	2%	3%	2%	2%	2%	2%	1%	2%	1%	2%	2%	3%	2%	1%	2%	2%
Satisfied (5)	70%	66%	72%	66%	73%	70%	77%	64%	72%	75%	71%	69%	75%	69%	73%	65%	66%	73%
Very satisfied (10)	27%	30%	26%	31%	25%	28%	19%	33%	26%	23%	25%	28%	22%	28%	24%	33%	31%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								-			+						-	+
± ... at 50%:	4	7	5	7	5	4	14	8	7	9	7	4	13	6	5	10	6	5
mean for these data:	8.1	8.2	8.1	8.2	8.0	8.1	7.8	8.2	8.1	8.0	8.0	8.1	8.0	8.1	8.0	8.3	8.2	8.0
standard error:	0.0	0.1	0.1	0.1	0.1	0.0	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q295 communications in your official language																
weighted sample:	777	541	232	413	158	143	183	350	207	402	374	41	182	335	108	111
	100%	70%	30%	53%	20%	18%	24%	45%	27%	52%	48%	5%	23%	43%	14%	14%
real # of participants:	773	559	210	403	185	130	182	352	205	411	362	42	208	321	99	103
DISSATISFIED (smwht + very)	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%
				-												
SATISFIED (smwht + very)	97%	97%	98%	98%	95%	97%	97%	97%	99%	97%	97%	98%	96%	98%	98%	96%
				+	-											
Very dissatisfied (-10)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%	0%
Neutral (0)	2%	2%	1%	2%	4%	2%	2%	3%	0%	2%	2%	2%	3%	1%	2%	4%
									-							
Satisfied (5)	70%	70%	72%	72%	62%	71%	74%	67%	70%	70%	71%	62%	64%	72%	72%	78%
					-								-			
Very satisfied (10)	27%	27%	26%	26%	32%	26%	22%	30%	29%	27%	27%	35%	32%	26%	26%	17%
													+			-
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	6	16	7	6	11	10
mean for these data:	8.1	8.1	8.1	8.1	8.1	8.0	7.9	8.1	8.2	8.1	8.1	8.3	8.2	8.1	8.1	7.8
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:																*

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q31 OVERALL, communications																		
weighted sample:	1028	217	803	273	730	949	67	229	353	237	193	888	101	329	504	171	400	579
	100%	21%	78%	27%	71%	92%	7%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1027	295	722	342	662	945	70	225	292	196	299	892	96	350	490	165	402	574
DISSATISFIED (smwht + very)	1%	2%	1%	3%	1%	1%	2%	2%	1%	0%	2%	1%	0%	1%	1%	1%	1%	1%
				++	--						+							
SATISFIED (smwht + very)	96%	95%	96%	95%	96%	96%	97%	95%	98%	95%	95%	96%	99%	96%	96%	94%	96%	96%
Very dissatisfied (-10)	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%
Dissatisfied (-5)	1%	1%	0%	2%	0%	1%	2%	1%	0%	0%	2%	1%	0%	1%	1%	0%	1%	1%
				++	--						++							
Neutral (0)	3%	3%	3%	3%	3%	3%	1%	3%	2%	5%	3%	3%	1%	3%	3%	5%	3%	3%
Satisfied (5)	69%	66%	70%	69%	70%	68%	82%	63%	71%	73%	69%	69%	69%	67%	72%	66%	68%	69%
						-	+	-										
Very satisfied (10)	27%	29%	26%	26%	27%	28%	15%	32%	27%	22%	25%	27%	30%	29%	25%	28%	27%	27%
						+	-	+										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:				(**)														
± ... at 50%:	3	6	4	6	4	3	13	7	6	8	6	4	11	6	5	8	5	4
mean for these data:	8.0	8.1	8.0	7.9	8.1	8.1	7.8	8.1	8.1	7.9	7.9	8.0	8.2	8.1	8.0	8.0	8.0	8.0
standard error:	0.0	0.1	0.1	0.1	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q31 OVERALL, communications																
weighted sample:	1028	716	308	560	208	183	251	471	264	527	502	57	244	444	140	142
	100%	70%	30%	54%	20%	18%	24%	46%	26%	51%	49%	6%	24%	43%	14%	14%
real # of participants:	1027	741	281	550	244	166	248	473	267	540	487	58	280	427	127	135
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	2%	1%	0%	0%
SATISFIED (smwht + very)	96%	96%	95%	96%	96%	94%	96%	95%	97%	96%	96%	93%	95%	97%	96%	94%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	3%	1%	1%	0%	0%
Neutral (0)	3%	3%	4%	3%	3%	5%	3%	4%	2%	3%	3%	4%	3%	2%	4%	6%
Satisfied (5)	69%	69%	70%	70%	65%	69%	74%	67%	67%	71%	67%	56%	64%	72%	72%	76%
Very satisfied (10)	27%	27%	25%	26%	31%	25%	22%	28%	30%	24%	29%	37%	32%	26%	24%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	3	4	6	4	7	8	7	5	6	5	5	14	6	5	9	9
mean for these data:	8.0	8.1	8.0	8.0	8.1	7.9	7.9	8.0	8.1	8.0	8.1	8.2	8.1	8.1	8.0	7.8
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:																*

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q301 clarity of written information																		
mean for these data:	8.2	8.2	8.2	8.1	8.2	8.2	7.9	8.5	8.1	7.8	8.3	8.2	8.4	8.2	8.2	8.0	8.3	8.2
sig. test for means:										*								
Q302 answers provided to your questions																		
mean for these data:	8.1	8.0	8.2	8.0	8.2	8.2	7.8	8.2	8.3	7.8	8.2	8.1	8.5	8.4	8.1	7.9	8.2	8.1
sig. test for means:										*								
Q303 the ease of access to information																		
mean for these data:	8.0	7.9	8.0	8.1	7.9	8.0	8.0	8.2	8.0	7.7	8.1	7.9	8.6	8.0	8.1	7.9	8.1	8.0
sig. test for means:												*	*					
Q305 communications in your official language																		
mean for these data:	8.2	8.0	8.2	8.2	8.1	8.2	8.1	8.7	8.0	7.8	8.3	8.1	8.8	8.2	8.1	8.2	8.3	8.2
sig. test for means:								**				*	*					

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q3O1 clarity of written information																
mean for these data:	8.2	8.2	8.2	8.2	8.3	8.0	8.0	8.2	8.3	8.2	8.1	8.2	8.5	8.1	7.8	8.1
sig. test for means:																
Q3O2 answers provided to your questions																
mean for these data:	8.1	8.0	8.4	8.2	8.0	8.2	7.8	8.2	8.4	8.1	8.1	8.2	8.2	8.2	7.6	8.1
sig. test for means:							*								*	
Q3O3 the ease of access to information																
mean for these data:	8.0	8.0	8.0	8.0	8.0	7.8	7.9	8.2	7.8	8.1	7.9	8.3	8.2	8.0	7.6	7.9
sig. test for means:																
Q3O5 communications in your official language																
mean for these data:	8.2	8.2	8.1	8.2	8.3	7.9	7.8	8.4	8.1	8.1	8.2	9.1	8.4	8.1	7.5	8.3
sig. test for means:							*	*				**			*	

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		PERIOD
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL																		
Q301 clarity of written information																			
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%
Unimportant (-5)	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%
Neutral (0)	5%	5%	5%	7%	4%	4%	5%	3%	6%	8%	2%	4%	7%	2%	4%	12% +	2%	5%
Important (5)	59%	55%	60%	55%	62%	59%	69%	46% -	63%	71%	56%	61%	46%	63%	59%	54%	59%	58%
Very important (10)	32%	32%	32%	33%	32%	33%	20%	46% ++	28%	21%	35%	31%	43%	32%	32%	31%	33%	34%
DK/NR	3%	7% +	2% -	4%	2%	2%	7%	4%	2%	0%	6%	3%	4%	2%	4%	0%	5%	2%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.2	8.2	8.2	8.1	8.2	8.2	7.9	8.5	8.1	7.8	8.3	8.2	8.4	8.2	8.2	8.0	8.3	8.2
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.3	0.1	0.1	0.2	0.1	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q301 clarity of written information																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	7%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Neutral (0)	5%	5%	3%	6%	4%	4%	9%	4%	2%	3%	7%	0%	4%	5%	10%	4%
Important (5)	59%	58%	64%	58%	51%	68%	63%	55%	63%	60%	59%	44%	48%	62%	69%	68%
Very important (10)	32%	33%	29%	34%	38%	21%	27%	35%	32%	34%	30%	49%	43%	29%	21%	28%
DK/NR	3%	3%	3%	2%	5%	4%	2%	3%	3%	2%	4%	0%	4%	4%	0%	0%
chi²:												(*)				
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.2	8.2	8.2	8.2	8.3	8.0	8.0	8.2	8.3	8.2	8.1	8.2	8.5	8.1	7.8	8.1
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.6	0.2	0.1	0.3	0.2
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
																More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q302 answers provided to your questions																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	5%	6%	5%	5%	6%	5%	5%	4%	3%	12%	3%	6%	0%	6%	2%	13%	5%	5%
										+					-	++		
Important (5)	60%	60%	59%	64%	59%	59%	73%	61%	56%	63%	59%	60%	57%	49%	68%	53%	53%	62%
														-	++			
Very important (10)	29%	23%	31%	25%	31%	31%	16%	32%	32%	22%	29%	28%	39%	39%	24%	27%	32%	30%
														+				
DK/NR	5%	11%	4%	6%	5%	5%	7%	4%	7%	2%	9%	6%	4%	5%	6%	5%	8%	4%
		+	-															
chi²:														(**)				
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.1	8.0	8.2	8.0	8.2	8.2	7.8	8.2	8.3	7.8	8.2	8.1	8.5	8.4	8.1	7.9	8.2	8.1
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:										*								

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q302 answers provided to your questions																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	5%	4%	7%	5%	5%	7%	10%	3%	4%	3%	8%	9%	3%	3%	16%	4%
							+								++	
Important (5)	60%	66%	46%	59%	64%	54%	65%	60%	53%	64%	55%	53%	61%	58%	59%	68%
		++	--													
Very important (10)	29%	24%	39%	30%	25%	31%	22%	30%	36%	27%	31%	38%	32%	30%	19%	28%
		-	+													
DK/NR	5%	5%	7%	6%	5%	6%	3%	6%	7%	5%	6%	0%	4%	8%	6%	0%
chi^2:		(*)														
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.1	8.0	8.4	8.2	8.0	8.2	7.8	8.2	8.4	8.1	8.1	8.2	8.2	8.2	7.6	8.1
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.4	0.2	0.1	0.3	0.2
sig. test for means:							*								*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q303 the ease of access to information																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%	1%	0%	3%	0%	0%	2%	1%
														+				
Neutral (0)	3%	5%	2%	4%	2%	2%	0%	4%	1%	5%	2%	3%	0%	1%	1%	11%	1%	3%
																+++		
Important (5)	68%	64%	69%	63%	72%	68%	74%	61%	74%	74%	62%	70%	53%	65%	73%	59%	65%	68%
Very important (10)	24%	23%	25%	28%	22%	25%	19%	32%	21%	16%	29%	22%	43%	28%	22%	24%	26%	25%
DK/NR	3%	7%	2%	5%	3%	3%	7%	4%	2%	2%	6%	3%	4%	2%	4%	3%	5%	3%
		+	-															
chi^2:														(**)				
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.0	7.9	8.0	8.1	7.9	8.0	8.0	8.2	8.0	7.7	8.1	7.9	8.6	8.0	8.1	7.9	8.1	8.0
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:												*	*					

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q303 the ease of access to information																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	2%	1%	1%	3%	0%	0%	3%	0%	2%	0%	1%	1%	4%	0%
Neutral (0)	3%	3%	2%	2%	5%	3%	4%	3%	1%	2%	3%	9%	3%	1%	5%	4%
Important (5)	68%	69%	67%	71%	60%	69%	73%	62%	74%	68%	69%	50%	61%	72%	72%	75%
Very important (10)	24%	24%	24%	24%	28%	18%	21%	29%	19%	26%	22%	41%	31%	22%	15%	21%
DK/NR	3%	3%	5%	3%	5%	4%	2%	4%	3%	2%	5%	0%	4%	4%	4%	0%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.0	8.0	8.0	8.0	8.0	7.8	7.9	8.2	7.8	8.1	7.9	8.3	8.2	8.0	7.6	7.9
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.1	0.1	0.4	0.2	0.1	0.3	0.2
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q305 communications in your official language																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%
Neutral (0)	5%	6%	5%	6%	5%	5%	5%	1%	6%	12% +	3%	6%	2%	5%	4%	11%	4%	5%
Important (5)	57%	57%	57%	54%	59%	57%	62%	45% -	62%	65%	55%	58%	43%	55%	63%	44%	54%	58%
Very important (10)	33%	27%	34%	34%	32%	34%	26%	49% ++	27%	24%	34%	31%	50%	35%	28%	41%	35%	34%
DK/NR	3%	8% ++	2% --	6%	2%	3%	7%	4%	2%	0%	7%	3%	4%	3%	4%	0%	5%	2%
chi²:								(*)										
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.2	8.0	8.2	8.2	8.1	8.2	8.1	8.7	8.0	7.8	8.3	8.1	8.8	8.2	8.1	8.2	8.3	8.2
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.3	0.2	0.1	0.3	0.2	0.1
sig. test for means:								**				*	*					

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q305 communications in your official language																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (-5)	1%	1%	1%	1%	1%	2%	3%	0%	0%	2%	0%	0%	2%	1%	0%	0%
Neutral (0)	5%	4%	8%	6%	5%	7%	7%	4%	7%	5%	6%	0%	3%	5%	16% ++	4%
Important (5)	57%	60%	52%	59%	49%	59%	64%	52%	59%	59%	56%	38%	48%	61%	67%	62%
Very important (10)	33%	31%	35%	33%	39%	25%	24%	40% +	30%	32%	34%	62%	43% +	28%	16% -	34%
DK/NR	3%	3%	3%	2%	5%	4%	2%	3%	4%	2%	5%	0%	4%	4%	2%	0%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.2	8.2	8.1	8.2	8.3	7.9	7.8	8.4	8.1	8.1	8.2	9.1	8.4	8.1	7.5	8.3
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.3	0.2
sig. test for means:							*	*				**			*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q32																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
DK/NR	81%	84%	81%	85%	80%	81%	72%	74%	83%	84%	81%	80%	85%	83%	80%	79%	81%	81%
						+	-	--										
clarity of written info	5%	4%	6%	3%	6%	5%	7%	6%	5%	5%	7%	6%	4%	5%	5%	8%	5%	6%
				-	+													
ease of access to information	5%	5%	5%	5%	5%	5%	10%	5%	6%	4%	5%	5%	5%	4%	6%	5%	5%	5%
official language of choice	3%	3%	3%	2%	3%	3%	7%	5%	2%	3%	2%	3%	1%	3%	4%	1%	1%	3%
						-	+	+										
answers provided to questions	3%	2%	3%	2%	3%	3%	1%	5%	2%	3%	2%	3%	2%	4%	2%	3%	3%	3%
								+										
Other	3%	3%	3%	3%	2%	3%	4%	4%	2%	1%	3%	3%	2%	2%	3%	4%	4%	2%
																	+	-
chi^2:																		
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q32																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
DK/NR	81%	80%	83%	83%	77% -	84%	77% -	81%	85% +	81%	81%	83%	74% --	82%	83%	86%
clarity of written info	5%	6%	4%	5%	5%	4%	8% +	6%	3% -	5%	6%	3%	7%	6%	4%	4%
ease of access to information	5%	5%	6%	5%	5%	7%	6%	6%	3%	5%	5%	3%	5%	6%	5%	4%
official language of choice	3%	3%	2%	1% --	6% +++	3%	2%	3%	3%	3%	2%	3%	5% ++	2% -	3%	3%
answers provided to questions	3%	3%	2%	3%	2%	1%	6% +++	2%	2%	3%	3%	5%	4%	2%	4%	3%
Other	3%	3%	2%	2%	5% +	1%	1%	3%	4%	3%	3%	4%	4%	3%	2%	1%
chi²:				(**)			**									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
																than	5-year	10-year
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	once	ppt	ppt
Q331 the base cost of the passport itself																		
mean for these data:	6.0	6.3	6.0	6.1	6.0	6.1	5.7	6.2	6.1	5.8	6.0	6.0	6.0	6.2	5.8	6.1	6.2	6.0
sig. test for means:																		
Q332 the extra cost for express delivery																		
mean for these data:	6.5	5.5	6.7	6.4	6.6	*	6.5	6.1	7.3	6.3	6.0	6.3	8.4	6.3	5.9	7.9	6.2	7.0
sig. test for means:						*	*		*							*		
Q333 the timing of the payment																		
mean for these data:	7.7	7.8	7.7	7.8	7.7	7.7	7.7	7.8	7.8	7.6	7.7	7.7	7.6	7.8	7.7	7.8	7.8	7.7
sig. test for means:																		
Q334 convenience of the payment methods																		
mean for these data:	7.9	7.9	7.8	7.9	7.8	7.9	8.0	8.0	7.8	7.7	8.0	7.9	7.4	7.9	7.8	8.0	8.0	7.8
sig. test for means:										*		*	*					
Q35 OVERALL, payment																		
mean for these data:	7.4	7.6	7.4	7.5	7.4	7.4	7.3	7.6	7.4	7.2	7.5	7.4	7.4	7.5	7.4	7.3	7.5	7.4
sig. test for means:																		

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q331 the base cost of the passport itself																
mean for these data:	6.0	6.1	5.8	6.1	6.1	5.8	5.8	6.2	5.9	5.9	6.2	6.3	6.1	6.1	6.0	5.7
sig. test for means:																
Q332 the extra cost for express delivery																
mean for these data:	6.5	6.2	7.4	6.3	5.2	8.2	6.3	6.6	6.5	6.3	6.7	*	5.8	7.1	6.6	6.2
sig. test for means:						**						*				
Q333 the timing of the payment																
mean for these data:	7.7	7.7	7.7	7.7	7.8	7.8	7.6	7.8	7.8	7.7	7.7	7.9	7.8	7.7	7.5	7.7
sig. test for means:																
Q334 convenience of the payment methods																
mean for these data:	7.9	7.8	8.0	7.8	7.9	7.9	7.7	8.0	7.8	7.9	7.8	8.0	8.0	7.8	7.7	7.7
sig. test for means:		*	*					*								
Q35 OVERALL, payment																
mean for these data:	7.4	7.5	7.3	7.5	7.5	7.3	7.3	7.5	7.4	7.5	7.4	7.6	7.5	7.5	7.4	7.0
sig. test for means:																**

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
															More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q331 the base cost of the passport itself																		
weighted sample:	779	165	607	205	554	723	50	171	261	187	148	675	73	253	377	130	321	418
	100%	21%	78%	26%	71%	93%	6%	22%	33%	24%	19%	87%	9%	32%	48%	17%	41%	54%
real # of participants:	780	227	546	262	500	721	52	168	215	155	230	681	69	268	370	125	328	410
DISSATISFIED (smwht + very)	27%	21%	28%	25%	27%	26%	34%	24%	26%	33% +	24%	27%	28%	24%	31% +	21%	24%	28%
SATISFIED (smwht + very)	63%	65%	63%	63%	64%	64%	53%	64%	66%	59%	62%	63%	66%	65%	61%	66%	65%	64%
Very dissatisfied (-10)	4%	4%	5%	5%	4%	4%	4%	4%	5%	4%	5%	4%	8%	4%	4%	8%	4%	4%
Dissatisfied (-5)	23%	18%	24%	20%	23%	22%	30%	19%	21%	29% +	20%	23%	20%	20%	27% ++	14% --	20%	24%
Neutral (0)	10%	13%	9%	12%	9%	10%	12%	12%	8%	8%	14% +	10%	6%	11%	8%	13%	11%	8%
Satisfied (5)	54%	54%	55%	54%	55%	55%	42%	52%	58%	52%	53%	54%	55%	55%	52%	56%	55%	55%
Very satisfied (10)	9%	11%	8%	9%	9%	9%	12%	12%	8%	8%	9%	9%	11%	10%	8%	9%	10%	9%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:														*				
± ... at 50%:	4	7	5	7	5	4	15	8	7	8	7	4	13	6	5	9	6	5
mean for these data:	6.0	6.3	6.0	6.1	6.0	6.1	5.7	6.2	6.1	5.8	6.0	6.0	6.0	6.2	5.8	6.1	6.2	6.0
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.4	0.2	0.2	0.2	0.2	0.1	0.4	0.2	0.1	0.2	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q331 the base cost of the passport itself																
weighted sample:	779	544	232	411	162	143	185	351	207	399	380	41	187	328	108	115
	100%	70%	30%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	780	566	210	404	190	130	184	354	208	410	370	42	214	317	99	108
DISSATISFIED (smwht + very)	27%	25%	32%	26%	24%	33%	28%	26%	29%	29%	24%	24%	25%	25%	30%	32%
		-	+													
SATISFIED (smwht + very)	63%	65%	60%	65%	62%	61%	58%	66%	64%	61%	66%	73%	62%	65%	61%	60%
Very dissatisfied (-10)	4%	4%	5%	4%	3%	7%	6%	4%	3%	5%	4%	11%	4%	4%	0%	7%
						+						+			-	
Dissatisfied (-5)	23%	20%	28%	22%	21%	25%	21%	21%	26%	24%	21%	13%	21%	21%	30%	24%
		-	+												+	
Neutral (0)	10%	11%	8%	10%	14%	7%	14%	9%	6%	10%	10%	2%	13%	10%	9%	8%
							++									
Satisfied (5)	54%	55%	52%	57%	53%	49%	50%	54%	58%	52%	57%	58%	51%	57%	52%	52%
Very satisfied (10)	9%	10%	8%	8%	10%	12%	7%	12%	6%	10%	8%	16%	11%	7%	9%	8%
								+								
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	6.0	6.1	5.8	6.1	6.1	5.8	5.8	6.2	5.9	5.9	6.2	6.3	6.1	6.1	6.0	5.7
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.5	0.2	0.1	0.3	0.3
sig. test for means:																

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q332 the extra cost for express delivery																		
weighted sample:	48	10	37	23	25	0	48	16	12	10	9	42	2	9	26	12	21	24
	100%	21%	77%	49%	51%	0%	100%	32%	24%	20%	19%	87%	5%	19%	54%	24%	44%	50%
real # of participants:	50	12	37	24	26	0	50	16	10	9	13	43	3	10	27	12	23	25
DISSATISFIED (smwht + very)	19%	34%	16%	19%	19%	0%	19%	38%	0%	13%	23%	20%	0%	19%	26%	7%	21%	14%
SATISFIED (smwht + very)	71%	66%	71%	73%	69%	0%	71%	62%	93%	65%	68%	68%	100%	81%	61%	80%	63%	80%
Very dissatisfied (-10)	11%	11%	11%	9%	12%	0%	11%	22%	0%	13%	7%	13%	0%	12%	16%	0%	11%	7%
Dissatisfied (-5)	8%	23%	5%	10%	7%	0%	8%	16%	0%	0%	16%	8%	0%	7%	10%	7%	11%	7%
Neutral (0)	10%	0%	13%	8%	12%	0%	10%	0%	7%	21%	9%	11%	0%	0%	13%	13%	16%	6%
Satisfied (5)	52%	66%	47%	63%	42%	0%	52%	19%	93%	52%	68%	52%	65%	81%	46%	37%	48%	56%
Very satisfied (10)	19%	0%	24%	10%	26%	0%	19%	43%	0%	13%	0%	17%	35%	0%	15%	43%	15%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	15	30	17	21	21	*	15	26	33	35	29	16	61	33	20	30	22	21
mean for these data:	6.5	5.5	6.7	6.4	6.6	*	6.5	6.1	7.3	6.3	6.0	6.3	8.4	6.3	5.9	7.9	6.2	7.0
standard error:	0.4	0.9	0.5	0.6	0.6	*	0.4	1.1	0.2	1.0	0.7	0.5	0.9	0.9	0.6	0.7	0.6	0.6
sig. test for means:						*	*		*							*		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q332 the extra cost for express delivery																
weighted sample:	48	37	11	23	13	8	15	22	8	29	20	0	17	20	6	5
	100%	76%	22%	47%	27%	16%	31%	46%	17%	59%	41%	0%	35%	42%	12%	11%
real # of participants:	50	38	11	21	15	8	17	22	8	30	20	0	18	21	7	4
DISSATISFIED (smwht + very)	19%	23%	8%	17%	42%	0%	33%	14%	16%	23%	14%	0%	42%	4%	0%	26%
SATISFIED (smwht + very)	71%	66%	92%	69%	53%	100%	67%	71%	76%	71%	70%	0%	58%	82%	64%	74%
Very dissatisfied (-10)	11%	14%	0%	6%	30%	0%	11%	10%	16%	14%	6%	0%	24%	0%	0%	26%
Dissatisfied (-5)	8%	9%	8%	11%	12%	0%	21%	4%	0%	8%	8%	0%	19%	4%	0%	0%
Neutral (0)	10%	11%	0%	15%	5%	0%	0%	15%	8%	6%	16%	0%	0%	13%	36%	0%
Satisfied (5)	52%	45%	82%	63%	26%	74%	41%	54%	63%	54%	50%	0%	18%	78%	64%	50%
Very satisfied (10)	19%	21%	11%	6%	27%	26%	27%	17%	14%	18%	20%	0%	39%	5%	0%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(**)				
± ... at 50%:	15	17	32	23	27	37	26	22	37	19	24	*	25	23	40	53
mean for these data:	6.5	6.2	7.4	6.3	5.2	8.2	6.3	6.6	6.5	6.3	6.7	*	5.8	7.1	6.6	6.2
standard error:	0.4	0.5	0.5	0.5	1.1	0.4	0.9	0.6	1.1	0.6	0.6	*	1.0	0.3	0.5	2.1
sig. test for means:						**						*				

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q333 the timing of the payment																		
weighted sample:	780	166	608	205	555	726	48	169	265	189	145	674	76	254	377	130	325	414
	100%	21%	78%	26%	71%	93%	6%	22%	34%	24%	19%	86%	10%	33%	48%	17%	42%	53%
real # of participants:	776	224	545	259	499	719	50	166	217	156	225	675	71	267	367	125	328	405
DISSATISFIED (smwht + very)	2%	1%	2%	1%	2%	2%	1%	4%	1%	0%	1%	2%	1%	2%	2%	1%	1%	2%
								++										
SATISFIED (smwht + very)	93%	92%	93%	94%	93%	93%	93%	93%	94%	91%	94%	93%	91%	92%	93%	94%	94%	92%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	2%	0%	1%	1%	0%	4%	1%	0%	0%	1%	1%	2%	1%	1%	0%	2%
								++										
Neutral (0)	5%	7%	5%	5%	6%	5%	6%	3%	5%	8%	5%	5%	8%	6%	5%	5%	5%	6%
Satisfied (5)	75%	71%	76%	76%	75%	75%	74%	69%	75%	78%	80%	75%	78%	70%	77%	76%	75%	74%
								-						-				
Very satisfied (10)	18%	21%	17%	18%	18%	18%	19%	24%	19%	13%	15%	18%	13%	22%	16%	18%	19%	18%
								+										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(**)										
± ... at 50%:	4	7	5	7	5	4	15	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	7.7	7.8	7.7	7.8	7.7	7.7	7.7	7.8	7.8	7.6	7.7	7.7	7.6	7.8	7.7	7.8	7.8	7.7
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q333 the timing of the payment																
weighted sample:	780	543	233	413	159	142	183	351	210	397	383	41	184	330	109	116
	100%	70%	30%	53%	20%	18%	23%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	776	561	211	402	187	129	181	352	209	405	371	42	211	316	99	108
DISSATISFIED (smwht + very)	2%	2%	1%	1%	2%	1%	2%	3%	0% -	2%	1%	2%	4% ++	1%	1%	1%
SATISFIED (smwht + very)	93%	93%	94%	93%	93%	93%	93%	91%	95%	93%	93%	95%	92%	94%	89%	95%
Very dissatisfied (-10)	0%	0%	0%	0%	1% +	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	2%	2%	0% -	2%	1%	2%	3% ++	1%	1%	0%
Neutral (0)	5%	6%	5%	6%	5%	6%	5%	6%	5%	5%	6%	3%	4%	5%	10% +	4%
Satisfied (5)	75%	74%	77%	77%	70%	75%	78%	70% --	80% +	75%	75%	71%	67% --	77%	76%	81%
Very satisfied (10)	18%	19%	16%	16%	23% +	19%	15%	22% +	15%	18%	18%	24%	24% ++	16%	13%	14%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(*)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	7.7	7.7	7.7	7.7	7.8	7.8	7.6	7.8	7.8	7.7	7.7	7.9	7.8	7.7	7.5	7.7
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q334 convenience of the payment methods																		
weighted sample:	777	164	607	204	553	720	50	169	261	190	145	672	75	251	379	127	324	413
	100%	21%	78%	26%	71%	93%	6%	22%	34%	24%	19%	87%	10%	32%	49%	16%	42%	53%
real # of participants:	777	224	546	259	500	718	52	166	216	158	225	678	70	266	370	124	330	405
DISSATISFIED (smwht + very)	2%	1%	2%	2%	1%	2%	0%	3%	1%	1%	0%	1%	8%	1%	2%	1%	1%	2%
								+				---	+++					
SATISFIED (smwht + very)	95%	95%	95%	95%	95%	95%	98%	95%	95%	93%	98%	96%	85%	95%	95%	95%	97%	94%
											+	+++	---					
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (-5)	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%	0%	1%	8%	1%	2%	1%	1%	2%
												---	+++					
Neutral (0)	3%	4%	3%	3%	4%	3%	2%	2%	4%	5%	2%	3%	8%	3%	3%	4%	2%	4%
												-	+					
Satisfied (5)	74%	71%	75%	72%	75%	74%	78%	66%	77%	78%	76%	75%	65%	73%	76%	70%	75%	72%
								--										
Very satisfied (10)	21%	24%	20%	23%	20%	21%	20%	29%	19%	16%	22%	21%	20%	22%	19%	25%	22%	22%
								++										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(***)						
± ... at 50%:	4	7	5	7	5	4	15	8	7	8	7	4	13	6	5	9	6	5
mean for these data:	7.9	7.9	7.8	7.9	7.8	7.9	8.0	8.0	7.8	7.7	8.0	7.9	7.4	7.9	7.8	8.0	8.0	7.8
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.0	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:										*		*	*					

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q334 convenience of the payment methods																
weighted sample:	777	543	231	412	158	142	183	349	208	397	380	41	183	326	110	117
	100%	70%	30%	53%	20%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	777	565	208	406	185	128	184	350	209	408	369	42	209	315	101	110
DISSATISFIED (smwht + very)	2%	2%	0%	1%	4%	0%	2%	2%	2%	1%	2%	2%	3%	1%	0%	2%
		+	-		+								+			
SATISFIED (smwht + very)	95%	94%	97%	96%	94%	94%	94%	96%	94%	96%	94%	91%	95%	96%	96%	93%
Very dissatisfied (-10)	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
					+								+			
Dissatisfied (-5)	1%	2%	0%	1%	3%	0%	1%	1%	2%	1%	2%	2%	2%	1%	0%	2%
		+	-													
Neutral (0)	3%	3%	3%	3%	2%	6%	5%	2%	4%	3%	4%	6%	2%	3%	4%	5%
						+										
Satisfied (5)	74%	74%	74%	78%	67%	70%	76%	71%	76%	74%	74%	58%	66%	78%	82%	75%
				++	-							-	--	+	+	
Very satisfied (10)	21%	20%	23%	18%	28%	24%	18%	25%	18%	22%	20%	33%	29%	18%	14%	18%
				-	+			+					+++			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:				(**)								(*)				
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	10	10
mean for these data:	7.9	7.8	8.0	7.8	7.9	7.9	7.7	8.0	7.8	7.9	7.8	8.0	8.0	7.8	7.7	7.7
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.1
sig. test for means:		*	*					*								

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

	APPLICATION	SENT		RECEIVED		MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q35 OVERALL, payment																		
weighted sample:	1051	226	816	281	744	971	68	234	357	246	199	909	103	335	515	177	410	588
	100%	21%	78%	27%	71%	92%	6%	22%	34%	23%	19%	87%	10%	32%	49%	17%	39%	56%
real # of participants:	1050	306	734	353	674	967	71	230	294	203	308	915	97	356	501	171	414	583
DISSATISFIED (smwht + very)	5%	5%	5%	5%	5%	5%	8%	5%	6%	5%	4%	5%	5%	7%	4%	6%	5%	5%
SATISFIED (smwht + very)	88%	89%	88%	89%	88%	88%	86%	87%	89%	85%	90%	88%	86%	89%	88%	86%	87%	89%
Very dissatisfied (-10)	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%	2%	0%	1%	1%	1%	1%
Dissatisfied (-5)	5%	4%	5%	5%	4%	4%	8%	4%	5%	5%	4%	5%	3%	6%	4%	5%	4%	4%
Neutral (0)	7%	6%	7%	6%	7%	7%	7%	7%	5%	10% +	6%	7%	9%	4% -	8%	8%	8%	6%
Satisfied (5)	73%	69%	74%	71%	74%	73%	72%	64% --	76%	76%	73%	73%	69%	71%	73%	74%	70%	74%
Very satisfied (10)	15%	20% +	14% -	18%	14%	15%	14%	23% +++	13%	10% -	17%	15%	17%	18%	15%	12%	17%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	7.4	7.6	7.4	7.5	7.4	7.4	7.3	7.6	7.4	7.2	7.5	7.4	7.4	7.5	7.4	7.3	7.5	7.4
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q35 OVERALL, payment																
weighted sample:	1051	740	306	572	215	185	260	479	270	542	509	57	251	451	144	148
	100%	70%	29%	54%	20%	18%	25%	46%	26%	52%	48%	5%	24%	43%	14%	14%
real # of participants:	1050	766	279	563	252	167	258	480	273	556	494	58	288	434	130	140
DISSATISFIED (smwht + very)	5%	4%	7%	5%	6%	7%	4%	6%	6%	6%	5%	5%	6%	5%	2%	8%
SATISFIED (smwht + very)	88%	88%	87%	89%	88%	85%	86%	88%	89%	89%	86%	84%	87%	90%	89%	83%
Very dissatisfied (-10)	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%	0%	1%	0%
Dissatisfied (-5)	5%	4% -	7% +	4%	4%	6%	4%	5%	5%	6%	4%	4%	5%	5%	0% -	8% +
Neutral (0)	7%	7%	5%	7%	6%	8%	10% +	6%	5%	5% --	9% ++	11%	7%	5% -	10%	9%
Satisfied (5)	73%	73%	73%	74%	70%	70%	74%	71%	74%	73%	72%	54% --	67% -	76% +	76%	75%
Very satisfied (10)	15%	16%	14%	15%	18%	15%	12%	17%	15%	16%	14%	29% ++	20% ++	14%	12%	7% --
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:										(*)		(**)				
± ... at 50%:	3	4	6	4	7	8	7	5	6	4	5	14	6	5	9	9
mean for these data:	7.4	7.5	7.3	7.5	7.5	7.3	7.3	7.5	7.4	7.5	7.4	7.6	7.5	7.5	7.4	7.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1	0.1	0.1
sig. test for means:																**

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q341 the base cost of the passport itself																		
mean for these data:	7.3	7.2	7.3	7.3	7.2	7.3	7.1	7.6	7.1	7.1	7.3	7.3	7.1	7.3	7.3	7.1	7.5	7.3
sig. test for means:																		
Q342 the extra cost for express delivery																		
mean for these data:	6.2	5.9	6.2	6.4	6.1	6.0	7.9	6.8	6.2	5.6	5.8	6.2	5.8	5.8	6.3	6.2	6.5	6.0
sig. test for means:						**	**	*										
Q343 the timing of the payment																		
mean for these data:	6.2	6.5	6.2	6.5	6.1	6.2	6.5	6.5	6.4	5.6	6.4	6.3	6.1	6.7	5.9	6.3	6.6	6.1
sig. test for means:										*				*				
Q344 convenience of the payment methods																		
mean for these data:	7.6	7.7	7.6	7.7	7.6	7.7	7.3	7.8	7.5	7.7	7.6	7.6	7.6	7.6	7.7	7.3	7.8	7.5
sig. test for means:																		

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q341 the base cost of the passport itself																
mean for these data:	7.3	7.4	6.9	7.2	7.6	7.3	7.4	7.3	6.9	7.4	7.1	7.1	7.7	7.1	7.3	7.0
sig. test for means:													*			
Q342 the extra cost for express delivery																
mean for these data:	6.2	6.1	6.4	6.1	6.6	6.3	6.0	6.2	6.3	6.3	6.0	6.5	6.7	6.1	5.9	5.4
sig. test for means:																
Q343 the timing of the payment																
mean for these data:	6.2	6.3	6.1	6.3	6.2	6.1	6.4	6.1	6.5	6.4	6.1	7.2	6.2	6.5	5.2	5.9
sig. test for means:															*	
Q344 convenience of the payment methods																
mean for these data:	7.6	7.6	7.7	7.7	7.7	7.4	7.6	7.6	7.5	7.7	7.6	8.0	7.8	7.4	7.8	7.7
sig. test for means:																

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL																	
Q341 the base cost of the passport itself																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Unimportant (-5)	8%	10%	7%	7%	8%	7%	12%	2%	9%	11%	8%	8%	8%	7%	7%	11%	7%	7%
Neutral (0)	10%	9%	11%	7%	11%	11%	5%	12%	11%	7%	10%	9%	18%	8%	11%	12%	9%	11%
Important (5)	63%	65%	62%	72% +	60% -	62%	72%	66%	60%	64%	65%	65%	59%	66%	64%	53%	61%	65%
Very important (10)	17%	16%	18%	14%	19%	18%	12%	19%	17%	15%	17%	17%	16%	18%	16%	19%	21%	16%
DK/NR	1%	1%	1%	0%	2%	1%	0%	1%	1%	3%	0%	1%	0%	0%	2%	2%	2%	1%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.3	7.2	7.3	7.3	7.2	7.3	7.1	7.6	7.1	7.1	7.3	7.3	7.1	7.3	7.3	7.1	7.5	7.3
standard error:	0.1	0.2	0.1	0.2	0.2	0.1	0.5	0.2	0.2	0.3	0.2	0.1	0.4	0.2	0.2	0.3	0.2	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q341 the base cost of the passport itself																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	1%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	0%	0%
Unimportant (-5)	8%	6%	12%	10%	2%	8%	3%	8%	12%	4%	11%	10%	1%	9%	11%	11%
										-	+		-			
Neutral (0)	10%	8%	15%	9%	12%	13%	8%	12%	9%	10%	10%	18%	12%	11%	6%	6%
Important (5)	63%	70%	48%	64%	62%	55%	76%	56%	61%	66%	61%	52%	65%	63%	60%	71%
		+++	---				++	-								
Very important (10)	17%	15%	21%	16%	22%	20%	12%	22%	13%	17%	17%	21%	21%	16%	21%	9%
DK/NR	1%	1%	2%	1%	2%	1%	0%	1%	2%	1%	2%	0%	1%	1%	2%	2%
chi^2:		(*)														
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.3	7.4	6.9	7.2	7.6	7.3	7.4	7.3	6.9	7.4	7.1	7.1	7.7	7.1	7.3	7.0
standard error:	0.1	0.1	0.3	0.2	0.2	0.3	0.2	0.2	0.3	0.2	0.2	0.6	0.2	0.2	0.4	0.3
sig. test for means:													*			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q342 the extra cost for express delivery																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	2%	3%	2%	2%	2%	2%	0%	0%	2%	2%	3%	2%	2%	3%	2%	0%	1%	2%
Unimportant (-5)	18%	20%	17%	18%	17%	19%	7%	18%	15%	19%	19%	17%	24%	18%	17%	19%	13%	20%
Neutral (0)	16%	14%	17%	13%	18%	16%	5%	11%	16%	20%	19%	15%	18%	19%	16%	11%	20%	14%
Important (5)	37%	41%	35%	41%	35%	37%	45%	33%	43%	30%	36%	39%	24%	36%	41%	22% -	37%	36%
Very important (10)	12%	7%	13%	14%	11%	11%	32%	24% +++	9%	6%	8%	12%	16%	8%	13%	15%	15%	11%
DK/NR	15%	15%	15%	13%	17%	15%	11%	14%	13%	23%	15%	15%	16%	15%	11% -	30% ++	13%	16%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	6.2	5.9	6.2	6.4	6.1	6.0	7.9	6.8	6.2	5.6	5.8	6.2	5.8	5.8	6.3	6.2	6.5	6.0
standard error:	0.2	0.3	0.2	0.3	0.2	0.2	0.5	0.4	0.3	0.4	0.3	0.2	0.6	0.3	0.2	0.5	0.3	0.2
sig. test for means:						**	**	*										

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q342 the extra cost for express delivery																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	2%	2%	3%	1%	1%	0%	2%	2%	2%	1%	3%	0%	1%	2%	2%	4%
Unimportant (-5)	18%	20%	10% -	21%	15%	10%	20%	17%	17%	18%	17%	24%	14%	17%	20%	18%
Neutral (0)	16%	14%	21%	13%	17%	28% +	20%	15%	11%	15%	17%	7%	17%	16%	9%	24%
Important (5)	37%	38%	35%	38%	36%	37%	38%	35%	40%	38%	36%	29%	32%	42%	38%	29%
Very important (10)	12%	12%	13%	11%	19%	7%	12%	11%	12%	13%	10%	24%	22% ++	8%	7%	6%
DK/NR	15%	14%	19%	16%	12%	15%	8% -	20%	18%	14%	17%	15%	15%	12%	25%	19%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	6.2	6.1	6.4	6.1	6.6	6.3	6.0	6.2	6.3	6.3	6.0	6.5	6.7	6.1	5.9	5.4
standard error:	0.2	0.2	0.3	0.2	0.4	0.4	0.3	0.3	0.4	0.2	0.3	0.8	0.3	0.2	0.6	0.5
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q343 the timing of the payment																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	3%	2%	3%	2%	4%	3%	0%	2%	2%	7%	2%	4%	0%	5%	3%	1%	3%	3%
Unimportant (-5)	17%	19%	17%	18%	18%	18%	15%	16%	16%	20%	19%	16%	18%	9%	22%	20%	16%	18%
														--	+			
Neutral (0)	15%	10%	17%	12%	16%	15%	17%	21%	12%	16%	11%	13%	26%	12%	18%	13%	9%	19%
																	-	+
Important (5)	49%	53%	48%	53%	47%	47%	64%	42%	49%	51%	54%	51%	40%	53%	45%	52%	52%	46%
Very important (10)	11%	13%	10%	15%	10%	11%	5%	17%	12%	2%	12%	11%	11%	14%	9%	10%	15%	9%
										-								
DK/NR	4%	2%	5%	1%	6%	5%	0%	3%	7%	4%	1%	4%	4%	8%	3%	2%	3%	5%
				-	+									+				
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	6.2	6.5	6.2	6.5	6.1	6.2	6.5	6.5	6.4	5.6	6.4	6.3	6.1	6.7	5.9	6.3	6.6	6.1
standard error:	0.2	0.3	0.2	0.3	0.2	0.2	0.5	0.3	0.3	0.4	0.3	0.2	0.5	0.3	0.2	0.4	0.3	0.2
sig. test for means:										*				*				

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q343 the timing of the payment																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	3%	2%	5%	2%	4%	3%	4%	1%	5%	3%	3%	0%	4%	2%	4%	8%
Unimportant (-5)	17%	17%	19%	18%	16%	18%	13%	21%	12%	17%	17%	10%	17%	16%	29%	16%
Neutral (0)	15%	14%	18%	12%	20%	21%	13%	21%	7%	8%	23%	19%	21%	11%	21%	9%
								+	-	---	+++					
Important (5)	49%	52%	42%	53%	43%	44%	59%	40%	54%	54%	44%	45%	42%	54%	39%	58%
							+	--								
Very important (10)	11%	10%	13%	10%	14%	10%	9%	13%	11%	11%	11%	26%	14%	11%	4%	4%
DK/NR	4%	5%	4%	5%	2%	2%	2%	2%	11%	6%	3%	0%	3%	6%	3%	6%
									++							
chi^2:							(**)			(*)						
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	6.2	6.3	6.1	6.3	6.2	6.1	6.4	6.1	6.5	6.4	6.1	7.2	6.2	6.5	5.2	5.9
standard error:	0.2	0.2	0.3	0.2	0.3	0.4	0.3	0.2	0.3	0.2	0.2	0.6	0.3	0.2	0.5	0.5
sig. test for means:															*	

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q344 convenience of the payment methods																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	1%	1%	1%	1%	0%	0%	2%	0%	1%	1%	0%	3%	0%	0%	1%	1%
Unimportant (-5)	4%	4%	4%	5%	4%	4%	7%	5%	5%	2%	5%	4%	4%	1%	5%	7%	4%	5%
Neutral (0)	5%	3%	6%	2%	6%	5%	11%	3%	5%	3%	7%	4%	6%	7%	4%	4%	3%	6%
Important (5)	66%	68%	65%	68%	66%	66%	62%	61%	65%	75%	63%	65%	70%	64%	65%	68%	65%	65%
Very important (10)	21%	22%	20%	22%	20%	21%	20%	26%	20%	15%	24%	21%	19%	22%	23%	11%	25%	19%
DK/NR	3%	0%	3%	2%	3%	3%	0%	5%	1%	5%	0%	3%	0%	2%	2%	8%	0%	4%
chi^2:																+		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.6	7.7	7.6	7.7	7.6	7.7	7.3	7.8	7.5	7.7	7.6	7.6	7.6	7.6	7.7	7.3	7.8	7.5
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.5	0.2	0.2	0.2	0.2	0.1	0.3	0.2	0.2	0.3	0.2	0.1
sig. test for means:																		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q344 convenience of the payment methods																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	1%	0%	1%	0%	1%	0%	2%	1%	1%	0%	1%	2%	0%	0%
Unimportant (-5)	4%	4%	5%	3%	4%	10% +	3%	5%	4%	5%	3%	7%	3%	5%	0%	6%
Neutral (0)	5%	5%	6%	5%	6%	6%	6%	6%	2%	3%	7%	0%	6%	6%	2%	4%
Important (5)	66%	70% +	55% -	70%	62%	57%	67%	63%	69%	65%	66%	55%	60%	67%	82% +	62%
Very important (10)	21%	19%	26%	19%	24%	22%	22%	22%	17%	22%	20%	30%	27%	18%	12%	23%
DK/NR	3%	1% -	6% +	3%	4%	0%	1%	2%	5%	3%	3%	9%	3%	1%	4%	4%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.6	7.6	7.7	7.7	7.7	7.4	7.6	7.6	7.5	7.7	7.6	8.0	7.8	7.4	7.8	7.7
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.2	0.2	0.2	0.2	0.5	0.2	0.2	0.2	0.3
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q36																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
base cost of the passport	29%	22%	31%	24%	31%	30%	20%	28%	28%	32%	30%	29%	29%	28%	30%	30%	29%	29%
		--	++	-	+													
cost for express delivery	3%	2%	3%	3%	2%	2%	11%	3%	1%	3%	3%	3%	3%	1%	3%	3%	3%	2%
						---	+++											
the timing of the payment	3%	2%	3%	3%	3%	2%	8%	5%	2%	2%	3%	3%	3%	2%	3%	3%	2%	3%
						--	++	+										
convenience of payment methods	4%	5%	4%	5%	5%	5%	3%	4%	6%	4%	3%	5%	4%	6%	4%	5%	2%	6%
									+								-	+
Other	3%	2%	3%	2%	3%	2%	4%	2%	4%	2%	2%	2%	4%	3%	3%	2%	3%	2%
DK/NR	59%	67%	56%	63%	57%	58%	54%	57%	59%	57%	59%	58%	57%	59%	58%	56%	61%	58%
		++	--															
chi²:						(***)												
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q36																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
base cost of the passport	29%	27%	34% +	28%	28%	30%	35% +	26%	29%	30%	29%	20%	30%	29%	32%	31%
cost for express delivery	3%	3%	1% -	3%	2%	1%	3%	3%	2%	3%	2%	6%	2%	2%	3%	3%
the timing of the payment	3%	3%	1% -	3%	4%	2%	2%	4% ++	1%	3%	2%	3%	4%	2%	3%	1%
convenience of payment methods	4%	4%	5%	5%	4%	4%	5%	4%	5%	4%	5%	7%	4%	5%	6%	2%
Other	3%	3%	2%	2%	2%	2%	0% --	4%	3%	3%	2%	0%	3%	3%	2%	3%
DK/NR	59%	59%	56%	59%	59%	61%	55%	59%	60%	57%	60%	64%	57%	59%	54%	60%
chi²:		*					*									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

For such a purchase, how do you prefer to pay? Is it...

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
																than		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	once	5-year ppt	year ppt
Q37																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
By credit card	34%	42%	31%	38%	32%	34%	26%	25%	35%	41%	34%	31%	52%	34%	31%	42%	28%	39%
		++	--					--		+		---	+++			+	---	+++
By debit card (Interact)	27%	12%	31%	16%	31%	26%	39%	36%	27%	23%	18%	27%	27%	24%	28%	28%	27%	27%
		---	+++	---	+++	-	+	+++			---							
Cash	23%	10%	27%	14%	26%	23%	26%	30%	25%	25%	10%	25%	6%	19%	26%	20%	26%	20%
		---	+++	---	+++			++			---	+++	---	-	+		+	-
By cheque	12%	31%	6%	26%	6%	12%	7%	5%	7%	6%	33%	12%	9%	17%	11%	5%	13%	10%
		+++	---	+++	---			---	--	--	+++			+++		--		
DK/NR	3%	3%	3%	3%	3%	3%	1%	3%	4%	4%	1%	3%	4%	5%	3%	1%	4%	2%
											--			+				
Other	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	4%	2%	3%	2%	2%	4%	2%	1%
											+					+		
chi²:		(***)		***				(***)				(***)		(***)			**	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

For such a purchase, how do you prefer to pay? Is it...

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q37																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
By credit card	34%	32%	39%	37%	23%	33%	31%	36%	32%	28%	40%	31%	24%	34%	34%	50%
		-	+	++	---					---	+++		---			+++
By debit card (Interact)	27%	29%	21%	29%	28%	20%	31%	29%	19%	31%	22%	34%	30%	27%	28%	14%
		++	--			-			---	++	--					---
Cash	23%	22%	26%	18%	28%	32%	29%	18%	26%	24%	22%	18%	25%	23%	20%	24%
				---	+	+++	++	---								
By cheque	12%	13%	9%	11%	16%	10%	7%	12%	15%	13%	11%	16%	15%	10%	12%	9%
					+		--		+							
DK/NR	3%	3%	4%	3%	2%	3%	1%	2%	6%	3%	3%	0%	2%	4%	3%	3%
							-		+++							
Other	2%	2%	2%	1%	4%	1%	1%	3%	2%	2%	2%	1%	3%	2%	2%	0%
					+											
chi^2:		**		(***)			***			**		(**)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q38																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
With application	49%	61%	46%	64%	43%	49%	46%	42%	47%	49%	60%	50%	38%	52%	47%	47%	55%	46%
		+++	---	+++	---			-			+++	+	-				++	--
With the completed passport	34%	24%	37%	21%	39%	34%	42%	38%	36%	35%	25%	34%	42%	35%	34%	36%	32%	36%
		---	+++	---	+++						---							
DK/NR	14%	12%	15%	12%	15%	14%	11%	17%	14%	14%	12%	13%	18%	11%	15%	16%	11%	16%
																	-	+
Other	3%	3%	3%	3%	3%	3%	1%	3%	3%	1%	3%	3%	2%	1%	5%	1%	3%	3%
														--	+++			
chi²:		***		***				*						(**)			*	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q38																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
With application	49%	48%	53%	52%	38%	51%	49%	46%	54%	49%	49%	61%	40%	50%	49%	56%
				+	---								---			
With the completed passport	34%	35%	31%	32%	42%	32%	38%	33%	33%	33%	35%	26%	39%	33%	37%	29%
					++											
DK/NR	14%	14%	14%	14%	17%	14%	10%	17%	11%	15%	13%	11%	18%	13%	12%	14%
								++								
Other	3%	3%	3%	2%	3%	2%	3%	3%	2%	3%	2%	2%	3%	3%	2%	1%
chi²:																
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q39																		
weighted sample:	1060	227	825	286	749	978	67	233	365	245	202	914	106	340	518	178	411	594
	100%	21%	78%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1059	308	743	357	679	974	70	229	301	202	312	920	100	361	504	172	415	589
DISSATISFIED (smwht + very)	1%	2%	1%	2%	1%	1%	2%	1%	1%	0%	2%	1%	1%	1%	0%	2%	1%	1%
SATISFIED (smwht + very)	96%	94%	96%	95%	96%	96%	93%	96%	97%	96%	95%	95%	99%	95%	97%	94%	97%	95%
Very dissatisfied (-10)	0%	1%	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	2%	0%	1%
Neutral (0)	4%	4%	3%	3%	4%	3%	6%	3%	3%	4%	3%	4%	0%	4%	3%	3%	2%	4%
Satisfied (5)	65%	66%	64%	68%	63%	65%	63%	58%	64%	69%	69%	64%	69%	65%	65%	62%	66%	63%
Very satisfied (10)	31%	28%	32%	27%	33%	31%	29%	38%	32%	26%	26%	31%	31%	30%	32%	32%	31%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	3	6	4	6	4	3	13	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	8.1	8.0	8.2	8.0	8.2	8.1	8.0	8.3	8.2	8.0	8.0	8.1	8.2	8.1	8.2	8.1	8.2	8.2
standard error:	0.0	0.1	0.1	0.1	0.1	0.0	0.2	0.1	0.1	0.1	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:				*	*						*							

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q39																
weighted sample:	1060	746	309	581	214	186	265	478	274	544	516	57	250	460	142	151
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1059	772	282	572	252	166	262	479	279	558	501	58	288	442	129	142
DISSATISFIED (smwht + very)	1%	1%	0%	1%	1%	0%	2%	1%	1%	1%	1%	1%	2% +	1%	0%	0%
SATISFIED (smwht + very)	96%	95%	96%	96%	95%	96%	94%	97%	95%	95%	96%	94%	95%	96%	96%	95%
Very dissatisfied (-10)	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (-5)	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	0%	0%
Neutral (0)	4%	4%	3%	4%	3%	4%	5%	3%	4%	4%	3%	5%	3%	3%	4%	5%
Satisfied (5)	65%	64%	66%	65%	60%	67%	66%	63%	65%	64%	65%	60%	58% --	67%	64%	71%
Very satisfied (10)	31%	31%	31%	30%	36%	28%	28%	34%	30%	31%	31%	34%	37% +	29%	32%	23% -
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	3	4	6	4	7	8	7	5	6	4	5	14	6	5	9	9
mean for these data:	8.1	8.1	8.2	8.1	8.2	8.1	8.0	8.3	8.1	8.1	8.2	8.2	8.2	8.1	8.2	7.9
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:							*	*								*

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person									Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL					Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips					
Q401 the passport application rules and	process																	
mean for these data:	7.6	7.4	7.7	7.6	7.7	7.7	7.8	7.9	7.5	7.5	7.5	7.6	7.9	7.6	7.6	7.9	7.8	7.6
sig. test for means:								*										
Q402 service responsiveness and reliability																		
mean for these data:	8.0	8.1	8.0	8.0	8.0	8.1	7.4	8.3	8.1	7.6	8.0	8.0	8.4	8.0	7.9	8.4	7.9	8.1
sig. test for means:																		
Q403 access to services																		
mean for these data:	7.9	7.8	7.9	7.9	7.9	7.9	7.7	8.0	7.9	7.7	8.0	7.9	8.4	7.8	8.0	7.9	8.0	7.9
sig. test for means:																		
Q404 communications																		
mean for these data:	7.8	7.7	7.8	7.8	7.8	7.9	7.6	7.9	7.8	7.8	7.7	7.8	8.0	7.6	7.8	8.1	7.8	7.8
sig. test for means:																		
Q405 passport cost and payment options																		
mean for these data:	7.3	7.3	7.4	7.5	7.3	7.4	6.7	7.4	7.3	7.2	7.4	7.4	7.4	7.3	7.3	7.6	7.2	7.4
sig. test for means:																		

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q401 the passport application rules and process																
mean for these data:	7.6	7.5	7.9	7.6	7.8	7.6	7.3	7.8	7.6	7.8	7.5	8.4	7.7	7.7	7.3	7.4
sig. test for means:		*	*									*				
Q402 service responsiveness and reliability																
mean for these data:	8.0	7.9	8.1	8.1	7.8	7.9	7.7	8.3	7.7	8.1	7.9	8.7	8.0	8.0	8.0	7.5
sig. test for means:								**								
Q403 access to services																
mean for these data:	7.9	7.9	8.0	7.8	7.9	8.0	7.8	8.1	7.5	7.9	7.9	8.2	7.9	8.0	7.6	7.8
sig. test for means:								*								
Q404 communications																
mean for these data:	7.8	7.7	8.0	7.9	7.5	7.7	7.7	8.0	7.5	7.8	7.9	8.1	7.6	7.8	7.8	8.0
sig. test for means:																
Q405 passport cost and payment options																
mean for these data:	7.3	7.2	7.6	7.5	6.9	7.4	7.2	7.6	7.2	7.6	7.1	8.5	7.1	7.5	6.6	7.7
sig. test for means:												**				

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By	In	By	In							Leisre	Busnss	Has		than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q401 the passport application rules and process																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	3%	1%	2%	1%	1%	0%	0%	2%	2%	1%	2%	0%	2%	2%	0%	1%	2%
Unimportant (-5)	2%	2%	2%	2%	2%	2%	0%	0%	5%	0%	2%	2%	4%	2%	2%	2%	1%	3%
									+									
Neutral (0)	5%	10%	3%	5%	5%	5%	5%	6%	2%	7%	7%	6%	0%	8%	3%	6%	8%	4%
		+	-															
Important (5)	71%	66%	72%	70%	71%	71%	66%	71%	70%	72%	72%	70%	72%	63%	77%	65%	66%	72%
															+			
Very important (10)	19%	18%	20%	19%	19%	20%	17%	24%	19%	15%	16%	19%	22%	22%	16%	25%	24%	18%
DK/NR	2%	0%	2%	3%	1%	1%	12%	0%	1%	3%	2%	1%	2%	3%	1%	1%	1%	2%
chi²:						(*)												
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.6	7.4	7.7	7.6	7.7	7.7	7.8	7.9	7.5	7.5	7.5	7.6	7.9	7.6	7.6	7.9	7.8	7.6
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.3	0.2	0.1	0.3	0.2	0.1	0.2	0.2	0.1
sig. test for means:								*										

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q401 the passport application rules and process																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	2%	0%	2%	1%	0%	3%	1%	1%	1%	2%	0%	1%	1%	4%	4%
Unimportant (-5)	2%	2%	1%	3%	0%	3%	3%	2%	1%	1%	3%	0%	0%	4%	2%	2%
Neutral (0)	5%	4%	6%	4%	6%	7%	6%	3%	7%	1%	8%	0%	9%	3%	11%	0%
										--	++		+			
Important (5)	71%	73%	67%	69%	73%	76%	75%	69%	69%	78%	64%	64%	69%	74%	62%	78%
										++	--					
Very important (10)	19%	16%	26%	19%	19%	14%	13%	23%	18%	17%	21%	36%	21%	18%	19%	13%
DK/NR	2%	2%	0%	2%	1%	0%	0%	2%	3%	1%	2%	0%	0%	2%	2%	4%
chi^2:										(*)						
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.6	7.5	7.9	7.6	7.8	7.6	7.3	7.8	7.6	7.8	7.5	8.4	7.7	7.7	7.3	7.4
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.4	0.3
sig. test for means:		*	*									*				

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q402 service responsiveness and reliability																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	2%	1%	2%	1%	0%	2%	1%	2%	1%	2%	0%	2%	2%	0%	2%	1%
Unimportant (-5)	0%	0%	1%	0%	1%	0%	7%	2%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
Neutral (0)	3%	2%	3%	2%	4%	3%	0%	4%	1%	7%	2%	4%	0%	4%	2%	5%	3%	4%
Important (5)	65%	63%	65%	69%	64%	64%	79%	49%	70%	71%	69%	64%	60%	64%	67%	56%	65%	63%
								--										
Very important (10)	28%	30%	28%	25%	28%	30%	10%	42%	27%	17%	24%	28%	35%	28%	26%	39%	27%	31%
								++										
DK/NR	2%	3%	1%	4%	1%	2%	5%	1%	1%	2%	3%	2%	4%	2%	2%	0%	2%	1%
chi²:						(***)												
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.0	8.1	8.0	8.0	8.0	8.1	7.4	8.3	8.1	7.6	8.0	8.0	8.4	8.0	7.9	8.4	7.9	8.1
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.4	0.3	0.2	0.3	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q402 service responsiveness and reliability																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	2%	0%	1%	3%	0%	3%	0%	3%	1%	1%	0%	3%	1%	0%	4%
Unimportant (-5)	0%	1%	0%	0%	2%	0%	2%	0%	0%	0%	1%	0%	2%	0%	0%	0%
					+											
Neutral (0)	3%	2%	6%	2%	5%	5%	2%	3%	5%	1%	5%	9%	3%	1%	8%	4%
Important (5)	65%	67%	61%	66%	56%	70%	73%	59%	68%	67%	63%	36%	55%	73%	64%	72%
								-					-	+		
Very important (10)	28%	26%	31%	29%	32%	22%	21%	35%	22%	29%	27%	55%	36%	24%	26%	17%
								+								
DK/NR	2%	2%	2%	2%	2%	3%	0%	3%	2%	1%	2%	0%	1%	2%	2%	4%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.0	7.9	8.1	8.1	7.8	7.9	7.7	8.3	7.7	8.1	7.9	8.7	8.0	8.0	8.0	7.5
standard error:	0.1	0.1	0.2	0.1	0.3	0.2	0.2	0.1	0.2	0.1	0.2	0.4	0.2	0.1	0.3	0.3
sig. test for means:								**								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q403 access to services weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	2%	1%	0%	2%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	5%	8%	5%	6%	5%	6%	0%	5%	3%	12%	3%	5%	0%	6%	4%	7%	2%	7%
Important (5)	68%	66%	68%	68%	68%	66%	90%	58%	73%	70% +	66%	68%	66%	66%	68%	68%	68%	67%
Very important (10)	24%	24%	24%	24%	22%	25%	10%	31%	20%	18%	28%	23%	34%	23%	24%	24%	27%	23%
DK/NR	2%	1%	3%	1%	3%	2%	0%	4%	3%	0%	1%	3%	0%	3%	3%	0%	1%	2%
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.9	7.8	7.9	7.9	7.9	7.9	7.7	8.0	7.9	7.7	8.0	7.9	8.4	7.8	8.0	7.9	8.0	7.9
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.2	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:																		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q403 access to services weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	0%	1%	3%	0%	1%	0%	3%	1%	0%	0%	3%	1%	0%	0%
Unimportant (-5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (0)	5%	4%	8%	7%	2%	3%	4%	4%	9%	3%	8%	16%	4%	1% --	16% ++	8%
Important (5)	68%	71%	62%	70%	61%	72%	76%	63%	66%	72%	63%	35%	65%	74% +	63%	72%
Very important (10)	24%	22%	27%	21%	29%	24%	19%	29%	19%	21%	26%	40%	27%	21%	21%	21%
DK/NR	2%	2%	3%	1%	5%	1%	0%	3%	3%	2%	2%	9%	2%	3%	0%	0%
chi^2:												(*)				
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.9	7.9	8.0	7.8	7.9	8.0	7.8	8.1	7.5	7.9	7.9	8.2	7.9	8.0	7.6	7.8
standard error:	0.1	0.1	0.2	0.1	0.3	0.2	0.2	0.1	0.2	0.1	0.1	0.5	0.2	0.1	0.3	0.2
sig. test for means:								*								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q404 communications																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	0%
Unimportant (-5)	2%	3%	2%	2%	2%	2%	0%	2%	1%	2%	3%	2%	0%	3%	2%	0%	3%	1%
Neutral (0)	4%	3%	4%	2%	4%	4%	0%	5%	1%	7%	3%	4%	2%	6%	2%	4%	4%	3%
Important (5)	69%	68%	69%	68%	70%	67%	91%	70%	72%	66%	66%	68%	70%	65%	73%	64%	65%	71%
Very important (10)	21%	21%	21%	22%	21%	23%	3%	23%	19%	21%	22%	22%	20%	20%	20%	27%	25%	20%
DK/NR	4%	4%	4%	4%	4%	4%	5%	0%	6%	5%	4%	3%	8%	5%	3%	5%	3%	4%
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.8	7.7	7.8	7.8	7.8	7.9	7.6	7.9	7.8	7.8	7.7	7.8	8.0	7.6	7.8	8.1	7.8	7.8
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.1	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q404 communications																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%	0%
Unimportant (-5)	2%	3%	0%	1%	6% +	0%	1%	2%	3%	3%	1%	0%	5%	1%	3%	0%
Neutral (0)	4%	3%	5%	4%	4%	3%	4%	2%	7%	1% -	6% +	7%	6%	1% -	8%	4%
Important (5)	69%	71%	65%	66%	68%	83% +	74%	69%	62%	72%	66%	64%	66%	75%	59%	68%
Very important (10)	21%	19%	24%	24%	20%	10%	18%	25%	18%	19%	23%	29%	23%	17%	25%	25%
DK/NR	4%	3%	6%	4%	0%	4%	2%	3%	9% +	4%	3%	0%	0%	6%	6%	4%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.8	7.7	8.0	7.9	7.5	7.7	7.7	8.0	7.5	7.8	7.9	8.1	7.6	7.8	7.8	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.1	0.2	0.1	0.2	0.1	0.1	0.4	0.2	0.1	0.3	0.2
sig. test for means:																

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q405 passport cost and payment options																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	3%	4%	3%	3%	3%	3%	0%	4%	5%	2%	2%	4%	0%	5%	3%	0%	5%	3%
Unimportant (-5)	4%	3%	4%	1%	6%	3%	19%	4%	3%	7%	3%	4%	4%	2%	6%	2%	6%	3%
Neutral (0)	7%	6%	8%	7%	8%	8%	5%	8%	5%	11%	8%	6%	13%	7%	7%	11%	8%	8%
Important (5)	64%	68%	63%	69%	62%	64%	65%	62%	67%	57%	68%	64%	63%	64%	63%	66%	58%	66%
Very important (10)	20%	18%	20%	18%	20%	21%	11%	23%	18%	21%	19%	21%	17%	20%	20%	19%	24%	19%
DK/NR	1%	0%	1%	2%	1%	1%	0%	0%	2%	1%	0%	1%	2%	1%	1%	1%	0%	2%
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.3	7.3	7.4	7.5	7.3	7.4	6.7	7.4	7.3	7.2	7.4	7.4	7.4	7.3	7.3	7.6	7.2	7.4
standard error:	0.1	0.2	0.2	0.2	0.2	0.1	0.5	0.3	0.3	0.3	0.2	0.1	0.3	0.2	0.2	0.2	0.3	0.2
sig. test for means:																		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q405 passport cost and payment options																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	3%	4%	2%	2%	7%	3%	3%	3%	5%	2%	5%	0%	5%	2%	7%	0%
Unimportant (-5)	4%	5%	3%	5%	5%	3%	5%	3%	3%	3%	5%	0%	5%	3%	9%	4%
Neutral (0)	7%	6%	10%	8%	8%	8%	10%	8%	5%	5%	11%	6%	9%	5%	16% +	6%
Important (5)	64%	68%	56%	63%	65%	68%	66%	61%	70%	69%	59%	49%	64%	70%	45% -	70%
Very important (10)	20%	17%	27%	21%	14%	19%	16%	25% +	14%	20%	20%	45%	17%	17%	21%	21%
DK/NR	1%	0%	3%	1%	1%	0%	0%	1%	4% +	1%	1%	0%	0%	2%	2%	0%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.3	7.2	7.6	7.5	6.9	7.4	7.2	7.6	7.2	7.6	7.1	8.5	7.1	7.5	6.6	7.7
standard error:	0.1	0.2	0.2	0.2	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.4	0.3	0.2	0.5	0.3
sig. test for means:												**				

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q41																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
DK/NR	58%	68%	56%	63%	56%	58%	54%	55%	59%	61%	58%	59%	55%	61%	57%	57%	63%	56%
		+++	---	+	-												+	-
cost and payment options	16%	14%	17%	15%	16%	17%	18%	19%	14%	17%	17%	16%	17%	15%	18%	12%	14%	17%
access to services	11%	9%	11%	10%	11%	11%	12%	11%	12%	8%	12%	10%	14%	12%	11%	10%	12%	11%
application rules and process	6%	4%	6%	5%	6%	6%	9%	7%	5%	6%	6%	6%	6%	4%	7%	6%	4%	7%
responsiveness and reliability	5%	3%	6%	3%	6%	5%	5%	6%	6%	5%	4%	5%	6%	5%	4%	9%	4%	6%
		-	+	--	++											+		
communications	3%	3%	4%	3%	3%	4%	2%	3%	4%	3%	3%	4%	2%	3%	3%	5%	3%	4%
chi^2:		*																
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q41																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
DK/NR	58%	58%	58%	61%	52%	56%	57%	56%	65%	56%	61%	62%	54%	58%	60%	63%
				+	-				+							
cost and payment options	16%	15%	19%	15%	20%	19%	15%	17%	15%	16%	17%	17%	19%	15%	15%	17%
				-												
access to services	11%	11%	10%	11%	14%	10%	9%	14%	7%	13%	9%	9%	12%	12%	9%	8%
								+++	-	+	-					
application rules and process	6%	5%	6%	5%	7%	7%	6%	6%	6%	6%	5%	2%	8%	6%	5%	6%
responsiveness and reliability	5%	6%	4%	5%	5%	6%	8%	4%	5%	5%	5%	4%	5%	6%	9%	3%
							+								+	
communications	3%	4%	3%	4%	2%	2%	6%	2%	3%	4%	3%	6%	2%	4%	2%	3%
							++									
chi^2:							**									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
			SENT		RECEIVED		MODE									More		
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q42																			
	weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
		100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Yes		96%	95%	96%	96%	96%	96%	97%	98%	96%	94%	96%	96%	96%	97%	96%	95%	97%	96%
No		3%	2%	4%	3%	4%	4%	3%	2%	4%	5%	3%	3%	3%	3%	3%	5%	3%	4%
DK/NR		1%	2%	0%	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%
			++	--															
	chi²:		(**)																
	± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
						Other language						Atlantic	Quebec	Ontario	Prairies	BC
Q42																
	weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
		100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Yes		96%	97%	94%	97%	97%	92%	95%	96%	97%	96%	96%	97%	97%	96%	97%	91%
			+	-			---										---
No		3%	3%	5%	2%	2%	7%	4%	4%	2%	3%	4%	3%	2%	3%	3%	8%
			-	+			++										++
DK/NR		1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%	2%
	chi²:		(*)		(*)												
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		PERIOD
			By mail	In person	By mail	In person						Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q43																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
BETTER (much or a little)	39%	33%	41%	35%	40%	39%	38%	32%	45%	43%	31%	38%	48%	33%	40%	48%	34%	43%
		-	+					-	++		--			--		++	--	++
WORSE (a little or much)	2%	1%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	1%	1%	2%	5%	2%	2%
																++		
Much better	16%	13%	17%	12%	17%	16%	21%	16%	20%	13%	12%	16%	25%	14%	16%	21%	16%	17%
				-	+				+			-	+			+		
A little better	23%	20%	24%	23%	23%	23%	17%	16%	25%	29%	19%	23%	23%	20%	25%	27%	19%	26%
								--		++				-			--	++
Same	36%	44%	34%	42%	34%	36%	43%	42%	32%	29%	46%	37%	31%	41%	34%	31%	40%	34%
		++	--	++	--			+	-	-	+++			+				
A little worse	2%	1%	2%	1%	2%	1%	3%	2%	1%	2%	1%	2%	1%	1%	1%	4%	1%	2%
																++		
Much worse	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	1%	1%	1%
									+									
DK/NR	23%	22%	22%	21%	24%	23%	16%	23%	21%	26%	21%	22%	20%	24%	23%	16%	23%	21%
																-		
chi²:		(*)						(***)						(***)			(*)	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q43																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
BETTER (much or a little)	39%	39%	40%	44%	29%	37%	40%	42%	36%	35%	44%	42%	30%	42%	47%	37%
				+++	---					--	++		---			
WORSE (a little or much)	2%	3%	1%	3%	1%	1%	3%	2%	3%	2%	3%	7%	1%	2%	2%	3%
												+				
Much better	16%	16%	17%	19%	12%	16%	14%	17%	19%	15%	17%	19%	15%	18%	18%	10%
					-											-
A little better	23%	23%	24%	25%	17%	21%	25%	26%	18%	20%	26%	22%	15%	24%	29%	27%
				++	-				--|	-	+		---			
Same	36%	37%	34%	32%	47%	35%	39%	35%	35%	39%	33%	37%	45%	34%	29%	33%
				--	+++					+	-		+++			
A little worse	2%	2%	1%	2%	1%	0%	2%	1%	1%	1%	2%	4%	1%	1%	2%	2%
				+												
Much worse	1%	1%	0%	1%	1%	1%	0%	0%	2%	0%	1%	3%	0%	1%	0%	1%
									+|						
DK/NR	23%	22%	25%	21%	23%	27%	19%	20%	26%	24%	21%	14%	24%	21%	23%	27%
									+|						
chi²:				(***)						(*)		(**)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q44																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
BETTER (much or a little)	20%	19%	21%	19%	21%	21%	12%	18%	24%	18%	17%	21%	17%	22%	21%	18%	22%	20%
									+									
WORSE (a little or much)	11%	7%	11%	9%	11%	10%	21%	10%	11%	12%	9%	10%	15%	7%	12%	16%	9%	12%
		-	+			--	++							--		+		
Much better	6%	6%	6%	5%	6%	6%	5%	4%	8%	4%	7%	6%	6%	8%	6%	3%	7%	5%
A little better	14%	13%	15%	13%	15%	15%	7%	14%	16%	14%	10%	15%	11%	14%	15%	14%	15%	15%
											-							
Same	46%	49%	45%	49%	44%	46%	49%	48%	46%	44%	49%	46%	44%	49%	45%	42%	45%	48%
A little worse	9%	7%	10%	7%	10%	9%	15%	9%	10%	9%	8%	8%	14%	6%	10%	13%	8%	10%
														-		+		
Much worse	2%	1%	2%	2%	2%	1%	6%	1%	1%	3%	1%	2%	1%	0%	2%	3%	1%	2%
						---	+++			+				-				
DK/NR	23%	25%	23%	23%	24%	23%	18%	24%	20%	26%	25%	23%	24%	23%	23%	25%	24%	20%
chi²:						(***)								(**)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q44																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
BETTER (much or a little)	20%	20%	22%	21%	16%	22%	22%	22%	18%	19%	22%	33%	16%	22%	18%	19%
												+				
WORSE (a little or much)	11%	12%	8%	13%	8%	10%	15%	9%	8%	9%	12%	8%	9%	11%	7%	16%
				+			++									+
Much better	6%	5%	8%	6%	5%	8%	5%	5%	8%	5%	6%	8%	4%	7%	5%	4%
		-	+													
A little better	14%	15%	13%	15%	12%	13%	17%	16%	10%	13%	15%	25%	12%	15%	13%	15%
									-			+				
Same	46%	47%	44%	45%	52%	41%	43%	47%	49%	46%	46%	36%	51%	46%	49%	40%
					+											
A little worse	9%	10%	7%	10%	8%	9%	13%	7%	7%	7%	11%	7%	8%	10%	6%	12%
							++									
Much worse	2%	2%	0%	3%	0%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	4%
				+	-											++
DK/NR	23%	21%	27%	21%	23%	28%	20%	23%	24%	26%	20%	23%	24%	21%	27%	25%
										+	-					
chi^2:		(*)					(*)					(*)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q451 duration of the validity period																		
mean for these data:	6.7	6.7	6.7	6.8	6.7	6.7	7.0	7.0	6.8	6.5	6.7	6.7	6.5	6.9	6.5	6.9	7.4	6.3
sig. test for means:															*		***	***
Q452 the number of pages in the passport																		
mean for these data:	7.6	7.7	7.6	7.7	7.6	7.6	7.7	7.7	7.6	7.6	7.5	7.6	7.3	7.6	7.6	7.6	7.8	7.5
sig. test for means:												*	*				*	*
Q453 the security features of the passport																		
mean for these data:	7.6	7.6	7.6	7.5	7.6	7.6	7.4	7.6	7.7	7.3	7.7	7.6	7.4	7.5	7.6	7.8	7.7	7.5
sig. test for means:										*						*		
Q454 acceptance by other countries																		
mean for these data:	8.0	8.1	8.0	8.1	8.0	8.0	7.8	8.1	8.0	7.9	8.0	8.0	8.3	8.0	8.0	8.1	8.1	8.0
sig. test for means:																		
Q455 design of passports to avoid forgery																		
mean for these data:	7.2	7.4	7.2	7.2	7.3	7.2	7.0	7.2	7.4	7.0	7.1	7.2	7.3	7.1	7.2	7.6	7.3	7.1
sig. test for means:									*							*		
Q47 OVERALL, the passport as a travel doc.																		
mean for these data:	8.1	8.1	8.1	8.1	8.1	8.1	8.1	8.2	8.1	8.1	8.1	8.1	8.1	8.0	8.2	8.1	8.2	8.1
sig. test for means:																		

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q451 duration of the validity period																
mean for these data:	6.7	7.0	6.1	6.9	6.7	6.1	7.0	6.6	6.7	6.9	6.6	7.1	6.7	6.8	6.8	6.4
sig. test for means:		***	***	*		**										
Q452 the number of pages in the passport																
mean for these data:	7.6	7.7	7.4	7.7	7.6	7.4	7.8	7.5	7.6	7.7	7.5	7.9	7.6	7.5	7.6	7.6
sig. test for means:		**	**				*			*	*					
Q453 the security features of the passport																
mean for these data:	7.6	7.6	7.5	7.7	7.3	7.6	7.6	7.7	7.4	7.7	7.5	8.1	7.5	7.7	7.6	7.2
sig. test for means:					*							*		*		*
Q454 acceptance by other countries																
mean for these data:	8.0	8.1	7.9	8.0	8.0	8.1	8.1	8.1	8.0	8.0	8.0	8.4	8.1	8.0	7.9	8.0
sig. test for means:																
Q455 design of passports to avoid forgery																
mean for these data:	7.2	7.3	7.0	7.3	7.0	7.2	7.5	7.2	6.9	7.3	7.1	7.9	6.9	7.4	7.1	7.1
sig. test for means:							*		*			*				
Q47 OVERALL, the passport as a travel doc.																
mean for these data:	8.1	8.1	8.1	8.1	8.0	8.0	8.1	8.1	8.0	8.2	8.0	8.5	8.1	8.0	8.2	8.0
sig. test for means:												*				

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

	APPLICATION	SENT		RECEIVED		ISSUANCE - MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY - PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q451 duration of the validity period																		
weighted sample:	783	166	610	203	560	721	51	171	266	189	145	678	75	258	376	130	326	418
	100%	21%	78%	26%	72%	92%	6%	22%	34%	24%	19%	87%	10%	33%	48%	17%	42%	53%
real # of participants:	779	223	549	256	506	715	53	168	218	157	224	680	71	270	369	124	330	409
DISSATISFIED (smwht + very)	17%	20%	17%	17%	18%	18%	12%	13%	17%	20%	17%	18%	18%	15%	20%	16%	8%	24%
																	---	+++
SATISFIED (smwht + very)	77%	76%	78%	77%	77%	76%	86%	81%	76%	75%	77%	77%	75%	79%	73%	83%	89%	69%
															-		+++	---
Very dissatisfied (-10)	2%	2%	2%	2%	2%	2%	0%	3%	1%	2%	2%	2%	1%	2%	2%	3%	1%	3%
Dissatisfied (-5)	15%	17%	15%	15%	16%	16%	12%	10%	16%	18%	15%	15%	17%	13%	18%	13%	7%	21%
								-							+		---	+++
Neutral (0)	6%	5%	6%	6%	5%	6%	2%	6%	7%	4%	6%	5%	7%	7%	6%	1%	3%	7%
																-	-	+
Satisfied (5)	65%	60%	67%	64%	66%	64%	78%	68%	63%	67%	66%	65%	69%	66%	63%	71%	73%	60%
						-	+										+++	---
Very satisfied (10)	12%	16%	11%	13%	11%	12%	8%	13%	13%	8%	11%	12%	6%	13%	11%	12%	16%	9%
																	++	--
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																	***	
± ... at 50%:	4	7	4	7	5	4	14	8	7	8	7	4	12	6	5	9	6	5
mean for these data:	6.7	6.7	6.7	6.8	6.7	6.7	7.0	7.0	6.8	6.5	6.7	6.7	6.5	6.9	6.5	6.9	7.4	6.3
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.3	0.1	0.1	0.2	0.1	0.1
sig. test for means:															*		***	***

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q451 duration of the validity period																
weighted sample:	783	551	229	417	162	141	188	351	208	400	382	41	185	332	110	115
	100%	70%	29%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	42%	14%	15%
real # of participants:	779	569	207	406	190	128	187	352	208	409	370	42	212	317	100	108
DISSATISFIED (smwht + very)	17%	13%	28%	15%	17%	25%	11%	20%	20%	15%	20%	15%	17%	17%	16%	21%
		---	+++			+	-									
SATISFIED (smwht + very)	77%	82%	64%	80%	77%	66%	81%	74%	77%	77%	77%	83%	77%	76%	79%	74%
		+++	---	+		--										
Very dissatisfied (-10)	2%	2%	4%	1%	3%	6%	2%	3%	1%	2%	3%	0%	4%	2%	2%	2%
				---		++		+								
Dissatisfied (-5)	15%	12%	24%	15%	14%	19%	10%	16%	19%	13%	17%	15%	14%	15%	15%	19%
		---	+++				-									
Neutral (0)	6%	4%	8%	5%	6%	9%	8%	6%	4%	8%	3%	1%	6%	7%	4%	5%
		-	+							++	--					
Satisfied (5)	65%	70%	55%	68%	65%	57%	69%	62%	66%	63%	68%	67%	64%	63%	70%	68%
		+++	---			-										
Very satisfied (10)	12%	13%	9%	12%	12%	10%	11%	13%	11%	14%	9%	16%	13%	13%	10%	6%
										+	-					
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		***		(**)						**						
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	5	16	7	6	11	10
mean for these data:	6.7	7.0	6.1	6.9	6.7	6.1	7.0	6.6	6.7	6.9	6.6	7.1	6.7	6.8	6.8	6.4
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.2
sig. test for means:		***	***	*		**										

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q452 the number of pages in the passport																		
weighted sample:	764	166	591	205	540	706	50	167	258	183	144	664	75	249	367	129	314	412
	100%	22%	77%	27%	71%	92%	7%	22%	34%	24%	19%	87%	10%	33%	48%	17%	41%	54%
real # of participants:	762	224	531	257	488	701	52	164	211	152	223	669	70	262	361	123	319	404
DISSATISFIED (smwht + very)	3%	3%	3%	2%	3%	3%	0%	3%	4%	3%	3%	3%	3%	3%	3%	4%	2%	3%
SATISFIED (smwht + very)	92%	93%	91%	93%	91%	91%	96%	91%	90%	95%	93%	92%	87%	91%	91%	93%	94%	90%
																	+	-
Very dissatisfied (-10)	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%
Dissatisfied (-5)	3%	3%	2%	2%	3%	3%	0%	1%	3%	2%	3%	2%	3%	3%	2%	3%	2%	3%
Neutral (0)	5%	4%	5%	4%	6%	5%	4%	6%	7%	2%	5%	5%	10%	5%	6%	4%	4%	7%
Satisfied (5)	76%	76%	76%	78%	76%	75%	82%	70%	73%	84%	82%	76%	80%	73%	77%	77%	75%	76%
								-		++	+							
Very satisfied (10)	16%	17%	15%	16%	15%	16%	13%	22%	17%	11%	11%	17%	7%	18%	15%	16%	19%	14%
								+			-	+	-					
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	4	7	5	7	5	4	15	8	7	9	7	4	13	7	6	9	6	5
mean for these data:	7.6	7.7	7.6	7.7	7.6	7.6	7.7	7.7	7.6	7.6	7.5	7.6	7.3	7.6	7.6	7.6	7.8	7.5
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:												*	*|			*	*|

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q452 the number of pages in the passport																
weighted sample:	764	537	224	404	159	138	184	345	201	394	369	40	181	324	106	113
	100%	70%	29%	53%	21%	18%	24%	45%	26%	52%	48%	5%	24%	42%	14%	15%
real # of participants:	762	557	202	396	187	124	183	347	201	404	358	41	208	310	96	107
DISSATISFIED (smwht + very)	3%	2%	5%	2%	3%	5%	1%	4%	3%	2%	4%	2%	3%	3%	3%	2%
							-									
SATISFIED (smwht + very)	92%	92%	90%	93%	91%	90%	95%	90%	91%	93%	91%	94%	90%	90%	94%	96%
Very dissatisfied (-10)	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%	0%	1%
Dissatisfied (-5)	3%	2%	4%	1%	2%	4%	1%	4%	2%	2%	3%	2%	2%	3%	3%	2%
						+		+								
Neutral (0)	5%	5%	6%	6%	6%	5%	5%	6%	6%	6%	5%	5%	7%	7%	3%	1%
																-
Satisfied (5)	76%	74%	80%	76%	75%	77%	78%	75%	76%	75%	77%	70%	71%	75%	80%	86%
													-			++
Very satisfied (10)	16%	18%	10%	17%	17%	12%	17%	15%	15%	17%	14%	24%	19%	15%	14%	10%
		++	--													
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:		(*)														
± ... at 50%:	4	4	7	5	8	9	8	6	7	5	6	16	7	6	11	10
mean for these data:	7.6	7.7	7.4	7.7	7.6	7.4	7.8	7.5	7.6	7.7	7.5	7.9	7.6	7.5	7.6	7.6
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:		**	**				*			*	*					

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q453 the security features of the passport																		
weighted sample:	698	153	540	186	494	647	43	149	238	170	130	607	69	234	334	112	295	375
	100%	22%	77%	27%	71%	93%	6%	21%	34%	24%	19%	87%	10%	33%	48%	16%	42%	54%
real # of participants:	695	205	485	232	447	641	46	147	194	142	202	608	65	244	326	109	299	366
DISSATISFIED (smwht + very)	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	2%	3%	1%	5% ++	2%	1%	3%	3%
SATISFIED (smwht + very)	90%	91%	90%	90%	90%	90%	86%	88%	93%	87%	94%	91%	85%	86% -	90%	96% +	92%	88%
Very dissatisfied (-10)	1%	2%	0%	1%	1%	1%	0%	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%
Dissatisfied (-5)	2%	2%	2%	2%	2%	2%	4%	2%	3%	3%	1%	2%	1%	4% +	1%	1%	2%	2%
Neutral (0)	7%	6%	7%	7%	7%	7%	9%	10%	5%	10%	5%	7% -	14% +	9%	8%	3% -	5%	9%
Satisfied (5)	73%	71%	73%	74%	73%	73%	75%	66% -	73%	76%	78%	73%	71%	67% -	74%	79%	72%	72%
Very satisfied (10)	17%	19%	17%	16%	17%	18%	12%	21%	20%	11% -	15%	17%	14%	19%	16%	17%	20%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:														(*)				
± ... at 50%:	4	7	5	7	5	4	16	9	8	9	7	4	13	7	6	10	6	6
mean for these data:	7.6	7.6	7.6	7.5	7.6	7.6	7.4	7.6	7.7	7.3	7.7	7.6	7.4	7.5	7.6	7.8	7.7	7.5
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:										*						*		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q453 the security features of the passport																
weighted sample:	698	491	204	377	142	122	169	307	190	356	342	34	163	296	104	102
	100%	70%	29%	54%	20%	17%	24%	44%	27%	51%	49%	5%	23%	42%	15%	15%
real # of participants:	695	508	184	369	167	109	168	310	188	363	332	35	187	281	95	97
DISSATISFIED (smwht + very)	3%	2%	4%	1%	5%	3%	2%	3%	4%	2%	4%	0%	3%	2%	0%	6%
SATISFIED (smwht + very)	90%	91%	88%	92%	84%	91%	91%	90%	89%	91%	90%	97%	85%	93%	91%	86%
				+	--								-	+		
Very dissatisfied (-10)	1%	1%	0%	0%	2%	1%	0%	1%	0%	0%	1%	0%	2%	0%	0%	2%
Dissatisfied (-5)	2%	2%	3%	1%	3%	2%	2%	1%	4%	2%	2%	0%	2%	2%	0%	4%
Neutral (0)	7%	7%	8%	7%	12%	6%	7%	7%	7%	7%	7%	3%	11%	4%	9%	8%
					+								+	-		
Satisfied (5)	73%	72%	74%	74%	69%	74%	74%	70%	75%	72%	74%	71%	67%	74%	79%	74%
Very satisfied (10)	17%	18%	15%	17%	15%	16%	16%	20%	14%	19%	16%	26%	18%	19%	13%	11%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:												(*)				
± ... at 50%:	4	5	8	5	8	10	8	6	8	6	6	18	8	6	11	11
mean for these data:	7.6	7.6	7.5	7.7	7.3	7.6	7.6	7.7	7.4	7.7	7.5	8.1	7.5	7.7	7.6	7.2
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.2
sig. test for means:					*							*		*		*

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q454 acceptance by other countries																		
weighted sample:	736	152	578	191	526	675	50	162	255	178	131	637	72	226	364	129	311	389
	100%	21%	79%	26%	71%	92%	7%	22%	35%	24%	18%	86%	10%	31%	49%	18%	42%	53%
real # of participants:	727	203	518	237	473	664	52	159	208	147	202	634	67	234	355	123	313	376
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	0%	1%	0%	1%	1%	2%	1%	1%
SATISFIED (smwht + very)	95%	95%	95%	95%	95%	95%	96%	98%	94%	94%	96%	95%	99%	94%	95%	97%	97%	94%
Very dissatisfied (-10)	1%	1%	1%	1%	1%	1%	2%	1%	0%	1%	0%	1%	0%	0%	1%	1%	1%	0%
Dissatisfied (-5)	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%
Neutral (0)	4%	4%	4%	5%	3%	4%	2%	1%	5%	5%	4%	4%	1%	6%	4%	1%	2%	5%
Satisfied (5)	68%	64%	69%	65%	69%	67%	78%	68%	68%	70%	69%	68%	67%	67%	68%	69%	68%	69%
Very satisfied (10)	27%	31%	26%	29%	27%	28%	18%	30%	26%	25%	27%	27%	31%	26%	28%	28%	29%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																	(*)	
± ... at 50%:	4	7	5	7	5	4	15	8	7	9	7	4	13	7	6	9	6	5
mean for these data:	8.0	8.1	8.0	8.1	8.0	8.0	7.8	8.1	8.0	7.9	8.0	8.0	8.3	8.0	8.0	8.1	8.1	8.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q454 acceptance by other countries																
weighted sample:	736	521	212	393	152	134	179	328	196	374	362	39	173	317	100	107
	100%	71%	29%	53%	21%	18%	24%	45%	27%	51%	49%	5%	24%	43%	14%	15%
real # of participants:	727	534	190	379	178	121	177	327	193	379	348	40	198	298	92	99
DISSATISFIED (smwht + very)	1%	1%	1%	1%	2%	1%	0%	1%	1%	0%	2%	0%	1%	1%	2%	1%
										-	+					
SATISFIED (smwht + very)	95%	96%	94%	94%	97%	97%	95%	95%	96%	94%	96%	98%	98%	94%	93%	96%
				-												
Very dissatisfied (-10)	1%	1%	0%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	2%	1%
										-	+					
Dissatisfied (-5)	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%
Neutral (0)	4%	3%	5%	6%	1%	2%	4%	4%	3%	6%	2%	2%	1%	5%	5%	4%
				++	-					++	--		-			
Satisfied (5)	68%	67%	69%	66%	73%	68%	66%	66%	71%	67%	69%	62%	70%	67%	66%	71%
Very satisfied (10)	27%	28%	25%	28%	25%	29%	29%	29%	25%	27%	27%	37%	27%	27%	27%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:										(**)						
± ... at 50%:	4	5	8	5	8	10	8	6	8	5	6	17	7	6	11	11
mean for these data:	8.0	8.1	7.9	8.0	8.0	8.1	8.1	8.1	8.0	8.0	8.0	8.4	8.1	8.0	7.9	8.0
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.1
sig. test for means:																

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q455 design of passports to avoid forgery																		
weighted sample:	590	129	457	152	420	551	32	117	212	145	107	512	60	199	280	98	258	312
	100%	22%	77%	26%	71%	93%	5%	20%	36%	25%	18%	87%	10%	34%	47%	17%	44%	53%
real # of participants:	582	171	407	191	375	540	35	115	172	120	166	508	56	204	272	94	256	305
DISSATISFIED (smwht + very)	7%	5%	7%	4%	7%	7%	12%	9%	6%	8%	4%	7%	3%	9%	7%	2%	7%	7%
SATISFIED (smwht + very)	81%	84%	80%	82%	83%	81%	77%	79%	86%	78%	81%	81%	82%	79%	80%	90%	81%	82%
									+							+		
Very dissatisfied (-10)	1%	2%	1%	2%	1%	1%	0%	2%	0%	0%	2%	1%	1%	2%	1%	0%	1%	0%
Dissatisfied (-5)	6%	3%	7%	3%	6%	6%	12%	7%	6%	8%	2%	6%	2%	7%	6%	2%	6%	6%
											-							
Neutral (0)	12%	11%	12%	14%	10%	12%	11%	12%	7%	14%	15%	12%	14%	12%	13%	8%	12%	11%
									-									
Satisfied (5)	66%	66%	66%	69%	67%	66%	64%	59%	69%	68%	70%	66%	68%	63%	65%	75%	61%	71%
								-								+	-	+
Very satisfied (10)	15%	18%	14%	13%	15%	15%	13%	20%	18%	10%	11%	15%	14%	15%	15%	15%	21%	11%
																	++	--
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:								(*)										
± ... at 50%:	4	8	5	8	5	5	18	10	8	10	8	5	14	7	6	11	7	6
mean for these data:	7.2	7.4	7.2	7.2	7.3	7.2	7.0	7.2	7.4	7.0	7.1	7.2	7.3	7.1	7.2	7.6	7.3	7.1
standard error:	0.1	0.1	0.1	0.1	0.1	0.1	0.4	0.2	0.1	0.2	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1
sig. test for means:									*							*		

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

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q455 design of passports to avoid forgery																
weighted sample:	590	417	170	324	112	104	160	250	152	291	299	31	126	257	85	91
	100%	71%	29%	55%	19%	18%	27%	42%	26%	49%	51%	5%	21%	44%	14%	15%
real # of participants:	582	429	150	316	133	91	160	248	148	295	287	31	146	241	77	87
DISSATISFIED (smwht + very)	7%	6%	9%	6%	8%	7%	4%	6%	13% ++	7%	6%	5%	10%	5%	5%	9%
							-									
SATISFIED (smwht + very)	81%	83%	78%	82%	77%	82%	88% ++	80%	75% -	82%	80%	91% -	75%	84%	79%	81%
Very dissatisfied (-10)	1%	1%	0%	0%	3% +	1%	1%	1%	0%	1%	1%	0%	3% ++	0%	0%	1%
Dissatisfied (-5)	6%	5%	9%	5%	6%	6%	2% -	5%	12% +++	7%	5%	5%	7%	5%	5%	9%
Neutral (0)	12%	11%	13%	12%	15%	11%	9%	14%	13%	11%	13%	3%	15%	10%	16%	10%
Satisfied (5)	66%	66%	67%	67%	63%	68%	71%	64%	62%	65%	68%	62%	61%	68%	66%	69%
Very satisfied (10)	15%	16%	11%	15%	14%	14%	17%	16%	13%	18%	12%	30% +	14%	16%	12%	11%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:							(**)									
± ... at 50%:	4	5	9	6	9	11	8	7	9	6	6	19	9	7	12	11
mean for these data:	7.2	7.3	7.0	7.3	7.0	7.2	7.5	7.2	6.9	7.3	7.1	7.9	6.9	7.4	7.1	7.1
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.2
sig. test for means:							*		*			*				

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q47 OVERALL, the passport as a travel doc.																		
weighted sample:	1043	223	811	278	740	961	67	232	355	243	198	901	103	338	508	174	406	587
	100%	21%	78%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1043	302	731	348	673	958	70	227	294	201	306	909	97	358	497	168	410	583
DISSATISFIED (smwht + very)	1%	1%	1%	1%	2%	1%	0%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%
SATISFIED (smwht + very)	96%	97%	96%	98%	96%	96%	98%	96%	97%	96%	98%	96%	96%	95%	98%	95%	98%	96%
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (-5)	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	2%	0%	1%	1%	1%
Neutral (0)	2%	2%	2%	2%	3%	2%	2%	4%	2%	2%	2%	2%	2%	3%	2%	3%	2%	3%
Satisfied (5)	68%	68%	67%	71%	67%	67%	71%	63%	69%	68%	72%	67%	69%	68%	68%	64%	67%	68%
Very satisfied (10)	29%	29%	29%	27%	29%	29%	27%	32%	28%	29%	25%	29%	28%	27%	30%	31%	30%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																		
± ... at 50%:	3	6	4	6	4	3	13	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	8.1	8.1	8.1	8.1	8.1	8.1	8.1	8.2	8.1	8.1	8.1	8.1	8.1	8.0	8.2	8.1	8.2	8.1
standard error:	0.0	0.1	0.1	0.1	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.0	0.1	0.1	0.1	0.1	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q47 OVERALL, the passport as a travel doc.																
weighted sample:	1043	733	306	571	214	184	257	472	273	533	510	56	247	450	143	147
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	14%	14%
real # of participants:	1043	759	280	561	250	167	256	473	278	548	495	57	283	434	129	140
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	2%	0%	2%	1%	1%	2%	0%	1%	1%	2%	1%
							-									
SATISFIED (smwht + very)	96%	97%	95%	97%	94%	95%	97%	97%	96%	98%	95%	97%	95%	97%	97%	97%
				+						+	-					
Very dissatisfied (-10)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (-5)	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%	1%	1%	2%	0%
Neutral (0)	2%	2%	4%	2%	4%	3%	3%	2%	3%	1%	3%	3%	4%	2%	1%	3%
Satisfied (5)	68%	68%	67%	68%	67%	67%	69%	66%	70%	68%	68%	56%	66%	70%	66%	71%
Very satisfied (10)	29%	29%	29%	29%	27%	28%	28%	31%	26%	30%	28%	41%	29%	27%	31%	26%
												+				
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi^2:																
± ... at 50%:	3	4	6	4	7	8	7	5	6	4	5	14	6	5	9	9
mean for these data:	8.1	8.1	8.1	8.1	8.0	8.0	8.1	8.1	8.0	8.2	8.0	8.5	8.1	8.0	8.2	8.0
standard error:	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.1
sig. test for means:												*				

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
																More		10-
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
	TOTAL																	
Q461 duration of the validity period																		
mean for these data:	7.3	7.2	7.3	7.2	7.3	7.3	6.7	7.5	7.2	7.2	7.2	7.2	7.6	7.1	7.4	7.1	7.7	7.1
sig. test for means:																	*	*
Q462 the number of pages in the passport																		
mean for these data:	6.5	6.5	6.5	6.3	6.5	6.5	5.5	6.2	6.8	6.1	6.6	6.5	6.4	6.9	6.3	6.2	6.6	6.4
sig. test for means:																		
Q463 the security features of the passport																		
mean for these data:	8.2	7.9	8.2	8.0	8.2	8.2	7.6	8.4	8.1	8.2	8.0	8.2	8.4	8.1	8.2	8.3	8.0	8.3
sig. test for means:																		
Q464 acceptance by other countries																		
mean for these data:	8.3	8.2	8.3	8.2	8.3	8.3	8.1	8.5	8.2	8.1	8.3	8.2	8.7	8.3	8.2	8.3	8.5	8.2
sig. test for means:																		
Q465 design of passports to avoid forgery																		
mean for these data:	8.0	8.0	8.0	8.0	8.0	8.1	6.9	8.2	7.8	8.2	8.0	8.0	8.5	8.1	8.0	8.0	7.9	8.1
sig. test for means:						*	*											

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q461 duration of the validity period																
mean for these data:	7.3	7.2	7.4	7.0	7.6	8.1	7.4	7.4	6.8	7.1	7.5	6.9	7.6	7.3	7.2	7.0
sig. test for means:				**		**										
Q462 the number of pages in the passport																
mean for these data:	6.5	6.5	6.4	6.3	6.8	6.6	6.4	6.3	6.8	6.4	6.6	5.8	6.4	6.8	6.3	6.1
sig. test for means:														*		
Q463 the security features of the passport																
mean for these data:	8.2	8.2	8.1	8.2	8.4	7.9	7.9	8.4	7.9	8.0	8.3	8.2	8.4	8.1	8.2	8.0
sig. test for means:								*								
Q464 acceptance by other countries																
mean for these data:	8.3	8.3	8.3	8.3	8.5	8.3	8.0	8.5	8.2	8.2	8.3	8.8	8.4	8.2	8.2	8.1
sig. test for means:							*	*								
Q465 design of passports to avoid forgery																
mean for these data:	8.0	8.0	8.2	8.1	8.1	7.8	7.7	8.3	8.0	7.9	8.2	8.4	8.1	7.8	8.4	8.1
sig. test for means:							*	*								

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
	TOTAL																	
Q461 duration of the validity period																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	2%	1%	2%	2%	2%	2%	0%	2%	2%	2%	2%	2%	0%	2%	1%	4%	0%	2%
Unimportant (-5)	9%	11%	9%	10%	8%	9%	14%	7%	12%	7%	7%	9%	6%	11%	8%	9%	6%	10%
Neutral (0)	5%	5%	5%	5%	6%	5%	16%	5%	3%	6%	9%	5%	6%	6%	5%	7%	4%	6%
Important (5)	62%	67%	60%	68%	61%	62%	58%	57%	57%	73%	64%	62%	66%	60%	64%	57%	63%	62%
Very important (10)	20%	16%	22%	16%	22%	21%	11%	27%	23%	12%	18%	20%	22%	20%	20%	21%	26%	18%
DK/NR	1%	0%	1%	0%	1%	1%	0%	2%	1%	0%	0%	1%	0%	0%	2%	0%	0%	1%
chi²:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	7.3	7.2	7.3	7.2	7.3	7.3	6.7	7.5	7.2	7.2	7.2	7.2	7.6	7.1	7.4	7.1	7.7	7.1
standard error:	0.1	0.2	0.2	0.2	0.2	0.1	0.5	0.3	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.4	0.2	0.2
sig. test for means:																	*	*

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q461 duration of the validity period																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	2%	1%	4%	3%	1%	0%	0%	3%	4%	3%	1%	9%	1%	1%	2%	4%
Unimportant (-5)	9%	10%	7%	11%	6%	4%	9%	8%	11%	12% +	5% -	13%	7%	10%	9%	6%
Neutral (0)	5%	6%	4%	7%	4%	0%	7%	3%	8%	4%	7%	7%	6%	5%	0%	12%
Important (5)	62%	62%	61%	62%	61%	62%	62%	62%	64%	59%	66%	38%	58%	62%	77%	66%
Very important (10)	20%	19%	24%	17%	25%	30%	20%	23%	13%	20%	20%	34%	26%	20%	12%	13%
DK/NR	1%	1%	0%	1% -	2%	0%	3% +	0%	0%	1%	1%	0%	2%	1%	0%	0%
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	7.3	7.2	7.4	7.0	7.6	8.1	7.4	7.4	6.8	7.1	7.5	6.9	7.6	7.3	7.2	7.0
standard error:	0.1	0.2	0.3	0.2	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.8	0.2	0.2	0.4	0.4
sig. test for means:				**		**										

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q462 the number of pages in the passport																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	3%	2%	3%	4%	2%	3%	0%	4%	1%	5%	2%	3%	0%	3%	3%	3%	1%	3%
Unimportant (-5)	15%	15%	15%	16%	15%	14%	36%	22%	10%	17%	14%	15%	19%	11%	16%	22%	19%	15%
Neutral (0)	13%	14%	12%	14%	12%	13%	5%	13%	13%	11%	14%	11%	17%	7%	18%	8%	10%	14%
														-	++			
Important (5)	54%	57%	52%	53%	54%	53%	54%	42%	62%	52%	54%	54%	54%	58%	49%	54%	49%	56%
								-	+									
Very important (10)	12%	12%	12%	11%	12%	13%	0%	16%	9%	9%	13%	13%	10%	15%	12%	10%	17%	10%
DK/NR	4%	1%	4%	2%	4%	3%	5%	3%	4%	5%	3%	4%	0%	6%	3%	0%	4%	3%
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	6.5	6.5	6.5	6.3	6.5	6.5	5.5	6.2	6.8	6.1	6.6	6.5	6.4	6.9	6.3	6.2	6.6	6.4
standard error:	0.2	0.3	0.2	0.3	0.2	0.2	0.6	0.4	0.2	0.4	0.3	0.2	0.4	0.3	0.2	0.4	0.3	0.2
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q462 the number of pages in the passport																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	3%	2%	5%	3%	0%	2%	2%	4%	2%	4%	2%	9%	1%	1%	7%	4%
Unimportant (-5)	15%	16%	12%	18%	16%	9%	13%	17%	13%	16%	14%	26%	21%	10%	16%	17%
														-		
Neutral (0)	13%	13%	13%	11%	16%	16%	16%	14%	7%	14%	12%	7%	17%	11%	12%	13%
Important (5)	54%	53%	53%	56%	44%	58%	58%	48%	61%	53%	54%	42%	40%	63%	44%	58%
													-	++		
Very important (10)	12%	13%	11%	10%	20%	6%	7%	14%	11%	11%	13%	17%	18%	9%	17%	4%
					+											
DK/NR	4%	3%	6%	2%	4%	7%	3%	2%	8%	1%	6%	0%	3%	4%	4%	4%
									+	-	+					
chi^2:																
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	6.5	6.5	6.4	6.3	6.8	6.6	6.4	6.3	6.8	6.4	6.6	5.8	6.4	6.8	6.3	6.1
standard error:	0.2	0.2	0.3	0.2	0.3	0.3	0.3	0.2	0.3	0.2	0.2	0.8	0.3	0.2	0.5	0.4
sig. test for means:														*		

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE											
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q463 the security features of the passport																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	0%
Unimportant (-5)	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	0%	2%	0%	2%	0%
Neutral (0)	4%	5%	4%	3%	4%	4%	7%	6%	3%	4%	2%	4%	0%	3%	3%	6%	3%	4%
Important (5)	57%	66%	55%	62%	56%	56%	71%	45%	60%	63%	64%	57%	56%	55%	60%	52%	58%	56%
								-										
Very important (10)	33%	24%	35%	27%	34%	35%	11%	44%	29%	30%	27%	33%	34%	31%	33%	35%	29%	35%
								+										
DK/NR	5%	4%	4%	5%	4%	4%	11%	4%	5%	3%	4%	4%	10%	9%	2%	4%	5%	5%
														+				
chi^2:																		
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.2	7.9	8.2	8.0	8.2	8.2	7.6	8.4	8.1	8.2	8.0	8.2	8.4	8.1	8.2	8.3	8.0	8.3
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q463 the security features of the passport																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	1%	0%	1%	0%	0%	0%	1%	0%	2%	1%	0%	0%	0%	1%	2%	0%
Unimportant (-5)	1%	0%	3%	1%	1%	2%	1%	0%	2%	2%	0%	6%	1%	1%	0%	0%
Neutral (0)	4%	3%	6%	5%	1%	4%	4%	5%	1%	3%	4%	9%	5%	2%	0%	7%
Important (5)	57%	62%	46%	58%	57%	55%	63%	51%	62%	62%	52%	36%	49%	61%	61%	65%
		+	-					-								
Very important (10)	33%	31%	35%	33%	39%	24%	26%	40%	24%	29%	36%	49%	40%	28%	32%	28%
								++								
DK/NR	5%	3%	9%	3%	1%	11%	3%	3%	10%	2%	7%	0%	4%	6%	6%	0%
		-	+			+			+							
chi²:		(*)														
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.2	8.2	8.1	8.2	8.4	7.9	7.9	8.4	7.9	8.0	8.3	8.2	8.4	8.1	8.2	8.0
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.6	0.2	0.1	0.3	0.2
sig. test for means:								*								

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	SENT By mail	SENT In person	RECEIVED By mail	RECEIVED In person	MODE Normal	MODE Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q464 acceptance by other countries																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Unimportant (-5)	1%	0%	1%	0%	1%	1%	0%	3%	0%	0%	0%	1%	0%	0%	0%	4%	0%	1%
								+								++		
Neutral (0)	2%	3%	2%	2%	2%	2%	0%	1%	0%	4%	3%	2%	0%	1%	1%	5%	0%	3%
Important (5)	60%	60%	60%	65%	59%	59%	75%	51%	66%	63%	59%	62%	51%	55%	69%	45%	57%	61%
															++	-		
Very important (10)	35%	31%	36%	31%	36%	36%	25%	45%	31%	28%	34%	33%	49%	37%	30%	45%	39%	33%
								+										
DK/NR	2%	5%	1%	2%	1%	2%	0%	0%	0%	5%	3%	2%	0%	5%	0%	0%	2%	2%
		+	-											++	-			
chi²:														(**)				
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.3	8.2	8.3	8.2	8.3	8.3	8.1	8.5	8.2	8.1	8.3	8.2	8.7	8.3	8.2	8.3	8.5	8.2
standard error:	0.1	0.2	0.1	0.1	0.1	0.1	0.3	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.3	0.1	0.1
sig. test for means:																		

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

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q464 acceptance by other countries weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	1%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	0%	0%
Unimportant (-5)	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	3% +	0%	0%	0%
Neutral (0)	2%	1%	3%	2%	2%	0%	2%	2%	2%	1%	3%	4%	3%	0% -	0%	7% +
Important (5)	60%	63%	56%	61%	55%	64%	73% +	54% -	60%	63%	57%	41%	50% -	67% +	66%	57%
Very important (10)	35%	34%	37%	34%	41%	30%	24% -	42% +	32%	33%	37%	55%	43%	31%	27%	32%
DK/NR	2%	1%	3%	2%	1%	3%	1%	0%	5% +	1%	2%	0%	1%	0%	8% ++	4%
chi²:												(*)				
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.3	8.3	8.3	8.3	8.5	8.3	8.0	8.5	8.2	8.2	8.3	8.8	8.4	8.2	8.2	8.1
standard error:	0.1	0.1	0.2	0.1	0.2	0.2	0.1	0.1	0.2	0.1	0.1	0.4	0.2	0.1	0.2	0.3
sig. test for means:							*	*								

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

	APPLICATION			PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q465 design of passports to avoid forgery																		
weighted sample:	272	58	212	77	190	251	17	63	95	57	53	234	29	82	139	46	86	173
	100%	21%	78%	28%	70%	92%	6%	23%	35%	21%	20%	86%	11%	30%	51%	17%	31%	64%
real # of participants:	274	80	191	94	175	252	18	62	80	47	82	237	28	90	133	46	85	177
Very unimportant (-10)	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Unimportant (-5)	2%	3%	2%	4%	1%	1%	12%	0%	3%	1%	3%	2%	0%	1%	2%	2%	4%	1%
Neutral (0)	8%	6%	8%	4%	8%	8%	7%	12%	8%	4%	7%	8%	6%	6%	9%	8%	10%	7%
Important (5)	49%	50%	48%	52%	49%	47%	67%	43%	48%	57%	49%	50%	39%	48%	51%	42%	45%	50%
Very important (10)	32%	32%	32%	32%	32%	34%	9%	38%	28%	33%	31%	31%	39%	35%	32%	29%	32%	32%
DK/NR	8%	10%	8%	8%	9%	8%	5%	6%	11%	5%	10%	7%	17%	9%	6%	15%	7%	9%
chi^2:						(*)												
± ... at 50%:	6	12	8	11	8	7	25	13	12	15	12	7	20	11	9	16	11	8
mean for these data:	8.0	8.0	8.0	8.0	8.0	8.1	6.9	8.2	7.8	8.2	8.0	8.0	8.5	8.1	8.0	8.0	7.9	8.1
standard error:	0.1	0.2	0.1	0.2	0.1	0.1	0.5	0.2	0.2	0.2	0.2	0.1	0.3	0.2	0.2	0.3	0.2	0.1
sig. test for means:						*	*											

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

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q465 design of passports to avoid forgery																
weighted sample:	272	192	79	160	53	45	76	127	64	140	133	16	64	123	35	34
	100%	70%	29%	59%	19%	17%	28%	46%	23%	51%	49%	6%	24%	45%	13%	13%
real # of participants:	274	198	75	160	62	40	75	126	68	145	129	16	74	120	30	34
Very unimportant (-10)	0%	0%	1%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	0%	0%
Unimportant (-5)	2%	3%	0%	2%	2%	3%	2%	2%	2%	2%	2%	0%	2%	3%	2%	2%
Neutral (0)	8%	8%	7%	6%	10%	11%	12%	6%	4%	10%	5%	9%	10%	8%	4%	4%
Important (5)	49%	50%	47%	52%	44%	46%	61% +	44%	47%	50%	48%	38%	42%	51%	49%	59%
Very important (10)	32%	31%	34%	32%	37%	28%	24%	38% +	28%	30%	34%	40%	38%	26% -	40%	31%
DK/NR	8%	7%	11%	8%	6%	9%	1% -	8%	17% ++	7%	9%	13%	6%	11%	5%	4%
chi²:							(**)									
± ... at 50%:	6	7	12	8	13	17	12	9	13	9	9	26	12	10	19	18
mean for these data:	8.0	8.0	8.2	8.1	8.1	7.8	7.7	8.3	8.0	7.9	8.2	8.4	8.1	7.8	8.4	8.1
standard error:	0.1	0.1	0.2	0.1	0.2	0.3	0.2	0.2	0.3	0.2	0.2	0.5	0.2	0.2	0.3	0.3
sig. test for means:							*	*								

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q48																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
DK/NR	66%	68%	65%	68%	65%	65%	63%	65%	66%	65%	66%	65%	65%	64%	66%	63%	74%	60%
																	+++	---
validity period	15%	15%	15%	13%	15%	16%	8%	14%	15%	15%	14%	15%	14%	17%	13%	17%	6%	20%
																	---	+++
design to avoid forgery	6%	4%	7%	6%	6%	6%	10%	7%	4%	7%	7%	6%	9%	5%	7%	6%	7%	6%
security features	6%	6%	6%	6%	5%	5%	10%	5%	6%	6%	6%	6%	3%	7%	5%	5%	5%	6%
Other	3%	2%	3%	2%	4%	3%	2%	5%	4%	1%	3%	3%	7%	2%	3%	7%	3%	3%
												-	+	-		+++		
number of pages	3%	3%	3%	2%	3%	3%	4%	2%	3%	4%	2%	3%	2%	2%	4%	1%	3%	3%
															+			
acceptance by other countries	2%	1%	2%	2%	2%	2%	4%	3%	1%	2%	1%	2%	0%	3%	1%	1%	2%	1%
chi²:														(**)			***	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	CITIZEN BY BIRTH: Yes	CITIZEN BY BIRTH: No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q48																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
DK/NR	66%	67%	61%	69%	62%	62%	70%	64%	65%	65%	66%	69%	63%	65%	65%	70%
		+	-	+												
validity period	15%	11%	23%	13%	14%	22%	13%	16%	13%	16%	14%	13%	15%	16%	17%	12%
		---	+++	-		++										
design to avoid forgery	6%	7%	4%	6%	10%	3%	5%	6%	7%	6%	6%	6%	7%	5%	6%	7%
					++	-										
security features	6%	6%	6%	5%	5%	7%	5%	6%	6%	6%	5%	3%	6%	6%	6%	5%
Other	3%	4%	2%	3%	4%	1%	3%	3%	5%	4%	3%	3%	5%	3%	2%	1%
number of pages	3%	3%	4%	3%	1%	4%	3%	3%	3%	2%	4%	5%	1%	3%	3%	4%
										-	+		-			
acceptance by other countries	2%	2%	0%	1%	3%	2%	1%	2%	2%	2%	1%	1%	3%	1%	1%	2%
		+	-	-	+								+			
chi²:		***		(**)												
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

	APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT	RECEIVED		MODE											PERIOD	
															More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q49																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
5-year passport	39%	39%	39%	41%	37%	39%	43%	47%	38%	37%	35%	40%	32%	38%	40%	35%	100%	0%
								++									+++	---
10-year passport	56%	55%	56%	53%	58%	56%	53%	49%	59%	55%	59%	55%	63%	57%	54%	61%	0%	100%
								-									---	+++
DK/NR	5%	6%	5%	6%	5%	5%	4%	4%	3%	8%	6%	5%	5%	5%	5%	4%	0%	0%
										+								
chi²:								*									***	
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

	CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q49															
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
5-year passport	39%	42%	31%	39%	40%	37%	37%	40%	39%	41%	37%	56%	40%	38%	40%	34%
		+++	---									++				
10-year passport	56%	52%	65%	55%	56%	58%	59%	56%	55%	54%	58%	41%	54%	59%	56%	55%
		---	+++									-				
DK/NR	5%	5%	5%	6%	4%	5%	4%	4%	7%	5%	5%	4%	5%	4%	4%	11%
																+++
chi²:		**										(**)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION SENT		PASSPORT RECEIVED		ISSUANCE MODE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q50																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Leisure trips	86%	91%	85%	92%	84%	86%	86%	85%	84%	88%	89%	100%	0%	89%	90%	75%	89%	85%
		++	--	+++	---							+++	---		++	---		
Business trips	10%	6%	11%	6%	12%	10%	7%	12%	11%	10%	7%	0%	100%	7%	7%	21%	8%	11%
		-	+	--	++						-	---	+++		-	+++		
Both	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	4%	3%	4%	2%	4%	4%	7%	3%	5%	2%	4%	0%	0%	5%	3%	4%	3%	4%
chi²:				**								***		***				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other lan-guage	18-35	36-55	56+	Female	Male	Atlan-tic	Quebec	Onta-rio	Prai-ies	BC
Q50																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Leisure trips	86%	86%	87%	87%	87%	86%	90%	82%	92%	93%	79%	85%	87%	85%	86%	91%
								---	++	+++	---					
Business trips	10%	10%	9%	9%	12%	11%	7%	14%	5%	4%	16%	12%	11%	10%	11%	7%
								+++	--	---	+++					
Both	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	4%	3%	4%	3%	1%	3%	3%	4%	3%	3%	5%	3%	2%	5%	3%	2%
														+		
chi²:							***			***						
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		PERIOD
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	10-year ppt
Q51																			
	weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
		100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Yes		67%	48%	72%	52%	73%	67%	75%	76%	69%	70%	51%	67%	77%	0%	100%	100%	68%	67%
			---	+++	---	+++			++			---	-	+	---	+++	+++		
No		32%	51%	27%	47%	27%	33%	23%	23%	31%	29%	48%	33%	23%	100%	0%	0%	31%	33%
			+++	---	+++	---			---			+++	+	-	+++	---	---		
DK/NR		1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%	0%
	chi²:		(***)		(***)				(***)						***				
	± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
Q51															
	weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
		100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Yes		67%	71%	60%	70%	65%	63%	76%	69%	57%	67%	68%	81%	67%	66%	66%	66%
			+++	---				+++		---			+				
No		32%	29%	40%	30%	34%	37%	24%	31%	43%	32%	32%	19%	31%	34%	34%	32%
			---	+++	-			---		+++			-				
DK/NR		1%	1%	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	0%	2%
										+							
	chi²:		(***)					(***)									
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

How many times have you used your new passport?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
		SENT		RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q52																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Has not	32%	51%	27%	47%	27%	33%	23%	23%	31%	29%	48%	33%	23%	100%	0%	0%	31%	33%
		+++	---	+++	---			---			+++	+	-	+++	---	---		
Once	49%	38%	52%	41%	52%	49%	55%	55%	47%	52%	42%	51%	36%	0%	100%	0%	51%	48%
		---	+++	---	+++			+			--	++	--	---	+++	---		
More than once	17%	9%	19%	9%	20%	16%	21%	19%	21%	15%	8%	14%	35%	0%	0%	100%	15%	18%
		---	+++	---	+++				+		---	---	+++	---	---	+++		
DK/NR	2%	2%	2%	3%	2%	2%	2%	3%	1%	4%	1%	2%	6%	0%	0%	0%	3%	2%
												--	++					
chi²:		***		***				***				(***)		***				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	1.02	0.65	1.12	0.71	1.14	1.01	1.17	1.12	1.14	1.04	0.68	0.93	1.83	0.00	1.00	3.04	0.97	1.06
standard error:	0.038	0.056	0.047	0.054	0.050	0.040	0.143	0.074	0.083	0.082	0.058	0.035	0.218	0.000	0.000	0.129	0.055	0.054
sig. test for means:		***	***	***	***				*		***	***	***	***		***		

How many times have you used your new passport?

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	English	French		18-35	36-55	56+	Female	Male					
Q52																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Has not	32%	29%	40%	30%	34%	37%	24%	31%	43%	32%	32%	19%	31%	34%	34%	32%
		---	+++	-			---		+++			-				
Once	49%	52%	43%	50%	54%	43%	55%	51%	42%	52%	46%	48%	53%	47%	46%	53%
		++	--						--	+	-					
More than once	17%	17%	16%	19%	9%	17%	19%	17%	12%	13%	20%	31%	13%	18%	18%	10%
				+	---				-	---	+++	++				-
DK/NR	2%	2%	1%	2%	2%	3%	2%	1%	3%	2%	2%	2%	3%	1%	2%	5%
								-								
chi^2:		**		(*)			(***)			**		(*)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9
mean for these data:	1.02	1.04	0.94	1.09	0.80	1.03	1.22	1.03	0.79	0.91	1.13	1.43	0.90	1.05	1.06	0.91
standard error:	0.038	0.043	0.079	0.054	0.050	0.110	0.086	0.057	0.060	0.044	0.063	0.195	0.054	0.063	0.115	0.098
sig. test for means:				*	***		**		***	**	**	*	*			

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
			SENT	RECEIVED		MODE									More	PERIOD	
			By	In	By	In									Has	than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	not	Once	once	ppt	ppt
Q53																		
weighted sample:	712	110	594	147	547	652	51	176	251	174	103	612	78	0	526	178	280	397
	100%	15%	84%	21%	77%	92%	7%	25%	35%	24%	15%	86%	11%	0%	74%	25%	39%	56%
real # of participants:	690	145	537	174	500	629	53	171	212	143	156	595	73	0	512	172	278	377
Yes	36%	34%	36%	27%	39%	36%	32%	32%	39%	38%	30%	33%	56%	0%	24%	69%	35%	36%
				--	++							---	+++		---	+++		
No	64%	66%	63%	72%	61%	63%	68%	68%	61%	61%	69%	67%	42%	0%	75%	31%	65%	63%
				++	--							+++	---		+++	---		
DK/NR	1%	1%	1%	1%	1%	1%	0%	0%	0%	2%	1%	0%	2%	0%	1%	0%	0%	1%
chi²:				(*)								(***)		(***)				
± ... at 50%:	4	9	5	8	5	4	14	8	7	9	8	4	12	*	5	8	6	5

	CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	CITIZEN BY BIRTH			Other lan-						Atlan-		Onta-	Prai-	
TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q53															
weighted sample:	712	525	185	406	140	115	202	332	153	364	347	45	168	303	95	101
	100%	74%	26%	57%	20%	16%	28%	47%	22%	51%	49%	6%	24%	43%	13%	14%
real # of participants:	690	525	163	391	155	100	189	327	153	365	325	44	185	286	84	91
Yes	36%	36%	35%	40%	25%	34%	35%	35%	34%	33%	38%	39%	30%	37%	38%	38%
				++	--											
No	64%	64%	64%	60%	74%	64%	65%	65%	63%	67%	61%	61%	70%	63%	61%	61%
				-	++								+			
DK/NR	1%	0%	1%	0%	1%	2%	0%	0%	2%	0%	1%	0%	0%	1%	1%	1%
				-		+			++							
chi²:				(**)												
± ... at 50%:	4	5	8	5	8	11	8	6	9	6	6	16	8	6	11	11

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

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
			SENT		RECEIVED		MODE									PERIOD	
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	More than once	5-year ppt	10-year ppt
Q54																		
	weighted sample:	712	110	594	147	547	652	51	176	251	174	103	612	78	0	526	178	280	397
		100%	15%	84%	21%	77%	92%	7%	25%	35%	24%	15%	86%	11%	0%	74%	25%	39%	56%
	real # of participants:	690	145	537	174	500	629	53	171	212	143	156	595	73	0	512	172	278	377
Yes		81%	76%	82%	79%	81%	80%	88%	83%	80%	80%	80%	80%	84%	0%	80%	82%	80%	81%
No		19%	24%	18%	20%	19%	20%	12%	17%	20%	20%	19%	20%	16%	0%	20%	18%	20%	18%
DK/NR		0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
			+	-								+							
	chi²:		(*)																
	± ... at 50%:	4	9	5	8	5	4	14	8	7	9	8	4	12	*	5	8	6	5

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
Q54															
	weighted sample:	712	525	185	406	140	115	202	332	153	364	347	45	168	303	95	101
		100%	74%	26%	57%	20%	16%	28%	47%	22%	51%	49%	6%	24%	43%	13%	14%
	real # of participants:	690	525	163	391	155	100	189	327	153	365	325	44	185	286	84	91
Yes		81%	81%	80%	79%	83%	85%	82%	81%	79%	80%	81%	80%	82%	82%	81%	76%
No		19%	19%	20%	21%	16%	15%	18%	19%	21%	20%	19%	20%	18%	18%	19%	24%
DK/NR		0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	chi²:																
	± ... at 50%:	4	5	8	5	8	11	8	6	9	6	6	16	8	6	11	11

Are you a Canadian citizen by birth?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT	RECEIVED		MODE										More	PERIOD	
			By	In	By	In								Leisre	Busnss	Has		than	5-year	10-year
		TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q55																			
	weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
		100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Yes		70%	79%	68%	78%	67%	70%	73%	86%	58%	63%	81%	70%	72%	63%	74%	71%	76%	66%
			+++	---	+++	---			+++	---	-	+++			---	++		+++	---
No		29%	20%	32%	22%	32%	30%	26%	13%	41%	37%	18%	30%	28%	37%	26%	28%	23%	34%
			---	+++	---	+++			---	+++	++	---			+++	--		---	+++
DK/NR		1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	0%
																	++		
	chi²:		(**)		(**)				(***)						(***)			(**)	
	± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q55																
	weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
		100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Yes		70%	100%	0%	82%	95%	21%	79%	70%	63%	73%	67%	90%	88%	61%	69%	61%
			+++	---	+++	+++	---	+++		---	+	-	+++	+++	---		-
No		29%	0%	100%	18%	4%	79%	21%	30%	37%	26%	33%	10%	11%	38%	31%	39%
			---	+++	---	---	+++	---		+++	-	+	---	---	+++		++
DK/NR		1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%
	chi²:		***		(***)			(***)			(*)		(***)				
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

Which language did you learn first and still understand?

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
Q56																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
English	55%	56%	54%	57%	54%	55%	51%	28%	64%	68%	53%	55%	52%	50%	55%	62%	55%	54%
								---	+++	+++				-		+		
French	20%	30%	18%	28%	17%	20%	25%	55%	1%	5%	34%	21%	24%	22%	22%	11%	21%	20%
		+++	---	+++	---			+++	---	---	+++					--		
Other language	18%	10%	19%	12%	20%	18%	16%	11%	24%	21%	10%	17%	19%	20%	16%	18%	17%	18%
		---	+++	---	+++			--	+++		---							
French and English	1%	0%	1%	0%	1%	1%	3%	3%	0%	0%	1%	1%	1%	0%	1%	4%	2%	0%
								+++	-							+++	+	-
Other combination	6%	4%	7%	3%	7%	6%	4%	2%	11%	6%	2%	6%	4%	7%	6%	4%	5%	7%
		-	+	--	++			--	+++		---							
DK/NR	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
																+		
chi²:		(***)		(***)				(***)						(***)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

Which language did you learn first and still understand?

		CANADIAN CITIZEN BY BIRTH		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
	TOTAL	Yes	No	Englsh	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q56																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
English	55%	64%	33%	100%	0%	0%	58%	50%	60%	54%	55%	86%	12%	65%	73%	67%
		+++	---	+++	---	---		--	+			+++	---	+++	+++	++
French	20%	28%	3%	0%	100%	0%	18%	25%	16%	22%	19%	10%	73%	3%	5%	3%
		+++	---	---	+++	---		+++	-				+++	---	---	---
Other language	18%	5%	47%	0%	0%	100%	17%	18%	18%	17%	18%	2%	10%	22%	17%	22%
		---	+++	---	---	+++						--	---	+++		
French and English	1%	1%	0%	0%	0%	0%	2%	0%	1%	1%	1%	2%	3%	1%	0%	0%
		+	-					-					++			
Other combination	6%	2%	17%	0%	0%	0%	5%	7%	5%	6%	7%	0%	2%	9%	5%	8%
		---	+++									-	--	++		
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
chi^2:		(***)		***			(**)					(***)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

Age (computed from the year of birth)

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY PERIOD	
			SENT	RECEIVED		MODE										More		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
AGE																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
18-35	25%	23%	25%	23%	26%	24%	33%	23%	25%	29%	22%	26%	18%	19%	28%	28%	24%	26%
														---	+			
36-55	45%	47%	45%	46%	45%	46%	41%	54%	44%	37%	46%	43%	62%	43%	47%	47%	46%	45%
								++		--		---	+++					
56+	26%	27%	25%	29%	24%	26%	22%	20%	25%	30%	28%	28%	13%	34%	22%	19%	26%	25%
								-				++	--	+++	-	-		
NR	4%	4%	4%	2%	5%	4%	4%	4%	5%	4%	3%	4%	7%	4%	3%	5%	4%	3%
				-	+													
chi²:								*				(***)		***				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	45.9	47.2	45.5	47.5	45.1	46.1	43.8	44.4	45.9	45.8	47.5	46.0	44.3	48.9	44.6	43.5	45.9	45.4
standard error:	0.47	0.90	0.55	0.83	0.58	0.48	1.97	0.87	0.86	1.21	0.88	0.52	1.01	0.80	0.66	1.16	0.77	0.60
sig. test for means:				*	*						*			***	**	*		

Age (computed from the year of birth)

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
AGE																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
18-35	25%	28%	17%	27%	22%	24%	100%	0%	0%	27%	23%	18%	24%	25%	23%	31%
		+++	---				+++	---	---							
36-55	45%	45%	45%	41%	56%	46%	0%	100%	0%	45%	45%	54%	52%	44%	42%	35%
				---	+++		---	+++	---				++			-
56+	26%	23%	33%	28%	20%	26%	0%	0%	100%	23%	29%	27%	21%	25%	32%	30%
		--	++	+	-		---	---	+++	-	+		-			
NR	4%	3%	4%	4%	3%	4%	0%	0%	0%	5%	4%	2%	3%	5%	4%	4%
chi^2:		***		*			***									
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9
mean for these data:	45.9	44.5	49.1	46.1	45.1	46.4	26.6	45.9	64.4	44.8	47.0	46.4	44.8	46.0	47.2	45.7
standard error:	0.47	0.55	0.85	0.67	0.84	1.15	0.32	0.25	0.43	0.66	0.66	1.70	0.82	0.71	1.44	1.46
sig. test for means:		***	***				***		***	*	*					

Interview language

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT		RECEIVED		MODE									More		10-
			By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
Q58																			
	weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
		100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
French		22%	28%	20%	26%	20%	21%	27%	64%	2%	2%	32%	22%	24%	23%	24%	15%	22%	22%
			++	--	+	-			+++	---	---	+++					-		
English		78%	72%	80%	74%	80%	79%	73%	36%	98%	98%	68%	78%	76%	77%	76%	85%	78%	78%
			--	++	-	+			---	+++	+++	---					+		
	chi²:		**		*		***								*				
	± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
Q58																
	weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
		100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
French		22%	28%	7%	2%	90%	9%	20%	25%	19%	23%	20%	8%	81%	4%	1%	1%
			+++	---	---	+++	---						-	+++	---	---	---
English		78%	72%	93%	98%	10%	91%	80%	75%	81%	77%	80%	92%	19%	96%	99%	99%
			---	+++	+++	---	+++						+	---	+++	+++	+++
	chi²:		***		***								***				
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

Gender

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
			SENT	RECEIVED		MODE										More	PERIOD	
																		10-
			By	By	In							Leisre	Busnss	Has		than	5-year	year
		TOTAL	mail	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	trips	trips	not	Once	once	ppt	ppt
Q59																		
	weighted sample:	1074	233	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
		100%	22%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
	real # of participants:	1074	315	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Female		51%	55%	57%	48%	51%	58%	55%	49%	45%	56%	55%	21%	52%	55%	40%	54%	49%
				++	--					-	+	+++	---		+	---		
Male		49%	45%	43%	52%	49%	42%	45%	51%	55%	44%	45%	79%	48%	45%	60%	46%	51%
				--	++					+	-	---	+++		-	+++		
	chi²:			*				*				***		**				
	± ... at 50%:	3	6	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY			Other										
		BIRTH			lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
Q59																
	weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
		100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
	real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Female		51%	54%	46%	51%	55%	50%	56%	51%	45%	100%	0%	58%	55%	51%	42%	51%
			+	-						-	+++	---				-	
Male		49%	46%	54%	49%	45%	50%	44%	49%	55%	0%	100%	42%	45%	49%	58%	49%
			-	+						+	---	+++				+	
	chi²:		*				*				***						
	± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE										More	PERIOD	
																		10-
	TOTAL	By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	than once	5-year ppt	year ppt
REGIO																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Atlantic Canada	5%	9%	4%	9%	4%	6%	0%	19%	0%	0%	5%	5%	6%	3%	5%	10%	8%	4%
		++	--	+++	---	+	-	+++	---	---				-		++	++	--
Quebec	24%	27%	23%	26%	22%	23%	31%	81%	0%	1%	28%	24%	26%	23%	25%	19%	25%	23%
								+++	---	---								
Ontario	43%	35%	45%	35%	47%	43%	42%	0%	97%	0%	49%	43%	42%	45%	41%	48%	42%	45%
		--	++	---	+++			---	+++	---	+							
Prairies	13%	11%	14%	11%	14%	14%	12%	0%	1%	49%	7%	13%	15%	14%	13%	15%	14%	14%
								---	---	+++	---							
British Columbia	14%	17%	14%	19%	13%	14%	14%	0%	1%	50%	10%	15%	10%	14%	15%	9%	12%	14%
				++	--			---	---	+++	-					-		
chi^2:		**		***				***						*				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4

		CANADIAN	MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH			Other language						Atlantic	Quebec	Ontario	Prairies	BC
	TOTAL	Yes	No	Englsh	French		18-35	36-55	56+	Female	Male					
REGIO																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Atlantic Canada	5%	7%	2%	8%	3%	1%	4%	6%	5%	6%	5%	100%	0%	0%	0%	0%
		++	--	+++	-	--						+++	---	---	--	--
Quebec	24%	30%	9%	5%	85%	14%	23%	27%	19%	25%	22%	0%	100%	0%	0%	0%
		+++	---	---	+++	---		+	-			---	+++	---	---	---
Ontario	43%	38%	56%	51%	7%	54%	43%	43%	42%	43%	43%	0%	0%	100%	0%	0%
		---	+++	+++	---	+++						---	---	+++	---	---
Prairies	13%	13%	14%	18%	3%	13%	12%	12%	17%	11%	16%	0%	0%	0%	100%	0%
				+++	---					-	+	--	---	---	+++	---
British Columbia	14%	13%	19%	18%	2%	18%	18%	11%	17%	14%	15%	0%	0%	0%	0%	100%
		--	++	+++	---			--				--	---	---	---	+++
chi^2:		***		***		*						(***)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9

Client Satisfaction Index

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET		VALIDITY	
		SENT		RECEIVED		MODE									More	PERIOD	
		By	In	By	In										than	5-year	10-year
	TOTAL	mail	person	mail	person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	once	ppt	ppt
CSI																		
weighted sample:	1074	233	832	291	758	990	68	237	367	250	205	928	106	344	526	178	418	599
	100%	22%	77%	27%	71%	92%	6%	22%	34%	23%	19%	86%	10%	32%	49%	17%	39%	56%
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
Valid value	98%	98%	98%	97%	99%	98%	98%	97%	99%	98%	98%	98%	98%	99%	98%	99%	98%	99%
DK/NR	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
		++	--	+	-													
chi²:		(**)		(**)														
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	7.85	7.91	7.84	7.83	7.85	7.87	7.59	7.93	7.88	7.77	7.79	7.85	7.89	7.91	7.83	7.82	7.92	7.84
standard error:	0.032	0.064	0.037	0.058	0.039	0.033	0.125	0.075	0.057	0.066	0.061	0.034	0.102	0.055	0.044	0.086	0.051	0.042
sig. test for means:						*	*											

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other lan-						Atlan-		Onta-	Prai-	
	TOTAL	Yes	No	Englsh	French	guage	18-35	36-55	56+	Female	Male	tic	Quebec	rio	ies	BC
CSI																
weighted sample:	1074	753	315	587	219	188	268	483	278	551	524	57	254	464	145	154
	100%	70%	29%	55%	20%	18%	25%	45%	26%	51%	49%	5%	24%	43%	13%	14%
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
Valid value	98%	98%	99%	98%	98%	99%	99%	99%	98%	99%	98%	98%	97%	99%	99%	98%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
chi²:																
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9
mean for these data:	7.85	7.87	7.80	7.87	7.89	7.79	7.71	7.91	7.91	7.85	7.86	7.98	7.92	7.86	7.92	7.61
standard error:	0.032	0.037	0.062	0.043	0.066	0.081	0.061	0.050	0.059	0.043	0.047	0.171	0.065	0.048	0.080	0.080
sig. test for means:							**									**

Weighting scheme

		APPLICATION		PASSPORT		ISSUANCE		PASSPORT OFFICE REGION				MAIN USAGE		USED YET			VALIDITY	
		SENT		RECEIVED		MODE											PERIOD	
		By mail	In person	By mail	In person	Normal	Exprss	JWE	JWO	JWW	JWC	Leisre trips	Busnss trips	Has not	Once	More than once	5-year ppt	10-year ppt
WGT																		
real # of participants:	1074	315	749	363	688	987	71	233	303	207	316	934	100	366	512	172	422	595
	100%	29%	70%	34%	64%	92%	7%	22%	28%	19%	29%	87%	9%	34%	48%	16%	39%	55%
Deflating	52%	81%	40%	74%	41%	52%	54%	41%	30%	28%	100%	53%	44%	61%	49%	43%	51%	53%
		+++	---	+++	---			---	---	---	+++			+++	-	--		
Neutral	1%	3%	1%	3%	0%	1%	3%	0%	0%	0%	0%	2%	0%	2%	1%	1%	0%	2%
		++	--	+++	---													
Inflating	47%	16%	60%	22%	58%	47%	44%	59%	70%	72%	0%	46%	56%	37%	50%	56%	49%	45%
		---	+++	---	+++			+++	+++	+++	---			---	+	++		
chi²:		(***)		***				***						(***)				
± ... at 50%:	3	6	4	6	4	3	12	7	6	7	6	3	11	6	5	8	5	4
mean for these data:	1.00	0.74	1.11	0.80	1.10	1.00	0.96	1.02	1.21	1.21	0.65	0.99	1.06	0.94	1.03	1.03	0.99	1.01
variance:	0.154	0.078	0.146	0.106	0.149	0.161	0.063	0.023	0.229	0.124	0.009	0.149	0.168	0.174	0.144	0.135	0.125	0.175
standard error:	0.012	0.016	0.014	0.017	0.015	0.013	0.030	0.010	0.027	0.024	0.005	0.013	0.041	0.022	0.017	0.028	0.017	0.017
sig. test for means:		***	***	***	***				***	***	***			***	*			

		CANADIAN		MOTHER TONGUE			AGE			GENDER		REGION OF RESIDENCE				
		CITIZEN BY BIRTH				Other language						Atlantic	Quebec	Ontario	Prairies	BC
WGT																
real # of participants:	1074	779	288	577	256	170	265	485	282	566	508	58	292	447	131	146
	100%	73%	27%	54%	24%	16%	25%	45%	26%	53%	47%	5%	27%	42%	12%	14%
Deflating	52%	54%	46%	49%	68%	45%	49%	52%	56%	55%	49%	29%	65%	53%	42%	42%
		+	-	--	+++	-						---	+++		-	-
Neutral	1%	2%	1%	2%	1%	0%	1%	2%	1%	2%	1%	3%	1%	2%	2%	1%
										+	-					
Inflating	47%	44%	53%	50%	30%	55%	50%	46%	43%	43%	50%	67%	34%	46%	56%	57%
		--	++	++	---	++				-	+	++	---		+	++
chi²:		(*)		(***)						*		(***)				
± ... at 50%:	3	4	6	4	7	8	6	5	6	4	5	14	6	5	9	9
mean for these data:	1.00	0.97	1.09	1.02	0.85	1.11	1.01	1.00	0.98	0.97	1.03	0.98	0.87	1.04	1.10	1.06
variance:	0.154	0.123	0.227	0.145	0.058	0.240	0.126	0.152	0.173	0.140	0.167	0.080	0.045	0.218	0.189	0.125
standard error:	0.012	0.013	0.028	0.016	0.015	0.038	0.022	0.018	0.025	0.016	0.018	0.037	0.012	0.022	0.038	0.029
sig. test for means:		***	***	*	***	***				*	*		***	*	**	*	