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## **2004 Canadian Passport Office National Client Satisfaction Survey**

### Final Report

Prepared for

Continuous Improvement  
**Canadian Passport Office**  
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# EXECUTIVE SUMMARY

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In the context of the global Government of Canada initiative aimed at improving service to the public, the Passport Office initiated a client satisfaction measurement program in 2001. This report presents the analysis of the 2004 Passport Office client satisfaction survey.

## Methodology

This research is based on a telephone survey of clients. It included feedback from a representative sample of 1,337 clients chosen at random from the list of people who were delivered a passport over the three months prior to the survey; a systematic sample, stratified according to the use of Canada Post as receiving agent, was used. *Ex post facto* weights based on geography and CPC use were developed. The data collection was performed by Écho Sondage from April 28, 2004 to May 20, 2004 and led to an overall response rate of XXX%. In the absence of evidence otherwise, we have assumed that no particular bias existed in the sample of respondents. The maximum sampling error is estimated at  $\pm 3.1$  percentage points in the worst, complete-sample case; sampling errors are wider for sub-samples.

This study uses the 2001 (re-used in 2003) questionnaire which generally conforms with the Common Measurement Tool model — the *de facto* standard for federal departments and agencies.

## Client Values

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

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

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

The shift in client values **from service reliability to product security** has stabilised in 2004 albeit signs of diminishing concerns with security suggest that the Office must keep its finger on the client value pulse.

Most service features have seen their importance rating **decrease** slightly between 2003 and 2004, after an increase between 2001 and 2003. This evolution indicates that after exhibiting rising expectations in 2003, Passport Office clients now show **lowering expectations with regard to service**. There is one striking exception: the importance of **waiting time at the Passport Office** has risen again; It now ranks 8<sup>th</sup> in importance whereas it was 22<sup>nd</sup> in 2003. Quantitative expectations regarding service delays (e.g., waiting time, production time) are less demanding than in 2001.

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

The top five most effective levers of satisfaction were:

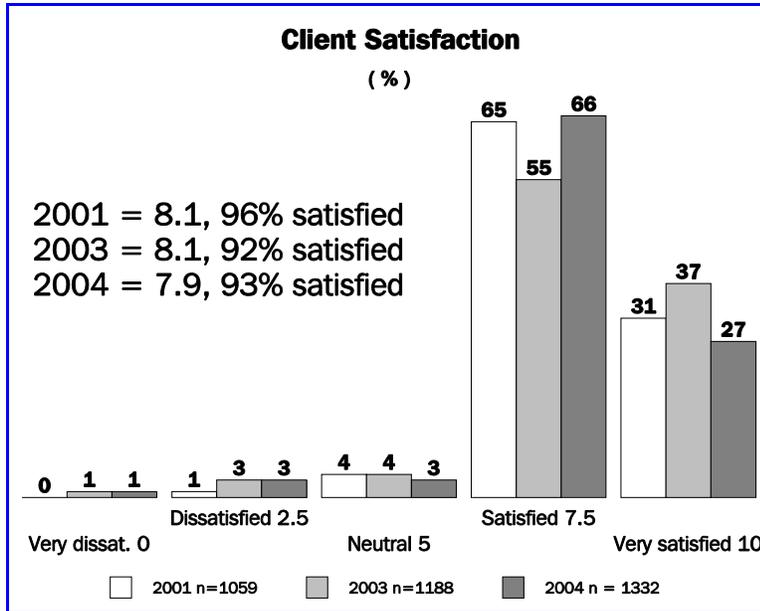
- the ease of access to information;
- the waiting time to receive the passport by mail (mail only);
- the ease of submitting the application;
- the understanding of particular needs;
- the fairness of the process.

These data indicate an important shift in the underlying values of Passport Office clients. In 2001 and in 2003, we described the values results as indicating the clients were satisfied by a strong service relationship, characterized by speed, effectiveness and competence. In 2004, the structure of Passport Office client values is much more amorphous, emphasizing general service characteristics such as fairness and understanding. It may be a reflection of a service that is perceived as more shapeless than before: in the past, very strong service characteristics were associated with the Passport Office (e.g., speed, competence); this is much less the case in 2004.

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

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



**Client Satisfaction**

Overall, **93% of clients indicated some dose of satisfaction**; 27% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled with an average rating of 7.9, these results paint a very positive picture of the Passport Office client reactions to the service received

However, the comparison with 2003 (and even 2001) results should be cause for some concern. The average satisfaction score diminished by 0.2 point and, more importantly, the proportion of "very satisfied" clients eroded from 37% to 27%. Therefore, **between 2003 and 2004, the Passport Office lost some ground**

**with regard to client satisfaction.** That may be a reflection of some difficult choices the Office had to make over that period of time.

While these data indicate that there is **substantial overall satisfaction**, Passport Office managers must also realize that there is still **room for improvement**: while 93% indicated some satisfaction, 66% among these 96% (more than two thirds) indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 27% of respondents. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does.

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

- clients of Atlantic Canada and Quebec offices;
- clients who had used their passport once already;
- clients residing in Atlantic Canada.

Clients serviced by the Ontario region offices were less satisfied, as were clients who had not already used their passport.

Not one aspect of service was more satisfying in 2004 than in 2003; a rather large number several suffered from diminished satisfaction. The service features where **satisfaction diminished** in a noticeable way were:

- the competence of staff;
- the courtesy of the staff;

- the effectiveness of the staff;
- answers provided to your questions;
- service responsiveness and reliability;
- the understanding of your particular needs;
- the timing of the payment;
- access to services;
- the waiting time to receive it by mail;
- total time and effort required;
- ease of access to services by telephone;
- the extra cost for express delivery;
- waiting time at the office.

### **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**:

- the total time and effort required by the application process;
- ease of access to services.

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

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

### **Receiving agents**

The service experience of clients using receiving agents was very similar to that of clients using regular channels. They were generally more satisfied with effort-related features but less satisfied with communications. Waiting time to deliver the application was shorter for them, such that three quarters found it acceptable compared to half of clients who used Passport Office counters.

# Chapter 1

## INTRODUCTION

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In 2001, in the context of the global Government of Canada initiative aimed at improving service to the public<sup>1</sup>, the Canadian Passport Office decided to initiate a client satisfaction measurement program. This report presents the analysis of the 2004 Passport Office client satisfaction survey. It is based on a global telephone client survey which is comparable to the baseline study conducted for the Office in 2001 and the follow-up survey of 2003. Other work was conducted in 2002 to implement an office-level client survey meant to feed into the development of service improvement strategies at the local level.

### **Assignment**

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

- making fine adjustments to the questionnaire used in 2003;

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

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

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

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

### ***Structure of the report***

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

# Chapter 2

## METHODOLOGY

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

### 2.1 *Questionnaire design*

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The questionnaire was developed by **Circum Network Inc.** as part of an other assignment in 2000. The questionnaire used in 2004 was the same as that used in 2003 with the following exceptions (all located in the last section on socio-demographics:

- the question on use of the passport was revised to make open mention of use as a proof of identity;
- a question was added to document recent use of the passport to access countries other than the United States.

The questionnaire was organized within the following sections:

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

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

## 2.2 ***Sampling strategy***

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The client population was defined as all people aged 18 or over who had applied for a passport within the previous twelve months. For operational and cognitive reasons, only clients who had had dealings with the Office in the three months preceding the telephone interview were contacted; clients whose passport was issued between January 1, 2004 and March 31, 2004 were included in the sample. Also, only clients who could reasonably comprehend and express themselves in either French or English qualified for the interview.

A stratified systematic sample was drawn from the client database by Passport Office information systems personnel. The main stratum comprised all clients who used the regular processes; a secondary stratum was defined for clients who used the services of a receiving agent — only Canada Post during the period of the study. Telephone numbers were not available from the source used; they were researched by the consultant's logistics team using existing telephone books, telephone number compilations on CD-ROM and telephone number look-up Web sites.

## 2.3 ***Data collection operations***

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The telephone interviews were conducted by Echo Sondage, the ***Circum Network Inc.*** survey division, between April 28, 2004 and May 20, 2004. Interviews lasted 12 minutes on average.

A total of 1,337 interviews were completed including 990 with clients using the regular processes and 347 with clients who used receiving agent services.

The response rate of 66% exceeds industry standards (Exhibit 2.1). The refusal rate was low, at 11%. These ratios are quite satisfying — better than the ones achieved in 2003 when the fieldwork was conducted early

summer. They suggest that the data can be considered representative of the client population universe.

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

Disposition	#	#
<b>Numbers used from the list obtained from the Passport Office</b>		<b>3,729 (a)</b>
<b>Ineligible numbers:</b>		
Not in service, duplicate, non-residential, fax	229	
Language problem, cognitive problem	144	
Could not locate the telephone number	1,316	
Not eligible (age, passport holder, etc.)	19	
<b>TOTAL INELIGIBLE</b>	<b>1,708 (b)</b>	
<b>Eligible numbers: ( a - b )</b>		<b>2,021 (c)</b>
Refusals	231 (d)	
Callbacks, no answer, answering machine	453	
Discarded after the fact	0	
<b>TOTAL NOT COMPLETED AMONG ELIGIBLE</b>	<b>684</b>	
<b>Completed</b>		<b>1,337 (e)</b>
Response rate ( e / c )		66%
Refusal rate ( d / c )		11%

## 2.4 Data weighting

*Ex post facto* weights were computed to ensure that the data conformed to the distribution of passports produced according to the province of residence of the client. Moreover, weights were necessary to compensate the planned over-sampling of clients having used the services of a receiving agent. Weights were reasonable in the circumstances considering the over-sampling of receiving agent clients. They varied from 0.05 to 2.88. The variance of the weight set was 0.33 thereby producing a sample

stratification design effect of 1.33.<sup>1</sup> Therefore, this sample of 1,337 respondents behaves statistically as a simple random sample of 1,005 individuals. This factor was taken into account in the calculation of the sampling errors.

## **2.5 Data processing**

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

## **2.6 Data analysis**

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

Based on the full sample of 1,337 responses, the maximum sampling error is estimated at  $\pm 3.1$  percentage points in the worst, complete-sample case (for a proportion of 50%, at a confidence level of 95%, with design effect, without correction for finite population). Sampling errors are wider for sub-samples; Appendix C reports the sampling error for proportions of 50% within each of the groupings presented in the banners.

<sup>1</sup> 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.

## **2.7 *Limitations of this research***

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The results of this research are based on a sample of 1,337 Passport Office clients to which is attached a response rate of 66%. While this is a very respectable response level for a client survey, it still leaves one third of the client territory uncharted. If non-respondents share the attitudinal profile of respondents, this response level raises no inconvenience. However, it is not possible to assert the extent of correspondence between respondents and non-respondents. In the absence of evidence otherwise, we have assumed that no particular bias exists in the sample of respondents.

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

# Chapter 3

## CLIENT VALUES

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

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

### 3.1 **Declared values**

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Some 330 of the 1,337 respondents to the survey were asked to rate the importance they attach to 33 different aspects of the service provided by

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

In 2004, very much as in 2003, the top three values presented by clients were:

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

The similarity in ratings in 2003 and 2004 is noticeable at the top of the value list — although concerns with security have dropped by a small 0.2 points on the 10-point scale.

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

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

The shift in client values **from service reliability to product security** has therefore stabilised in 2004 albeit signs of diminishing concerns with security suggest that the Office must keep its finger on the client value pulse.

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

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

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

It is simply not the foremost value.

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

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

Element	Category	Description	Importance score (0 to 10)			
			2004 n = 330	2003 n = 338	Change 2003-2004	2001 n = 274
Q464	Document	acceptance by other countries	8.9	8.9	0	8.3
Q465	Document	design of passports to avoid forgery	8.7	8.9	-0.2	8.0
Q463	Document	the security features of the passport	8.7	8.9	-0.2	8.2
Q905	Resp. & reliability	the effectiveness of the staff	8.5	8.6	-0.1	8.2
Q902	Resp. & reliability	the competence of the staff	8.5	8.5	0	8.3
Q402	General	service responsiveness and reliability	8.4	8.6	-0.2	8.0
Q301	Communications	clarity of written information	8.4	8.6	-0.2	8.2
Q910	Resp. & reliability	the waiting time at the office	8.4	7.9	+0.5	7.7
Q903	Resp. & reliability	the courtesy of the staff	8.3	8.7	-0.4	7.9
Q404	General	communications	8.3	8.5	-0.2	7.8
Q403	General	access to services	8.3	8.4	-0.1	7.9
Q303	Communications	the ease of access to information	8.3	8.4	-0.1	8.0
Q302	Communications	answers provided to your questions	8.3	8.4	-0.1	8.2
Q305	Communications	communications in your official language	8.2	8.5	-0.3	8.2
Q908	Resp. & reliability	the understanding of your particular needs	8.2	8.3	-0.1	8.1
Q401	General	the passport application rules and process	8.1	8.3	-0.2	7.7
Q911	Resp. & reliability	the time it took to produce a passport	8.1	8.0	+0.1	7.9
Q912	Resp. & reliability	the waiting time to receive it by mail	8.1	7.9	+0.2	7.5
Q901	Resp. & reliability	the availability of application forms	8.0	8.2	-0.2	7.9
Q461	Document	duration of the validity period	7.9	8.2	-0.3	7.3
Q238	Access	flexibility of the methods of access	7.9	8.0	-0.1	7.6
Q236	Access	hours of operations of the office	7.9	7.7	+0.2	7.7
Q914	Resp. & reliability	the total time and effort required	7.8	7.9	-0.1	7.6
Q233	Access	availability of parking close to office	7.8	7.8	0	7.5
Q232	Access	the convenience of the office location	7.8	7.7	+0.1	7.5
Q344	Cost	convenience of the payment methods	7.7	7.8	-0.1	7.6
Q405	General	passport cost and payment options	7.6	7.8	-0.2	7.5
Q341	Cost	the base cost of the passport itself	7.5	7.4	+0.1	7.3
Q231	Access	ease of access to services by telephone	7.4	7.7	-0.3	7.2
Q234	Access	signage to find the office	7.3	7.6	-0.3	7.3
Q343	Cost	the timing of the payment	6.4	6.9	-0.5	6.3
Q342	Cost	the extra cost for express delivery	6.4	6.4	0	6.2
Q462	Document	the number of pages in the passport	5.7	6.6	-0.9	6.5

Exhibit 3.1 contains another message. Most service features have seen their importance rating **decrease** slightly between 2003 and 2004, after an increase between 2001 and 2003. Remembering that the study methodology and questionnaires are strictly similar between the time points — and that variations in the importance scores therefore cannot be attributed to method changes — this evolution indicates that after exhibiting rising expectations in 2003, Passport Office clients now show **lowering expectations with regard to service**.

There is one striking exception to this observation: the importance of **waiting time at the Passport Office** has risen again, from 7.7 to 7.9 between 2001 and 2003 and from 7.9 to 8.4 in 2004. It now ranks 8<sup>th</sup> in importance whereas it was 22<sup>nd</sup> in 2003.

The **low end of the importance scale** is informative as well. Among the ten service elements rated lowest on the client value scale, there are five elements related to **cost** (passport cost and payment options, convenience of the payment options, the base cost of the passport itself, the timing of the payment, the extra cost for express delivery) and four related to **access** (ease of access to services by telephone, convenience of the office location, hours of operations of the office, signage to find the office). These aspects of service, which were already among the least important in 2003, were also among the ones where rated importance decreased the most in 2004 (e.g., a loss of 0.9 on the importance scale for 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) and they maximize the importance of the trust they can put in a document and in a process they understand (hence the importance of security and competence). In 2004, however, waiting time at the office surfaced as an elements of much greater importance than in the past.

## 3.2 **Satisfaction levers**

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

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

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

- First, the interpretation of the leverage effect differs slightly in the case of elements of service related to **cost**. Since cost is hardly ever a reason for satisfaction in and by itself, cost leverage is negative: a higher number means that dissatisfaction with cost has more of a negative effect on satisfaction than a lower number; in the jargon of motivation theory, cost is a *dissatisfier*, not a *satisfier*.
- Second, it is known that satisfaction with **classes of elements of service** (e.g., service responsiveness and reliability) generate closer correlations with overall satisfaction (the most generic of elements of

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

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

The top five most effective levers of satisfaction (after discarding three items which referred to classes of aspects of service) were:

- the ease of access to information;
- the waiting time to receive the passport by mail (mail only);
- the ease of submitting the application;
- the understanding of particular needs;
- the fairness of the process.

Two were part of the "responsiveness and reliability" list (waiting time, understanding) while the other two are comprised in the "process" category (ease of submitting the application, fairness). One is in the communications category (access to information).

These data indicate an important shift in the underlying values of Passport Office clients. In 2001 and in 2003, we described the values results as indicating the clients were satisfied by a strong service relationship, characterized by speed, effectiveness and competence. In 2004, the structure of Passport Office client values is much more amorphous, emphasizing general service characteristics such as fairness and understanding. It may be a reflection of a service that is perceived as more shapeless than before: in the past, very strong service characteristics were associated with the Passport Office (e.g., speed, competence); this is much less the case in 2004.

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

Element	#	Category	Description	Leverage score (0 to 1)		
				2004 n = 1007	2003 n = 858	2001 n = 800
Q10	30	General	service responsiveness and reliability	0.58	0.55	0.51
Q31	32	General	communications	0.47	0.46	0.51
Q293	23	Communications	the ease of access to information	0.43 ↗	0.32	0.35
Q24	31	General	access to services	0.42	0.43	0.42
Q812	13	Responsiveness	the waiting time to receive it by mail	0.42	0.41 ↘	0.49
Q65	3	Process	the ease of submitting your application	0.42 ↗	0.36 ↗	0.28
Q88	10	Responsiveness	the understanding of your particular needs	0.41	0.42	0.40
Q68	5	Process	overall, the fairness of the process	0.40	0.40 ↗	0.33
Q228	20	Access	flexibility of the methods of access	0.40 ↗	0.34	0.34
Q811	12	Responsiveness	the time it took to produce a passport	0.39	0.40	0.44
Q814	14	Responsiveness	the total time and effort required	0.39	0.37	0.39
Q221	15	Access	ease of access to services by telephone	0.37 ↗	0.17	0.17
Q292	22	Communications	answers provided to your questions	0.30 ↘	0.38	0.37
Q67	29	Process	overall, the requirements	0.30	0.33	0.34
Q291	21	Communications	clarity of written information	0.34	0.32	0.35
Q81	6	Responsiveness	the availability of application forms	0.33	0.29	0.30
Q332	26	Cost	the extra cost for express delivery	0.32 ↗	0.20 ↘	0.54
Q61	1	Process	the simplicity of application forms	0.31	0.27	0.32
Q295	24	Communications	communications in your official language	0.30	0.34	0.37
Q62	2	Process	the list of qualified guarantors	0.29 ↗	0.24	0.27
Q66	4	Process	the ease of picking up your passport	0.28 ↘	0.40	0.36
Q810	11	Responsiveness	the waiting time at the office	0.28 ↘	0.33	0.36
Q47	39	Document	the passport as a travel document	0.27 ↘	0.32	0.30
Q35	33	General	passport cost and payment options	0.27	0.31	0.33
Q82	7	Responsiveness	the competence of the staff	0.26 ↘	0.37 ↘	0.45
Q334	28	Cost	convenience of the payment methods	0.26 ↘	0.32	0.34
Q222	16	Access	the convenience of the office location	0.25 ↗	0.18 ↘	0.26
Q83	8	Responsiveness	the courtesy of the staff	0.24 ↘	0.33	0.40
Q333	27	Cost	the timing of the payment	0.23 ↘	0.32	0.34
Q226	19	Access	hours of operations of the office	0.23 ↘	0.32	0.37
Q223	17	Access	availability of parking close to office	0.23 ↗	0.15	0.24
Q85	9	Responsiveness	the effectiveness of the staff	0.21 ↘	0.39 ↘	0.50
Q224	18	Access	signage to find the office	0.21 ↗	0.14 ↘	0.27
Q451	34	Document	duration of the validity period	0.20	0.19	0.19
Q452	35	Document	the number of pages in the passport	0.18 ↘	0.29	0.25
Q331	25	Cost	the base cost of the passport itself	0.17	0.20 ↘	0.28
Q453	36	Document	the security features of the passport	0.16 ↘	0.25	0.25
Q455	38	Document	design of passports to avoid forgery	0.16 ↘	0.24	0.20
Q454	37	Document	acceptance by other countries	0.13 ↘	0.23	0.27

Note: changes are highlighted when they reach at least 5 basis point.

It is interesting to note that two service characteristics has seen a steady erosion of their importance among drivers of satisfaction. They are:

- the effectiveness of staff (gone from a rating of 0.50 in 2001 to 0.21 in 2004);
- the competence of staff (from 0.45 to 0.26).

Meanwhile, one service characteristic has regularly gained in leverage power: the ease of submitting the application has gone from a driver weight of 0.28 in 2001 to 0.42 in 2004.

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

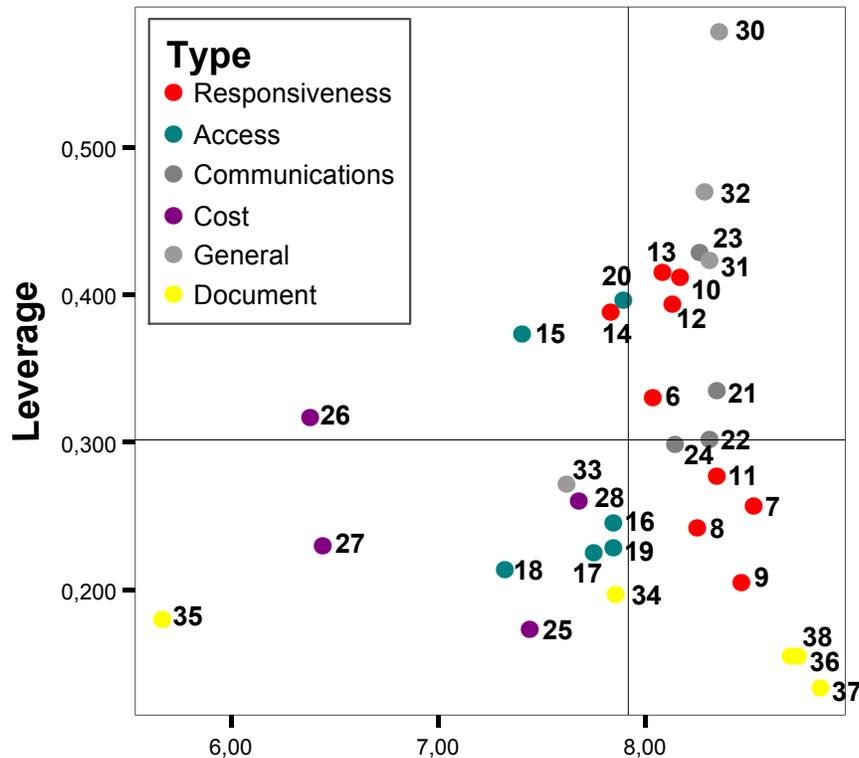
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While the individual analysis of client values and of satisfaction leverage is instructive, their joint analysis uncovers two new types of elements of service: basic service elements and hidden motivations.

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

### EXHIBIT 3.3 Importance vs. Leverage Effect

(data point labels in Appendix 1)



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

- the security features of the passport (item 36);
- acceptance by other countries (item 37);
- design of passports to avoid forgery (item 38).

Note that item 9 (effectiveness of the staff) is making its way toward the basic service category.

### Importance

Displayed at the top of the list of client values, **passport security**

**and effectiveness features are relegated to the rank of basic service components** by this analysis. This means that clients will not accept compromise with regard to these aspects of the service but that good performance in these regards will not significantly improve the overall satisfaction of Passport Office clients. It is considered a given in this service context. This conclusion is similar to that drawn in 2003 on the same issue.

**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.

The Passport Office clients have not displayed hidden motivators over the years. In 2001, only one such hidden motivation was identified: the extra cost incurred for express passport delivery was not pointed out by clients as an important aspect of service, yet, for those concerned, it constituted a significant lever of satisfaction. In 2003, no aspect of service qualified as a hidden motivator and the same is true in 2004 (only access to services by telephone, item 15, falls in that quadrant of Exhibit 3.3, but weakly). Consequently, we reiterate the conclusion that the Passport Office cannot build service improvement strategies on hidden motivators.

# Chapter 4

## CLIENT SATISFACTION

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

### 4.1 Overall satisfaction

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

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

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

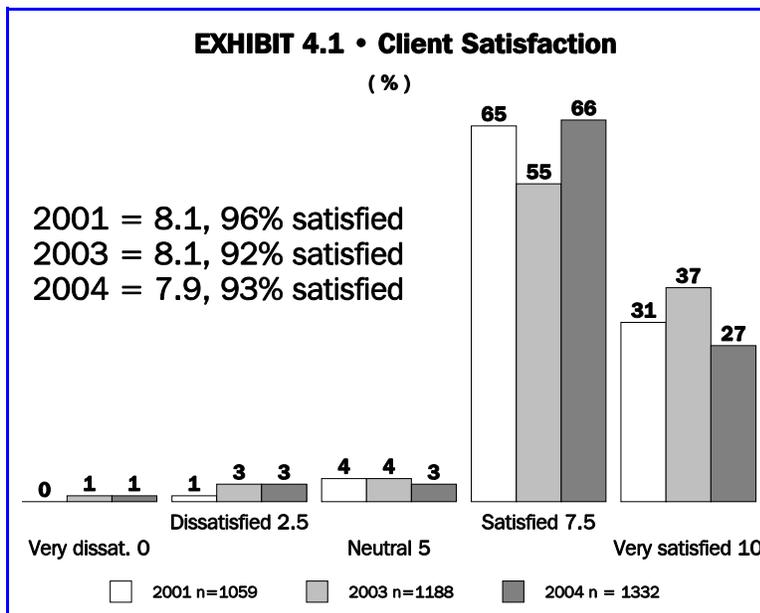


Exhibit 4.1 presents the distribution of satisfaction ratings offered by respondents.

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

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

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

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

Overall, **93% of clients indicated some dose of satisfaction**; 27% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled with an average rating of 7.9, these results paint a very positive picture of the Passport Office client reactions to the service received

However, the comparison with 2003 (and even 2001) results should be cause for some concern. The average satisfaction score diminished by 0.2 point and, more importantly, the proportion of "very satisfied" clients eroded from 37% to 27%. Therefore, **between 2003 and 2004, the Passport Office lost some ground with regard to client satisfaction**. That may be a reflection of some difficult choices the Office had to make over that period of time.

While these data indicate that there is **substantial overall satisfaction**, Passport Office managers must also realize that there is still **room for improvement**: while 93% indicated some satisfaction, 66% among these 96% (more than two thirds) indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 27% of respondents. In Western culture, being "satisfied" does not require much commitment; being "very satisfied" does. Excellence is therefore better measured by the proportion of top-box clients of which there are less than one third in the case of the overall application process.

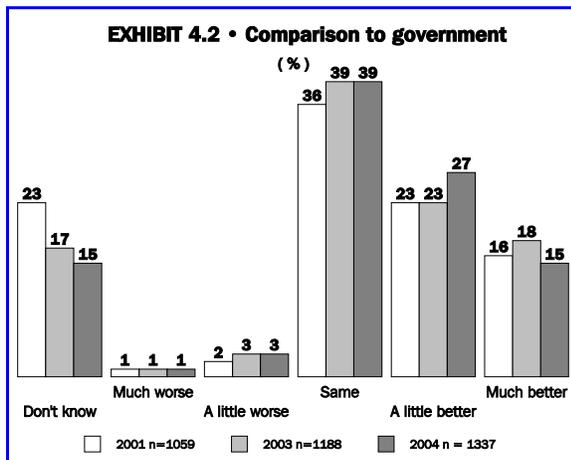
The Passport Office cannot expect 100% of its clients to be "very satisfied" with the service process. It can't even reasonably expect to bring more than 95% of clients within the "satisfied+very satisfied" range — that is, close to its current performance. However, It can aim at increasing the proportion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

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

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

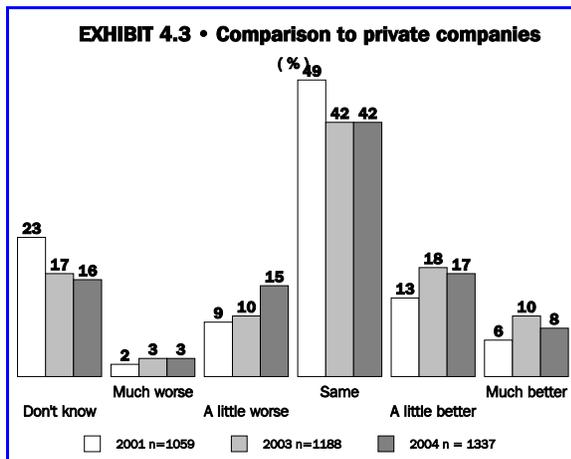
- clients of Atlantic Canada and Quebec offices;
- clients who had used their passport once already;
- clients residing in Atlantic Canada.

Clients serviced by the Ontario region offices were less satisfied, as were clients who had not already used their passport.



When asked to compare the Passport Office service with that of "other federal government organisations", 42% of clients indicated that the Passport Office provided better service (40% in 2003) whereas 4% concluded that its service was not as good (4% in 2003) — others considered the services of similar quality or could not provide an answer.

As Exhibit 4.2 demonstrates, there is relatively little variation from year to year in this comparison. This may show that, while the Passport Office overall client satisfaction has diminished somewhat, other public sector organizations have had the same fate.



A similar comparison with "private companies" was also generally favourable to the Passport Office: 25% of clients rated its service better (28% in 2003) while 18% rated it not as good (13% in 2003).

The polarization of client positions is evident: both ends of this comparison (better vs. worse) have increased their ranks between 2001, 2003 and 2004 (to a lesser degree).

Note that the proportion indicating that the Passport Office did "a little worse" or "much worse" than private companies has risen from 11% in 2001 to 13% in

2003 and 18% in 2004.

## 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 4.4 presents summary results.

According to Exhibit 4.4, the **most satisfying** aspect of the application process is the **ease of picking up the passport** (95% at least somewhat satisfied, mean of 8.0). None of the ratings associated with the application process displayed an increased in satisfaction between 2003 and 2004.

**EXHIBIT 4.4**  
**Satisfaction with the application process**

Element	Description	Satisfaction 2004 (n=1008) <sup>1</sup>			2003 (n=858) <sup>1</sup>	2001 (n=800) <sup>1</sup>
		Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10	Average 0 to 10
Q66	the ease of picking up your passport	8.0	95%	28%	8.2 ↗	7.9
Q68	overall, the fairness of the process	7.8	95%	22%	8.0	8.0
Q62	the list of qualified guarantors	7.6	91%	21%	7.7	7.8
Q67	overall, the requirements	7.6	90%	20%	7.7	7.9
Q61	the simplicity of application forms	7.5	89%	19%	7.7 ↘	8.1
Q65	the ease of submitting your application	7.3	85%	21%	7.4 ↘	8.1

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

In 2001, the simplicity of the application forms was most satisfying; it has dropped in 2003, and again, slightly, in 2004.

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

fares relatively well with a mean satisfaction rating of 7.6 and 91% of clients indicating at least some satisfaction.

The least satisfying element of the application process is the ease of submitting the application (mean rating of 7.3 and 85% indicating some satisfaction). For many, this could be related to service at the Office counter and waiting time to submit the application documents.

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

- Clients of the **Western region** were less satisfied than average with the simplicity of the application forms;
- Clients of the **Ontario region** were less satisfied than average with the ease of submitting the application and the overall fairness of the process;
- Clients of the **Eastern region** were more satisfied than average with the overall fairness of the process;
- Clients serviced by **mail** were more satisfied with the ease of submitting the application as well as the ease of picking up their passport;
- Clients residing in **Atlantic Canada** were more satisfied than average with the simplicity of the application form, the requirements overall and the fairness of the process;
- Clients residing in **Quebec** were more satisfied than average with the list of qualified guarantors;
- Clients residing in **Ontario** were less satisfied with the ease of submitting the application as well as the fairness of the process;
- Clients residing in the **Prairies** were more satisfied with the ease of submitting the application as well as the fairness of the process;
- Clients **aged 56 or more** were more satisfied than average with the ease of submitting the application as well as the fairness of the process;
- Clients **aged 36 to 55** were less satisfied than average with the ease of submitting the application;
- **Naturalized Canadians** were less satisfied than average with the list of qualified guarantors, as were **allophones**; allophones were also less satisfied than average with the ease of picking up the passport and the fairness of the process;
- **Women** were less satisfied than average with the fairness of the process.

### 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 4.5 synthesizes the satisfaction indicators relative to the passport itself. Overall, the passport gets an average satisfaction rating of 8.2; 96% of passport applicants indicated some degree of satisfaction with the passport as a travel document and 31% 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**.

**EXHIBIT 4.5**  
**Satisfaction with the travel document**

Element	Description	Satisfaction 2004 (n=1008) <sup>1</sup>			2003 (n=858) <sup>1</sup>	2001 (n=800) <sup>1</sup>
		Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10	Average 0 to 10
Q47	the passport as a travel document	8.2	96%	31%	8.4 ↗	8.1
Q454	acceptance by other countries	7.9	95%	22%	8.1	8.0
Q453	the security features of the passport	7.6	90%	15%	7.8	7.6
Q452	the number of pages in the passport	7.5	90%	10%	7.7	7.6
Q455	design of passports to avoid forgery	7.3	83%	14%	7.5 ↗	7.2
Q451	duration of the validity period	6.5	75%	8%	6.7	6.8

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

The satisfaction rating with the passport as a document have stayed statistically the same between 2003 and 2004. However, we notice that every rating in Exhibit 4.5 has eroded by about 0.2 point. This is symptomatic of a slowly deteriorating impression of the passport as a product. For example, the proportion who said they were "very satisfied" with

the passport as a travel document went from 39% in 2003 to 31% in 2004.

Acceptance by other countries rates a 7.9 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.

At the other end of the list, **the duration of the validity period of the passport is the least satisfying** of the product characteristics, as it was in 2001 and 2003: it collects an average satisfaction score of 6.5; 75% of clients express satisfaction in this regard and only 8% selected the top box of the scale. Note that survey respondents were not tipped about the possibility of a different validity period by previous questions since additional queries on this issue took place after the satisfaction rating had been requested.

Asked if they would prefer a 5-year or a 10-year validity period<sup>1</sup>, **58% of clients selected a 10-year validity period** (56% in 2001 and 54% in 2003) while 39% (39% in 2001 and 42% in 2003) elected for the current 5-year period (3% did not provide an answer to this question). Canadians-by-birth preferred the longer validity period (55% vs. 41%), but not as much as Canadians-by-adoption (67% vs. 30%). Preference for the 10-year validity period was stronger among men (61%) than women (55%).

Satisfaction with the resistance of the passport to forgery was second lowest, at 7.4 satisfaction points. 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 **Western region** were more satisfied than average with the security features of the passport and the design of passports against forgery;

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

- Clients of the **Eastern region** were less satisfied than average than average with the security features of the passport and with the design of the passport to avoid forgery, but they were more satisfied than average with the passport as a travel document;
- those using the passport primarily for **leisure** were somewhat less satisfied than average with acceptance by the other countries;
- those using the passport **both** for **leisure** and for **work** were more satisfied than average with acceptance by the other countries, ;
- those who had **used the passport** were more satisfied than average with the acceptance by other countries, with the design of passports against forgery and with the passport as a travel document;
- Residents of **British Columbia** were less satisfied than average with the number of pages in the document;
- Residents of **Quebec** were less satisfied than average with the security features of the passport and with the design of the passport to avoid forgery, but more satisfied than average with the duration of the validity period of the passport;
- Residents of the **Prairies** were more satisfied than average with the security features of the passport and the design of passports against forgery;
- **Francophones** were less satisfied than average with the security features of the passport and with the design of the passport to avoid forgery;
- **Anglophones** were somewhat more satisfied than average with the security features of the passport.

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

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Having dealt with the overall application process and with the passport as a product, this section turns to client satisfaction with the service process. Exhibit 4.6 presents the summary satisfaction indicators for the 27 available indicators.

It is striking to note that **four of the top five most satisfying** service characteristics relate to **responsiveness and reliability**. Specifically, the

most satisfying aspects of service deal directly with the **client-employee relationship**; they are:

- communications in the client's official language;
- the availability of application forms;
- 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 8.2 with 94% to 98% of clients being "satisfied" or "very satisfied" and 28% to 36% being "very satisfied".

These results are stable compared to 2001 and 2004. What has not been stable, though, are the values of clients who have shifted from valuing a strong service relationship to emphasizing more amorphous features as fairness and understanding. While clients still appreciate the direct service they receive, this service does not provoke satisfaction to the same degree as before. The serious decrease of satisfaction with waiting time at the office (from 6.4 to 5.9 to 5.2 over three surveys — it is now the least satisfying feature of service) may explain why courteous and competent services cannot compensate and produce a satisfied customer any more.

Notwithstanding positive absolute results, one must take stock of the general downwards movement of satisfaction ratings of service elements:

- all changes between 2003 and 2004 are reductions in average satisfaction with the following displaying the most important drops:
  - waiting time at the office (5.2 vs. 5.9 in 2003 and 6.4 in 2001);
  - the extra cost for express delivery (5.9 vs. 6.4 in 2003);
  - competence of staff (8.2 vs. 8.6 in 2003);
  - the understanding of particular needs (7.7 vs. 8.1 in 2003);
  - waiting time to get a mailed passport (7.2 vs. 7.6 in 2003);
  - the total time and effort required (6.7 vs. 7.1 in 2003).
- the top five service elements in 2003 enjoyed between 39% and 49% of "very satisfied" clients; in 2004, the top five comprised between 28% and 34% of "very satisfied" clients.

**EXHIBIT 4.6 • Satisfaction with the application transaction**

Element	Type	Description	Satisfaction 2004 (n=1008) <sup>1</sup>			2003 (n=858) <sup>1</sup>	2001 (n=800) <sup>1</sup>
			Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10	Average 0 to 10
Q295	Communications	communications in your official language	8.2	98%	28%	8.4 ↗	8.1
Q81	Responsiveness	the availability of application forms	8.2	97%	31%	8.4	8.2
Q82	Responsiveness	the competence of the staff	8.2 ↘	97%	31%	8.6	8.4
Q83	Responsiveness	the courtesy of the staff	8.2 ↘	95%	34%	8.6	8.4
Q85	Responsiveness	the effectiveness of the staff	8.1 ↘	96%	30%	8.4	8.4
Q334	Cost	convenience of the payment methods	7.9	96%	22%	8.1	7.9
Q31	General	communications	7.9	94%	24%	8.1	8.1
Q293	Communications	the ease of access to information	7.8	95%	21%	7.9	7.8
Q292	Communications	answers provided to your questions	7.8 ↘	94%	21%	8.1	8.0
Q10	General	service responsiveness and reliability	7.8 ↘	90%	29%	8.1	8.2
Q88	Responsiveness	the understanding of your particular needs	7.7 ↘	93%	20%	8.1	8.1
Q291	Communications	clarity of written information	7.7	92%	20%	7.7	7.9
Q811	Responsiveness	the time it took to produce a passport	7.7	88%	27%	7.9	8.0
Q333	Cost	the timing of the payment	7.6 ↘	93%	12%	7.9	7.7
Q228	Access	flexibility of the methods of access	7.6	91%	17%	7.7	7.7
Q24	General	access to services	7.3 ↘	85%	17%	7.6	7.6
Q812	Responsiveness	the waiting time to receive it by mail	7.2 ↘	79%	23%	7.6	7.5
Q35	General	passport cost and payment options	7.1	82%	11%	7.3	7.4
Q224	Access	signage to find the office	7.1	84%	9%	7.2	7.2
Q226	Access	hours of operations of the office	7.0	83%	9%	7.2	7.3
Q222	Access	the convenience of the office location	6.7	75%	13%	6.8	6.9
Q814	Responsiveness	the total time and effort required	6.7 ↘	74%	14%	7.1 ↘	7.6
Q221	Access	ease of access to services by telephone	6.5 ↘	71%	19%	6.8 ↘	7.3
Q223	Access	availability of parking close to office	6.1	66%	10%	5.9	5.9
Q332	Cost	the extra cost for express delivery	5.9 ↘	59%	11%	6.4	6.5
Q331	Cost	the base cost of the passport itself	5.4	52%	3%	5.3 ↘	6.1
Q810	Responsiveness	the waiting time at the office	5.2 ↘	50%	11%	5.9 ↘	6.4

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

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

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

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, Exhibit 4.7 identifies the patterns of satisfaction by subgroup.

Note that use of a **receiving agent tends to increase satisfaction with some effort-related issues** (waiting time at the office, total time and effort required, convenience of the office location) **but reduce it with communication service features** (clarity of written information, communications in your official language, overall communications and also overall payment).

Also of note is that English-speaking clients tend to be more satisfied than other clients in 2004 whereas it was the opposite in 2003. Allophones remain mostly less satisfied than other language groups.

Residents of Atlantic Canada emerge as more satisfied than other on several service features. It was not the case in 2003. Last year, residents of Quebec tended to be more satisfied than others; this year, it is less to the case.

**EXHIBIT 4.7 • Patterns of satisfaction**

<b>Subgroup</b>	<b>More satisfied than average with...</b>	<b>Less satisfied than average with...</b>
Application sent by mail		<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• time it took to produce the passport</li> </ul>
Application delivered at the Passport Office	<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• time it took to produce the passport</li> <li>• communications in your official language</li> <li>• overall, communications</li> </ul>	<ul style="list-style-type: none"> <li>• convenience of the office location</li> <li>• availability of parking close to the office</li> <li>• hours of operations of the office</li> </ul>
Used a receiving agent	<ul style="list-style-type: none"> <li>• waiting time at the office</li> <li>• total time and effort required</li> <li>• convenience of the office location</li> </ul>	<ul style="list-style-type: none"> <li>• clarity of written information</li> <li>• communications in your official language</li> <li>• overall, communications</li> <li>• overall, payment</li> </ul>
Issuance via the express process	<ul style="list-style-type: none"> <li>• waiting time at the office</li> <li>• waiting time to receive the passport by mail</li> <li>• flexibility of methods of access</li> </ul>	<ul style="list-style-type: none"> <li>• convenience of the office location</li> </ul>
Clients served in Atlantic Canada or Quebec	<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• overall, responsiveness and reliability</li> <li>• overall, access</li> <li>• ease of access to information</li> <li>• communications in your official language</li> <li>• overall, communications</li> <li>• extra cost of express delivery</li> <li>• timing of the payment</li> <li>• convenience of the payment options</li> </ul>	
Clients served in Ontario		<ul style="list-style-type: none"> <li>• availability of application forms</li> <li>• waiting time at the office</li> <li>• total time and effort required</li> <li>• overall responsiveness and reliability</li> </ul>
Clients served west of Ontario	<ul style="list-style-type: none"> <li>• waiting time at the office</li> <li>• time it took to produce the passport</li> </ul>	
Clients served by the mail office (including receiving agent)	<ul style="list-style-type: none"> <li>• convenience of the office location</li> <li>• availability of parking close to the office</li> <li>• signage to find the office</li> <li>• hours of operations of the office</li> </ul>	<ul style="list-style-type: none"> <li>• competence of staff</li> <li>• understanding of particular needs</li> <li>• time it took to produce the passport</li> <li>• answers provided to your questions</li> <li>• overall, communications</li> </ul>
Clients who have used their passport	<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• ease of access to information</li> <li>• extra cost of express delivery</li> </ul>	<ul style="list-style-type: none"> <li>• base cost of the passport</li> </ul>

Subgroup	More satisfied than average with...	Less satisfied than average with...
Canadians by birth	<ul style="list-style-type: none"> <li>• availability of application forms</li> <li>• competence of staff</li> <li>• courtesy of staff</li> <li>• effectiveness of staff</li> <li>• understanding of particular needs</li> <li>• overall responsiveness and reliability</li> <li>• communications in your official language</li> </ul>	
Anglophones	<ul style="list-style-type: none"> <li>• competence of staff</li> <li>• courtesy of staff</li> <li>• effectiveness of staff</li> <li>• waiting time at the office</li> <li>• time it took to produce the passport</li> <li>• waiting time to receive the passport by mail</li> </ul>	
Francophones	<ul style="list-style-type: none"> <li>• ease of access to information</li> <li>• communications in your official language</li> <li>• extra cost of express delivery</li> <li>• timing of the payment</li> </ul>	<ul style="list-style-type: none"> <li>• time it took to produce the passport</li> <li>• ease of access to services by telephone</li> </ul>
Allophones		<ul style="list-style-type: none"> <li>• availability of application forms</li> <li>• competence of staff</li> <li>• courtesy of staff</li> <li>• effectiveness of staff</li> <li>• understanding of particular needs</li> <li>• waiting time at the office</li> <li>• time it took to produce the passport</li> <li>• overall responsiveness and reliability</li> <li>• communications in your official language</li> <li>• timing of the payment</li> <li>• convenience of the payment options</li> </ul>
Clients aged 18 to 35		<ul style="list-style-type: none"> <li>• effectiveness of staff</li> <li>• overall responsiveness and reliability</li> </ul>
Clients aged 36 to 55		<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• availability of parking close to the office</li> <li>• hours of operations of the office</li> <li>• flexibility of methods of access</li> <li>• overall, access</li> </ul>
Clients aged 56 or more	<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• hours of operations of the office</li> <li>• flexibility of methods of access</li> <li>• overall, access</li> <li>• clarity of written information</li> <li>• ease of access to information</li> </ul>	

Subgroup	More satisfied than average with...	Less satisfied than average with...
Women		<ul style="list-style-type: none"> <li>• understanding of particular needs</li> <li>• waiting time to receive the passport by mail</li> <li>• overall, access</li> <li>• base cost of the passport</li> <li>• overall, payment</li> </ul>
Residents of Atlantic Canada	<ul style="list-style-type: none"> <li>• availability of application forms</li> <li>• understanding of particular needs</li> <li>• time it took to produce the passport</li> <li>• waiting time to receive the passport by mail</li> <li>• total time and effort required</li> <li>• overall responsiveness and reliability</li> <li>• ease of access to services by telephone</li> <li>• overall, access</li> <li>• clarity of written information</li> <li>• ease of access to information</li> <li>• communications in your official language</li> <li>• overall, communications</li> </ul>	<ul style="list-style-type: none"> <li>• availability of parking close to the office</li> </ul>
Residents of Quebec	<ul style="list-style-type: none"> <li>• availability of parking close to the office</li> <li>• ease of access to information</li> <li>• communications in your official language</li> <li>• extra cost of express delivery</li> <li>• timing of the payment</li> </ul>	<ul style="list-style-type: none"> <li>• time it took to produce the passport</li> </ul>
Residents of Ontario		<ul style="list-style-type: none"> <li>• availability of application forms</li> <li>• understanding of particular needs</li> <li>• waiting time at the office</li> <li>• waiting time to receive the passport by mail</li> <li>• total time and effort required</li> <li>• overall responsiveness and reliability</li> <li>• ease of access to services by telephone</li> <li>• overall, access</li> <li>• communications in your official language</li> <li>• convenience of the payment options</li> </ul>
Residents of the Prairie provinces	<ul style="list-style-type: none"> <li>• waiting time at the office</li> <li>• total time and effort required</li> </ul>	<ul style="list-style-type: none"> <li>• ease of access to information</li> </ul>
Residents of British Columbia	<ul style="list-style-type: none"> <li>• waiting time at the office</li> </ul>	<ul style="list-style-type: none"> <li>• communications in your official language</li> <li>• base cost of the passport</li> <li>• extra cost of express delivery</li> </ul>

## 4.5 **Client expectations**

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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 4.8 provides the key figures in this regard. **A significant match exists between the experience of clients who considered the delays acceptable and the expectations of clients who considered the delays unacceptably long.** Those who found that the wait to deliver the application was acceptable said they waited 40 minutes on average; clients who were critical of the wait expected to wait 39 minutes. The respective figures for pick up wait time are 13 and 22 minutes (i.e., clients who felt ill serviced had lower expectations than the reality of the service for clients who considered themselves well serviced). These matched data suggest that client expectations were not excessive: dissatisfied clients basically expected what satisfied clients were provided. One possible exception to this conclusion regards expectations on passport production time: the very small 3% fringe who are dissatisfied with production time would like it produced in 3 days.

Also of note is the fact that **some clients' perceived experience has worsened** between 2001 and 2003 and again between 2003 and 2004: time to deliver the application went from 42 to 57 to 72 minutes.

Meanwhile, waiting time to pick up the passport went from 17 to 19 minutes between 2001 and 2003, and then down to 13 minutes in 2004.

**EXHIBIT 4.8**  
**Expectations and perceptions regarding delays**

	Year	Average time waited	% acceptable	Average time acceptable	n
<b>Wait time at the office to deliver the application</b>					
All clients	2004	72 min.	52%	—	491
	2003	57 min.	61%	—	622
	2001	42 min.	63%	—	530
Found acceptable	2003	40 min.	100%	—	267
	2004	31 min.	100%	—	382
	2001	22 min.	100%	—	328
Found too long	2004	108 min.	0%	39 min.	223
	2003	100 min.	0%	34 min.	240
	2001	75 min.	0%	23 min.	199
<b>Wait time at the office to pick up the passport</b>					
All clients	2004	13 min.	86%	—	135
	2003	19 min.	86%	—	258
	2001	17 min.	87%	—	393
Found acceptable	2004	15 min.	100%	—	115
	2003	13 min.	100%	—	222
	2001	12 min.	100%	—	343
Found too long	2004	52 min.	0%	22 min.	19
	2003	56 min.	0%	25 min.	36
	2001	47 min.	0%	13 min.	50
<b>Time to deliver the passport from the time all information was provided</b>					
All clients	2004	15 days	97%	—	1,105
	2003	15 days	86%	—	1,140
	2001	10 days	90%	—	986
Found acceptable	2004	15 days	100%	—	1,078
	2003	14 days	100%	—	983
	2001	9 days	100%	—	873
Found too long	2004	29 days	0%	3 days	26
	2003	26 days	0%	11 days	153
	2001	22 days	0%	8 days	110

Finally, passport production time went from 10 to 15 days between 2001 and 2003 but stabilized at 15 days in 2004.

Between 2003 and 2004, client expectations have remained fairly constant. This is confirmed by the stated expectations of those who where found delays unacceptable; waiting 39 minutes instead of 34 to deliver the application, waiting 22 minutes instead of 25 to pick up the passport. There is an apparent anomaly in expectations for passport production: the expected delivery time for dissatisfied clients went from 11 days to 3. This may be due to the peculiarities of this very small group of people (97% found the existing delay acceptable).

Note indeed that 97% found the delay they experienced in the production of the passport acceptable. The corresponding figures are 86% concerning the pick up wait time but 52% for the application delivery wait time. The delay associated with this latter aspect of the process is the least acceptable to clients and the percentage perceiving it as acceptable has gone down over the years: 63% in 2001, 61% in 2003 and 52% in 2004.

### **Requirements**

Almost nine client out of ten (87%, 85% in 2003, 87% in 2001) indicated that they considered the existing requirements to obtain a passport "adequate". Where 7% (8% in 2003, 5% in 2001) of clients considered that the requirements were "excessive", 5% (6% in 2001 and 2003) assessed that they were "insufficient".

### **Access**

Almost half (45%, 46% in 2001 and 2003) 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 (27%, 24% in 2003, 23% in 2001); the Internet garnered more support among business travellers (46%, 44% in 2001 and 2003) and people aged 18 to 35 (38%, 38% in 2003, 27% in 2001). Mail delivery was preferred by almost one client in four (24%, 23% in 2003, 21% in 2001). All in all, preferences in delivery

method are stable with half of clients opting for in-person and one quarter for each of the Internet and mail.

The preferred time period to deal with the Passport Office was regular business hours (35%, 38% in 2001 and 2003), followed by evenings (29%, 25% in 2003, 29% in 2001). Saturdays were selected by 22% of clients (20% in 2003, 17% in 2001). All in all, a majority of clients preferred evenings and Saturdays (51%, 45% in 2003, 46% in 2001). This was particularly evident among people aged 18 to 35 (63% evenings and Saturdays) and 36 to 55 (58%).

The physical location of the Passport Office was considered "beyond a reasonable distance" by one client in four (27%, 25% in 2003, 21% in 2001). This assessment was more frequent for residents of Atlantic Canada (36%, 40% in 2003, 34% in 2001).

### ***Payment methods***

For a purchase such as that of a passport, several payment methods were appreciated by sizeable groups of clients. Almost half of all clients (44%, 47% in 2003, 37% in 2001) preferred credit card payment while about one third would choose debit card payment (33%, 31% in 2003, 27% in 2001); 12% selected cash payment (12% in 2003, 23% in 2001).

Payment by credit card was the preferred method for all subgroups except clients serviced in Atlantic Canada and Quebec, francophones, and people aged 18 to 35 and residents of Quebec where preference for debit cards exceeded that for credit cards.

Most clients preferred to pay the fee upon delivering the application documents (72%, 65% in 2003, 49% in 2001) rather than upon receiving the passport (28%, 24% in 2003, 34% in 2001). Every subgroup analysed identified the same preference.



# Chapter 5

## **PRIORITIES FOR IMPROVEMENT**

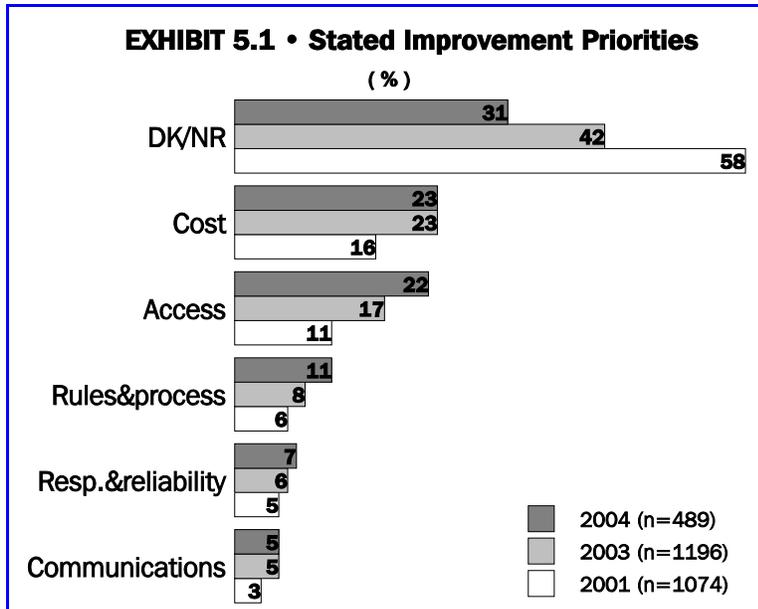
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Priorities for improvement can be determined in two ways: by asking clients what their priorities are and by searching for aspects of service which are important to clients and which do not satisfy them entirely.

### **5.1 Stated priorities**

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The first approach to determining improvement priorities for the Office is to ask clients directly what it should work on. Given this choice, three in 10 (31%, 42% in 2003, 58% in 2001) of clients were unable to select a priority (see Exhibit 5.1). This datum indicates that, in the view of one third of respondents, there is **no obvious improvement required** (or that there are so many that they are incapable of selecting a single priority — an unlikely conclusion given the high level of satisfaction documented earlier in this report). Note that fewer clients took that position than in 2001 or 2003: it indicates that **clients perceive more room for improvement than two or three years ago**.



The area of service **most often** selected for improvement is the **cost** (23%, 23% in 2003, 16% in 2001). Within that category, 77% of those who identified a priority 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 (22%, 17% in 2003, 11% in 2001); it is also a priority that is collecting growing numbers of clients year after year. Within the access domain, 33% of clients who indicated a priority wanted improved office location and 28% wanted closer parking space.

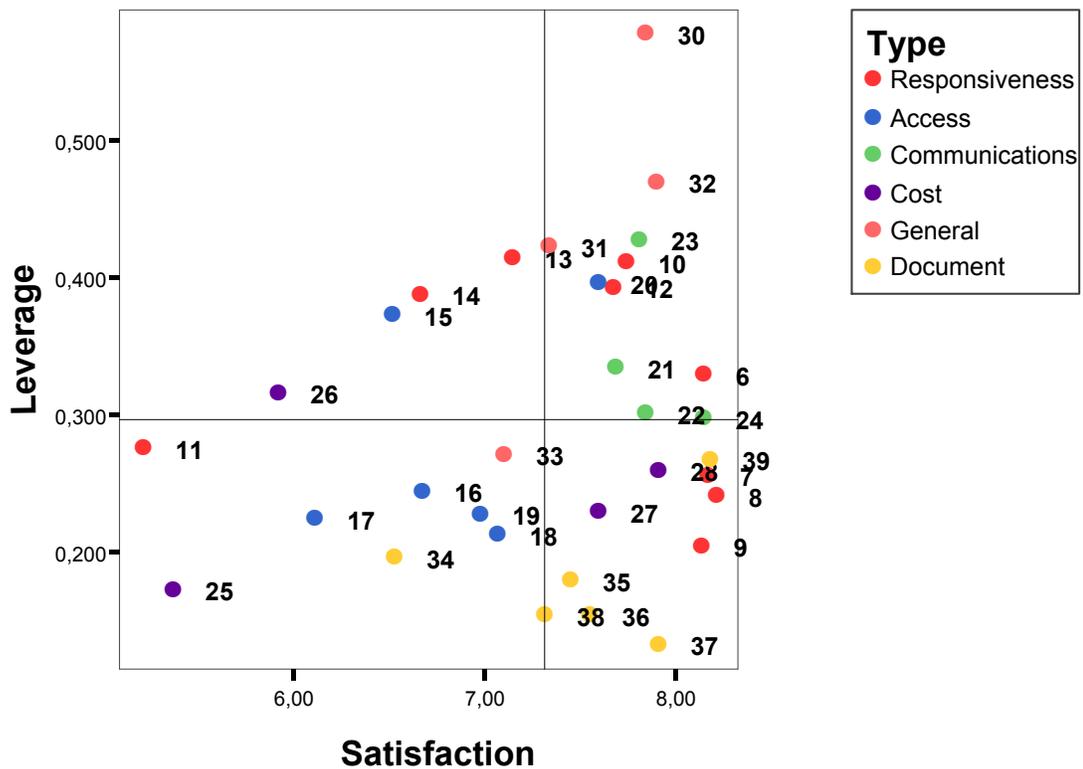
These priorities, stated by clients, may not be the best choices for the Office, however. Indeed, while they may correspond to clients pet peeves, they may not be associated with the best "satisfaction bang for the improvement buck", as the next section will demonstrate.

## 5.2 Modelled priorities

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

## EXHIBIT 5.2

### Satisfaction vs. Leverage Effect



- Low satisfaction and high leverage components are **top priorities** for improvement since they represent significant drivers of overall satisfaction and fall below the average satisfaction level. In the case of the Passport Office, there are only two such top priorities
  - the **total time and effort required** by the application process (item 14);
  - **ease of access to services** (item 15).

- 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:
  - overall communications (item 32);
  - ease of access to information (item 23);
  - the understanding of particular needs (item 10);
  - time to produce the passport (item 12);
  - flexibility of methods of access (item 20).
  
- Low satisfaction and low leverage components are **low priorities** in terms of service improvement. While clients are not excited about the Passport Office's performance in their regard, they don't associate a high degree of leverage to these aspects of service. They are:
  - waiting time at the office (item 11, this applies particularly to the time to deliver applications);
  - availability of parking close to office (item 17);
  - the base cost of the passport itself (item 25);
  - the extra cost for express delivery (item 26).
  
- High satisfaction and low leverage components can be conceived as **disinvestment opportunities**. These are aspects of service where the organization "over-delivers". The interpretation of this type of service components is trickier than in other cases. Indeed, some of these components may belong to the basic service aspects of service described earlier (see page 16) or they may be of low importance to many clients but otherwise constitute government policy (e.g., availability of service in the official language of choice). The "disinvestment opportunities" identified for the Passport Office are:
  - effectiveness of staff (item 9);
  - the security features of the passport (item 36);
  - acceptance by other countries (item 37).

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

## **RECEIVING AGENT CLIENTS**

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This study comprised a special sample of Passport Office clients who elected to use the services of a receiving agent to deliver their application. During the period covered by the sample, only Canada Post acted as receiving agent for the Passport Office.

Every question in the survey was used to compare the service experience and perceptions of the passport product of clients who used regular service channels and receiving agents. Statistically significant differences were found only in the following instances. Clients who used receiving agents were found:

- more satisfied with:
  - waiting time at the office;
  - the total time and effort required;
  - convenience of the office location;
- less satisfied with
  - the clarity of written communications,
  - communications in the official language of choice;
  - with communications overall;
  - payment overall;

- less likely to attribute importance to waiting time at the office;
- more likely to identify the following improvement priorities:
  - effectiveness of staff as an improvement priority (7% vs. 2% for people who delivered their application at the Passport Office counter);
  - office location (25% vs. 19%);
- less likely to identify out parking close to the office as an improvement priority (4% vs. 19%);
- felt they waited 37 minutes on average to deliver their application (vs. 72 minutes) and 19 days to obtain their passport (vs. 14 days);
- more likely to consider the waiting time to deliver the application acceptable (78% vs. 53%);
- more likely to be Canadians by birth (89% vs. 76%);
- less likely to be allophones (7% vs. 17%).

Globally, the service experience of clients using receiving agents was very similar to that of clients using regular channels. They were generally more satisfied with effort-related features but less satisfied with communications. Waiting time to deliver the application was shorter for them, such that three quarters found it acceptable compared to half of clients who used Passport Office counters.

# ***APPENDIX A***

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

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**List of service elements**

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



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

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

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

<b>Question</b>	<b>Answer</b>
Who is this survey done for?	The survey is commissioned by the Canadian Passport Office.
How will my answers be kept confidential?	No individual answers will be reported, only percentages and averages. Also, your name or phone number will not be associated with your answers.
Why would I answer this survey?	The results of this study will be used to improve the service given by the Passport Office. Since only a limited number of people will be involved in the study, your participation is extremely important.
What is this survey about?	Generally speaking, the questions are about the various aspects of the passport application process. We are interested in the views of anyone who has recently received a passport.
How can I ensure the legitimacy of this survey?	You can call the Canadian Survey Research Council at (800)554-9996 to confirm that Echo Sondage is a legitimate professional survey research company and that this survey was registered with them. Otherwise, you can call the research director, Benoît Gauthier, at (819)770-2423 or the representative of the Passport Office, Ronald Scanlan at (819)934-3829.

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## CONFIRMATION OF ELIGIBILITY

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

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

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

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

**Q2B Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?**

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

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

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

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## RESPONSIBILITIES

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

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

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

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

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

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

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## AUTOMATIC ASSIGNMENT

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*Automatic assignment: each respondent is automatically and randomly assigned to one of two groups. Group 1 will be asked satisfaction questions while Groupe 2 will be asked importance questions; Group 1 MUST INCLUDE 75% of the sample; Group 2 MUST INCLUDE 25% of the sample.*

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## PROCESS

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(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS WITHIN BLOCKS)

- 6.1 (IF "I DID IT" AT Q?) the simplicity of the application forms
- 6.2 (IF "I DID IT" AT Q?) the list of qualified guarantors
- 6.5 (IF "BY MAIL" AT Q? OR "I DID IT" AT Q?) the ease of submitting your application
- 6.6 (IF "I DID IT" AT Q?) 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 Q?) .....	98
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

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## RESPONSIVENESS AND RELIABILITY

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(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS)

- 8.1 (IF "I DID IT" AT Q?) the availability of application forms
- 8.2 (IF "I DID IT" AT Q? OR AT Q?) the competence of the staff
- 8.3 (IF "I DID IT" AT Q? OR AT Q?) the courtesy of the staff
- 8.5 (IF "I DID IT" AT Q? OR AT Q?) the effectiveness of the staff
- 8.8 the understanding of your particular needs
- 8.10 (IF "I DID IT" AT Q? OR AT Q?) 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 Q?) the waiting time to receive the passport by mail
- 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 Q?; 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 Q?) .....  
OTHER (SPECIFY \_\_\_\_\_) ..... 98  
DK/NR ..... 99

(IF "I DID IT" AT Q?)

**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 Q?)

**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 Q?)

**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 Q?)

**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 Q?)

**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

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## ACCESS

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(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS)

- 22.1 (IF "YES" AT Q?) ease of access to services by telephone
- 22.2 (IF "I DID IT" AT Q? OR AT Q?) the convenience of the office location
- 22.3 (IF "I DID IT" AT Q? OR AT Q?) the availability of parking close to office
- 22.4 (IF "I DID IT" AT Q? OR AT Q?) signage to find the office
- 22.6 (IF "I DID IT" AT Q? OR AT Q?) hours of operations of the office
- 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 Q?; 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 Q?) .....	
OTHER (SPECIFY _____) .....	98
DK/NR .....	99

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

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

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

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

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

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

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## COMMUNICATIONS

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(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS)

- 29.1 the clarity of information provided in forms and pamphlets
- 29.2 (IF "I DID IT" AT Q? OR AT Q? OR "YES" AT Q5) the quality of answers provided to your questions
- 29.3 the ease of access to information
- 29.5 communications in the official language of your choice

(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)

- 31.1 (Same as Q?)

**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 Q?) .....
- OTHER (SPECIFY \_\_\_\_\_) ..... 98
- DK/NR ..... 99

## COSTS

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(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 Q?) 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 Q?)

**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 Q?) .....  
OTHER (SPECIFY \_\_\_\_\_) ..... 98  
DK/NR ..... 99

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

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

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

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

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## GENERAL QUESTIONS

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

(ASKED OF GROUP 2 ONLY)

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

(PERMUTATION OF ITEMS)

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

(ASKED OF GROUP 2 ONLY)

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

(SAME AS Q?) .....	9
DK/NR .....	9

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

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

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

(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

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

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

(RANDOM FLIPPING OF THE ORDER OF PRESENTATION)

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

## PASSPORT CHARACTERISTICS

(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS)

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

(ASKED OF GROUP 2 ONLY)

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

(PERMUTATION OF ITEMS)

46.1 (Same as Q?)

**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 Q?) .....	
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

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## SOCIO-DEMOGRAPHICS

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

**Q50 Do you use your passport mainly to travel for pleasure, to travel for business, as a general proof of your identity, or for other purposes?**

[ACCEPT UP TO 4 RESPONSES, BUT DO NOT OFFER TO DO SO]

PLEASURE TRAVEL .....	1
BUSINESS TRAVEL .....	2
GENERAL PROOF OF IDENTITY .....	3
OTHER PURPOSES .....	4
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 Q?)

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

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

(IF ONE OR MORE TO Q?)

**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 Q?)

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

YES (WHAT MAIN COUNTRY DID YOU VISIT? _____) .....	1
No .....	2
DK/NR .....	9

(IF NO TO Q?)

**Q54B In which main country do you expect to go using your new passport?**

COUNTRY _____	1
HAS NO TRAVEL PLANS	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

**Q57B Finally, as far as you know, how many members of your household, including yourself, possess a valid Canadian passport?**

NUMBER (MINIMUM 1) ____	
DK/NR	9

**THANK AND TERMINATE**

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

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

**Q59 (DO NOT ASK) Gender**

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

**Q60 (DO NOT ASK) Province**

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

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

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

<b>Question</b>	<b>Réponse</b>
Pour qui ce sondage est-il réalisé?	L'enquête a été commandée par le Bureau des passeports du Canada.
Comment assurerez-vous la confidentialité de mes réponses?	Le rapport ne renfermera aucune réponse individuelle, seulement des pourcentages et des moyennes. Vos nom et numéro de téléphone ne seront pas non plus associés à vos réponses.
Pourquoi devrais-je répondre à ce sondage?	Les résultats de cette enquête serviront à améliorer le service offert par le Bureau des passeports. Puisque le sondage ne s'adresse qu'à un petit nombre de personnes, votre participation est extrêmement importante.
Sur quoi porte ce sondage?	En règle générale, les questions porteront sur divers aspects du processus de demande d'un passeport. Nous voulons connaître le point de vue de personnes qui ont obtenu un passeport récemment.
Comment puis-je m'assurer que ce sondage est légitime?	Vous pouvez appeler le Conseil canadien de la recherche par sondage au (800)554-9996 pour confirmer que Écho Sondage est une entreprise sérieuse et professionnelle de sondage et que le présent sondage a été enregistré auprès d'eux. Autrement, vous pouvez rejoindre le directeur de recherche, Benoît Gauthier, au numéro (819)770-2423 ou le représentant du Bureau des passeports, Ronald Scanlan au numéro (819)934-3829.

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## CONFIRMATION DE L'ADMISSIBILITÉ

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

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

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

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

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

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

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

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

## RESPONSABILITÉS

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

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

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

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

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

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

## AFFECTATION AUTOMATIQUE

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*Affectation automatique : chaque répondant est affecté de façon automatique et aléatoire à un groupe. Les questions sur la satisfaction sont posées au groupe 1, celles sur l'importance le sont au groupe 2. Le groupe 1 DOIT INCLURE 75 % de l'échantillon alors que le groupe 2 DOIT INCLURE 25 %.*

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## LE PROCESSUS

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(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS DANS LES BLOCS)

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

(À POSER AU GROUPE 1 SEULEMENT)

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

(MÊMES ASPECTS QUE Q6) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

## SENSIBILITÉ ET FIABILITÉ

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(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

- 8.1 (SI C'EST «JE L'AI FAIT» À Q4.1) la disponibilité des formulaires de demande
- 8.2 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la compétence du personnel
- 8.3 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) la courtoisie du personnel
- 8.5 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) l'efficacité du personnel
- 8.8 la compréhension de vos besoins particuliers
- 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
- 8.14 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) ..... 98
- AUTRE (VEUILLEZ PRÉCISER \_\_\_\_\_) ..... 98
- NSP/PDR ..... 99

(SI C'EST «JE L'AI FAIT» À Q4.4)

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

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

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

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

(SI C'EST «TROP LONG» À Q13)

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

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

(SI C'EST «JE L'AI FAIT» À Q4.5)

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

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

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

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

(SI C'EST «TROP LONG» À Q16)

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

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

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

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

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

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

(SI C'EST «TROP LONG» À Q19)

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

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

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

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

## L'ACCÈS

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(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

- 22.1 (SI C'EST «OUI» À Q5) la facilité d'accès aux services par téléphone
- 22.2 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) 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
- 22.6 (SI C'EST «JE L'AI FAIT» À Q4.4 OU Q4.5) les heures d'ouverture du bureau
- 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) .....	98
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 MARCHÉ .....	1
À UNE DISTANCE RAISONNABLE EN VOITURE .....	2
À UNE DISTANCE RAISONNABLE PAR TRANSPORT EN COMMUN SI C'EST VOTRE MODE DE TRANSPORT .....	3
AU-DELÀ D'UNE DISTANCE RAISONNABLE .....	4
NSP/PDR .....	9

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## LES COMMUNICATIONS

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(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

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

(À POSER AU GROUPE 2 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

30.1 (Mêmes aspects que Q29)

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

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

(MÊMES ASPECTS QUE Q29) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

## LE COÛT

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(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

- 34.1 (Mêmes aspects que Q33)

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

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

(MÊMES ASPECTS QUE Q33) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

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

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

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

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

## QUESTIONS GÉNÉRALES

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

(À POSER AU GROUPE 2 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

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

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

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

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

(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

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

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

(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

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

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## CARACTÉRISTIQUES DU PASSEPORT

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(À POSER AU GROUPE 1 SEULEMENT)

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

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

(À POSER AU GROUPE 2 SEULEMENT)

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

- 46.1 (Mêmes aspects que Q45)

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

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

(MÊMES ASPECTS QUE Q45) .....	
AUTRE (VEUILLEZ PRÉCISER _____) .....	98
NSP/PDR .....	99

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

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

## DONNÉES SOCIO-DÉMOGRAPHIQUES

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

**Q50 Utilisez-vous votre passeport surtout pour des voyages d'agrément, pour des voyages d'affaires, comme preuve d'identité générale ou à d'autres fins?**

[ACCEPTER JUSQU'À 4 RÉPONSES, SANS L'OFFRIR]

VOYAGES D'AGRÉMENT .....	1
VOYAGES D'AFFAIRES .....	2
PREUVE D'IDENTITÉ GÉNÉRALE .....	3
AUTRES FINS .....	4
NSP/NRP .....	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 (DANS QUEL PAYS PRINCIPALEMENT VOUS ÊTES-VOUS RENDU(E)? _____) .....	1
NON .....	2
NSP/PDR .....	9

(SI C'EST «NON» À Q51)

**Q54B Dans quel pays principalement comptez-vous vous rendre en utilisant votre nouveau passeport?**

PAYS _____ .....	1
N'A PAS DE PLAN DE VOYAGE .....	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

**Q57B Finalement, pour autant que vous sachiez, combien de personnes dans votre ménage, en vous incluant vous-même, possède un passeport canadien valide?**

NOMBRE (MINIMUM 1) ____	
NSP/PDR .....	9

**REMERCIER LA PERSONNE ET TERMINER**

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

FRANÇAIS .....	1
ANGLAIS .....	2

**Q59 (NE PAS DEMANDER) Sexe**

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

**Q60 (NE PAS DEMANDER) Province**

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



# ***APPENDIX C***

## ***Detailed tables***

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Was your passport application sent by mail or delivered in person at the Passport Office?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q2																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>By mail/courier</b>	32%	<b>100%</b> +++	<b>0%</b> ---	<b>75%</b> +++	<b>38%</b> +++	<b>13%</b> ---	<b>34%</b> ++	<b>23%</b> --	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>99%</b> +++	33%	24%	29%	<b>43%</b> +++	<b>26%</b> ---	25%
<b>In person</b>	68%	<b>0%</b> ---	<b>100%</b> +++	<b>25%</b> ---	<b>61%</b> ---	<b>87%</b> +++	<b>66%</b> --	<b>77%</b> ++	<b>100%</b> +++	<b>100%</b> +++	<b>100%</b> +++	<b>1%</b> ---	67%	76%	70%	<b>57%</b> ---	<b>74%</b> +++	75%
<b>Other, specify</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b> -	0%	<b>1%</b> ++	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :					( )		( )		( )				( )			( )		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Was your passport application sent by mail or delivered in person at the Passport Office?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q2																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>By mail/courier</b>	32%	<b>34%</b>	<b>26%</b>	31%	<b>40%</b>	28%	28%	<b>29%</b>	<b>43%</b>	30%	34%	29%	36%	<b>26%</b>	35%	37%
		+	-		++			-	+++					--		
<b>In person</b>	68%	<b>66%</b>	<b>74%</b>	69%	<b>60%</b>	72%	72%	<b>70%</b>	<b>57%</b>	70%	65%	71%	64%	<b>74%</b>	65%	63%
		-	+		--			+	--					++		
<b>Other, specify</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			( )			-		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q2B																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>By mail/courier</b>	75%	<b>90%</b> +++	<b>68%</b> ---	<b>91%</b> +++	<b>100%</b> +++	<b>0%</b> ---	<b>84%</b> +++	<b>39%</b> ---	<b>60%</b> ---	<b>69%</b> --	76%	<b>90%</b> +++	76%	<b>56%</b> --	76%	<b>85%</b> +++	<b>70%</b> ---	70%
<b>In person</b>	25%	<b>10%</b> ---	<b>32%</b> +++	<b>9%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>16%</b> ---	<b>61%</b> +++	<b>40%</b> +++	<b>31%</b> ++	24%	<b>10%</b> ---	24%	<b>44%</b> ++	24%	<b>15%</b> ---	<b>30%</b> +++	30%
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )																	
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Was your new passport sent to you by mail or did you or someone else pick it up at the Passport Office counter?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q2B																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>By mail/courier</b>	75%	77%	71%	<b>80%</b> +++	<b>67%</b> --	<b>68%</b> -	74%	75%	77%	75%	76%	78%	<b>65%</b> ---	76%	82%	82%
<b>In person</b>	25%	23%	29%	<b>20%</b> ---	<b>33%</b> ++	<b>32%</b> +	26%	25%	23%	25%	24%	22%	<b>35%</b> +++	24%	18%	18%
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-					-			-						
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

Was your passport issued using the normal process and with the normal charges or did you pay additional charges for express delivery?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q3																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>Normal process</b>	80%	<b>86%</b> ++	<b>77%</b> --	<b>67%</b> ---	<b>89%</b> +++	<b>53%</b> ---	<b>100%</b> +++	<b>0%</b> --	76%	<b>74%</b> --	84%	<b>85%</b> ++	<b>81%</b> ++	<b>53%</b> ---	78%	<b>85%</b> ++	78%	74%
<b>Express delivery</b>	16%	<b>11%</b> --	<b>18%</b> ++	<b>29%</b> +++	<b>8%</b> ---	<b>40%</b> +++	<b>0%</b> ---	<b>100%</b> +++	21%	<b>20%</b> +	13%	<b>12%</b> --	<b>15%</b> --	<b>37%</b> +++	19%	<b>11%</b> --	<b>19%</b> +	20%
<b>DK/NR</b>	4%	3%	4%	4%	<b>3%</b> --	<b>7%</b> ++	0%	0%	3%	<b>6%</b> +	3%	3%	4%	9%	3%	4%	3%	5%
khi :		( )											( )					
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Was your passport issued using the normal process and with the normal charges or did you pay additional charges for express delivery?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q3																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>Normal process</b>	80%	81%	76%	81%	81%	<b>72%</b>	82%	78%	83%	78%	81%	78%	80%	<b>76%</b>	83%	<b>88%</b>
<b>Express delivery</b>	16%	16%	19%	15%	17%	22%	16%	18%	14%	18%	15%	17%	18%	18%	14%	<b>9%</b>
<b>DK/NR</b>	4%	4%	5%	4%	2%	6%	3%	4%	3%	4%	4%	5%	<b>1%</b>	<b>6%</b>	3%	3%
khi :		-					-			-		( )		++		
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_1 finding an application form																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>I did it</b>	91%	91%	91%	91%	90%	94%	90%	92%	91%	91%	90%	91%	90%	93%	92%	89%	92%	92%
<b>Someone else did it for me</b>	9%	9%	9%	8%	<b>10%</b> +	<b>6%</b> -	10%	7%	8%	9%	10%	9%	9%	7%	8%	11%	8%	8%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	1%	<b>1%</b> ++	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		-		(-)				-			-		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q4_1 finding an application form																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>I did it</b>	91%	91%	90%	91%	89%	91%	91%	91%	95%	91%	91%	93%	89%	91%	89%	92%
<b>Someone else did it for me</b>	9%	9%	10%	8%	10%	9%	9%	9%	5%	9%	9%	5%	10%	9%	11%	8%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
												++				
khi :		-		-			-			-		(-)				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_2 completing the application form																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>I did it</b>	96%	96%	95%	95%	95%	98%	95%	97%	95%	96%	95%	96%	95%	100%	97%	96%	96%	96%
<b>Someone else did it for me</b>	4%	4%	5%	5%	5%	2%	5%	3%	5%	4%	5%	4%	5%	0%	3%	4%	4%	4%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q4_2 completing the application form																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>I did it</b>	96%	<b>97%</b> +	<b>93%</b> -	97%	96%	<b>93%</b> -	97%	97%	97%	96%	95%	98%	95%	96%	95%	95%
<b>Someone else did it for me</b>	4%	<b>3%</b> -	<b>7%</b> +	3%	4%	<b>7%</b> +	3%	3%	3%	4%	5%	2%	5%	4%	5%	5%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		-			-			-		-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_3 finding a guarantor to vouch for you																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>I did it</b>	93%	95%	93%	95%	93%	94%	93%	94%	93%	93%	91%	95%	93%	98%	92%	94%	93%	94%
<b>Someone else did it for me</b>	6%	4%	7% +	4%	6%	6%	6%	6%	6%	7%	8%	4%	6%	2%	6%	5%	6%	5%
<b>DK/NR</b>	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	2%	1%	1%	1%
khi :		-			-		-		-				-			-		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q4_3 finding a guarantor to vouch for you																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>I did it</b>	93%	<b>95%</b> ++	<b>89%</b> --	95%	95%	<b>88%</b> --	93%	95%	94%	93%	93%	95%	94%	93%	94%	91%
<b>Someone else did it for me</b>	6%	<b>5%</b> --	<b>10%</b> ++	5%	5%	9%	7%	4%	4%	6%	6%	3%	6%	6%	5%	8%
<b>DK/NR</b>	1%	1%	1%	1%	0%	<b>2%</b> ++	0%	1%	1%	1%	1%	2%	0%	1%	1%	1%
khi :		( )		( )			-			-		-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_4 delivering the application documents...																		
WEIGHTED TOTAL:	789	0	785	4	503	286	596	160	201	365	213	4	666	41	78	230	422	116
TOTAL:	666	0	593	73	437	229	499	138	153	277	161	73	564	32	67	197	357	95
<b>I did it</b>	89%	0%	<b>89%</b> +	<b>77%</b> -	87%	92%	87%	93%	90%	87%	90%	<b>77%</b> -	89%	100%	85%	88%	89%	91%
<b>Someone else did it for me</b>	11%	0%	11%	19%	12%	8%	12%	7%	9%	13%	9%	19%	11%	0%	15%	11%	11%	9%
<b>DK/NR</b>	1%	0%	<b>1%</b> --	<b>4%</b> ++	1%	0%	1%	0%	1%	0%	1%	<b>4%</b> ++	1%	0%	0%	1%	0%	0%
khi :		-			( )		(-)		-				-			-		
± ... at 50 %:	4.39		4.65	13.25	5.41	7.48	5.07	9.63	9.15	6.80	8.92	13.25	4.77	20.01	13.83	8.06	5.99	11.61

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q4_4 delivering the application documents...																
WEIGHTED TOTAL:	789	598	191	483	153	139	148	436	145	443	346	41	162	367	119	94
TOTAL:	666	514	152	409	136	110	126	366	125	379	287	39	144	320	90	71
<b>I did it</b>	89%	88%	92%	88%	89%	90%	91%	88%	94%	88%	90%	<b>77%</b>	93%	87%	90%	90%
<b>Someone else did it for me</b>	11%	12%	8%	11%	11%	10%	8%	12%	6%	12%	10%	<b>23%</b>	6%	13%	9%	8%
<b>DK/NR</b>	1%	1%	0%	1%	0%	0%	1%	0%	1%	0%	1%	0%	1%	0%	1%	1%
khi :		-		-			-			-		( )				
± ... at 50 %:	4.39	4.99	9.18	5.60	9.70	10.79	10.08	5.92	10.12	5.81	6.68	18.12	9.43	6.33	11.93	13.43

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_5 picking up the passport at the office																		
WEIGHTED TOTAL:	328	41	285	2	0	328	173	132	92	129	58	43	271	25	30	71	194	51
TOTAL:	275	30	214	31	0	275	150	107	70	98	44	61	230	20	24	60	165	42
<b>I did it</b>	87%	<b>71%</b> -	<b>89%</b> ++	74%	0%	87%	<b>82%</b> -	<b>93%</b> +	91%	89%	86%	<b>71%</b> --	87%	95%	83%	<b>74%</b> --	<b>91%</b> +	90%
<b>Someone else did it for me</b>	9%	10%	9%	19%	0%	9%	13%	5%	7%	10%	11%	10%	10%	5%	9%	15%	8%	8%
<b>DK/NR</b>	4%	<b>19%</b> +++	<b>1%</b> ---	6%	0%	4%	5%	2%	1%	1%	2%	<b>19%</b> +++	3%	0%	9%	<b>11%</b> ++	<b>1%</b> -	3%
khi :		( )			-				( )				-			( )		
± ... at 50 %:	6.82	20.66	7.74	20.33		6.82	9.24	10.94	13.53	11.43	17.06	14.49	7.46	25.31	23.10	14.61	8.81	17.46

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q4_5 picking up the passport at the office																
WEIGHTED TOTAL:	328	244	84	162	91	69	64	173	70	182	146	17	98	137	37	30
TOTAL:	275	212	63	139	79	53	56	143	59	158	117	18	83	120	28	23
<b>I did it</b>	87%	<b>84%</b>	<b>95%</b>	84%	87%	94%	85%	86%	90%	86%	88%	84%	89%	87%	79%	87%
<b>Someone else did it for me</b>	9%	<b>12%</b>	<b>2%</b>	12%	9%	2%	13%	10%	4%	10%	9%	8%	8%	10%	11%	13%
<b>DK/NR</b>	4%	4%	3%	3%	4%	4%	2%	4%	6%	4%	3%	8%	3%	3%	11%	0%
khi :		( )		-			-			-		-				
± ... at 50 %:	6.82	7.77	14.26	9.60	12.73	15.55	15.12	9.46	14.73	9.00	10.46	26.68	12.42	10.33	21.39	23.60

Number of responsibilities taken according to question 4 (out of 5)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
RESP																		
WEIGHTED TOTAL:	1338	415	899	18	1006	328	1064	217	234	425	240	433	1142	58	128	481	652	172
TOTAL:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
<b>0 - 2</b>	9%	11%	8%	10%	<b>11%</b> ++	<b>4%</b> --	10%	6%	8%	9%	9%	11%	9%	2%	9%	10%	9%	8%
<b>3 - 4</b>	71%	<b>83%</b> +++	<b>66%</b> ---	<b>84%</b> +++	<b>89%</b> +++	<b>18%</b> ---	<b>78%</b> +++	<b>44%</b> ---	<b>60%</b> ---	<b>67%</b> -	71%	<b>83%</b> +++	72%	61%	73%	<b>81%</b> +++	<b>66%</b> ---	66%
<b>All</b>	19%	<b>6%</b> ---	<b>26%</b> +++	<b>6%</b> ---	<b>0%</b> ---	<b>78%</b> +++	<b>12%</b> ---	<b>50%</b> +++	<b>33%</b> +++	<b>24%</b> ++	20%	<b>6%</b> ---	19%	<b>37%</b> ++	17%	<b>9%</b> ---	<b>25%</b> +++	<b>26%</b> +
khi :		( )																
± ... at 50 %:	3.09	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.39	4.43	3.33	15.69	10.33	5.17	4.39	8.78
valid values:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
mean:	3.55	<b>2.98</b>	<b>3.85</b>	<b>3.07</b>	<b>3.21</b>	<b>4.64</b>	<b>3.44</b>	<b>4.10</b>	<b>3.91</b>	<b>3.80</b>	<b>3.75</b>	<b>2.98</b>	3.54	<b>4.03</b>	3.55	<b>3.35</b>	<b>3.67</b>	<b>3.72</b>
standard deviation:	1.06	0.80	1.03	0.87	0.85	0.84	1.01	1.04	1.11	1.03	1.08	0.80	1.06	0.87	1.04	0.94	1.11	1.03
Student's t:													-		-			

Number of responsibilities taken according to question 4 (out of 5)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
RESP																
WEIGHTED TOTAL:	1338	1042	292	813	282	217	251	681	302	732	606	80	280	577	203	172
TOTAL:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
<b>0 - 2</b>	9%	9%	11%	9%	10%	9%	9%	8%	7%	9%	9%	9%	11%	9%	10%	8%
<b>3 - 4</b>	71%	<b>73%</b> +	<b>65%</b> -	<b>75%</b> +++	<b>65%</b> -	66%	72%	72%	73%	71%	72%	75%	<b>60%</b> ---	73%	76%	78%
<b>All</b>	19%	18%	24%	<b>16%</b> ---	<b>25%</b> +	25%	20%	20%	20%	20%	19%	16%	<b>29%</b> +++	19%	14%	14%
khi :																
± ... at 50 %:	3.09	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.15	9.93
valid values:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
mean:	3.55	3.55	3.61	3.52	3.62	3.62	3.57	3.64	3.55	3.56	3.55	3.44	<b>3.70</b>	3.57	3.48	3.42
standard deviation:	1.06	1.01	1.18	1.00	1.11	1.17	1.01	0.98	1.01	1.10	1.01	0.97	1.13	1.04	1.04	1.09
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Did you contact the Passport Office telephone centre during your last passport application?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q5																		
WEIGHTED TOTAL:	1334	415	899	18	1006	328	1064	217	233	423	239	433	1139	58	128	481	649	172
TOTAL:	1334	306	680	347	1059	275	1024	258	177	321	181	653	1155	52	120	479	664	166
<b>Yes</b>	14%	<b>17%</b> +	<b>12%</b> -	13%	14%	14%	14%	11%	16%	10%	10%	<b>17%</b> +	14%	9%	13%	12%	15%	14%
<b>No</b>	85%	81%	<b>86%</b> +	85%	85%	84%	84%	87%	83%	<b>89%</b> +	87%	<b>81%</b> -	84%	91%	86%	86%	84%	84%
<b>DK/NR</b>	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	3%	1%	2%	0%	1%	2%	1%	2%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.51	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Did you contact the Passport Office telephone centre during your last passport application?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q5																
WEIGHTED TOTAL:	1334	1040	292	810	280	217	249	681	301	728	606	80	279	576	202	172
TOTAL:	1334	1080	252	824	302	184	248	674	312	745	589	115	303	625	152	130
<b>Yes</b>	14%	<b>15%</b> ++	<b>8%</b> --	14%	17%	9%	13%	15%	10%	14%	13%	13%	<b>17%</b> +	11%	12%	10%
<b>No</b>	85%	<b>83%</b> --	<b>91%</b> ++	84%	82%	89%	85%	83%	88%	84%	85%	85%	<b>82%</b> -	88%	86%	88%
<b>DK/NR</b>	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%
khi :		( )		-			-			-		-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.51	8.34	7.19	4.36	6.41	4.15	4.66	10.55	6.50	4.53	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q6_1</b> <b>the simplicity of the application forms</b>																		
mean:	7.55	7.50	7.58	7.33	7.52	7.65	7.59	7.47	7.79	7.62	<b>7.26</b>	7.49	7.55	7.76	7.44	7.43	<b>7.72</b>	7.38
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q6_2</b> <b>the list of qualified guarantors</b>																		
mean:	7.63	7.62	7.64	7.60	7.58	7.81	7.67	7.45	<b>7.91</b>	7.54	7.48	7.62	7.68	7.86	7.30	7.59	<b>7.78</b>	7.38
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q6_5</b> <b>the ease of submitting your application</b>																		
mean:	7.29	<b>7.59</b>	<b>7.11</b>	7.46	<b>7.44</b>	<b>6.89</b>	<b>7.36</b>	<b>6.90</b>	7.08	<b>6.83</b>	7.44	<b>7.59</b>	7.32	7.41	7.04	7.31	7.41	<b>6.72</b>
Student's t:				-					-		-		-	-	-	-	-	-
<b>Q6_6</b> <b>the ease of picking up your passport</b>																		
mean:	8.00	8.49	7.95	7.76	<b>7.50</b>	<b>8.00</b>	7.95	7.96	8.02	7.88	7.72	<b>8.45</b>	8.03	8.00	7.50	8.07	7.90	8.33
Student's t:		-	-				-	-	-	-	-		-	-	-	-	-	-
<b>Q6_7</b> <b>overall, the requirements</b>																		
mean:	7.58	7.59	7.58	7.52	7.63	7.44	7.59	7.54	7.70	7.41	7.67	7.59	7.58	7.69	7.72	7.53	<b>7.74</b>	<b>7.24</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q6_8</b> <b>overall, the fairness of process</b>																		
mean:	7.80	7.78	7.81	7.82	7.80	7.81	7.83	7.67	<b>8.09</b>	<b>7.54</b>	7.91	7.78	7.78	8.11	7.91	7.80	7.88	7.59
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q6_1</b> <b>the simplicity of the application forms</b>																
mean:	7.55	7.56	7.54	7.50	7.63	7.63	7.44	7.51	7.75	7.48	7.64	<b>8.06</b>	7.61	7.55	7.50	7.20
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q6_2</b> <b>the list of qualified guarantors</b>																
mean:	7.63	<b>7.74</b>	<b>7.24</b>	7.66	<b>7.91</b>	<b>7.27</b>	7.66	7.61	7.83	7.59	7.69	7.98	<b>7.92</b>	7.55	7.43	7.62
Student's t:				-			-	-	-	-	-	-	-	-	-	-
<b>Q6_5</b> <b>the ease of submitting your application</b>																
mean:	7.29	7.25	7.42	7.37	7.05	7.23	7.25	<b>7.06</b>	<b>7.76</b>	7.17	7.43	7.45	7.14	<b>6.99</b>	<b>7.68</b>	7.58
Student's t:		-	-	-	-	-	-			-	-	-	-			-
<b>Q6_6</b> <b>the ease of picking up your passport</b>																
mean:	8.00	8.10	7.75	8.12	8.27	<b>7.50</b>	7.82	8.00	8.21	7.89	8.12	7.90	8.11	7.91	7.50	8.06
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-
<b>Q6_7</b> <b>overall, the requirements</b>																
mean:	7.58	7.62	7.48	<b>7.70</b>	7.50	7.33	7.67	7.57	7.63	7.50	7.70	<b>8.31</b>	7.51	7.44	7.73	7.54
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q6_8</b> <b>overall, the fairness of process</b>																
mean:	7.80	7.84	7.67	7.86	7.92	<b>7.52</b>	7.72	7.74	<b>8.06</b>	<b>7.68</b>	<b>7.95</b>	<b>8.56</b>	7.93	<b>7.55</b>	<b>8.01</b>	7.79
Student's t:		-	-	-	-		-	-				-				-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q6_1																		
<b>the simplicity of the application forms</b>																		
WEIGHTED TOTAL:	946	287	645	13	703	243	755	153	168	283	189	300	798	39	102	338	451	133
TOTAL:	951	211	487	252	750	201	727	187	128	215	143	463	816	37	92	337	466	129
<b>DISSATISFIED (smwht very)</b>	6%	7%	5%	7%	6%	4%	5%	8%	5%	4%	7%	7%	5%	3%	<b>12%</b>	7%	5%	8%
<b>SATISFIED (smwht very)</b>	89%	86%	90%	83%	88%	92%	89%	89%	91%	<b>93%</b>	85%	86%	89%	90%	82%	87%	<b>92%</b>	84%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%
<b>Dissatisfied (2.5)</b>	6%	7%	5%	7%	6%	4%	5%	8%	5%	4%	6%	7%	5%	3%	10%	6%	5%	8%
<b>Neutral (5)</b>	5%	6%	5%	<b>10%</b>	6%	4%	6%	3%	5%	3%	8%	7%	5%	7%	7%	6%	4%	8%
<b>Satisfied (7.5)</b>	69%	65%	71%	66%	68%	73%	69%	72%	65%	<b>77%</b>	71%	<b>65%</b>	<b>72%</b>	65%	<b>53%</b>	70%	71%	65%
<b>Very satisfied (10)</b>	19%	21%	19%	17%	19%	19%	20%	18%	26%	16%	13%	21%	<b>18%</b>	24%	<b>29%</b>	17%	21%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				( )			-		
± ... at 50 %:	3.67	7.79	5.13	7.13	4.13	7.98	4.20	8.28	10.00	7.72	9.46	5.26	3.96	18.61	11.80	6.17	5.24	9.96
valid values:	951	211	487	252	750	201	727	187	128	215	143	463	816	37	92	337	466	129
mean:	7.55	7.50	7.58	7.33	7.52	7.65	7.59	7.47	7.79	7.62	<b>7.26</b>	7.49	7.55	7.76	7.44	7.43	<b>7.72</b>	7.38
standard deviation:	1.76	1.89	1.70	1.97	1.80	1.64	1.73	1.82	1.73	1.54	1.81	1.89	1.68	1.67	2.37	1.84	1.63	1.93
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6_1 the simplicity of the application forms																
WEIGHTED TOTAL:	946	740	205	570	199	157	176	495	215	526	420	51	204	386	141	144
TOTAL:	951	777	173	585	219	129	177	491	225	540	411	77	221	431	106	109
DISSATISFIED (smwht very)	6%	6%	5%	7%	6%	3%	5%	5%	8%	6%	5%	5%	7%	5%	5%	9%
SATISFIED (smwht very)	89%	88%	90%	88%	88%	93%	86%	88%	90%	89%	89%	92%	88%	91%	89%	82%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	6%	6%	5%	6%	6%	3%	5%	5%	7%	6%	5%	5%	7%	5%	5%	8%
Neutral (5)	5%	6%	5%	5%	6%	4%	8%	6%	2%	5%	6%	3%	5%	4%	7%	9%
Satisfied (7.5)	69%	68%	74%	68%	66%	79%	70%	71%	63%	72%	66%	56%	65%	74%	73%	65%
Very satisfied (10)	19%	20%	16%	20%	22%	14%	17%	18%	28%	17%	23%	36%	23%	16%	16%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			( )			-		-				
± ... at 50 %:	3.67	4.06	8.60	4.68	7.65	9.96	8.51	5.11	7.55	4.87	5.58	12.90	7.61	5.45	10.99	10.84
valid values:	951	777	173	585	219	129	177	491	225	540	411	77	221	431	106	109
mean:	7.55	7.56	7.54	7.50	7.63	7.63	7.44	7.51	7.75	7.48	7.64	8.06	7.61	7.55	7.50	7.20
standard deviation:	1.76	1.80	1.61	1.85	1.78	1.34	1.71	1.69	1.98	1.75	1.77	1.87	1.85	1.62	1.61	2.03
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q6_2 the list of qualified guarantors																		
WEIGHTED TOTAL:	912	279	620	13	682	230	728	146	162	274	178	292	773	37	94	329	431	127
TOTAL:	921	205	468	248	728	193	706	178	123	208	135	453	790	36	89	329	447	126
<b>DISSATISFIED (smwht very)</b>	6%	5%	6%	6%	7%	3%	6%	7%	5%	6%	7%	5%	<b>5%</b>	4%	<b>13%</b>	5%	5%	9%
<b>SATISFIED (smwht very)</b>	91%	90%	92%	91%	<b>90%</b>	<b>96%</b>	92%	91%	93%	92%	91%	90%	<b>93%</b>	96%	<b>81%</b>	90%	<b>94%</b>	88%
<b>Very dissatisfied (0)</b>	1%	1%	1%	2%	1%	1%	<b>1%</b>	<b>4%</b>	1%	1%	1%	1%	<b>1%</b>	0%	<b>5%</b>	0%	1%	<b>3%</b>
<b>Dissatisfied (2.5)</b>	5%	4%	5%	5%	5%	2%	5%	4%	4%	5%	6%	4%	4%	4%	8%	5%	4%	5%
<b>Neutral (5)</b>	3%	5%	<b>2%</b>	2%	4%	1%	3%	2%	2%	1%	2%	<b>5%</b>	3%	0%	6%	<b>5%</b>	<b>1%</b>	3%
<b>Satisfied (7.5)</b>	71%	69%	72%	70%	69%	75%	70%	72%	63%	75%	76%	69%	<b>73%</b>	75%	<b>53%</b>	70%	71%	69%
<b>Very satisfied (10)</b>	21%	21%	20%	21%	21%	21%	21%	19%	<b>29%</b>	17%	16%	21%	20%	21%	28%	19%	23%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		( )		-				( )			( )		
± ... at 50 %:	3.73	7.90	5.23	7.19	4.19	8.15	4.26	8.48	10.20	7.85	9.74	5.32	4.03	18.86	12.00	6.24	5.35	10.08
valid values:	921	205	468	248	728	193	706	178	123	208	135	453	790	36	89	329	447	126
mean:	7.63	7.62	7.64	7.60	7.58	7.81	7.67	7.45	<b>7.91</b>	7.54	7.48	7.62	7.68	7.86	7.30	7.59	<b>7.78</b>	7.38
standard deviation:	1.80	1.81	1.79	1.97	1.86	1.58	1.74	2.09	1.82	1.78	1.74	1.81	1.66	1.47	2.61	1.72	1.70	2.14
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6_2 the list of qualified guarantors																
WEIGHTED TOTAL:	912	717	193	555	193	147	168	480	207	509	403	49	196	374	137	136
TOTAL:	921	755	165	570	214	121	168	480	217	528	393	72	214	422	103	103
<b>DISSATISFIED (smwht very)</b>	6%	<b>5%</b>	<b>10%</b>	6%	4%	8%	<b>2%</b>	6%	6%	6%	5%	8%	4%	6%	9%	3%
		-	+				-									
<b>SATISFIED (smwht very)</b>	91%	92%	89%	92%	91%	90%	94%	91%	92%	92%	91%	92%	92%	92%	90%	92%
<b>Very dissatisfied (0)</b>	1%	<b>1%</b>	<b>3%</b>	1%	1%	<b>3%</b>	0%	1%	1%	2%	0%	0%	1%	1%	0%	1%
		-	+			+										
<b>Dissatisfied (2.5)</b>	5%	4%	7%	5%	3%	5%	2%	5%	6%	4%	5%	8%	3%	5%	9%	2%
<b>Neutral (5)</b>	3%	3%	1%	2%	<b>5%</b>	2%	5%	3%	2%	2%	4%	0%	5%	2%	1%	5%
					+											
<b>Satisfied (7.5)</b>	71%	69%	76%	72%	<b>61%</b>	78%	<b>79%</b>	70%	<b>63%</b>	72%	69%	<b>56%</b>	<b>62%</b>	74%	75%	76%
					--		+		-			-	--			
<b>Very satisfied (10)</b>	21%	<b>23%</b>	<b>13%</b>	20%	<b>30%</b>	<b>12%</b>	<b>14%</b>	21%	<b>28%</b>	19%	22%	<b>36%</b>	<b>29%</b>	17%	15%	17%
		+	-		++	-	-		+			++	++			
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	3.73	4.12	8.81	4.74	7.74	10.29	8.73	5.17	7.68	4.93	5.71	13.34	7.74	5.51	11.15	11.15
valid values:	921	755	165	570	214	121	168	480	217	528	393	72	214	422	103	103
mean:	7.63	<b>7.74</b>	<b>7.24</b>	7.66	<b>7.91</b>	<b>7.27</b>	7.66	7.61	7.83	7.59	7.69	7.98	<b>7.92</b>	7.55	7.43	7.62
standard deviation:	1.80	1.71	2.04	1.71	1.78	1.94	1.26	1.86	1.90	1.84	1.74	2.05	1.76	1.75	1.79	1.54
Student's t:				-			-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_5 the ease of submitting your application																		
WEIGHTED TOTAL:	835	296	527	12	600	235	652	147	140	225	156	309	711	36	83	301	397	117
TOTAL:	857	218	397	242	659	198	643	177	106	171	118	460	739	35	79	304	420	117
<b>DISSATISFIED (smwht very)</b>	11%	<b>7%</b>	<b>13%</b>	9%	<b>9%</b>	<b>17%</b>	<b>10%</b>	<b>16%</b>	11%	<b>17%</b>	9%	<b>7%</b>	10%	7%	<b>19%</b>	11%	9%	<b>18%</b>
		-	+		--	++	-	+		++		-			+			+
<b>SATISFIED (smwht very)</b>	85%	88%	83%	86%	<b>88%</b>	<b>78%</b>	<b>86%</b>	<b>78%</b>	82%	80%	88%	87%	86%	85%	<b>76%</b>	86%	86%	<b>75%</b>
					++	--	+	-							-			--
<b>Very dissatisfied (0)</b>	3%	2%	4%	2%	<b>2%</b>	<b>6%</b>	<b>3%</b>	<b>6%</b>	5%	<b>6%</b>	0%	2%	3%	0%	3%	2%	3%	6%
					--	++	-	+		++								
<b>Dissatisfied (2.5)</b>	8%	5%	9%	7%	6%	11%	7%	10%	7%	11%	9%	5%	<b>7%</b>	7%	<b>16%</b>	9%	6%	13%
													-		+			
<b>Neutral (5)</b>	4%	5%	4%	5%	4%	6%	4%	6%	7%	3%	3%	5%	4%	7%	5%	3%	4%	7%
<b>Satisfied (7.5)</b>	64%	62%	65%	62%	<b>67%</b>	<b>56%</b>	65%	58%	65%	64%	69%	62%	<b>66%</b>	67%	<b>49%</b>	67%	64%	57%
					+	-							+		--			
<b>Very satisfied (10)</b>	21%	25%	<b>18%</b>	24%	20%	21%	21%	20%	17%	16%	19%	<b>25%</b>	20%	19%	28%	19%	22%	18%
			-									+						
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		(-)					( )		( )				( )			( )		
± ... at 50 %:	3.87	7.67	5.68	7.28	4.41	8.04	4.46	8.51	10.99	8.65	10.42	5.28	4.16	19.13	12.73	6.49	5.52	10.46
valid values:	857	218	397	242	659	198	643	177	106	171	118	460	739	35	79	304	420	117
mean:	7.29	<b>7.59</b>	<b>7.11</b>	7.46	<b>7.44</b>	<b>6.89</b>	<b>7.36</b>	<b>6.90</b>	7.08	<b>6.83</b>	7.44	<b>7.59</b>	7.32	7.41	7.04	7.31	7.41	<b>6.72</b>
standard deviation:	2.29	2.06	2.39	2.24	2.07	2.73	2.19	2.71	2.37	2.65	1.92	2.06	2.23	1.89	2.77	2.19	2.24	2.70
Student's t:									-				-	-	-	-	-	-

Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport application process, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6.5 the ease of submitting your application																
WEIGHTED TOTAL:	835	643	191	486	187	145	146	438	198	457	378	33	195	333	129	125
TOTAL:	857	694	162	514	209	118	152	441	210	482	375	63	211	384	97	95
DISSATISFIED (smwht very)	11%	12%	8%	10%	15%	9%	8%	15%	6%	12%	9%	8%	12%	14%	4%	8%
SATISFIED (smwht very)	85%	83%	90%	86%	79%	87%	84%	81%	91%	84%	85%	84%	81%	82%	94%	87%
Very dissatisfied (0)	3%	3%	2%	3%	4%	3%	1%	5%	2%	5%	1%	4%	3%	6%	0%	0%
Dissatisfied (2.5)	8%	8%	6%	7%	11%	6%	7%	10%	4%	8%	8%	4%	9%	9%	4%	8%
Neutral (5)	4%	5%	2%	4%	6%	4%	7%	4%	3%	3%	6%	8%	7%	4%	2%	4%
Satisfied (7.5)	64%	62%	72%	63%	57%	73%	70%	60%	63%	65%	63%	59%	60%	64%	76%	63%
Very satisfied (10)	21%	22%	18%	22%	22%	14%	15%	21%	28%	19%	23%	26%	21%	18%	17%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			( )					( )				
± ... at 50 %:	3.87	4.30	8.89	4.99	7.83	10.42	9.18	5.39	7.81	5.16	5.84	14.26	7.79	5.78	11.49	11.61
valid values:	857	694	162	514	209	118	152	441	210	482	375	63	211	384	97	95
mean:	7.29	7.25	7.42	7.37	7.05	7.23	7.25	7.06	7.76	7.17	7.43	7.45	7.14	6.99	7.68	7.58
standard deviation:	2.29	2.37	1.99	2.26	2.59	2.04	1.92	2.56	2.02	2.41	2.12	2.31	2.41	2.54	1.49	1.98
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q6_6 the ease of picking up your passport																		
WEIGHTED TOTAL:	222	20	201	1	3	219	114	92	63	87	45	21	182	20	19	41	134	36
TOTAL:	183	14	150	19	2	181	98	72	48	66	34	33	152	15	15	35	112	29
<b>DISSATISFIED (smwht very)</b>	3%	0%	3%	5%	0%	3%	4%	3%	2%	5%	3%	0%	3%	0%	7%	3%	4%	0%
<b>SATISFIED (smwht very)</b>	95%	100%	94%	89%	100%	95%	94%	94%	94%	95%	91%	100%	96%	87%	93%	97%	93%	100%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	0%	3%	5%	0%	3%	4%	3%	2%	5%	3%	0%	3%	0%	7%	3%	4%	0%
<b>Neutral (5)</b>	2%	0%	3%	5%	0%	2%	2%	3%	4%	0%	6%	0%	1%	13%	0%	0%	3%	0%
<b>Satisfied (7.5)</b>	66%	61%	67%	63%	100%	66%	67%	67%	65%	71%	71%	61%	67%	53%	79%	67%	66%	67%
<b>Very satisfied (10)</b>	28%	39%	27%	26%	0%	29%	27%	27%	29%	24%	21%	39%	29%	33%	14%	29%	27%	33%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				(-)			-		
± ... at 50 %:	8.37	30.25	9.24	25.96	80.03	8.41	11.43	13.34	16.34	13.93	19.41	19.70	9.18	29.22	29.22	19.13	10.69	21.02
valid values:	183	14	150	19	2	181	98	72	48	66	34	33	152	15	15	35	112	29
mean:	8.00	8.49	7.95	7.76	<b>7.50</b>	<b>8.00</b>	7.95	7.96	8.02	7.88	7.72	<b>8.45</b>	8.03	8.00	7.50	8.07	7.90	8.33
standard deviation:	1.56	1.25	1.58	0.00	0.00	1.57	1.60	1.55	1.54	1.59	1.54	1.29	1.53	1.67	1.68	1.55	1.64	1.20
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6_6 the ease of picking up your passport																
WEIGHTED TOTAL:	222	154	68	104	60	54	41	120	48	118	104	8	70	89	23	24
TOTAL:	183	133	50	87	53	40	34	99	39	100	83	8	60	77	17	18
DISSATISFIED (smwht very)	3%	3%	4%	4%	2%	2%	3%	3%	3%	3%	3%	0%	2%	4%	6%	0%
SATISFIED (smwht very)	95%	96%	92%	94%	98%	93%	93%	96%	95%	95%	94%	83%	96%	96%	88%	94%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	3%	3%	4%	4%	2%	2%	3%	3%	3%	3%	3%	0%	2%	4%	6%	0%
Neutral (5)	2%	2%	4%	3%	0%	5%	3%	1%	3%	1%	4%	17%	2%	0%	6%	6%
Satisfied (7.5)	66%	65%	70%	59%	62%	83%	71%	68%	58%	72%	60%	51%	66%	70%	71%	67%
Very satisfied (10)	28%	31%	22%	35%	35%	10%	23%	28%	36%	24%	33%	33%	30%	25%	18%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	8.37	9.81	16.01	12.13	15.55	17.89	19.41	11.37	18.12	11.32	12.42	40.01	14.61	12.90	27.45	26.68
valid values:	183	133	50	87	53	40	34	99	39	100	83	8	60	77	17	18
mean:	8.00	8.10	7.75	8.12	8.27	7.50	7.82	8.00	8.21	7.89	8.12	7.90	8.11	7.91	7.50	8.06
standard deviation:	1.56	1.53	1.60	1.71	1.50	1.24	1.55	1.55	1.64	1.50	1.62	1.83	1.47	1.60	1.74	1.36
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q6_7 overall, the requirements																		
WEIGHTED TOTAL:	989	299	675	14	742	247	791	158	176	298	197	313	838	37	106	356	471	138
TOTAL:	999	220	510	268	792	207	766	193	134	226	149	488	859	36	98	353	491	135
DISSATISFIED (smwht very)	6%	7%	6%	7%	6%	8%	6%	8%	5%	8%	4%	7%	6%	7%	10%	7%	4%	12%
SATISFIED (smwht very)	90%	90%	90%	88%	91%	87%	91%	90%	92%	88%	93%	90%	91%	89%	87%	91%	93%	82%
Very dissatisfied (0)	1%	0%	1%	1%	1%	1%	1%	2%	1%	1%	0%	0%	1%	0%	0%	0%	1%	2%
Dissatisfied (2.5)	6%	6%	5%	6%	5%	6%	6%	6%	4%	7%	4%	6%	5%	7%	10%	7%	3%	10%
Neutral (5)	3%	3%	3%	5%	3%	5%	3%	3%	3%	4%	3%	3%	3%	4%	3%	2%	3%	7%
Satisfied (7.5)	70%	70%	70%	66%	71%	68%	71%	68%	69%	70%	74%	70%	72%	64%	56%	73%	71%	60%
Very satisfied (10)	20%	20%	20%	22%	21%	19%	20%	21%	23%	18%	18%	20%	19%	25%	32%	18%	22%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				(-)			( )		
± ... at 50 %:	3.58	7.63	5.01	6.91	4.02	7.87	4.09	8.15	9.78	7.53	9.27	5.12	3.86	18.86	11.43	6.02	5.11	9.74
valid values:	999	220	510	268	792	207	766	193	134	226	149	488	859	36	98	353	491	135
mean:	7.58	7.59	7.58	7.52	7.63	7.44	7.59	7.54	7.70	7.41	7.67	7.59	7.58	7.69	7.72	7.53	7.74	7.24
standard deviation:	1.82	1.80	1.83	2.04	1.78	1.93	1.79	1.99	1.84	1.97	1.53	1.81	1.75	1.90	2.15	1.74	1.69	2.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6_7 overall, the requirements																
WEIGHTED TOTAL:	989	764	224	590	208	170	181	513	223	548	442	53	213	407	146	149
TOTAL:	999	808	190	611	229	140	182	512	235	565	434	81	231	457	110	113
DISSATISFIED (smwht very)	6%	7%	6%	5%	<b>10%</b>	7%	4%	7%	8%	7%	5%	<b>0%</b>	9%	8%	4%	4%
SATISFIED (smwht very)	90%	90%	91%	<b>92%</b>	88%	88%	93%	90%	89%	89%	92%	95%	89%	89%	93%	92%
Very dissatisfied (0)	1%	1%	2%	0%	1%	2%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%
Dissatisfied (2.5)	6%	6%	4%	5%	8%	5%	4%	6%	7%	6%	5%	0%	8%	7%	4%	4%
Neutral (5)	3%	3%	4%	3%	3%	5%	2%	4%	3%	4%	3%	5%	3%	3%	4%	4%
Satisfied (7.5)	70%	69%	74%	71%	64%	73%	76%	70%	64%	71%	70%	<b>57%</b>	67%	71%	73%	77%
Very satisfied (10)	20%	21%	16%	21%	23%	14%	18%	20%	25%	19%	22%	<b>38%</b>	22%	18%	20%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		(-)				
± ... at 50 %:	3.58	3.98	8.21	4.58	7.48	9.57	8.39	5.00	7.38	4.76	5.43	12.58	7.45	5.29	10.79	10.65
valid values:	999	808	190	611	229	140	182	512	235	565	434	81	231	457	110	113
mean:	7.58	7.62	7.48	<b>7.70</b>	7.50	7.33	7.67	7.57	7.63	7.50	7.70	<b>8.31</b>	7.51	7.44	7.73	7.54
standard deviation:	1.82	1.82	1.81	1.67	2.12	1.86	1.53	1.83	2.03	1.87	1.75	1.44	2.04	1.90	1.53	1.60
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q6_8 overall, the fairness of process																		
WEIGHTED TOTAL:	984	298	671	14	738	246	789	155	176	297	194	311	833	39	104	353	469	138
TOTAL:	993	219	507	266	787	206	763	190	134	225	147	485	854	37	96	350	489	135
<b>DISSATISFIED (smwht very)</b>	3%	4%	3%	3%	4%	2%	3%	3%	1%	<b>6%</b> ++	1%	4%	3%	0%	5%	3%	3%	5%
<b>SATISFIED (smwht very)</b>	95%	95%	95%	92%	95%	94%	95%	93%	95%	93%	97%	95%	95%	96%	94%	95%	96%	91%
<b>Very dissatisfied (0)</b>	1%	1%	1%	0%	1%	1%	1%	1%	0%	<b>2%</b> +	0%	1%	1%	0%	3%	1%	1%	2%
<b>Dissatisfied (2.5)</b>	2%	3%	2%	2%	3%	1%	2%	3%	1%	4%	1%	3%	2%	0%	3%	2%	2%	3%
<b>Neutral (5)</b>	2%	2%	2%	5%	<b>2%</b> -	<b>4%</b> +	2%	4%	4%	1%	2%	2%	2%	4%	1%	2%	1%	4%
<b>Satisfied (7.5)</b>	73%	74%	73%	69%	73%	73%	73%	75%	<b>65%</b> -	76%	78%	74%	<b>75%</b> +	69%	<b>63%</b> -	75%	73%	72%
<b>Very satisfied (10)</b>	22%	21%	22%	23%	22%	21%	22%	18%	<b>30%</b> +	17%	20%	21%	<b>20%</b> -	28%	30%	21%	23%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		( )				-			-		
± ... at 50 %:	3.59	7.65	5.03	6.94	4.03	7.89	4.10	8.21	9.78	7.55	9.33	5.14	3.87	18.61	11.55	6.05	5.12	9.74
valid values:	993	219	507	266	787	206	763	190	134	225	147	485	854	37	96	350	489	135
mean:	7.80	7.78	7.81	7.82	7.80	7.81	7.83	7.67	<b>8.09</b>	<b>7.54</b>	7.91	7.78	7.78	8.11	7.91	7.80	7.88	7.59
standard deviation:	1.57	1.58	1.57	1.62	1.62	1.43	1.58	1.57	1.41	1.81	1.17	1.58	1.53	1.28	1.98	1.55	1.51	1.81
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q6_8 overall, the fairness of process																
WEIGHTED TOTAL:	984	760	222	586	208	169	181	509	222	542	442	53	213	405	144	149
TOTAL:	993	804	188	608	227	139	182	508	234	560	433	81	230	454	108	113
DISSATISFIED (smwht very)	3%	3%	3%	3%	2%	4%	3%	4%	2%	4%	2%	0%	2%	<b>6%</b>	0%	1%
SATISFIED (smwht very)	95%	95%	95%	95%	94%	94%	94%	94%	97%	94%	96%	97%	94%	93%	98%	96%
Very dissatisfied (0)	1%	1%	2%	1%	1%	2%	0%	2%	1%	1%	1%	0%	1%	<b>2%</b>	0%	0%
Dissatisfied (2.5)	2%	2%	1%	3%	1%	2%	3%	2%	2%	<b>3%</b>	<b>1%</b>	0%	1%	<b>4%</b>	0%	1%
Neutral (5)	2%	2%	2%	1%	<b>5%</b>	2%	3%	2%	1%	2%	2%	3%	<b>4%</b>	1%	2%	3%
Satisfied (7.5)	73%	72%	78%	73%	68%	80%	76%	73%	69%	75%	71%	<b>53%</b>	68%	75%	76%	81%
Very satisfied (10)	22%	23%	17%	23%	26%	<b>13%</b>	18%	21%	<b>28%</b>	19%	25%	<b>45%</b>	26%	<b>18%</b>	22%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			( )		( )				
± ... at 50 %:	3.59	3.99	8.25	4.59	7.51	9.60	8.39	5.02	7.40	4.78	5.44	12.58	7.46	5.31	10.89	10.65
valid values:	993	804	188	608	227	139	182	508	234	560	433	81	230	454	108	113
mean:	7.80	7.84	7.67	7.86	7.92	<b>7.52</b>	7.72	7.74	<b>8.06</b>	<b>7.68</b>	<b>7.95</b>	<b>8.56</b>	7.93	<b>7.55</b>	<b>8.01</b>	7.79
standard deviation:	1.57	1.57	1.58	1.55	1.55	1.64	1.41	1.68	1.52	1.62	1.49	1.37	1.54	1.83	1.12	1.14
Student's t:		-	-	-	-		-	-				-	-	-	-	-

If only one of the areas of the application process that I mentioned could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q7																		
WEIGHTED TOTAL:	820	255	550	13	642	178	668	118	135	244	166	268	695	29	87	316	368	114
TOTAL:	850	187	415	247	696	154	663	152	103	185	126	434	731	30	83	319	403	111
<b>DK/NR</b>	52%	50%	53%	45%	50%	56%	52%	53%	46%	58%	49%	49%	52%	37%	53%	53%	52%	43%
<b>simplicity of the forms</b>	15%	18%	14%	15%	15%	14%	15%	16%	19%	8%	18%	17%	14%	27%	20%	16%	14%	19%
<b>list of qualified guarantors</b>	13%	14%	12%	12%	13%	11%	13%	10%	8%	12%	16%	14%	13%	13%	6%	14%	11%	14%
<b>Other</b>	12%	10%	12%	14%	12%	8%	11%	15%	13%	14%	10%	11%	11%	5%	16%	10%	12%	12%
<b>ease of submitting application</b>	7%	6%	7%	10%	6%	8%	7%	4%	11%	6%	4%	6%	7%	9%	3%	5%	7%	8%
<b>ease of picking up passport</b>	3%	2%	3%	4%	3%	3%	3%	2%	4%	3%	3%	2%	3%	9%	2%	2%	3%	4%
<b>overall, the requirements</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>overall, the fairness</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				( )			-		
± ... at 50 %:	3.88	8.28	5.56	7.20	4.29	9.12	4.40	9.18	11.15	8.32	10.08	5.43	4.19	20.66	12.42	6.34	5.64	10.74

If only one of the areas of the application process that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q7																
WEIGHTED TOTAL:	820	625	193	496	167	141	138	415	203	443	377	46	166	334	134	119
TOTAL:	850	684	165	528	190	117	145	428	214	472	378	75	189	388	101	90
<b>DK/NR</b>	52%	51%	53%	53%	47%	52%	52%	49%	<b>59%</b> +	52%	52%	50%	44%	56%	51%	52%
<b>simplicity of the forms</b>	15%	<b>17%</b> +	<b>9%</b> -	15%	20%	10%	<b>21%</b> +	15%	<b>10%</b> -	16%	14%	20%	20%	<b>9%</b> ---	16%	22%
<b>list of qualified guarantors</b>	13%	11%	17%	13%	10%	16%	12%	12%	14%	13%	12%	15%	11%	12%	18%	9%
<b>Other</b>	12%	11%	13%	12%	10%	12%	8%	13%	10%	12%	11%	7%	10%	13%	9%	10%
<b>ease of submitting application</b>	7%	7%	6%	5%	10%	7%	<b>1%</b> -	8%	7%	6%	7%	6%	<b>12%</b> +	6%	3%	6%
<b>ease of picking up passport</b>	3%	3%	3%	2%	4%	4%	<b>6%</b> +	3%	1%	2%	4%	3%	3%	3%	4%	1%
<b>overall, the requirements</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>overall, the fairness</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	-	-	-	-	-	-	( )	( )	( )	-	-	( )	( )	( )	( )	( )
± ... at 50 %:	3.88	4.33	8.81	4.93	8.21	10.46	9.40	5.47	7.74	5.21	5.82	13.07	8.23	5.75	11.26	11.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q8_1</b> <b>the availability of application forms</b>																		
mean:	8.15	8.14	8.16	8.12	8.18	8.07	8.13	8.28	8.26	<b>7.99</b>	8.27	8.14	8.15	8.14	8.23	8.17	8.18	8.16
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_2</b> <b>the competence of the staff</b>																		
mean:	8.17	7.76	<b>8.19</b>	8.11	8.17	8.18	8.14	8.36	8.21	8.11	8.24	<b>7.79</b>	8.16	8.13	8.29	8.05	8.29	8.05
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_3</b> <b>the courtesy of the staff</b>																		
mean:	8.21	7.74	8.23	8.44	8.20	8.23	<b>8.12</b>	<b>8.50</b>	8.26	8.19	8.21	7.80	8.16	8.44	8.46	8.15	8.27	8.23
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_5</b> <b>the effectiveness of the staff</b>																		
mean:	8.13	7.87	8.14	8.06	8.08	8.20	8.06	8.33	8.25	8.05	8.11	7.88	8.07	8.44	8.40	7.94	<b>8.28</b>	8.02
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_8</b> <b>the understanding of your particular needs</b>																		
mean:	7.74	<b>7.49</b>	<b>7.85</b>	7.67	7.68	7.91	7.70	7.82	<b>8.19</b>	7.68	7.75	<b>7.50</b>	7.73	7.59	7.86	<b>7.59</b>	<b>7.85</b>	7.72
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_10</b> <b>the waiting time at the office</b>																		
mean:	5.22	4.22	5.26	<b>7.55</b>	<b>5.65</b>	<b>4.64</b>	<b>5.41</b>	<b>4.36</b>	4.84	<b>4.74</b>	<b>6.21</b>	4.52	5.27	5.53	4.79	5.41	5.46	<b>4.17</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_11</b> <b>the time it took to produce a passport</b>																		
mean:	7.67	<b>7.30</b>	<b>7.83</b>	7.62	7.72	7.52	7.67	7.73	7.68	7.75	<b>8.02</b>	<b>7.32</b>	7.64	7.75	7.87	7.69	7.70	7.52
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_12</b> <b>the waiting time to receive it by mail</b>																		
mean:	7.15	7.14		7.50	7.15	7.21	<b>7.30</b>	<b>6.39</b>				7.15	7.14	6.16	7.37	7.24	7.10	6.82
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q8_14</b> <b>the total time and effort required</b>																		
mean:	6.66	6.78	6.59	<b>7.06</b>	6.69	6.57	6.67	6.50	6.85	<b>6.19</b>	6.95	6.80	6.67	6.39	6.71	6.59	<b>6.83</b>	6.29
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q10 <b>OVERALL, responsiveness and reliability</b>																		
mean:	7.84	7.84	7.84	7.94	7.83	7.87	7.83	7.86	<b>8.28</b>	<b>7.50</b>	7.94	7.84	7.83	7.97	7.79	7.81	<b>7.96</b>	<b>7.45</b>
Student's t:		-	-	-	-	-	-	-			-	-	-	-	-	-		

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q8_1</b> <b>the availability of application forms</b>																
mean:	8.15	<b>8.22</b>	<b>7.95</b>	8.17	8.30	<b>7.94</b>	8.24	8.12	8.26	8.10	8.23	<b>8.53</b>	8.30	<b>7.96</b>	8.20	8.33
Student's t:				-	-		-	-	-	-	-				-	-
<b>Q8_2</b> <b>the competence of the staff</b>																
mean:	8.17	<b>8.27</b>	<b>7.87</b>	<b>8.35</b>	8.18	<b>7.71</b>	<b>7.86</b>	8.24	8.40	8.16	8.18	8.49	8.12	8.10	8.13	8.33
Student's t:																
<b>Q8_3</b> <b>the courtesy of the staff</b>																
mean:	8.21	<b>8.32</b>	<b>7.91</b>	<b>8.39</b>	8.16	<b>7.80</b>	8.16	8.25	8.37	8.20	8.23	8.33	8.21	8.20	8.20	8.25
Student's t:																
<b>Q8_5</b> <b>the effectiveness of the staff</b>																
mean:	8.13	<b>8.23</b>	<b>7.82</b>	<b>8.27</b>	8.31	<b>7.59</b>	<b>7.83</b>	8.23	8.25	8.18	8.07	8.16	8.29	8.05	8.01	8.20
Student's t:																
<b>Q8_8</b> <b>the understanding of your particular needs</b>																
mean:	7.74	<b>7.79</b>	<b>7.55</b>	7.79	7.89	<b>7.50</b>	7.78	<b>7.65</b>	<b>7.96</b>	<b>7.64</b>	<b>7.86</b>	<b>8.43</b>	7.91	<b>7.60</b>	7.62	7.74
Student's t:																
<b>Q8_10</b> <b>the waiting time at the office</b>																
mean:	5.22	5.34	4.87	<b>5.62</b>	4.93	<b>4.42</b>	4.98	5.28	5.41	4.98	5.51	4.59	4.89	<b>4.74</b>	<b>6.32</b>	<b>5.92</b>
Student's t:																
<b>Q8_11</b> <b>the time it took to produce a passport</b>																
mean:	7.67	7.71	7.53	<b>7.97</b>	<b>7.20</b>	<b>7.28</b>	7.67	7.69	7.68	7.63	7.72	<b>8.37</b>	<b>7.28</b>	7.70	7.75	7.76
Student's t:																
<b>Q8_12</b> <b>the waiting time to receive it by mail</b>																
mean:	7.15	7.16	7.08	<b>7.44</b>	6.84	6.39	7.09	7.01	7.33	<b>6.93</b>	<b>7.42</b>	<b>7.97</b>	6.83	<b>7.56</b>	7.45	6.47
Student's t:																
<b>Q8_14</b> <b>the total time and effort required</b>																
mean:	6.66	6.64	6.70	6.65	6.74	6.65	6.60	6.58	6.83	6.59	6.74	<b>7.38</b>	6.77	<b>6.26</b>	<b>7.10</b>	6.86
Student's t:																
<b>Q10</b> <b>OVERALL, responsiveness and reliability</b>																
mean:	7.84	<b>7.90</b>	<b>7.61</b>	7.87	7.95	<b>7.57</b>	<b>7.60</b>	7.93	7.99	7.87	7.80	<b>8.74</b>	7.97	<b>7.56</b>	7.90	7.90

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

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

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_1 the availability of application forms																		
WEIGHTED TOTAL:	897	274	609	13	663	234	715	145	160	268	177	287	758	36	95	321	428	126
TOTAL:	908	201	460	246	714	194	691	180	122	203	134	447	779	35	88	321	445	124
<b>DISSATISFIED (smwht very)</b>	1%	1%	1%	3%	1%	2%	2%	1%	2%	2%	0%	2%	1%	4%	3%	2%	2%	0%
<b>SATISFIED (smwht very)</b>	97%	97%	97%	95%	97%	95%	96%	98%	96%	97%	96%	96%	97%	96%	94%	97%	97%	97%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	1%	1%	3%	1%	2%	2%	1%	2%	2%	0%	2%	1%	4%	3%	2%	2%	0%
<b>Neutral (5)</b>	2%	2%	2%	2%	2%	3%	2%	1%	2%	1%	4%	2%	2%	0%	3%	1%	2%	3%
<b>Satisfied (7.5)</b>	66%	66%	65%	63%	66%	65%	66%	64%	60%	<b>72%</b>	62%	66%	67%	63%	57%	65%	65%	67%
<b>Very satisfied (10)</b>	31%	31%	31%	33%	31%	30%	30%	34%	36%	<b>25%</b>	34%	31%	30%	33%	38%	32%	32%	30%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	3.76	7.98	5.28	7.22	4.24	8.13	4.31	8.44	10.25	7.94	9.78	5.35	4.05	19.13	12.06	6.32	5.37	10.16
valid values:	908	201	460	246	714	194	691	180	122	203	134	447	779	35	88	321	445	124
mean:	8.15	8.14	8.16	8.12	8.18	8.07	8.13	8.28	8.26	<b>7.99</b>	8.27	8.14	8.15	8.14	8.23	8.17	8.18	8.16
standard deviation:	1.41	1.41	1.41	1.64	1.38	1.48	1.43	1.36	1.50	1.36	1.34	1.42	1.37	1.65	1.65	1.42	1.43	1.28
Student's t:		-			-		-		-				-			-		

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(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_1 the availability of application forms																
WEIGHTED TOTAL:	897	696	200	541	187	150	163	462	213	500	398	49	192	366	130	140
TOTAL:	908	739	168	562	208	121	166	463	222	518	390	75	210	412	98	106
DISSATISFIED (smwht very)	1%	2%	1%	2%	1%	0%	1%	2%	1%	<b>2%</b> +	<b>0%</b> -	0%	1%	2%	1%	0%
SATISFIED (smwht very)	97%	97%	97%	96%	99%	97%	97%	96%	98%	96%	97%	95%	98%	96%	97%	97%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	2%	1%	2%	1%	0%	1%	2%	1%	<b>2%</b> +	<b>0%</b> -	0%	1%	2%	1%	0%
Neutral (5)	2%	2%	3%	2%	1%	3%	2%	2%	1%	2%	2%	5%	1%	1%	2%	3%
Satisfied (7.5)	66%	<b>63%</b> -	<b>75%</b> +	63%	64%	<b>77%</b> +	63%	65%	65%	66%	65%	<b>48%</b> --	62%	<b>72%</b> ++	65%	61%
Very satisfied (10)	31%	<b>34%</b> +	<b>22%</b> -	33%	34%	<b>20%</b> -	34%	31%	33%	30%	32%	<b>47%</b> +	36%	<b>24%</b> --	32%	36%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			-					( )				
± ... at 50 %:	3.76	4.16	8.73	4.77	7.85	10.29	8.78	5.26	7.60	4.97	5.73	13.07	7.81	5.58	11.43	10.99
valid values:	908	739	168	562	208	121	166	463	222	518	390	75	210	412	98	106
mean:	8.15	<b>8.22</b>	<b>7.95</b>	8.17	8.30	<b>7.94</b>	8.24	8.12	8.26	8.10	8.23	<b>8.53</b>	8.30	<b>7.96</b>	8.20	8.33
standard deviation:	1.41	1.45	1.23	1.50	1.32	1.12	1.39	1.46	1.32	1.48	1.32	1.49	1.41	1.40	1.38	1.32
Student's t:				-	-		-	-	-	-	-	-	-	-	-	-

**Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with...  
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	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_2 the competence of the staff																		
WEIGHTED TOTAL:	558	25	531	3	322	236	418	115	140	228	157	28	466	32	58	158	295	90
TOTAL:	467	18	400	49	273	194	350	95	106	173	119	67	390	25	50	132	250	73
<b>DISSATISFIED (smwht very)</b>	1%	0%	1%	2%	1%	1%	0%	2%	1%	1%	0%	0%	0%	0%	5%	2%	0%	1%
<b>SATISFIED (smwht very)</b>	97%	90%	97%	96%	98%	96%	97%	97%	97%	98%	97%	90%	97%	100%	95%	94%	99%	97%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	0%	1%	2%	1%	1%	0%	2%	1%	1%	0%	0%	0%	0%	5%	2%	0%	1%
<b>Neutral (5)</b>	2%	10%	2%	2%	2%	3%	3%	1%	2%	1%	3%	10%	3%	0%	0%	4%	1%	1%
<b>Satisfied (7.5)</b>	66%	69%	66%	65%	67%	65%	68%	56%	65%	70%	64%	68%	67%	75%	55%	65%	66%	71%
<b>Very satisfied (10)</b>	31%	21%	31%	31%	30%	32%	29%	40%	32%	28%	33%	22%	30%	25%	41%	30%	33%	26%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		( )		-				( )			-		
± ... at 50 %:	5.24	26.68	5.66	16.17	6.85	8.13	6.05	11.61	10.99	8.60	10.37	13.83	5.73	22.64	16.01	9.85	7.16	13.25
valid values:	467	18	400	49	273	194	350	95	106	173	119	67	390	25	50	132	250	73
mean:	8.17	7.76	8.19	8.11	8.17	8.18	8.14	8.36	8.21	8.11	8.24	7.79	8.16	8.13	8.29	8.05	8.29	8.05
standard deviation:	1.34	1.40	1.34	1.90	1.32	1.37	1.28	1.56	1.37	1.32	1.32	1.41	1.29	1.10	1.77	1.49	1.24	1.35
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_2 the competence of the staff																
WEIGHTED TOTAL:	558	415	143	317	122	109	101	313	112	304	255	20	138	232	85	75
TOTAL:	467	357	110	265	111	83	90	259	92	261	206	21	122	200	64	57
DISSATISFIED (smwht very)	1%	1%	1%	0%	1%	1%	3%	0%	0%	1%	0%	0%	1%	1%	0%	0%
SATISFIED (smwht very)	97%	97%	96%	98%	95%	95%	95%	97%	99%	96%	98%	100%	95%	98%	97%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	1%	0%	1%	1%	3%	0%	0%	1%	0%	0%	1%	1%	0%	0%
Neutral (5)	2%	2%	3%	1%	4%	4%	3%	3%	1%	3%	2%	0%	4%	1%	3%	4%
Satisfied (7.5)	66%	<b>63%</b>	<b>77%</b>	62%	61%	<b>80%</b>	72%	64%	62%	63%	70%	60%	64%	70%	69%	60%
Very satisfied (10)	31%	<b>35%</b>	<b>20%</b>	<b>36%</b>	34%	<b>15%</b>	22%	33%	37%	32%	29%	40%	31%	27%	28%	37%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			(-)			(-)		-				
± ... at 50 %:	5.24	5.99	10.79	6.95	10.74	12.42	11.93	7.03	11.80	7.01	7.89	24.70	10.25	8.00	14.15	14.99
valid values:	467	357	110	265	111	83	90	259	92	261	206	21	122	200	64	57
mean:	8.17	<b>8.27</b>	<b>7.87</b>	<b>8.35</b>	8.18	<b>7.71</b>	<b>7.86</b>	8.24	8.40	8.16	8.18	8.49	8.12	8.10	8.13	8.33
standard deviation:	1.34	1.37	1.22	1.31	1.49	1.19	1.45	1.34	1.26	1.45	1.20	1.26	1.43	1.31	1.26	1.36
Student's t:																

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_3 the courtesy of the staff																		
WEIGHTED TOTAL:	558	25	531	2	322	236	418	115	138	229	157	28	466	32	58	158	295	90
TOTAL:	466	18	400	48	272	194	349	95	105	174	119	66	389	25	50	131	250	73
DISSATISFIED (smwht very)	0%	0%	0%	2%	0%	1%	0%	1%	1%	1%	0%	0%	0%	0%	2%	0%	0%	3% ++
SATISFIED (smwht very)	95%	78%	96% +++	98%	96%	94%	95%	97%	94%	97%	97%	80% ---	96%	92%	95%	95%	97%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	0%	0%	2%	0%	1%	0%	1%	1%	1%	0%	0%	0%	0%	2%	0%	0%	3% ++
Neutral (5)	4%	22%	3% ---	0%	3%	5%	4%	2%	5%	3%	3%	20% +++	4%	8%	2%	5%	3%	1%
Satisfied (7.5)	62%	47%	63% +	56%	64%	59%	65% +	52% -	57%	65%	66%	48% -	65% +	46%	50%	64%	63%	59%
Very satisfied (10)	34%	31%	34%	42%	32%	35%	30% -	45% +	37%	32%	31%	32%	31% -	46%	45%	31%	34%	37%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )			-		( )		( )				( )			( )		
± ... at 50 %:	5.24	26.68	5.66	16.34	6.86	8.13	6.06	11.61	11.04	8.58	10.37	13.93	5.74	22.64	16.01	9.89	7.16	13.25
valid values:	466	18	400	48	272	194	349	95	105	174	119	66	389	25	50	131	250	73
mean:	8.21	7.74	8.23	8.44	8.20	8.23	8.12	8.50	8.26	8.19	8.21	7.80	8.16	8.44	8.46	8.15	8.27	8.23
standard deviation:	1.40	1.84	1.38	1.94	1.35	1.47	1.36	1.50	1.51	1.35	1.26	1.83	1.35	1.61	1.63	1.36	1.31	1.62
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_3 the courtesy of the staff																
WEIGHTED TOTAL:	558	414	144	317	121	110	101	313	112	305	253	20	137	233	85	75
TOTAL:	466	355	111	265	109	84	90	258	92	261	205	21	120	201	64	57
DISSATISFIED (smwht very)	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%	0%
SATISFIED (smwht very)	95%	96%	93%	<b>98%</b> ++	<b>91%</b> -	91%	97%	94%	98%	95%	96%	100%	<b>92%</b> -	97%	98%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%	0%
Neutral (5)	4%	4%	6%	<b>2%</b> --	8%	7%	3%	5%	1%	5%	3%	0%	7%	3%	2%	4%
Satisfied (7.5)	62%	59%	69%	61%	55%	70%	68%	58%	59%	63%	61%	67%	55%	65%	69%	63%
Very satisfied (10)	34%	<b>37%</b> +	<b>24%</b> -	37%	36%	<b>22%</b> -	29%	36%	38%	33%	35%	33%	37%	32%	30%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		(-)		( )			-			-		-				
± ... at 50 %:	5.24	6.01	10.74	6.95	10.84	12.35	11.93	7.05	11.80	7.01	7.90	24.70	10.33	7.98	14.15	14.99
valid values:	466	355	111	265	109	84	90	258	92	261	205	21	120	201	64	57
mean:	8.21	<b>8.32</b>	<b>7.91</b>	<b>8.39</b>	8.16	<b>7.80</b>	8.16	8.25	8.37	8.20	8.23	8.33	8.21	8.20	8.20	8.25
standard deviation:	1.40	1.39	1.39	1.28	1.62	1.43	1.26	1.46	1.42	1.36	1.45	1.21	1.58	1.35	1.21	1.33
Student's t:				-			-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_5 the effectiveness of the staff																		
WEIGHTED TOTAL:	558	25	531	3	322	236	418	115	140	228	157	28	466	32	58	158	295	90
TOTAL:	467	18	400	49	273	194	350	95	106	173	119	67	390	25	50	132	250	73
<b>DISSATISFIED (smwht very)</b>	1%	0%	1%	4%	1%	1%	1%	2%	0%	2%	1%	0%	1%	0%	2%	3%	0%	1%
<b>SATISFIED (smwht very)</b>	96%	83%	<b>97%</b>	92%	97%	95%	96%	95%	98%	96%	97%	<b>84%</b>	96%	100%	95%	94%	98%	97%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>
<b>Dissatisfied (2.5)</b>	1%	0%	1%	4%	1%	1%	1%	2%	0%	2%	1%	0%	1%	0%	2%	3%	0%	0%
<b>Neutral (5)</b>	3%	17%	<b>2%</b>	4%	2%	3%	3%	2%	2%	2%	3%	<b>15%</b>	3%	0%	2%	3%	2%	1%
<b>Satisfied (7.5)</b>	66%	52%	66%	57%	69%	62%	<b>68%</b>	<b>55%</b>	66%	67%	68%	<b>53%</b>	68%	62%	52%	68%	64%	71%
<b>Very satisfied (10)</b>	30%	31%	30%	35%	28%	34%	<b>28%</b>	<b>40%</b>	32%	29%	29%	32%	28%	38%	43%	26%	34%	27%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	5.24	26.68	5.66	16.17	6.85	8.13	6.05	11.61	10.99	8.60	10.37	13.83	5.73	22.64	16.01	9.85	7.16	13.25
valid values:	467	18	400	49	273	194	350	95	106	173	119	67	390	25	50	132	250	73
mean:	8.13	7.87	8.14	8.06	8.08	8.20	8.06	8.33	8.25	8.05	8.11	7.88	8.07	8.44	8.40	7.94	<b>8.28</b>	8.02
standard deviation:	1.43	1.73	1.42	2.28	1.41	1.46	1.39	1.60	1.25	1.54	1.34	1.73	1.42	1.23	1.63	1.52	1.32	1.53
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_5 the effectiveness of the staff																
WEIGHTED TOTAL:	558	415	143	317	122	109	101	313	112	304	255	20	138	232	85	75
TOTAL:	467	357	110	265	111	83	90	259	92	261	206	21	122	200	64	57
DISSATISFIED (smwht very)	1%	1%	3%	1%	0%	4%	3%	0%	2%	1%	1%	0%	0%	2%	0%	2%
SATISFIED (smwht very)	96%	97%	92%	98%	97%	90%	95%	97%	96%	96%	96%	100%	97%	96%	98%	95%
Very dissatisfied (0)	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	2%	1%	0%	2%	3%	0%	1%	1%	1%	0%	0%	2%	0%	2%
Neutral (5)	3%	2%	5%	1%	3%	6%	3%	3%	1%	3%	3%	0%	3%	2%	2%	4%
Satisfied (7.5)	66%	65%	68%	64%	61%	72%	74%	64%	59%	64%	68%	73%	62%	67%	76%	60%
Very satisfied (10)	30%	33%	24%	34%	36%	18%	21%	33%	37%	32%	28%	27%	35%	29%	22%	35%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	5.24	5.99	10.79	6.95	10.74	12.42	11.93	7.03	11.80	7.01	7.89	24.70	10.25	8.00	14.15	14.99
valid values:	467	357	110	265	111	83	90	259	92	261	206	21	122	200	64	57
mean:	8.13	8.23	7.82	8.27	8.31	7.59	7.83	8.23	8.25	8.18	8.07	8.16	8.29	8.05	8.01	8.20
standard deviation:	1.43	1.34	1.64	1.34	1.35	1.69	1.44	1.34	1.68	1.44	1.43	1.15	1.32	1.53	1.11	1.55
Student's t:																

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_8 the understanding of your particular needs																		
WEIGHTED TOTAL:	983	295	673	13	738	245	786	157	171	301	197	308	836	37	102	353	470	134
TOTAL:	988	217	508	262	783	205	756	192	130	228	149	479	852	36	94	348	490	130
<b>DISSATISFIED (smwht very)</b>	2%	3%	2%	3%	2%	3%	3%	2%	1%	4%	1%	3%	<b>2%</b>	7%	5%	<b>4%</b>	<b>1%</b>	3%
<b>SATISFIED (smwht very)</b>	93%	<b>88%</b>	<b>95%</b>	90%	93%	94%	93%	91%	<b>98%</b>	95%	93%	<b>88%</b>	94%	<b>82%</b>	91%	91%	94%	94%
<b>Very dissatisfied (0)</b>	1%	0%	1%	1%	1%	1%	1%	1%	0%	<b>2%</b>	0%	0%	1%	0%	1%	<b>2%</b>	<b>0%</b>	1%
<b>Dissatisfied (2.5)</b>	2%	3%	1%	2%	2%	2%	2%	1%	1%	2%	1%	3%	<b>1%</b>	<b>7%</b>	4%	3%	1%	2%
<b>Neutral (5)</b>	5%	<b>9%</b>	<b>3%</b>	7%	5%	3%	4%	7%	2%	<b>2%</b>	5%	<b>9%</b>	5%	11%	4%	5%	5%	3%
<b>Satisfied (7.5)</b>	73%	73%	73%	71%	75%	68%	75%	68%	67%	77%	75%	73%	<b>75%</b>	<b>54%</b>	<b>61%</b>	73%	73%	75%
<b>Very satisfied (10)</b>	20%	15%	<b>22%</b>	20%	<b>18%</b>	<b>26%</b>	18%	24%	<b>31%</b>	18%	18%	<b>15%</b>	<b>18%</b>	28%	<b>30%</b>	18%	21%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )			-		-		( )				( )			(-)		
± ... at 50 %:	3.60	7.68	5.02	6.99	4.04	7.90	4.12	8.17	9.93	7.50	9.27	5.17	3.88	18.86	11.67	6.07	5.11	9.93
valid values:	988	217	508	262	783	205	756	192	130	228	149	479	852	36	94	348	490	130
mean:	7.74	<b>7.49</b>	<b>7.85</b>	7.67	7.68	7.91	7.70	7.82	<b>8.19</b>	7.68	7.75	<b>7.50</b>	7.73	7.59	7.86	<b>7.59</b>	<b>7.85</b>	7.72
standard deviation:	1.52	1.56	1.48	1.66	1.49	1.58	1.50	1.59	1.32	1.62	1.32	1.56	1.43	2.08	1.93	1.71	1.35	1.54
Student's t:				-	-	-	-	-					-	-	-			-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8 8 the understanding of your particular needs																
WEIGHTED TOTAL:	983	756	225	592	199	170	183	505	223	545	438	53	204	410	146	149
TOTAL:	988	796	191	612	217	140	183	502	233	560	428	81	219	458	110	113
DISSATISFIED (smwht very)	2%	2%	2%	3%	2%	1%	1%	3%	2%	4% +	1% -	3%	2%	3%	2%	2%
SATISFIED (smwht very)	93%	93%	94%	93%	93%	94%	92%	92%	94%	92%	94%	95%	93%	93%	92%	93%
Very dissatisfied (0)	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%	0%	2% +	0%	0%
Dissatisfied (2.5)	2%	2%	1%	2%	2%	0%	0%	2%	2%	2%	1%	2%	2%	2%	2%	2%
Neutral (5)	5%	5%	4%	4%	5%	6%	7%	4%	4%	4%	6%	2%	5%	4%	6%	5%
Satisfied (7.5)	73%	70% --	83% ++	71%	68%	86% ++	72%	74%	69%	74%	71%	50% ---	68%	77% +	78%	74%
Very satisfied (10)	20%	22% ++	11% --	22%	25%	8% ---	21%	18%	26% +	18%	22%	45% +++	25%	16% -	14%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			(-)			( )		( )				
± ... at 50 %:	3.60	4.01	8.19	4.57	7.68	9.57	8.37	5.05	7.41	4.78	5.47	12.58	7.65	5.29	10.79	10.65
valid values:	988	796	191	612	217	140	183	502	233	560	428	81	219	458	110	113
mean:	7.74	<b>7.79</b>	<b>7.55</b>	7.79	7.89	<b>7.50</b>	7.78	<b>7.65</b>	<b>7.96</b>	<b>7.64</b>	<b>7.86</b>	<b>8.43</b>	7.91	<b>7.60</b>	7.62	7.74
standard deviation:	1.52	1.55	1.38	1.56	1.51	1.13	1.44	1.60	1.46	1.63	1.36	1.68	1.48	1.59	1.32	1.37
Student's t:				-	-		-					-		-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_10 the waiting time at the office																		
WEIGHTED TOTAL:	557	25	529	2	319	238	417	115	138	229	156	28	464	32	58	158	293	90
TOTAL:	465	18	399	48	269	196	349	94	105	174	118	66	388	25	50	132	249	72
<b>DISSATISFIED (smwht very)</b>	39%	52%	38%	<b>13%</b>	<b>30%</b>	<b>50%</b>	<b>35%</b>	<b>53%</b>	43%	44%	<b>26%</b>	49%	38%	33%	43%	34%	36%	<b>57%</b>
				--	---	+++	--	++			--							++
<b>SATISFIED (smwht very)</b>	50%	21%	<b>52%</b>	<b>83%</b>	<b>57%</b>	<b>42%</b>	51%	43%	43%	46%	<b>66%</b>	<b>26%</b>	50%	54%	50%	54%	53%	<b>38%</b>
			+++	++++	++	--					+++	--						--
<b>Very dissatisfied (0)</b>	14%	10%	14%	<b>2%</b>	<b>10%</b>	<b>18%</b>	<b>11%</b>	<b>24%</b>	15%	<b>19%</b>	<b>6%</b>	10%	13%	4%	23%	13%	12%	20%
				-	-	+	--	++		+	--							
<b>Dissatisfied (2.5)</b>	25%	42%	<b>24%</b>	10%	<b>20%</b>	<b>32%</b>	24%	29%	28%	25%	20%	<b>39%</b>	25%	29%	20%	20%	24%	<b>37%</b>
				-	-	+						+						+
<b>Neutral (5)</b>	11%	27%	<b>10%</b>	4%	13%	8%	<b>13%</b>	<b>5%</b>	14%	10%	8%	<b>25%</b>	11%	12%	7%	13%	11%	4%
			--				+	-				++						
<b>Satisfied (7.5)</b>	40%	10%	<b>41%</b>	50%	<b>47%</b>	<b>30%</b>	40%	35%	34%	39%	<b>52%</b>	<b>14%</b>	39%	50%	43%	44%	39%	32%
			+++		+++	---					++	--						
<b>Very satisfied (10)</b>	11%	10%	11%	<b>33%</b>	10%	12%	11%	8%	9%	7%	14%	12%	12%	4%	7%	10%	13%	6%
				+++														
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )							( )				-					
± ... at 50 %:	5.25	26.68	5.67	16.34	6.90	8.08	6.06	11.67	11.04	8.58	10.42	13.93	5.75	22.64	16.01	9.85	7.17	13.34
valid values:	465	18	399	48	269	196	349	94	105	174	118	66	388	25	50	132	249	72
mean:	5.22	4.22	5.26	<b>7.55</b>	<b>5.65</b>	<b>4.64</b>	<b>5.41</b>	<b>4.36</b>	4.84	<b>4.74</b>	<b>6.21</b>	4.52	5.27	5.53	4.79	5.41	5.46	<b>4.17</b>
standard deviation:	3.18	2.86	3.19	3.20	2.97	3.36	3.06	3.42	3.14	3.24	2.86	2.99	3.18	2.65	3.39	3.10	3.17	3.22
Student's t:		-	-						-			-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_10 the waiting time at the office																
WEIGHTED TOTAL:	557	414	143	318	121	107	101	313	110	305	252	20	137	233	83	75
TOTAL:	465	354	111	264	111	82	89	259	91	263	202	21	122	199	63	57
<b>DISSATISFIED (smwht very)</b>	39%	38%	41%	35%	42%	45%	43%	37%	37%	39%	38%	46%	43%	45%	<b>24%</b>	32%
<b>SATISFIED (smwht very)</b>	50%	51%	48%	<b>56%</b> +	43%	42%	45%	53%	51%	47%	54%	34%	43%	46%	<b>70%</b> ++	60%
<b>Very dissatisfied (0)</b>	14%	<b>11%</b> -	<b>20%</b> +	11%	13%	<b>23%</b> +	8%	15%	17%	16%	10%	19%	14%	<b>19%</b> +	6%	7%
<b>Dissatisfied (2.5)</b>	25%	26%	20%	24%	29%	22%	<b>35%</b> +	21%	20%	23%	28%	26%	29%	26%	17%	25%
<b>Neutral (5)</b>	11%	11%	11%	9%	15%	13%	12%	10%	12%	14%	7%	20%	15%	10%	6%	9%
<b>Satisfied (7.5)</b>	40%	40%	41%	42%	34%	38%	39%	43%	31%	40%	40%	20%	34%	39%	<b>57%</b> ++	44%
<b>Very satisfied (10)</b>	11%	12%	8%	<b>14%</b> +	9%	<b>4%</b> -	6%	10%	<b>19%</b> +	<b>8%</b> -	<b>14%</b> +	14%	9%	7%	13%	16%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-										( )				
± ... at 50 %:	5.25	6.02	10.74	6.97	10.74	12.50	12.00	7.03	11.86	6.98	7.96	24.70	10.25	8.02	14.26	14.99
valid values:	465	354	111	264	111	82	89	259	91	263	202	21	122	199	63	57
mean:	5.22	5.34	4.87	<b>5.62</b>	4.93	<b>4.42</b>	4.98	5.28	5.41	4.98	5.51	4.59	4.89	<b>4.74</b>	<b>6.32</b>	<b>5.92</b>
standard deviation:	3.18	3.13	3.29	3.16	3.08	3.21	2.84	3.20	3.50	3.15	3.20	3.42	3.10	3.23	2.79	3.04
Student's t:		-	-				-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_11 the time it took to produce a passport																		
WEIGHTED TOTAL:	995	299	681	14	743	251	795	159	176	302	198	313	844	37	106	358	472	139
TOTAL:	1000	220	514	265	790	210	767	193	134	229	150	485	861	36	97	355	489	136
<b>DISSATISFIED (smwht very)</b>	8%	<b>11%</b> +	<b>6%</b> -	9%	8%	8%	8%	7%	10%	6%	<b>3%</b> -	<b>11%</b> +	8%	7%	7%	8%	7%	12%
<b>SATISFIED (smwht very)</b>	88%	<b>82%</b> --	<b>91%</b> +++	86%	88%	87%	88%	88%	85%	92%	<b>94%</b> +	<b>82%</b> --	88%	89%	88%	88%	89%	86%
<b>Very dissatisfied (0)</b>	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	2%	0%
<b>Dissatisfied (2.5)</b>	7%	<b>10%</b> +	<b>5%</b> -	8%	7%	7%	7%	6%	9%	5%	3%	<b>10%</b> +	7%	7%	7%	7%	<b>5%</b> -	<b>12%</b> +
<b>Neutral (5)</b>	4%	<b>7%</b> +	<b>3%</b> -	5%	4%	5%	4%	5%	4%	3%	3%	<b>7%</b> +	4%	4%	5%	4%	4%	2%
<b>Satisfied (7.5)</b>	61%	59%	61%	57%	59%	65%	61%	59%	<b>51%</b> -	<b>67%</b> +	64%	59%	61%	61%	55%	59%	62%	60%
<b>Very satisfied (10)</b>	27%	23%	<b>29%</b> +	29%	29%	22%	27%	29%	34%	25%	30%	23%	27%	28%	33%	28%	27%	26%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )			-		-		( )				-			-		
± ... at 50 %:	3.58	7.63	4.99	6.95	4.03	7.81	4.09	8.15	9.78	7.48	9.24	5.14	3.86	18.86	11.49	6.01	5.12	9.70
valid values:	1000	220	514	265	790	210	767	193	134	229	150	485	861	36	97	355	489	136
mean:	7.67	<b>7.30</b>	<b>7.83</b>	7.62	7.72	7.52	7.67	7.73	7.68	7.75	<b>8.02</b>	<b>7.32</b>	7.64	7.75	7.87	7.69	7.70	7.52
standard deviation:	2.04	2.24	1.93	2.28	2.07	1.96	2.03	2.03	2.35	1.83	1.62	2.24	2.06	1.97	1.98	2.03	2.03	2.17
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_11 the time it took to produce a passport																
WEIGHTED TOTAL:	995	768	225	595	208	170	183	516	224	549	446	53	213	410	148	151
TOTAL:	1000	809	190	614	227	140	182	513	235	565	435	81	229	458	111	114
<b>DISSATISFIED (smwht very)</b>	8%	8%	8%	<b>5%</b>	<b>14%</b>	10%	7%	8%	8%	8%	8%	3%	<b>13%</b>	7%	4%	6%
				---	+++								++			
<b>SATISFIED (smwht very)</b>	88%	88%	89%	<b>92%</b>	<b>79%</b>	87%	84%	89%	89%	88%	88%	95%	<b>80%</b>	91%	90%	88%
				+++	---								---			
<b>Very dissatisfied (0)</b>	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%	2%	0%
<b>Dissatisfied (2.5)</b>	7%	6%	8%	<b>4%</b>	<b>13%</b>	10%	5%	7%	8%	7%	7%	3%	<b>12%</b>	6%	3%	6%
				---	+++								++			
<b>Neutral (5)</b>	4%	5%	3%	4%	<b>7%</b>	2%	<b>9%</b>	3%	3%	4%	5%	3%	7%	<b>2%</b>	5%	6%
					+		++							-		
<b>Satisfied (7.5)</b>	61%	<b>58%</b>	<b>70%</b>	59%	54%	<b>73%</b>	53%	60%	61%	62%	58%	51%	<b>54%</b>	<b>65%</b>	64%	59%
		-	+			++							-	+		
<b>Very satisfied (10)</b>	27%	<b>30%</b>	<b>20%</b>	<b>33%</b>	25%	<b>14%</b>	31%	28%	28%	26%	29%	<b>43%</b>	26%	25%	26%	29%
		+	-	+++		---						++				
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	-	-	-	-	-	( )	( )	( )	( )	( )
± ... at 50 %:	3.58	3.98	8.21	4.57	7.51	9.57	8.39	5.00	7.38	4.76	5.43	12.58	7.48	5.29	10.74	10.60
valid values:	1000	809	190	614	227	140	182	513	235	565	435	81	229	458	111	114
mean:	7.67	7.71	7.53	<b>7.97</b>	<b>7.20</b>	<b>7.28</b>	7.67	7.69	7.68	7.63	7.72	<b>8.37</b>	<b>7.28</b>	7.70	7.75	7.76
standard deviation:	2.04	2.10	1.84	1.86	2.42	1.89	2.14	2.08	2.05	2.05	2.04	1.70	2.39	1.93	1.89	1.92
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_12 the waiting time to receive it by mail																		
WEIGHTED TOTAL:	302	292	0	10	278	24	254	39	0	0	0	302	264	6	30	153	115	30
TOTAL:	416	216	0	200	386	30	315	87	0	0	0	416	369	11	34	180	184	47
<b>DISSATISFIED (smwht very)</b>	14%	14%	0%	10%	15%	6%	<b>12%</b>	<b>25%</b>	0%	0%	0%	14%	14%	26%	18%	13%	14%	23%
<b>SATISFIED (smwht very)</b>	79%	<b>78%</b>	0%	<b>87%</b>	79%	72%	<b>80%</b>	<b>68%</b>	0%	0%	0%	79%	78%	73%	82%	81%	75%	76%
<b>Very dissatisfied (0)</b>	1%	1%	0%	1%	1%	0%	1%	4%	0%	0%	0%	1%	2%	1%	0%	1%	2%	0%
<b>Dissatisfied (2.5)</b>	13%	13%	0%	9%	14%	5%	<b>11%</b>	<b>21%</b>	0%	0%	0%	13%	12%	25%	18%	12%	12%	23%
<b>Neutral (5)</b>	7%	7%	0%	3%	<b>6%</b>	<b>22%</b>	7%	7%	0%	0%	0%	7%	8%	1%	0%	6%	11%	0%
<b>Satisfied (7.5)</b>	55%	55%	0%	62%	56%	50%	55%	52%	0%	0%	0%	55%	55%	73%	50%	58%	50%	57%
<b>Very satisfied (10)</b>	23%	23%	0%	25%	23%	22%	25%	16%	0%	0%	0%	23%	23%	0%	32%	23%	25%	20%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		-				-			-		
± ... at 50 %:	5.55	7.70		8.00	5.76	20.66	6.38	12.13				5.55	5.89	34.12	19.41	8.44	8.34	16.51
valid values:	416	216	0	200	386	30	315	87	0	0	0	416	369	11	34	180	184	47
mean:	7.15	7.14		7.50	7.15	7.21	<b>7.30</b>	<b>6.39</b>				7.15	7.14	6.16	7.37	7.24	7.10	6.82
standard deviation:	2.41	2.41		2.31	2.44	2.10	2.33	2.79				2.41	2.40	2.47	2.61	2.31	2.54	2.63
Student's t:		-		-	-	-	-	-				-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_12 the waiting time to receive it by mail																
WEIGHTED TOTAL:	302	251	50	174	81	41	48	136	97	168	134	13	74	105	47	51
TOTAL:	416	361	54	257	113	38	66	195	126	236	180	43	104	191	35	39
<b>DISSATISFIED (smwht very)</b>	14%	15%	14%	12%	17%	24%	17%	15%	14%	16%	12%	11%	16%	8%	11%	26%
<b>SATISFIED (smwht very)</b>	79%	78%	80%	84%	70%	69%	75%	76%	82%	74%	84%	89%	69%	89%	86%	67%
<b>Very dissatisfied (0)</b>	1%	1%	3%	2%	0%	3%	0%	2%	1%	1%	2%	0%	0%	1%	3%	3%
<b>Dissatisfied (2.5)</b>	13%	13%	11%	10%	17%	20%	17%	13%	13%	15%	10%	11%	16%	7%	8%	23%
<b>Neutral (5)</b>	7%	7%	6%	5%	13%	7%	8%	9%	4%	10%	4%	0%	14%	3%	3%	8%
<b>Satisfied (7.5)</b>	55%	54%	61%	57%	50%	56%	49%	54%	55%	55%	56%	47%	49%	66%	61%	46%
<b>Very satisfied (10)</b>	23%	24%	19%	27%	20%	13%	26%	22%	27%	20%	28%	42%	20%	23%	25%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		(-)			-			-		( )				
± ... at 50 %:	5.55	5.96	15.40	7.06	10.65	18.36	13.93	8.10	10.08	7.37	8.44	17.26	11.10	8.19	19.13	18.12
valid values:	416	361	54	257	113	38	66	195	126	236	180	43	104	191	35	39
mean:	7.15	7.16	7.08	7.44	6.84	6.39	7.09	7.01	7.33	6.93	7.42	7.97	6.83	7.56	7.45	6.47
standard deviation:	2.41	2.42	2.40	2.33	2.43	2.67	2.52	2.47	2.42	2.41	2.39	2.40	2.43	2.03	2.32	2.84
Student's t:		-	-		-	-	-	-	-				-		-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q8_14 the total time and effort required																		
WEIGHTED TOTAL:	995	300	679	14	743	251	795	159	176	302	197	314	842	39	106	358	472	139
TOTAL:	1003	221	513	268	793	210	769	194	134	229	149	489	862	37	98	355	492	136
<b>DISSATISFIED (smwht very)</b>	17%	14%	18%	12%	16%	18%	17%	19%	17%	<b>24%</b> +++	<b>11%</b> -	14%	16%	17%	19%	17%	15%	22%
<b>SATISFIED (smwht very)</b>	74%	74%	73%	<b>82%</b> +	74%	73%	74%	71%	75%	69%	79%	74%	74%	73%	76%	71%	77%	71%
<b>Very dissatisfied (0)</b>	4%	4%	5%	1%	5%	3%	4%	6%	2%	<b>8%</b> ++	2%	3%	4%	3%	5%	5%	3%	7%
<b>Dissatisfied (2.5)</b>	12%	10%	14%	10%	12%	15%	12%	13%	15%	16%	9%	10%	12%	14%	14%	12%	12%	15%
<b>Neutral (5)</b>	9%	12%	8%	6%	9%	10%	9%	10%	8%	7%	10%	12%	10%	10%	5%	11%	8%	7%
<b>Satisfied (7.5)</b>	60%	60%	60%	<b>69%</b> +	60%	61%	61%	56%	56%	57%	<b>68%</b> +	60%	60%	69%	60%	57%	61%	63%
<b>Very satisfied (10)</b>	14%	14%	13%	13%	15%	11%	13%	14%	19%	12%	11%	14%	14%	3%	16%	14%	15%	9%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-						-			-		
± ... at 50 %:	3.57	7.61	5.00	6.91	4.02	7.81	4.08	8.13	9.78	7.48	9.27	5.12	3.85	18.61	11.43	6.01	5.10	9.70
valid values:	1003	221	513	268	793	210	769	194	134	229	149	489	862	37	98	355	492	136
mean:	6.66	6.78	6.59	<b>7.06</b>	6.69	6.57	6.67	6.50	6.85	<b>6.19</b>	6.95	6.80	6.67	6.39	6.71	6.59	<b>6.83</b>	6.29
standard deviation:	2.51	2.38	2.58	2.18	2.54	2.43	2.48	2.69	2.51	2.86	2.09	2.37	2.49	2.26	2.66	2.56	2.42	2.66
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q8_14 the total time and effort required																
WEIGHTED TOTAL:	995	770	224	596	208	169	183	516	226	549	446	53	213	411	148	149
TOTAL:	1003	812	190	616	229	139	183	514	237	566	437	81	231	460	111	113
<b>DISSATISFIED (smwht very)</b>	17%	18%	14%	18%	17%	13%	14%	19%	16%	17%	16%	10%	17%	<b>24%</b>	<b>8%</b>	<b>10%</b>
<b>SATISFIED (smwht very)</b>	74%	74%	73%	74%	74%	74%	71%	73%	75%	73%	75%	80%	74%	<b>70%</b>	82%	73%
<b>Very dissatisfied (0)</b>	4%	5%	3%	5%	4%	4%	3%	5%	5%	5%	4%	0%	4%	<b>7%</b>	2%	2%
<b>Dissatisfied (2.5)</b>	12%	13%	11%	13%	13%	9%	12%	13%	11%	12%	13%	10%	14%	<b>17%</b>	6%	8%
<b>Neutral (5)</b>	9%	8%	13%	8%	10%	13%	<b>14%</b>	8%	9%	10%	8%	10%	8%	<b>6%</b>	10%	<b>17%</b>
<b>Satisfied (7.5)</b>	60%	60%	60%	60%	57%	65%	61%	60%	56%	60%	60%	55%	57%	58%	<b>71%</b>	61%
<b>Very satisfied (10)</b>	14%	14%	12%	14%	17%	9%	10%	13%	<b>19%</b>	13%	15%	<b>25%</b>	17%	12%	12%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		( )				
± ... at 50 %:	3.57	3.97	8.21	4.56	7.48	9.60	8.37	4.99	7.35	4.76	5.41	12.58	7.45	5.28	10.74	10.65
valid values:	1003	812	190	616	229	139	183	514	237	566	437	81	231	460	111	113
mean:	6.66	6.64	6.70	6.65	6.74	6.65	6.60	6.58	6.83	6.59	6.74	<b>7.38</b>	6.77	<b>6.26</b>	<b>7.10</b>	6.86
standard deviation:	2.51	2.57	2.34	2.56	2.55	2.29	2.30	2.60	2.61	2.53	2.49	2.19	2.58	2.82	1.94	2.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q10 <b>OVERALL, responsiveness and reliability</b>																		
WEIGHTED TOTAL:	1326	411	895	18	999	327	1057	217	231	421	239	429	1131	58	128	478	644	172
TOTAL:	1328	303	677	347	1054	274	1018	258	176	319	181	650	1149	52	120	477	660	166
<b>DISSATISFIED (smwht very)</b>	5%	3%	5%	3%	5%	2%	5%	4%	2%	<b>8%</b>	3%	3%	4%	5%	6%	5%	5%	5%
										+++								
<b>SATISFIED (smwht very)</b>	90%	90%	90%	92%	90%	91%	90%	90%	93%	<b>87%</b>	93%	90%	90%	93%	87%	89%	91%	85%
										-								
<b>Very dissatisfied (0)</b>	1%	1%	1%	0%	1%	1%	1%	1%	1%	<b>2%</b>	1%	1%	1%	<b>5%</b>	1%	1%	1%	<b>3%</b>
										+				+				+
<b>Dissatisfied (2.5)</b>	3%	3%	4%	3%	4%	2%	4%	2%	1%	<b>6%</b>	2%	3%	3%	0%	5%	4%	4%	2%
										++								
<b>Neutral (5)</b>	6%	7%	5%	5%	5%	7%	5%	6%	5%	5%	4%	7%	5%	2%	7%	6%	4%	<b>10%</b>
																		+
<b>Satisfied (7.5)</b>	61%	62%	60%	62%	60%	64%	61%	61%	<b>53%</b>	62%	65%	62%	62%	58%	54%	61%	59%	65%
										-								
<b>Very satisfied (10)</b>	29%	28%	30%	29%	30%	27%	29%	29%	<b>40%</b>	<b>24%</b>	28%	28%	28%	35%	32%	29%	<b>32%</b>	<b>20%</b>
									++	-							+	-
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		( )				-			( )		
± ... at 50 %:	3.11	6.50	4.35	6.08	3.49	6.84	3.55	7.05	8.53	6.34	8.41	4.44	3.34	15.69	10.33	5.18	4.41	8.78
valid values:	1328	303	677	347	1054	274	1018	258	176	319	181	650	1149	52	120	477	660	166
mean:	7.84	7.84	7.84	7.94	7.83	7.87	7.83	7.86	<b>8.28</b>	<b>7.50</b>	7.94	7.84	7.83	7.97	7.79	7.81	<b>7.96</b>	<b>7.45</b>
standard deviation:	1.88	1.75	1.94	1.74	1.94	1.68	1.89	1.85	1.69	2.15	1.65	1.75	1.84	2.19	2.07	1.87	1.87	2.00
Student's t:		-	-	-	-	-	-	-					-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q10 <b>OVERALL, responsiveness and reliability</b>																
WEIGHTED TOTAL:	1326	1034	289	805	279	216	247	680	297	725	601	80	277	573	199	172
TOTAL:	1328	1076	250	820	301	183	246	673	309	743	585	115	301	623	150	130
<b>DISSATISFIED (smwht very)</b>	5%	5%	4%	5%	3%	3%	4%	5%	4%	4%	5%	2%	2%	<b>7%</b>	3%	2%
<b>SATISFIED (smwht very)</b>	90%	90%	89%	89%	92%	90%	88%	90%	93%	91%	89%	95%	92%	<b>87%</b>	<b>95%</b>	88%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	<b>2%</b>	0%	1%
<b>Dissatisfied (2.5)</b>	3%	4%	3%	4%	2%	2%	3%	4%	3%	3%	3%	2%	2%	<b>5%</b>	3%	1%
<b>Neutral (5)</b>	6%	5%	6%	5%	5%	7%	<b>8%</b>	5%	3%	5%	7%	3%	6%	6%	<b>1%</b>	<b>10%</b>
<b>Satisfied (7.5)</b>	61%	<b>59%</b>	<b>69%</b>	<b>57%</b>	62%	<b>72%</b>	66%	58%	61%	62%	59%	<b>38%</b>	62%	61%	<b>71%</b>	58%
<b>Very satisfied (10)</b>	29%	<b>31%</b>	<b>20%</b>	<b>32%</b>	30%	<b>17%</b>	<b>22%</b>	32%	32%	29%	29%	<b>57%</b>	30%	<b>25%</b>	24%	30%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			-			-		( )				
± ... at 50 %:	3.11	3.45	7.16	3.95	6.52	8.37	7.22	4.36	6.44	4.15	4.68	10.55	6.52	4.53	9.24	9.93
valid values:	1328	1076	250	820	301	183	246	673	309	743	585	115	301	623	150	130
mean:	7.84	<b>7.90</b>	<b>7.61</b>	7.87	7.95	<b>7.57</b>	<b>7.60</b>	7.93	7.99	7.87	7.80	<b>8.74</b>	7.97	<b>7.56</b>	7.90	7.90
standard deviation:	1.88	1.90	1.77	2.00	1.69	1.65	1.81	1.90	1.85	1.83	1.93	1.64	1.67	2.12	1.50	1.73
Student's t:				-	-			-	-	-	-			-		-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
<b>Q9_1</b> <b>the availability of application forms</b>																		
mean:	8.04	7.81	<b>8.17</b>	8.04	8.10	7.85	8.08	7.86	8.37	8.13	7.99	<b>7.82</b>	8.08	7.85	7.80	7.88	<b>8.23</b>	7.60
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_2</b> <b>the competence of the staff</b>																		
mean:	8.53	<b>8.27</b>	<b>8.67</b>	8.45	8.60	8.32	8.57	8.56	<b>8.99</b>	8.53	8.67	<b>8.28</b>	8.54	8.26	8.68	8.41	8.64	8.44
Student's t:				-	-	-	-	-		-	-		-	-	-	-	-	-
<b>Q9_3</b> <b>the courtesy of the staff</b>																		
mean:	8.26	<b>7.91</b>	<b>8.44</b>	8.08	8.35	7.97	8.26	8.31	8.69	8.22	<b>8.75</b>	<b>7.91</b>	8.24	8.63	8.24	8.22	8.32	7.92
Student's t:				-	-	-	-	-	-	-			-	-	-	-	-	-
<b>Q9_5</b> <b>the effectiveness of the staff</b>																		
mean:	8.47	8.29	8.56	8.26	8.42	8.62	8.43	8.71	8.81	8.54	8.30	8.29	8.47	8.42	8.53	8.31	8.57	8.47
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_8</b> <b>the understanding of your particular needs</b>																		
mean:	8.17	8.06	8.24	7.89	8.14	8.29	<b>8.08</b>	<b>8.55</b>	8.54	8.27	7.74	8.05	8.13	8.63	8.38	8.13	8.16	8.29
Student's t:		-	-	-	-	-			-	-	-	-	-	-	-	-	-	-
<b>Q9_10</b> <b>the waiting time at the office</b>																		
mean:	8.35	8.30	8.39	<b>7.81</b>	8.36	8.33	8.28	8.71	8.37	8.50	8.08	8.28	8.38	8.25	7.95	<b>8.00</b>	<b>8.64</b>	8.02
Student's t:		-	-		-	-	-	-	-	-	-	-	-	-	-			-
<b>Q9_11</b> <b>the time it took to produce a passport</b>																		
mean:	8.14	8.04	8.20	7.98	8.13	8.15	8.15	8.23	8.14	8.24	8.14	8.04	<b>8.05</b>	8.42	<b>9.10</b>	<b>7.82</b>	<b>8.35</b>	8.20
Student's t:		-	-	-	-	-	-	-	-	-	-	-		-				-
<b>Q9_12</b> <b>the waiting time to receive it by mail</b>																		
mean:	8.07	7.96	8.14	7.79	8.17	7.70	8.01	8.33	8.08	8.15	8.21	7.95	8.02	8.77	8.17	<b>7.71</b>	8.25	8.52
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-			-
<b>Q9_14</b> <b>the total time and effort required</b>																		
mean:	7.84	7.78	7.88	7.83	7.92	7.58	7.85	8.08	7.56	7.99	7.98	7.78	7.79	<b>8.56</b>	7.95	7.63	7.90	<b>8.40</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-		-			-

SUMMARY TABLE



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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q9_1</b> <b>the availability of application forms</b>																
mean:	8.04	8.03	8.10	7.97	<b>8.33</b>	7.94	8.34	7.96	7.95	8.14	7.93	8.03	<b>8.41</b>	8.11	<b>7.62</b>	8.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_2</b> <b>the competence of the staff</b>																
mean:	8.53	8.57	8.40	8.58	8.75	<b>8.09</b>	8.70	8.61	8.33	8.58	8.49	8.73	8.63	8.59	8.37	8.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_3</b> <b>the courtesy of the staff</b>																
mean:	8.26	8.28	8.14	8.29	8.44	7.87	8.01	8.38	8.23	8.21	8.32	8.50	8.38	8.28	8.32	7.50
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_5</b> <b>the effectiveness of the staff</b>																
mean:	8.47	8.50	8.38	8.46	8.71	8.18	8.54	8.48	8.31	8.61	8.31	8.45	8.68	8.53	8.17	8.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_8</b> <b>the understanding of your particular needs</b>																
mean:	8.17	8.15	8.26	8.15	8.33	8.11	7.99	8.24	8.19	8.26	8.07	8.13	8.48	8.29	<b>7.74</b>	7.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_10</b> <b>the waiting time at the office</b>																
mean:	8.35	8.42	8.07	8.37	8.50	<b>8.01</b>	8.36	8.48	<b>8.03</b>	8.38	8.33	7.76	8.52	<b>8.57</b>	7.89	8.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_11</b> <b>the time it took to produce a passport</b>																
mean:	8.14	8.19	7.95	8.19	8.05	8.07	8.29	8.08	8.04	8.26	8.01	<b>8.72</b>	7.90	8.28	7.98	7.97
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_12</b> <b>the waiting time to receive it by mail</b>																
mean:	8.07	8.13	7.86	8.22	7.88	7.72	8.13	8.04	8.00	8.22	7.92	8.13	7.83	8.26	7.83	8.44
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q9_14</b> <b>the total time and effort required</b>																
mean:	7.84	7.83	7.91	<b>8.01</b>	<b>7.32</b>	7.86	8.00	7.78	7.72	7.86	7.82	7.88	7.51	<b>8.09</b>	7.68	8.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_1 the availability of application forms																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	<b>4%</b> ++	<b>0%</b> -	0%	2%	0%	2%	0%	0%	0%	0%	<b>4%</b> +	1%	0%	0%	2%	0%	4%
<b>Neutral (5)</b>	4%	3%	5%	4%	4%	5%	4%	7%	0%	4%	<b>13%</b> +	3%	4%	7%	12%	6%	4%	4%
<b>Important (7.5)</b>	65%	69%	63%	71%	63%	74%	65%	70%	65%	65%	55%	69%	65%	72%	65%	67%	62%	76%
<b>Very important (10)</b>	28%	23%	31%	25%	31%	19%	30%	21%	35%	29%	32%	23%	29%	21%	24%	25%	32%	16%
<b>DK/NR</b>	1%	1%	1%	0%	1%	2%	0%	2%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	328	84	165	79	264	64	253	63	43	91	31	163	290	15	22	123	170	30
mean:	8.04	7.81	<b>8.17</b>	8.04	8.10	7.85	8.08	7.86	8.37	8.13	7.99	<b>7.82</b>	8.08	7.85	7.80	7.88	<b>8.23</b>	7.60
standard deviation:	1.44	1.59	1.36	1.42	1.51	1.20	1.47	1.29	1.20	1.32	1.63	1.57	1.45	1.31	1.48	1.55	1.33	1.52
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_1 the availability of application forms																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	0%	2%	0%	0%	0%	2%	2%	0%	3%	0%	0%	0%	2%	0%
Neutral (5)	4%	5%	2%	6%	2%	3%	4%	6%	2%	4%	5%	5%	2%	4%	10%	0%
Important (7.5)	65%	63%	72%	63%	63%	77%	58%	64%	73%	66%	64%	65%	59%	67%	68%	69%
Very important (10)	28%	29%	26%	28%	35%	20%	38%	27%	23%	29%	27%	25%	39%	28%	20%	31%
DK/NR	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	5%	0%	1%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	328	266	61	206	73	44	65	158	75	177	151	33	72	164	41	16
mean:	8.04	8.03	8.10	7.97	<b>8.33</b>	7.94	8.34	7.96	7.95	8.14	7.93	8.03	<b>8.41</b>	8.11	<b>7.62</b>	8.28
standard deviation:	1.44	1.51	1.19	1.55	1.29	1.13	1.39	1.53	1.35	1.29	1.59	1.32	1.32	1.30	1.57	1.19
Student's t:		-	-	-		-	-	-	-	-	-	-		-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_2 the competence of the staff																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	2%	2%	1%	5%	2%	2%	2%	0%	2%	1%	0%	2%	1%	0%	6%	2%	2%	0%
Important (7.5)	52%	<b>62%</b> +	<b>47%</b> -	49%	51%	57%	52%	56%	<b>35%</b> -	51%	52%	<b>62%</b> +	52%	65%	41%	58%	47%	60%
Very important (10)	43%	<b>32%</b> -	<b>49%</b> ++	42%	44%	40%	44%	42%	<b>60%</b> +	45%	45%	<b>32%</b> --	43%	28%	53%	38%	48%	36%
DK/NR	3%	3%	2%	4%	4%	0%	2%	2%	2%	2%	3%	3%	3%	7%	0%	2%	3%	4%
khi :		-			(-)		-		-				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	320	82	162	76	255	65	248	62	42	90	30	158	283	14	22	119	167	29
mean:	8.53	<b>8.27</b>	<b>8.67</b>	8.45	8.60	8.32	8.57	8.56	<b>8.99</b>	8.53	8.67	<b>8.28</b>	8.54	8.26	8.68	8.41	8.64	8.44
standard deviation:	1.43	1.28	1.48	1.69	1.32	1.71	1.34	1.26	1.36	1.58	1.26	1.29	1.43	1.19	1.54	1.32	1.53	1.23
Student's t:				-	-	-	-	-					-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_2 the competence of the staff																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	2%	2%	2%	1%	2%	3%	2%	1%	4%	2%	2%	0%	2%	2%	2%	0%
Important (7.5)	52%	51%	56%	49%	46%	69% +	48%	48%	57%	49%	56%	45%	51%	48%	59%	69%
Very important (10)	43%	45%	36%	45%	52%	26% -	50%	46%	36%	46%	40%	45%	47%	46%	37%	31%
DK/NR	3%	2%	6%	4%	0%	3%	0%	4%	4%	3%	2%	10% +	0%	3%	2%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	320	263	56	200	73	42	65	153	72	171	149	31	72	159	40	16
mean:	8.53	8.57	8.40	8.58	8.75	8.09	8.70	8.61	8.33	8.58	8.49	8.73	8.63	8.59	8.37	8.28
standard deviation:	1.43	1.45	1.32	1.48	1.35	1.23	1.36	1.51	1.37	1.52	1.31	1.29	1.35	1.55	1.33	1.19
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_3 the courtesy of the staff																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
<b>Unimportant (2.5)</b>	1%	1%	1%	0%	<b>0%</b>	<b>3%</b>	0%	2%	2%	0%	0%	1%	1%	0%	0%	0%	1%	4%
					--	++												
<b>Neutral (5)</b>	4%	3%	4%	8%	<b>2%</b>	<b>9%</b>	3%	5%	2%	5%	0%	4%	3%	0%	12%	2%	5%	4%
					-	+												
<b>Important (7.5)</b>	55%	62%	52%	56%	56%	53%	58%	46%	<b>40%</b>	59%	48%	62%	57%	43%	47%	63%	<b>50%</b>	60%
									-								-	
<b>Very important (10)</b>	35%	<b>24%</b>	<b>42%</b>	29%	36%	34%	35%	39%	<b>54%</b>	34%	48%	<b>24%</b>	35%	35%	41%	30%	40%	28%
		-	++						+			--						
<b>DK/NR</b>	4%	<b>8%</b>	<b>2%</b>	8%	6%	0%	3%	7%	2%	2%	3%	<b>8%</b>	4%	22%	0%	5%	4%	4%
		+	-									+						
khi :		(-)			( )		-		( )				( )			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	314	79	162	73	249	65	244	60	42	90	30	152	278	13	22	116	164	29
mean:	8.26	<b>7.91</b>	<b>8.44</b>	8.08	8.35	7.97	8.26	8.31	8.69	8.22	<b>8.75</b>	<b>7.91</b>	8.24	8.63	8.24	8.22	8.32	7.92
standard deviation:	1.55	1.66	1.47	1.71	1.45	1.84	1.52	1.72	1.67	1.41	1.27	1.65	1.56	1.29	1.70	1.26	1.70	1.74
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_3 the courtesy of the staff																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	6%
<b>Unimportant (2.5)</b>	1%	1%	0%	0%	2%	3%	4% ++	0%	0%	1%	1%	0%	2%	0%	2%	0%
<b>Neutral (5)</b>	4%	4%	2%	4%	4%	3%	4%	4%	4%	4%	3%	1%	4%	5%	2%	0%
<b>Important (7.5)</b>	55%	53%	66%	54%	48%	69%	50%	54%	57%	58%	52%	50%	49%	57%	54%	75%
<b>Very important (10)</b>	35%	37%	26%	36%	44%	23%	38%	38%	30%	32%	39%	35%	43%	35%	39%	19%
<b>DK/NR</b>	4%	4%	6%	6%	2%	3%	2%	4%	9%	5%	3%	15% ++	2%	3%	2%	0%
khi :		-		-			( )			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	314	257	56	197	70	42	63	152	69	169	145	30	69	158	40	16
mean:	8.26	8.28	8.14	8.29	8.44	7.87	8.01	8.38	8.23	8.21	8.32	8.50	8.38	8.28	8.32	7.50
standard deviation:	1.55	1.63	1.22	1.54	1.63	1.51	2.15	1.40	1.35	1.44	1.67	1.30	1.66	1.41	1.63	2.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_5 the effectiveness of the staff																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
<b>Neutral (5)</b>	3%	2%	3%	<b>11%</b> ++	3%	3%	3%	0%	5%	2%	3%	3%	3%	0%	6%	3%	3%	0%
<b>Important (7.5)</b>	52%	60%	48%	44%	53%	48%	54%	46%	37%	49%	61%	59%	52%	49%	47%	58%	48%	56%
<b>Very important (10)</b>	41%	32%	<b>46%</b> +	41%	39%	48%	40%	44%	56%	45%	35%	<b>32%</b> -	42%	29%	47%	34%	47%	36%
<b>DK/NR</b>	4%	6%	2%	4%	5%	0%	<b>2%</b> -	<b>10%</b> +	2%	3%	0%	6%	<b>3%</b> -	22%	0%	5%	1%	8%
khi :		-			-		(-)		-				( )			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	319	81	162	76	254	65	248	60	42	89	31	157	283	13	22	118	169	28
mean:	8.47	8.29	8.56	8.26	8.42	8.62	8.43	8.71	8.81	8.54	8.30	8.29	8.47	8.42	8.53	8.31	8.57	8.47
standard deviation:	1.42	1.29	1.47	1.94	1.42	1.42	1.43	1.27	1.48	1.50	1.34	1.31	1.42	1.25	1.53	1.35	1.49	1.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_5 the effectiveness of the staff																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%
Neutral (5)	3%	3%	2%	3%	2%	3%	2%	2%	6%	4%	2%	6%	2%	3%	5%	0%
Important (7.5)	52%	50%	58%	51%	48%	63%	54%	52%	52%	45%	60%	44%	49%	49%	64%	69%
Very important (10)	41%	42%	36%	41%	50%	28%	44%	42%	36%	46%	35%	40%	49%	44%	32%	31%
DK/NR	4%	4%	4%	4%	0%	6%	0%	3%	7%	5%	2%	10%	0%	4%	0%	0%
khi :		-		-			-			( )		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	319	261	57	200	73	41	65	154	71	170	149	31	72	158	41	16
mean:	8.47	8.50	8.38	8.46	8.71	8.18	8.54	8.48	8.31	8.61	8.31	8.45	8.68	8.53	8.17	8.28
standard deviation:	1.42	1.45	1.31	1.47	1.35	1.29	1.35	1.46	1.47	1.44	1.39	1.54	1.36	1.47	1.36	1.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_8 the understanding of your particular needs																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	1%	1%	2%	0%	1%	0%	0%	0%	6%	1%	1%	0%	0%	1%	2%	0%
<b>Neutral (5)</b>	4%	2%	4%	13%	4%	3%	4%	0%	7%	3%	3%	3%	4%	0%	6%	4%	4%	0%
<b>Important (7.5)</b>	61%	68%	57%	53%	61%	60%	63%	56%	42%	62%	65%	67%	62%	51%	53%	60%	61%	68%
<b>Very important (10)</b>	32%	26%	36%	30%	32%	35%	30%	42%	47%	34%	26%	26%	31%	42%	41%	31%	33%	32%
<b>DK/NR</b>	2%	2%	2%	3%	2%	2%	2%	2%	5%	1%	0%	2%	2%	7%	0%	3%	1%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	323	83	163	77	259	64	250	62	41	91	31	160	286	14	22	119	170	30
mean:	8.17	8.06	8.24	7.89	8.14	8.29	8.08	8.55	8.54	8.27	7.74	8.05	8.13	8.63	8.38	8.13	8.16	8.29
standard deviation:	1.47	1.35	1.52	1.98	1.50	1.35	1.48	1.28	1.57	1.33	1.85	1.37	1.48	1.28	1.50	1.48	1.51	1.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_8 the understanding of your particular needs																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	0%	2%	0%	0%	2%	2%	0%	1%	2%	0%	0%	0%	5%	6%
<b>Neutral (5)</b>	4%	4%	2%	3%	6%	3%	8%	4%	0%	5%	3%	5%	4%	4%	0%	6%
<b>Important (7.5)</b>	61%	60%	64%	61%	56%	66%	58%	57%	70%	57%	66%	60%	51%	58%	76%	62%
<b>Very important (10)</b>	32%	33%	32%	32%	39%	26%	32%	36%	27%	36%	28%	30%	43%	35%	19%	25%
<b>DK/NR</b>	2%	2%	2%	2%	0%	6%	0%	2%	4%	2%	2%	5%	2%	2%	0%	0%
khi :		-		-			-			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	323	264	58	204	73	41	65	157	72	173	150	33	71	160	41	16
mean:	8.17	8.15	8.26	8.15	8.33	8.11	7.99	8.24	8.19	8.26	8.07	8.13	8.48	8.29	7.74	7.66
standard deviation:	1.47	1.52	1.27	1.53	1.46	1.25	1.68	1.56	1.14	1.49	1.44	1.43	1.43	1.38	1.55	1.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_10 the waiting time at the office																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	1%	0%	0%	2%	<b>0%</b>	<b>2%</b>	<b>2%</b>	0%	0%	0%	<b>0%</b>	0%	6%	0%	0%	<b>4%</b>
							-	+	+				--					++
<b>Unimportant (2.5)</b>	1%	1%	1%	4%	1%	2%	1%	0%	0%	2%	0%	1%	1%	7%	0%	1%	1%	4%
<b>Neutral (5)</b>	4%	2%	4%	6%	5%	0%	5%	0%	5%	2%	10%	2%	4%	0%	0%	<b>8%</b>	2%	0%
																+		
<b>Important (7.5)</b>	50%	51%	49%	56%	48%	54%	53%	37%	46%	48%	55%	51%	50%	28%	59%	56%	46%	48%
<b>Very important (10)</b>	39%	32%	43%	<b>25%</b>	39%	41%	36%	51%	47%	46%	32%	32%	40%	35%	35%	<b>29%</b>	<b>46%</b>	40%
				-												-	+	
<b>DK/NR</b>	6%	<b>14%</b>	<b>2%</b>	9%	7%	2%	5%	10%	0%	2%	3%	<b>14%</b>	5%	29%	0%	7%	6%	4%
		+++	---									+++						
khi :		( )			( )		( )		( )				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	309	74	163	72	245	64	239	59	43	90	30	146	274	12	22	117	159	28
mean:	8.35	8.30	8.39	<b>7.81</b>	8.36	8.33	8.28	8.71	8.37	8.50	8.08	8.28	8.38	8.25	7.95	<b>8.00</b>	<b>8.64</b>	8.02
standard deviation:	1.64	1.49	1.70	2.06	1.57	1.84	1.53	1.89	1.95	1.62	1.56	1.50	1.53	2.33	2.35	1.60	1.44	2.42
Student's t:		-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_10 the waiting time at the office																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	<b>5%</b> +++	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	2%	2%	0%	0%	2%	1%	0%	1%	2%	0%	0%	2%	2%	0%
Neutral (5)	4%	4%	0%	4%	4%	0%	6%	2%	7%	5%	3%	5%	2%	2%	7%	6%
Important (7.5)	50%	<b>45%</b> --	<b>68%</b> ++	<b>43%</b> --	50%	<b>77%</b> +++	46%	48%	57%	47%	53%	50%	51%	45%	56%	62%
Very important (10)	39%	<b>42%</b> +	<b>26%</b> -	42%	42%	<b>20%</b> -	44%	42%	<b>27%</b> -	41%	37%	30%	41%	<b>47%</b> +	27%	31%
DK/NR	6%	6%	4%	8%	4%	3%	2%	6%	9%	6%	6%	10%	6%	4%	7%	0%
khi :		( )		( )			-			-		(-)				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	309	252	56	194	68	42	64	148	68	168	141	32	66	156	38	16
mean:	8.35	8.42	8.07	8.37	8.50	<b>8.01</b>	8.36	8.48	<b>8.03</b>	8.38	8.33	7.76	8.52	<b>8.57</b>	7.89	8.13
standard deviation:	1.64	1.69	1.39	1.81	1.43	1.04	1.73	1.64	1.45	1.71	1.56	2.39	1.36	1.58	1.69	1.43
Student's t:		-	-	-	-		-	-		-	-	-	-		-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_11 the time it took to produce a passport																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
<b>Unimportant (2.5)</b>	3%	5%	2%	1%	4%	2%	3%	7%	5%	1%	3%	5%	3%	7%	0%	5%	1%	8%
<b>Neutral (5)</b>	3%	2%	3%	<b>9%</b> +	3%	2%	3%	2%	5%	2%	3%	3%	3%	0%	0%	3%	3%	0%
<b>Important (7.5)</b>	57%	60%	56%	58%	57%	57%	<b>60%</b> +	<b>44%</b> -	51%	58%	58%	60%	<b>60%</b> +	42%	36%	<b>66%</b> +	52%	48%
<b>Very important (10)</b>	36%	33%	37%	30%	36%	36%	34%	44%	40%	37%	35%	33%	<b>33%</b> --	51%	64%	<b>26%</b> --	<b>42%</b> +	44%
<b>DK/NR</b>	0%	0%	1%	1%	0%	2%	<b>0%</b> -	<b>2%</b> +	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
khi :		-			(-)		( )		-				-			(-)		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	328	85	165	78	264	64	254	63	43	91	31	163	290	15	22	123	170	30
mean:	8.14	8.04	8.20	7.98	8.13	8.15	8.15	8.23	8.14	8.24	8.14	8.04	<b>8.05</b>	8.42	<b>9.10</b>	<b>7.82</b>	<b>8.35</b>	8.20
standard deviation:	1.75	1.78	1.74	1.85	1.72	1.86	1.60	2.07	1.89	1.68	1.70	1.77	1.75	2.08	1.23	1.70	1.71	2.09
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_11 the time it took to produce a passport																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	3%	3%	4%	3%	4%	3%	4%	4%	2%	3%	3%	0%	6%	1%	5%	0%
Neutral (5)	3%	4%	0%	3%	4%	0%	8% +	2%	0%	2%	3%	0%	4%	2%	3%	6%
Important (7.5)	57%	54%	70%	54%	59%	68%	40% --	56%	73% ++	53%	62%	50%	57%	58%	61%	69%
Very important (10)	36%	39%	26%	39%	33%	28%	48%	36%	25%	41%	31%	50%	32%	37%	32%	25%
DK/NR	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
khi :		-		-			( )			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	328	267	60	207	73	43	65	158	75	176	152	34	72	163	41	16
mean:	8.14	8.19	7.95	8.19	8.05	8.07	8.29	8.08	8.04	8.26	8.01	8.72	7.90	8.28	7.98	7.97
standard deviation:	1.75	1.79	1.57	1.83	1.72	1.50	1.98	1.90	1.33	1.82	1.66	1.32	1.92	1.61	1.78	1.35
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_12 the waiting time to receive it by mail																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	4%	5%	3%	4%	4%	4%	5%	0%	0%	4%	3%	5%	4%	0%	0%	<b>8%</b>	2%	0%
<b>Neutral (5)</b>	6%	6%	6%	8%	<b>4%</b>	<b>12%</b>	<b>4%</b>	<b>14%</b>	<b>14%</b>	4%	0%	6%	6%	7%	6%	6%	7%	0%
<b>Important (7.5)</b>	51%	55%	48%	62%	53%	42%	<b>56%</b>	<b>28%</b>	42%	49%	55%	55%	51%	35%	53%	57%	46%	52%
<b>Very important (10)</b>	35%	33%	36%	27%	38%	26%	33%	42%	35%	38%	32%	33%	34%	58%	30%	30%	38%	36%
<b>DK/NR</b>	5%	1%	<b>7%</b>	0%	<b>1%</b>	<b>17%</b>	<b>2%</b>	<b>16%</b>	9%	4%	10%	<b>1%</b>	4%	0%	12%	<b>0%</b>	7%	12%
khi :		-			( )		( )		( )				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	318	84	155	79	263	55	250	57	39	88	28	163	282	15	20	123	163	27
mean:	8.07	7.96	8.14	7.79	8.17	7.70	8.01	8.33	8.08	8.15	8.21	7.95	8.02	8.77	8.17	<b>7.71</b>	8.25	8.52
standard deviation:	1.82	1.87	1.80	1.99	1.77	1.98	1.81	1.88	1.76	1.87	1.65	1.87	1.86	1.61	1.47	2.05	1.71	1.25
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_12 the waiting time to receive it by mail																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	4%	4%	2%	4%	2%	3%	2%	5%	4%	2%	6%	5%	2%	3%	2%	0%
Neutral (5)	6%	5%	8%	3%	13%	8%	12%	6%	2%	7%	4%	0%	14%	6%	2%	0%
Important (7.5)	51%	48%	60%	47%	50%	63%	40%	49%	64%	48%	54%	55%	47%	46%	68%	62%
Very important (10)	35%	38%	26%	39%	31%	23%	40%	36%	29%	37%	32%	35%	30%	41%	20%	37%
DK/NR	5%	5%	4%	6%	4%	3%	6%	5%	2%	6%	3%	5%	6%	4%	7%	0%
khi :		-		( )			(-)			-		(-)				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	318	258	59	199	71	43	62	154	74	170	148	33	69	160	38	16
mean:	8.07	8.13	7.86	8.22	7.88	7.72	8.13	8.04	8.00	8.22	7.92	8.13	7.83	8.26	7.83	8.44
standard deviation:	1.82	1.87	1.63	1.87	1.80	1.67	1.91	1.94	1.63	1.70	1.94	1.84	1.86	1.83	1.44	1.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_14 the total time and effort required																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	1%	0%	1%	0%	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	2%	1%	0%	0%	1%	0%	0%	0%	1%	0%
					--	++	-	+										
<b>Unimportant (2.5)</b>	3%	6%	2%	3%	3%	3%	4%	0%	2%	2%	0%	6%	4%	0%	0%	5%	3%	0%
<b>Neutral (5)</b>	6%	2%	8%	9%	6%	7%	7%	3%	<b>14%</b>	5%	7%	3%	6%	0%	12%	7%	5%	4%
									+									
<b>Important (7.5)</b>	61%	65%	58%	59%	61%	59%	61%	63%	51%	59%	68%	65%	61%	57%	59%	67%	58%	56%
<b>Very important (10)</b>	28%	25%	30%	27%	29%	27%	28%	32%	28%	33%	26%	25%	28%	43%	30%	<b>21%</b>	32%	40%
<b>DK/NR</b>	1%	1%	1%	3%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	0%	1%	1%	0%
khi :		-			(-)		(-)		-				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	326	84	165	77	261	65	251	64	42	92	31	161	288	15	22	121	170	30
mean:	7.84	7.78	7.88	7.83	7.92	7.58	7.85	8.08	7.56	7.99	7.98	7.78	7.79	<b>8.56</b>	7.95	7.63	7.90	<b>8.40</b>
standard deviation:	1.82	1.79	1.84	1.94	1.67	2.24	1.73	1.79	2.17	1.82	1.35	1.78	1.86	1.27	1.58	1.71	1.95	1.41
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_14 the total time and effort required																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	1%	1%	0%	1%	2%	0%	2%	1%	0%	1%	0%	0%	2%	1%	0%	0%
<b>Unimportant (2.5)</b>	3%	3%	6%	3%	2%	6%	0%	5%	4%	1%	5%	<b>10%</b> +	0%	2%	5%	0%
<b>Neutral (5)</b>	6%	7%	2%	<b>4%</b>	<b>15%</b>	3%	6%	7%	4%	8%	3%	0%	<b>14%</b> ++	5%	2%	6%
<b>Important (7.5)</b>	61%	61%	60%	59%	65%	60%	60%	56%	71%	57%	65%	50%	61%	59%	73%	62%
<b>Very important (10)</b>	28%	28%	30%	32%	<b>17%</b>	28%	32%	31%	20%	30%	27%	35%	21%	34%	19%	31%
<b>DK/NR</b>	1%	0%	2%	1%	0%	3%	0%	1%	2%	2%	0%	<b>5%</b> +	2%	0%	0%	0%
khi :		-		( )			-			( )		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	326	266	59	207	72	42	65	157	74	174	152	33	70	164	41	16
mean:	7.84	7.83	7.91	<b>8.01</b>	<b>7.32</b>	7.86	8.00	7.78	7.72	7.86	7.82	7.88	7.51	<b>8.09</b>	7.68	8.13
standard deviation:	1.82	1.82	1.86	1.78	1.87	1.86	1.81	2.01	1.54	1.88	1.75	2.23	1.85	1.72	1.62	1.43
Student's t:		-	-			-	-	-	-	-	-	-	-	-	-	-

If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q11																		
WEIGHTED TOTAL:	627	246	368	13	493	134	512	93	92	162	108	258	539	23	56	258	284	68
TOTAL:	702	181	277	244	581	121	539	135	70	123	82	425	616	21	59	268	344	76
<b>DK/NR</b>	65%	<b>57%</b>	<b>70%</b>	59%	64%	66%	66%	57%	63%	69%	<b>76%</b>	<b>57%</b>	65%	59%	64%	66%	65%	58%
<b>understanding of your needs</b>	14%	<b>21%</b>	<b>8%</b>	16%	14%	12%	12%	17%	10%	8%	7%	<b>21%</b>	14%	18%	7%	13%	13%	16%
<b>Other</b>	10%	8%	12%	12%	11%	9%	10%	12%	11%	13%	11%	8%	10%	11%	12%	10%	11%	8%
<b>availability of forms</b>	4%	5%	3%	3%	3%	5%	4%	4%	6%	2%	1%	5%	3%	0%	7%	3%	3%	6%
<b>the effectiveness of the staff</b>	3%	5%	2%	<b>7%</b>	3%	4%	3%	3%	1%	3%	1%	5%	3%	6%	5%	4%	<b>2%</b>	8%
<b>the courtesy of the staff</b>	3%	2%	3%	1%	3%	2%	3%	3%	6%	2%	4%	2%	2%	6%	5%	2%	3%	4%
<b>the competence of the staff</b>	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	0%	2%	2%	0%	0%	2%	2%	0%
<b>the waiting time at the office</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>time to produce a passport</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>waiting time by mail</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>total effort required</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	4.27	8.41	6.80	7.25	4.70	10.29	4.87	9.74	13.53	10.20	12.50	5.49	4.56	24.70	14.73	6.91	6.10	12.98

If only one of the areas of responsiveness and reliability that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q11																
WEIGHTED TOTAL:	627	488	136	396	115	100	115	299	169	329	298	51	106	254	116	83
TOTAL:	702	577	123	461	137	89	123	345	185	387	315	87	131	328	87	63
DK/NR	65%	64%	67%	<b>68%</b> +	57%	60%	58%	64%	69%	61%	69%	72%	55%	67%	64%	63%
understanding of your needs	14%	15%	10%	13%	15%	16%	<b>21%</b> +	12%	14%	16%	11%	16%	16%	11%	14%	17%
Other	10%	10%	13%	11%	9%	12%	8%	11%	10%	12%	9%	9%	8%	12%	11%	10%
availability of forms	4%	3%	4%	3%	5%	3%	1%	<b>5%</b> +	2%	4%	4%	0%	6%	2%	6%	3%
the effectiveness of the staff	3%	3%	4%	2%	5%	5%	1%	4%	2%	4%	3%	3%	4%	4%	2%	3%
the courtesy of the staff	3%	3%	1%	2%	<b>7%</b> ++	1%	<b>8%</b> +++	2%	1%	2%	3%	0%	<b>6%</b> +	2%	2%	3%
the competence of the staff	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	1%	0%	4%	2%	1%	0%
the waiting time at the office	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
time to produce a passport	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
waiting time by mail	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
total effort required	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			( )			-		-				
± ... at 50 %:	4.27	4.71	10.20	5.27	9.67	12.00	10.20	6.09	8.32	5.75	6.38	12.13	9.89	6.25	12.13	14.26

As far as you remember, how long did you have to wait at the Passport Office when you delivered your application? (EXPRESSED IN MINUTES)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q12																		
WEIGHTED TOTAL:	592	25	565	2	347	245	436	128	158	231	170	27	502	36	53	170	325	85
TOTAL:	491	19	426	46	289	202	366	103	120	175	129	65	415	28	47	138	273	70
<b>0-14 min.</b>	9%	11%	9%	<b>39%</b> +++	10%	8%	10%	6%	5%	9%	14%	13%	9%	11%	15%	9%	10%	10%
<b>15-29 min.</b>	12%	11%	12%	15%	14%	10%	13%	10%	11%	9%	17%	11%	12%	11%	18%	12%	14%	10%
<b>30-59 min.</b>	22%	16%	22%	13%	25%	18%	22%	22%	23%	<b>17%</b>	<b>31%</b>	16%	22%	30%	20%	20%	24%	16%
<b>60 min.</b>	56%	63%	56%	<b>33%</b> --	<b>51%</b>	<b>64%</b> +	55%	62%	62%	<b>66%</b> ++	<b>38%</b> +	60%	58%	48%	47%	59%	53%	65%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-							( )									
± ... at 50 %:	5.11	25.96	5.48	16.69	6.66	7.96	5.92	11.15	10.33	8.56	9.96	14.04	5.56	21.39	16.51	9.63	6.85	13.53
valid values:	491	19	426	46	289	202	366	103	120	175	129	65	415	28	47	138	273	70
mean:	72.2	75.5	72.2	<b>36.5</b>	<b>64.6</b>	<b>82.8</b>	70.9	79.6	80.6	<b>84.5</b>	<b>48.8</b>	72.1	73.5	63.6	64.4	71.7	68.9	<b>87.6</b>
standard deviation:	53.6	55.0	53.6	48.2	48.9	58.0	52.6	56.6	54.5	57.3	38.2	54.8	53.4	50.2	57.1	52.9	52.2	59.3
Student's t:		-	-				-	-	-	-	-	-	-	-	-	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you delivered your application? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q12																
WEIGHTED TOTAL:	592	451	142	355	131	96	114	331	112	327	265	30	145	235	99	78
TOTAL:	491	381	110	295	115	74	95	273	94	277	214	27	126	202	75	59
<b>0-14 min.</b>	9%	<b>8%</b>	<b>15%</b>	10%	5%	12%	6%	11%	9%	7%	12%	9%	5%	9%	16%	12%
		-	+													
<b>15-29 min.</b>	12%	<b>14%</b>	<b>6%</b>	<b>16%</b>	8%	<b>4%</b>	9%	15%	11%	13%	12%	30%	7%	9%	16%	17%
		+	-	++		-										
<b>30-59 min.</b>	22%	23%	18%	23%	24%	18%	19%	21%	28%	20%	24%	22%	22%	<b>16%</b>	31%	31%
														-		
<b>60 min.</b>	56%	55%	62%	<b>51%</b>	63%	66%	<b>66%</b>	53%	52%	60%	51%	39%	<b>66%</b>	<b>66%</b>	<b>37%</b>	<b>41%</b>
				-			+						+	++	--	-
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :							-			-		( )				
± ... at 50 %:	5.11	5.80	10.79	6.59	10.55	13.16	11.61	6.85	11.67	6.80	7.74	21.78	10.08	7.96	13.07	14.73
valid values:	491	381	110	295	115	74	95	273	94	277	214	27	126	202	75	59
mean:	72.2	71.6	74.0	<b>66.1</b>	<b>84.8</b>	76.1	79.5	71.6	63.4	<b>78.4</b>	<b>64.4</b>	57.9	<b>84.3</b>	<b>84.6</b>	<b>47.8</b>	<b>51.2</b>
standard deviation:	53.6	53.5	54.0	52.5	55.1	51.8	51.4	56.0	47.7	55.6	50.0	53.7	53.7	57.5	36.5	40.8
Student's t:		-	-			-	-	-	-			-				

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

	Total	Waiting time to deliver application	
		Acceptable	Too long
Q12			
WEIGHTED TOTAL:	591	310	281
TOTAL:	490	267	223
<b>0-14 min.</b>	9%	<b>18%</b> +++	<b>0%</b> ---
<b>15-29 min.</b>	12%	<b>23%</b> +++	<b>1%</b> ---
<b>30-59 min.</b>	22%	<b>31%</b> +++	<b>12%</b> ---
<b>60 min.</b>	56%	<b>28%</b> ---	<b>87%</b> +++
<b>DK/NR</b>	0%	0%	0%
khi :			
± ... at 50 %:	5.11	6.93	7.58
valid values:	491	267	223
mean:	72	<b>40</b>	<b>108</b>
standard deviation:	53.6	33.4	48.9
Student's t:			

Do you consider this acceptable or too long?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q13																		
WEIGHTED TOTAL:	592	25	565	2	347	245	436	128	158	231	170	27	502	36	53	170	325	85
TOTAL:	491	19	426	46	289	202	366	103	120	175	129	65	415	28	47	138	273	70
<b>Acceptable</b>	52%	37%	53%	<b>78%</b> ++	<b>60%</b> +++	<b>42%</b> ---	55%	45%	46%	49%	<b>64%</b> ++	41%	53%	48%	50%	59%	52%	41%
<b>Too long</b>	47%	63%	47%	<b>22%</b> --	<b>40%</b> --	<b>58%</b> ++	45%	54%	54%	51%	<b>36%</b> --	59%	47%	52%	50%	41%	48%	59%
<b>DK/NR</b>	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		( )		( )				-					
± ... at 50 %:	5.11	25.96	5.48	16.69	6.66	7.96	5.92	11.15	10.33	8.56	9.96	14.04	5.56	21.39	16.51	9.63	6.85	13.53

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q13																
WEIGHTED TOTAL:	592	451	142	355	131	96	114	331	112	327	265	30	145	235	99	78
TOTAL:	491	381	110	295	115	74	95	273	94	277	214	27	126	202	75	59
<b>Acceptable</b>	52%	53%	52%	<b>57%</b> +	<b>43%</b> -	47%	<b>41%</b> -	52%	<b>64%</b> +	48%	58%	61%	43%	48%	<b>64%</b> +	59%
<b>Too long</b>	47%	47%	48%	<b>43%</b> -	<b>57%</b> +	52%	<b>59%</b> +	47%	<b>36%</b> -	52%	42%	39%	57%	51%	<b>36%</b> -	41%
<b>DK/NR</b>	0%	0%	1%	0%	0%	<b>1%</b> +	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
khi :		-		( )			( )			( )		( )				
± ... at 50 %:	5.11	5.80	10.79	6.59	10.55	13.16	11.61	6.85	11.67	6.80	7.74	21.78	10.08	7.96	13.07	14.73

In your view, what would be an acceptable wait when you deliver your application? (EXPRESSED IN MINUTES)																			
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once	
Q14																			
WEIGHTED TOTAL:	341	18	322	1	176	165	240	87	95	165	62	19	282	18	37	84	189	57	
TOTAL:	268	14	244	10	139	129	191	66	72	125	47	24	223	14	29	67	150	43	
<b>0-14 min.</b>	8%	7%	8%	10%	9%	6%	8%	3%	7%	6%	15%	7%	7%	14%	7%	6%	7%	9%	
<b>15-29 min.</b>	23%	21%	23%	30%	26%	19%	24%	18%	18%	<b>16%</b>	<b>47%</b>	22%	21%	28%	32%	27%	24%	14%	
<b>30-59 min.</b>	38%	29%	38%	40%	36%	39%	35%	42%	40%	38%	34%	29%	38%	50%	29%	39%	38%	42%	
<b>60 min.</b>	32%	43%	32%	20%	29%	35%	32%	36%	35%	<b>40%</b>	<b>4%</b>	42%	33%	7%	32%	28%	31%	35%	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
khi :		-			-		-		( )				-			-			
± ... at 50 %:	6.91	30.25	7.25	35.79	9.60	9.96	8.19	13.93	13.34	10.12	16.51	23.10	7.58	30.25	21.02	13.83	9.24	17.26	
valid values:	268	14	244	10	139	129	191	66	72	125	47	24	223	14	29	67	150	43	
mean:	39.1	38.6	39.1	31.5	39.8	38.3	39.9	39.6	37.8	<b>46.2</b>	<b>22.4</b>	38.4	39.7	<b>26.1</b>	37.3	40.1	38.0	39.4	
standard deviation:	26.4	20.2	26.8	0.0	30.7	21.0	28.6	20.2	18.2	31.6	12.1	20.2	26.6	14.3	24.7	29.3	25.7	22.2	
Student's t:		-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	

In your view, what would be an acceptable wait when you deliver your application? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q14																
WEIGHTED TOTAL:	341	256	84	189	85	61	79	182	57	203	137	12	93	169	36	32
TOTAL:	268	202	66	147	70	46	63	143	45	159	109	10	76	131	27	24
<b>0-14 min.</b>	8%	8%	6%	10%	5%	4%	5%	10%	5%	8%	8%	22%	4%	6%	19%	8%
<b>15-29 min.</b>	23%	23%	20%	27%	17%	15%	27%	22%	21%	18%	29%	23%	16%	<b>16%</b>	59%	37%
<b>30-59 min.</b>	38%	39%	34%	34%	42%	46%	38%	34%	40%	40%	35%	44%	41%	38%	15%	50%
<b>60 min.</b>	32%	30%	39%	29%	36%	35%	30%	33%	35%	34%	29%	11%	39%	<b>41%</b>	7%	4%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	-	-	-	(-)	-	-	-	-	-	-	-	( )	-	-	-	-
± ... at 50 %:	6.91	7.96	13.93	9.33	13.53	16.69	14.26	9.46	16.87	8.98	10.84	35.79	12.98	9.89	21.78	23.10
valid values:	268	202	66	147	70	46	63	143	45	159	109	10	76	131	27	24
mean:	39.1	38.4	41.3	37.8	38.2	42.9	38.3	37.8	45.6	39.8	38.0	28.7	39.4	<b>46.1</b>	<b>21.4</b>	<b>24.6</b>
standard deviation:	26.4	26.5	26.2	28.0	17.7	29.0	25.6	24.5	35.1	25.0	28.5	17.7	17.8	31.5	13.6	11.8
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q15																		
WEIGHTED TOTAL:	173	9	164	0	0	173	70	88	62	73	26	10	137	17	17	34	106	28
TOTAL:	135	7	123	5	0	135	56	67	47	55	20	12	107	13	14	26	83	22
<b>1-239 minutes</b>	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>&gt;= 240 minutes</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	9.74	42.78	10.20	50.61	9.74	15.12	13.83	16.51	15.26	25.31	32.67	10.94	31.39	30.25	22.20	12.42	24.13	
valid values:	222	18	182	22	1	221	111	95	64	79	37	40	185	16	20	43	142	31
mean:	12.9	11.4	13.1	3.9	0.0	13.0	13.8	10.8	16.5	10.7	13.7	11.1	13.0	15.0	10.5	15.2	10.7	17.4
standard deviation:	21.7	21.3	21.8	36.6	0.0	21.7	22.8	13.0	28.3	13.5	23.9	21.0	23.0	13.7	14.6	18.7	15.7	35.8
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q15																
WEIGHTED TOTAL:	173	120	53	74	50	45	38	90	32	94	79	10	58	74	11	17
TOTAL:	135	95	40	60	38	34	31	70	24	73	62	9	44	60	8	13
<b>1-239 minutes</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>&gt;= 240 minutes</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	9.74	11.61	17.89	14.61	18.36	19.41	20.33	13.53	23.10	13.25	14.37	37.73	17.06	14.61	40.01	31.39
valid values:	222	168	54	109	67	43	48	113	48	125	97	15	72	93	21	19
mean:	12.9	12.1	15.2	<b>8.5</b>	15.9	17.9	18.7	9.9	11.3	10.7	15.6	8.7	17.3	10.6	<b>6.1</b>	20.3
standard deviation:	21.7	21.5	22.0	12.8	29.8	22.6	30.6	12.8	21.8	20.2	23.1	8.0	29.5	13.5	10.8	30.3
Student's t:		-	-		-	-	-	-	-	-	-	-	-	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)			
	Total	Waiting time to pick up passport	
		Acceptable	Too long
Q15			
WEIGHTED TOTAL:	172	148	24
TOTAL:	134	115	19
<b>1-239 minutes</b>	100%	100%	100%
<b>&gt;= 240 minutes</b>	0%	0%	0%
khi :		-	
± ... at 50 %:	9.78	10.55	25.96
valid values:	135	115	19
mean:	20.0	<b>14.5</b>	<b>52.3</b>
standard deviation:	24.2	14.2	41.8
Student's t:			

Do you consider this acceptable or too long?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q16																		
WEIGHTED TOTAL:	172	9	162	0	0	172	69	88	62	71	26	10	136	17	17	33	106	28
TOTAL:	134	7	122	5	0	134	55	67	47	54	20	12	106	13	14	25	83	22
<b>Acceptable</b>	86%	86%	86%	80%	0%	86%	81%	91%	85%	<b>94%</b>	65%	86%	84%	92%	100%	88%	86%	86%
<b>Too long</b>	14%	14%	14%	20%	0%	14%	19%	9%	15%	<b>6%</b>	35%	14%	16%	8%	0%	12%	14%	14%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	9.78	42.78	10.25	50.61		9.78	15.26	13.83	16.51	15.40	25.31	32.67	10.99	31.39	30.25	22.64	12.42	24.13

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q16																
WEIGHTED TOTAL:	172	120	52	74	50	44	38	89	32	94	78	10	58	73	11	17
TOTAL:	134	95	39	60	38	33	31	69	24	73	61	9	44	59	8	13
<b>Acceptable</b>	86%	87%	85%	88%	87%	85%	79%	93%	83%	87%	85%	74%	86%	<b>95%</b> +	75%	62%
<b>Too long</b>	14%	13%	15%	12%	13%	15%	21%	7%	17%	13%	15%	26%	14%	<b>5%</b> -	25%	38%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			(-)			-		( )				
± ... at 50 %:	9.78	11.61	18.12	14.61	18.36	19.70	20.33	13.62	23.10	13.25	14.49	37.73	17.06	14.73	40.01	31.39

In your view, what would be an acceptable wait when you pick up your passport? (EXPRESSED IN MINUTES)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q17																		
WEIGHTED TOTAL:	24	1	22	0	0	24	13	8	9	4	9	1	22	1	0	4	15	4
TOTAL:	19	1	17	1	0	19	11	6	7	3	7	2	18	1	0	3	12	3
<b>0-14 min.</b>	22%	0%	23%	0%	0%	22%	10%	33%	28%	33%	14%	0%	23%	0%	0%	33%	18%	33%
<b>15-29 min.</b>	39%	0%	41%	100%	0%	39%	50%	33%	29%	67%	43%	4%	35%	100%	0%	33%	55%	0%
<b>30-59 min.</b>	28%	100%	24%	0%	0%	28%	30%	17%	29%	0%	29%	96%	29%	0%	0%	33%	18%	67%
<b>60 min.</b>	6%	0%	6%	0%	0%	6%	10%	0%	0%	0%	14%	0%	6%	0%	0%	0%	0%	0%
<b>DK/NR</b>	6%	0%	6%	0%	0%	6%	0%	17%	14%	0%	0%	0%	6%	0%	0%	0%	9%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	25.96		27.45			25.96	34.12	46.20	42.78	65.34	42.78	80.03	26.68			65.34	32.67	65.34
valid values:	18	1	16	1	0	18	11	5	6	3	7	2	17	1	0	3	11	3
mean:	22.1	30.0	21.6	15.0		22.1	26.0	15.0	20.9	13.3	25.7	29.4	22.5	15.0		18.3	18.0	26.7
standard deviation:	14.3	0.0	14.6	0.0		14.3	15.6	10.3	14.3	7.2	16.6	5.5	14.6	0.0		9.8	7.8	19.1
Student's t:			-				-	-	-	-	-	-				-	-	-

<b>In your view, what would be an acceptable wait when you pick up your passport? (EXPRESSED IN MINUTES)</b>																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q17																
WEIGHTED TOTAL:	24	16	8	9	7	7	8	7	5	12	12	3	8	4	3	7
TOTAL:	19	13	6	8	5	5	7	5	4	10	9	3	6	3	2	5
<b>0-14 min.</b>	22%	25%	17%	43%	0%	20%	33%	20%	0%	33%	11%	98%	0%	33%	0%	20%
<b>15-29 min.</b>	39%	34%	50%	43%	20%	40%	17%	60%	75%	34%	44%	2%	33%	67%	100%	20%
<b>30-59 min.</b>	28%	33%	17%	14%	60%	20%	33%	20%	25%	22%	33%	0%	50%	0%	0%	40%
<b>60 min.</b>	6%	0%	17%	0%	0%	20%	0%	0%	0%	0%	11%	0%	0%	0%	0%	20%
<b>DK/NR</b>	6%	8%	0%	0%	20%	0%	17%	0%	0%	11%	0%	0%	17%	0%	0%	0%
khi :	-	-	-	-	-	-	-	-	-	-	-	(-)	(-)	(-)	(-)	(-)
± ... at 50 %:	25.96	31.39	46.20	40.01	50.61	50.61	42.78	50.61	56.59	35.79	37.73	65.34	46.20	65.34	80.03	50.61
valid values:	18	12	6	8	4	5	6	5	4	9	9	3	5	3	2	5
mean:	22.1	20.5	25.0	15.0	30.0	26.0	18.0	19.0	23.7	16.3	27.2	<b>7.6</b>	28.0	13.3	17.5	29.0
standard deviation:	14.3	12.2	18.0	8.9	11.8	19.8	11.1	7.2	13.8	9.7	16.0	3.4	11.2	7.2	3.2	18.9
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q18																		
WEIGHTED TOTAL:	1113	296	801	14	833	279	884	190	208	376	214	310	953	45	105	396	553	140
TOTAL:	1105	222	605	276	871	233	844	220	158	285	162	498	958	40	100	393	554	138
<b>Within 24 hours</b>	2%	0%	<b>2%</b>	0%	2%	1%	1%	2%	2%	1%	3%	<b>0%</b>	2%	3%	1%	2%	1%	2%
			+									-						
<b>2-5 days</b>	6%	<b>3%</b>	<b>8%</b>	<b>1%</b>	<b>3%</b>	<b>15%</b>	<b>3%</b>	<b>19%</b>	7%	<b>9%</b>	6%	<b>3%</b>	<b>5%</b>	<b>17%</b>	10%	<b>3%</b>	7%	<b>13%</b>
		-	++	--	---	+++	---	+++		+		--	--	+		--		++
<b>6-10 days.</b>	36%	<b>22%</b>	<b>41%</b>	<b>9%</b>	<b>33%</b>	<b>44%</b>	<b>34%</b>	<b>43%</b>	<b>44%</b>	<b>41%</b>	37%	<b>22%</b>	35%	44%	41%	31%	<b>39%</b>	33%
		---	+++	---	--	++	-	+	+	+		---					+	
<b>11 days</b>	56%	<b>75%</b>	<b>49%</b>	<b>90%</b>	<b>62%</b>	<b>41%</b>	<b>61%</b>	<b>36%</b>	<b>47%</b>	<b>48%</b>	54%	<b>75%</b>	<b>58%</b>	<b>36%</b>	47%	<b>63%</b>	<b>53%</b>	52%
		+++	---	+++	+++	---	+++	--	-	--		+++	++	-		++	-	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	3.40	7.60	4.60	6.81	3.83	7.41	3.90	7.63	9.00	6.70	8.89	5.07	3.66	17.89	11.32	5.71	4.81	9.63
valid values:	1107	223	606	276	873	233	846	220	158	286	162	499	959	40	101	394	555	138
mean:	15.2	<b>19.7</b>	<b>13.5</b>	<b>19.1</b>	15.7	13.9	<b>15.7</b>	<b>12.7</b>	<b>13.0</b>	<b>13.3</b>	14.6	<b>19.6</b>	<b>15.5</b>	14.5	<b>12.8</b>	<b>17.3</b>	<b>13.9</b>	14.6
standard deviation:	11.6	13.0	10.7	7.7	10.8	13.7	11.0	12.3	9.7	10.2	12.3	12.8	11.6	16.4	9.4	12.6	10.2	12.9
Student's t:					-	-												

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q18																
WEIGHTED TOTAL:	1113	865	246	680	237	174	210	569	248	605	508	68	239	483	174	139
TOTAL:	1105	889	214	685	253	148	209	560	253	614	491	97	255	512	132	105
<b>Within 24 hours</b>	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	0%	2%	1%	2%	4%
<b>2-5 days</b>	6%	6%	7%	6%	6%	10%	4%	<b>8%</b> +	4%	7%	6%	10%	4%	8%	7%	3%
<b>6-10 days.</b>	36%	35%	39%	36%	35%	34%	33%	39%	33%	<b>39%</b> +	<b>32%</b> -	33%	36%	38%	33%	30%
<b>11 days</b>	56%	58%	52%	56%	58%	54%	60%	<b>52%</b> --	62%	<b>53%</b> -	<b>61%</b> +	57%	58%	53%	58%	63%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			(-)			-		-				
± ... at 50 %:	3.40	3.80	7.74	4.32	7.12	9.30	7.83	4.78	7.12	4.57	5.11	11.49	7.09	5.00	9.85	11.04
valid values:	1107	891	214	687	253	148	210	560	254	614	493	97	255	514	132	105
mean:	15.2	15.5	14.2	15.2	15.1	15.0	15.4	14.5	15.9	14.7	15.8	16.6	14.8	14.4	15.7	16.1
standard deviation:	11.6	11.6	11.8	11.4	10.2	13.9	10.7	10.8	12.3	11.1	12.2	13.5	9.5	10.9	12.0	12.0
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Days to obtain the passport	
		Acceptable	Too long
Q18			
WEIGHTED TOTAL:	1109	1080	29
TOTAL:	1102	1078	24
<b>Within 24 hours</b>	2%	1%	23%
<b>2-5 days</b>	6%	6%	18%
<b>6-10 days.</b>	36%	37%	0%
<b>11 days</b>	56%	56%	59%
<b>DK/NR</b>	0%	0%	0%
khi :		( )	
± ... at 50 %:	3.41	3.45	23.10
valid values:	1107	1078	26
mean:	15.2	<b>14.8</b>	<b>29.2</b>
standard deviation:	11.6	10.4	30.1
Student's t:			

Do you consider this acceptable or too long?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q19																		
WEIGHTED TOTAL:	1112	296	799	14	833	277	884	188	206	377	212	310	952	45	105	396	553	139
TOTAL:	1104	222	604	276	871	232	844	219	157	286	161	498	957	40	100	393	554	137
<b>Acceptable</b>	97%	98%	97%	99%	97%	96%	97%	97%	97%	98%	<b>94%</b>	98%	97%	97%	94%	97%	98%	97%
<b>Too long</b>	3%	2%	3%	1%	3%	4%	3%	3%	3%	2%	<b>6%</b>	2%	3%	3%	6%	3%	2%	3%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				(-)			-		
± ... at 50 %:	3.41	7.60	4.61	6.81	3.83	7.43	3.90	7.65	9.03	6.69	8.92	5.07	3.66	17.89	11.32	5.71	4.81	9.67

Do you consider this acceptable or too long?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q19																
WEIGHTED TOTAL:	1112	863	246	680	236	174	211	566	248	605	506	68	237	485	171	139
TOTAL:	1104	888	214	685	252	148	210	558	253	614	490	97	254	514	130	105
<b>Acceptable</b>	97%	97%	97%	97%	98%	95%	<b>94%</b>	98%	99%	97%	97%	96%	98%	98%	95%	96%
<b>Too long</b>	3%	3%	3%	3%	2%	5%	<b>6%</b>	2%	1%	3%	3%	4%	2%	2%	5%	4%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-						-		-				
± ... at 50 %:	3.41	3.80	7.74	4.32	7.13	9.30	7.81	4.79	7.12	4.57	5.11	11.49	7.10	4.99	9.93	11.04

In your view, how long should it take to obtain the passport once all relevant information and documents are provided?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q20																		
WEIGHTED TOTAL:	32	5	26	0	21	11	22	5	5	9	12	5	24	1	7	13	12	4
TOTAL:	26	4	20	2	18	8	18	5	4	7	9	6	20	1	5	11	10	3
<b>Within 24 hours</b>	41%	50%	40%	0%	50%	25%	41%	49%	50%	43%	33%	49%	39%	0%	60%	60%	33%	0%
<b>2-5 days</b>	21%	0%	25%	0%	0%	63%	12%	25%	25%	14%	34%	0%	17%	100%	20%	10%	11%	67%
<b>6-10 days.</b>	4%	0%	5%	50%	6%	0%	6%	1%	0%	14%	0%	1%	6%	0%	0%	0%	11%	0%
<b>11 days</b>	8%	0%	10%	0%	12%	0%	12%	0%	0%	14%	11%	0%	6%	0%	20%	10%	11%	0%
<b>DK/NR</b>	25%	50%	20%	50%	31%	12%	30%	25%	25%	14%	22%	50%	34%	0%	0%	20%	34%	33%
khi :		-			( )		-		-				-			-		
± ... at 50 %:	22.20	56.59	25.31	80.03	26.68	40.01	26.68	50.61	56.59	42.78	37.73	46.20	25.31		50.61	34.12	35.79	65.34
valid values:	19	2	16	1	12	7	12	4	3	6	7	3	13	1	5	9	6	2
mean:	3.14	<b>0.06</b>	<b>3.52</b>	7.00	3.68	2.30	3.78	1.75	1.36	4.69	3.44	<b>0.20</b>	3.03	3.00	3.44	2.30	4.68	3.00
standard deviation:	4.60	0.03	4.75	0.00	5.81	1.34	5.47	2.06	2.16	5.76	4.69	1.20	4.41	0.00	5.87	4.72	5.76	0.00
Student's t:					-	-	-	-	-	-	-	-	-	-	-	-	-	-

In your view, how long should it take to obtain the passport once all relevant information and documents are provided?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q20																
WEIGHTED TOTAL:	32	24	8	17	5	9	12	13	3	17	15	3	4	12	8	5
TOTAL:	26	20	6	14	5	7	9	10	4	14	12	2	4	10	6	4
<b>Within 24 hours</b>	41%	44%	33%	46%	50%	28%	44%	40%	48%	46%	36%	0%	66%	55%	49%	0%
<b>2-5 days</b>	21%	11%	50%	8%	0%	57%	11%	20%	0%	15%	27%	50%	0%	11%	17%	50%
<b>6-10 days.</b>	4%	6%	0%	8%	1%	0%	0%	0%	50%	0%	9%	0%	1%	11%	0%	0%
<b>11 days</b>	8%	11%	0%	8%	25%	0%	11%	10%	0%	15%	0%	0%	0%	11%	0%	25%
<b>DK/NR</b>	25%	28%	17%	31%	25%	14%	34%	30%	2%	23%	27%	50%	33%	11%	34%	25%
khi :		-		-			(-)			-		-				
± ... at 50 %:	22.20	25.31	46.20	30.25	50.61	42.78	37.73	35.79	56.59	30.25	32.67	80.03	56.59	35.79	46.20	56.59
valid values:	19	14	5	9	4	6	6	7	3	11	8	1	3	8	4	3
mean:	3.14	3.65	1.81	3.37	4.72	2.01	2.87	3.16	5.08	3.44	2.77	4.00	<b>0.18</b>	3.53	1.28	6.33
standard deviation:	4.60	5.31	1.25	5.08	7.55	1.22	5.45	4.84	6.21	5.58	3.22	0.00	1.20	5.34	1.21	6.29
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you consider that the existing requirements to obtain a passport are...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q21																		
WEIGHTED TOTAL:	1335	415	899	18	1006	328	1064	217	234	423	239	433	1140	58	128	481	650	172
TOTAL:	1335	306	680	347	1059	275	1024	258	178	321	181	653	1156	52	120	479	665	166
<b>Insufficient</b>	5%	4%	5%	4%	4%	6%	4%	6%	5%	6%	4%	4%	5%	5%	2%	4%	4%	<b>8%</b> +
<b>Adequate</b>	87%	89%	86%	88%	87%	87%	87%	88%	86%	85%	88%	89%	87%	86%	88%	86%	89%	84%
<b>Excessive</b>	7%	7%	7%	7%	7%	6%	7%	6%	8%	8%	4%	7%	7%	9%	8%	7%	7%	7%
<b>DK/NR</b>	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	<b>3%</b> +	0%	1%	0%	2%	2%	1%	1%
khi :		-			-		-		(-)				-			(-)		
± ... at 50 %:	3.10	6.47	4.34	6.08	3.48	6.82	3.54	7.05	8.48	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Do you consider that the existing requirements to obtain a passport are...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q21																
WEIGHTED TOTAL:	1335	1041	292	810	282	217	251	681	301	729	606	80	280	576	202	172
TOTAL:	1335	1081	252	824	303	184	249	674	312	746	589	115	304	625	152	130
<b>Insufficient</b>	5%	4%	6%	5%	4%	6%	6%	5%	4%	4%	5%	3%	4%	5%	5%	7%
<b>Adequate</b>	87%	87%	86%	<b>89%</b> +	85%	84%	85%	88%	87%	87%	87%	<b>95%</b> +	84%	86%	90%	85%
<b>Excessive</b>	7%	7%	7%	<b>5%</b> --	<b>11%</b> +	10%	8%	6%	8%	7%	7%	<b>2%</b> -	<b>11%</b> +	8%	4%	5%
<b>DK/NR</b>	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%	2%
khi :		-		( )			-			-		(-)				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.41	4.14	4.66	10.55	6.49	4.53	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q22_1 ease of access to services by telephone</b>																		
mean:	6.52	6.14	6.75	7.05	6.73	5.90	6.27	7.11	6.91	6.59	7.33	6.19	6.46	6.67	6.95	5.87	6.65	7.33
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_2 the convenience of the office location</b>																		
mean:	6.68	7.66	<b>6.63</b>	<b>7.55</b>	6.70	6.65	<b>6.83</b>	<b>6.07</b>	6.63	6.65	6.54	<b>7.65</b>	6.68	7.08	6.63	6.69	6.71	6.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_3 availability of parking close to office</b>																		
mean:	6.12	7.06	<b>6.08</b>	6.91	<b>6.39</b>	<b>5.75</b>	<b>6.40</b>	<b>5.13</b>	6.21	5.79	6.26	<b>7.05</b>	6.08	6.77	6.00	6.43	6.01	5.78
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_4 signage to find the office</b>																		
mean:	7.07	7.79	<b>7.04</b>	6.83	7.13	7.00	7.17	6.70	7.14	6.97	7.04	<b>7.70</b>	<b>7.19</b>	<b>5.72</b>	6.87	7.15	7.07	7.01
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_6 hours of operations of the office</b>																		
mean:	6.98	7.50	<b>6.96</b>	7.12	6.97	7.01	6.94	7.01	6.82	6.87	7.25	<b>7.46</b>	7.04	6.67	6.71	7.14	6.90	6.92
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_8 flexibility of the methods of access</b>																		
mean:	7.60	7.64	7.58	7.50	7.62	7.51	<b>7.55</b>	<b>7.80</b>	7.63	7.47	7.74	7.63	7.56	<b>8.03</b>	7.73	7.56	7.64	7.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q24 OVERALL, access</b>																		
mean:	7.34	7.28	7.36	7.30	7.34	7.33	7.31	7.44	<b>7.60</b>	7.20	7.47	7.28	7.36	7.02	7.24	7.24	<b>7.45</b>	7.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q22_1 ease of access to services by telephone</b>																
mean:	6.52	6.57	6.20	6.84	<b>5.51</b>	6.85	6.52	6.77	5.97	6.64	6.32	<b>8.16</b>	6.33	<b>5.88</b>	7.74	7.29
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_2 the convenience of the office location</b>																
mean:	6.68	6.59	6.94	6.56	6.98	6.72	6.66	6.52	6.97	6.61	6.76	5.55	6.97	6.66	6.59	6.43
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_3 availability of parking close to office</b>																
mean:	6.12	6.00	6.47	5.97	6.43	6.12	6.32	<b>5.91</b>	6.62	6.03	6.23	<b>3.73</b>	<b>6.74</b>	5.80	6.30	6.18
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_4 signage to find the office</b>																
mean:	7.07	7.01	7.26	6.96	7.23	7.18	7.00	7.04	7.16	7.16	6.96	6.84	7.29	6.98	7.17	6.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_6 hours of operations of the office</b>																
mean:	6.98	6.94	7.10	7.02	6.77	7.03	6.93	<b>6.76</b>	<b>7.72</b>	7.05	6.91	7.34	6.83	6.88	7.23	7.28
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q22_8 flexibility of the methods of access</b>																
mean:	7.60	7.58	7.64	7.62	7.52	7.52	7.72	<b>7.40</b>	<b>7.96</b>	7.53	7.68	7.81	7.57	7.53	7.81	7.59
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q24 OVERALL, access</b>																
mean:	7.34	7.29	7.51	7.34	7.24	7.38	7.32	<b>7.23</b>	<b>7.65</b>	<b>7.23</b>	<b>7.46</b>	<b>8.00</b>	7.39	<b>7.15</b>	7.57	7.36
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_1 ease of access to services by telephone																		
WEIGHTED TOTAL:	116	41	71	2	87	29	93	18	22	29	19	43	100	4	12	36	61	19
TOTAL:	122	29	53	39	97	25	94	22	17	22	14	68	108	3	11	41	63	18
<b>DISSATISFIED (smwht very)</b>	23%	29%	21%	15%	20%	32%	26%	15%	18%	14%	21%	28%	24%	33%	11%	33%	22%	7%
<b>SATISFIED (smwht very)</b>	71%	71%	72%	79%	75%	59%	70%	70%	76%	68%	79%	72%	70%	67%	78%	67%	71%	79%
<b>Very dissatisfied (0)</b>	6%	10%	4%	5%	6%	4%	7%	0%	6%	5%	0%	9%	7%	0%	0%	11%	5%	0%
<b>Dissatisfied (2.5)</b>	17%	19%	17%	10%	14%	28%	19%	15%	12%	9%	21%	19%	18%	33%	11%	22%	18%	7%
<b>Neutral (5)</b>	6%	0%	7%	5%	5%	9%	4%	15%	6%	18%	0%	0%	5%	0%	11%	0%	7%	14%
<b>Satisfied (7.5)</b>	52%	59%	50%	56%	55%	45%	55%	40%	53%	55%	43%	58%	51%	33%	67%	56%	49%	57%
<b>Very satisfied (10)</b>	19%	13%	22%	23%	20%	14%	15%	30%	24%	14%	36%	13%	19%	33%	11%	11%	22%	22%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	10.25	21.02	15.55	18.12	11.49	22.64	11.67	24.13	27.45	24.13	30.25	13.72	10.89	65.34	34.12	17.68	14.26	26.68
valid values:	122	29	53	39	97	25	94	22	17	22	14	68	108	3	11	41	63	18
mean:	6.52	6.14	6.75	7.05	6.73	5.90	6.27	7.11	6.91	6.59	7.33	6.19	6.46	6.67	6.95	5.87	6.65	7.33
standard deviation:	2.87	3.06	2.77	3.73	2.83	2.94	2.92	2.64	2.85	2.49	2.82	3.05	2.95	3.61	2.04	3.15	2.86	2.06
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_1 ease of access to services by telephone																
WEIGHTED TOTAL:	116	101	15	73	28	15	20	70	17	73	43	5	28	43	15	16
TOTAL:	122	111	11	78	34	10	24	69	20	78	44	7	32	57	11	12
<b>DISSATISFIED (smwht very)</b>	23%	23%	26%	19%	38%	17%	20%	21%	31%	22%	25%	0%	28%	25%	18%	17%
<b>SATISFIED (smwht very)</b>	71%	71%	74%	74%	58%	83%	73%	73%	61%	73%	68%	100%	67%	63%	82%	83%
<b>Very dissatisfied (0)</b>	6%	7%	0%	4%	<b>14%</b>	0%	0%	6%	8%	4%	9%	0%	5%	12%	0%	0%
<b>Dissatisfied (2.5)</b>	17%	16%	26%	15%	24%	17%	20%	15%	23%	18%	16%	0%	24%	12%	18%	17%
<b>Neutral (5)</b>	6%	7%	0%	7%	5%	0%	7%	6%	8%	6%	6%	0%	5%	12%	0%	0%
<b>Satisfied (7.5)</b>	52%	49%	74%	52%	43%	74%	66%	49%	46%	54%	50%	74%	48%	53%	36%	58%
<b>Very satisfied (10)</b>	19%	21%	0%	22%	14%	9%	7%	25%	16%	18%	19%	26%	19%	<b>10%</b>	46%	25%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	10.25	10.74	34.12	12.81	19.41	35.79	23.10	13.62	25.31	12.81	17.06	42.78	20.01	14.99	34.12	32.67
valid values:	122	111	11	78	34	10	24	69	20	78	44	7	32	57	11	12
mean:	6.52	6.57	6.20	6.84	<b>5.51</b>	6.85	6.52	6.77	5.97	6.64	6.32	<b>8.16</b>	6.33	<b>5.88</b>	7.74	7.29
standard deviation:	2.87	2.95	2.28	2.71	3.39	2.19	2.27	2.93	3.12	2.74	3.10	1.22	3.00	3.00	2.80	2.46
Student's t:		-	-	-		-	-		-	-		-		-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_2 the convenience of the office location																		
WEIGHTED TOTAL:	547	21	524	2	319	228	408	115	140	224	155	23	456	32	57	158	288	90
TOTAL:	457	16	395	46	267	190	342	94	106	170	117	62	381	25	49	131	244	72
<b>DISSATISFIED (smwht very)</b>	18%	6%	<b>19%</b>	<b>4%</b>	17%	21%	<b>15%</b>	<b>31%</b>	18%	20%	19%	<b>6%</b>	18%	8%	19%	17%	19%	18%
			+	-			--	++				-						
<b>SATISFIED (smwht very)</b>	75%	88%	<b>74%</b>	<b>93%</b>	75%	75%	<b>78%</b>	<b>63%</b>	75%	75%	72%	<b>88%</b>	75%	79%	72%	75%	75%	77%
			-	+			+	-				+						
<b>Very dissatisfied (0)</b>	2%	0%	3%	2%	3%	2%	3%	2%	2%	2%	3%	0%	3%	0%	0%	3%	2%	3%
<b>Dissatisfied (2.5)</b>	16%	6%	16%	<b>2%</b>	14%	19%	<b>13%</b>	<b>29%</b>	16%	18%	15%	6%	16%	8%	19%	13%	17%	15%
				-			--	++										
<b>Neutral (5)</b>	7%	6%	7%	2%	8%	5%	7%	6%	8%	5%	9%	6%	6%	13%	9%	8%	6%	6%
<b>Satisfied (7.5)</b>	62%	63%	62%	78%	63%	61%	<b>64%</b>	<b>51%</b>	64%	62%	60%	64%	62%	67%	61%	62%	61%	66%
							+	-										
<b>Very satisfied (10)</b>	13%	25%	<b>12%</b>	15%	12%	14%	13%	13%	10%	13%	12%	<b>24%</b>	13%	13%	12%	13%	14%	10%
			-									+						
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		( )		-				-			-		
± ... at 50 %:	5.29	28.29	5.69	16.69	6.93	8.21	6.12	11.67	10.99	8.68	10.46	14.37	5.80	22.64	16.17	9.89	7.25	13.34
valid values:	457	16	395	46	267	190	342	94	106	170	117	62	381	25	49	131	244	72
mean:	6.68	7.66	<b>6.63</b>	<b>7.55</b>	6.70	6.65	<b>6.83</b>	<b>6.07</b>	6.63	6.65	6.54	<b>7.65</b>	6.68	7.08	6.63	6.69	6.71	6.66
standard deviation:	2.43	1.91	2.44	2.22	2.38	2.49	2.34	2.76	2.34	2.48	2.49	1.89	2.46	1.89	2.30	2.43	2.43	2.38
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_2																
<b>the convenience of the office location</b>																
WEIGHTED TOTAL:	547	407	140	310	121	106	98	307	110	300	248	20	137	228	83	74
TOTAL:	457	347	110	258	109	82	87	254	91	258	199	21	120	195	63	56
<b>DISSATISFIED (smwht very)</b>	18%	20%	13%	20%	14%	16%	19%	21%	14%	19%	17%	39%	13%	20%	17%	21%
<b>SATISFIED (smwht very)</b>	75%	<b>72%</b>	<b>83%</b>	73%	78%	77%	73%	73%	77%	73%	78%	54%	80%	76%	75%	68%
<b>Very dissatisfied (0)</b>	2%	2%	3%	3%	2%	1%	1%	3%	1%	3%	2%	0%	2%	2%	5%	2%
<b>Dissatisfied (2.5)</b>	16%	18%	10%	18%	12%	15%	18%	18%	13%	16%	15%	39%	11%	17%	13%	20%
<b>Neutral (5)</b>	7%	8%	4%	7%	8%	6%	8%	6%	8%	8%	5%	7%	8%	5%	8%	11%
<b>Satisfied (7.5)</b>	62%	<b>58%</b>	<b>73%</b>	60%	61%	69%	60%	62%	60%	59%	66%	47%	66%	63%	63%	55%
<b>Very satisfied (10)</b>	13%	14%	11%	12%	17%	9%	13%	12%	17%	14%	11%	7%	14%	13%	11%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		-			-			-		-				
± ... at 50 %:	5.29	6.08	10.79	7.05	10.84	12.50	12.13	7.10	11.86	7.05	8.02	24.70	10.33	8.10	14.26	15.12
valid values:	457	347	110	258	109	82	87	254	91	258	199	21	120	195	63	56
mean:	6.68	6.59	6.94	6.56	6.98	6.72	6.66	6.52	6.97	6.61	6.76	5.55	6.97	6.66	6.59	6.43
standard deviation:	2.43	2.50	2.19	2.49	2.37	2.20	2.41	2.54	2.31	2.53	2.30	2.69	2.20	2.46	2.50	2.51
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_3 availability of parking close to office																		
WEIGHTED TOTAL:	524	22	499	2	303	220	391	111	137	212	144	25	432	32	57	150	277	84
TOTAL:	440	17	376	47	256	184	330	91	104	161	109	64	364	25	49	125	237	68
<b>DISSATISFIED (smwht very)</b>	25%	12%	<b>26%</b>	13%	<b>20%</b>	<b>31%</b>	<b>20%</b>	<b>44%</b>	25%	30%	21%	<b>12%</b>	25%	17%	28%	20%	27%	31%
			+		-	+	---	+++				-						
<b>SATISFIED (smwht very)</b>	66%	76%	66%	79%	<b>72%</b>	<b>59%</b>	<b>71%</b>	<b>53%</b>	66%	62%	70%	77%	66%	75%	63%	71%	65%	61%
					+	-	++	--										
<b>Very dissatisfied (0)</b>	6%	6%	6%	0%	5%	8%	<b>5%</b>	<b>12%</b>	6%	9%	4%	5%	6%	4%	9%	3%	8%	9%
							-	+										
<b>Dissatisfied (2.5)</b>	19%	6%	<b>19%</b>	13%	15%	23%	<b>15%</b>	<b>32%</b>	19%	21%	17%	<b>7%</b>	19%	12%	18%	18%	19%	22%
			+				--	++				-						
<b>Neutral (5)</b>	9%	12%	8%	9%	7%	10%	9%	4%	9%	8%	9%	11%	9%	8%	9%	9%	8%	8%
<b>Satisfied (7.5)</b>	57%	53%	57%	68%	<b>63%</b>	<b>48%</b>	<b>60%</b>	<b>44%</b>	54%	54%	64%	54%	57%	58%	49%	62%	56%	50%
					++	--	+	-										
<b>Very satisfied (10)</b>	10%	24%	<b>9%</b>	11%	9%	10%	11%	8%	13%	8%	6%	<b>22%</b>	9%	17%	14%	9%	10%	11%
			--									++						
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-							-				-			-		
± ... at 50 %:	5.40	27.45	5.84	16.51	7.07	8.34	6.23	11.86	11.10	8.92	10.84	14.15	5.93	22.64	16.17	10.12	7.35	13.72
valid values:	440	17	376	47	256	184	330	91	104	161	109	64	364	25	49	125	237	68
mean:	6.12	7.06	<b>6.08</b>	6.91	<b>6.39</b>	<b>5.75</b>	<b>6.40</b>	<b>5.13</b>	6.21	5.79	6.26	<b>7.05</b>	6.08	6.77	6.00	6.43	6.01	5.78
standard deviation:	2.73	2.67	2.73	2.62	2.56	2.91	2.58	3.15	2.78	2.88	2.42	2.61	2.71	2.59	3.03	2.42	2.82	3.01
Student's t:		-		-					-	-	-		-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_3																
availability of parking close to office																
WEIGHTED TOTAL:	524	390	134	291	121	103	93	295	104	288	236	20	135	216	77	70
TOTAL:	440	335	105	243	110	80	83	246	86	249	191	21	120	186	58	53
DISSATISFIED (smwht very)	25%	27%	19%	27%	22%	24%	19%	29%	20%	26%	23%	66%	<b>17%</b>	29%	21%	23%
SATISFIED (smwht very)	66%	64%	74%	64%	69%	69%	64%	64%	76%	66%	67%	28%	74%	62%	69%	70%
Very dissatisfied (0)	6%	7%	5%	6%	7%	6%	<b>0%</b>	<b>9%</b>	4%	7%	5%	13%	5%	9%	3%	4%
Dissatisfied (2.5)	19%	20%	14%	20%	15%	18%	19%	20%	17%	19%	18%	53%	<b>12%</b>	21%	17%	19%
Neutral (5)	9%	9%	7%	10%	9%	6%	<b>17%</b>	7%	4%	8%	10%	7%	9%	9%	10%	8%
Satisfied (7.5)	57%	<b>54%</b>	<b>66%</b>	55%	53%	63%	57%	54%	63%	57%	56%	27%	58%	54%	62%	66%
Very satisfied (10)	10%	10%	8%	8%	<b>16%</b>	6%	7%	10%	13%	9%	11%	1%	<b>17%</b>	8%	7%	4%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-						-		( )				
± ... at 50 %:	5.40	6.18	11.04	7.26	10.79	12.65	12.42	7.22	12.20	7.17	8.19	24.70	10.33	8.30	14.86	15.55
valid values:	440	335	105	243	110	80	83	246	86	249	191	21	120	186	58	53
mean:	6.12	6.00	6.47	5.97	6.43	6.12	6.32	<b>5.91</b>	6.62	6.03	6.23	<b>3.73</b>	<b>6.74</b>	5.80	6.30	6.18
standard deviation:	2.73	2.81	2.48	2.74	2.83	2.66	2.19	2.96	2.57	2.78	2.67	2.68	2.60	2.86	2.44	2.43
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_4 signage to find the office																		
WEIGHTED TOTAL:	522	22	498	2	302	220	389	111	129	218	145	25	439	28	53	150	277	83
TOTAL:	437	17	375	45	254	183	326	91	98	165	110	62	367	22	46	125	235	67
<b>DISSATISFIED (smwht very)</b>	8%	0%	9%	13%	8%	9%	7%	14%	6%	11%	8%	1%	<b>6%</b>	29%	15%	6%	9%	11%
<b>SATISFIED (smwht very)</b>	84%	88%	84%	73%	85%	81%	85%	79%	81%	84%	85%	87%	<b>86%</b>	57%	80%	86%	83%	84%
<b>Very dissatisfied (0)</b>	1%	0%	1%	0%	0%	2%	<b>0%</b>	<b>5%</b>	0%	2%	1%	0%	1%	0%	2%	0%	1%	2%
<b>Dissatisfied (2.5)</b>	7%	0%	8%	13%	7%	7%	7%	10%	6%	9%	7%	1%	<b>5%</b>	29%	13%	6%	7%	10%
<b>Neutral (5)</b>	8%	12%	8%	13%	7%	10%	8%	7%	<b>13%</b>	5%	6%	12%	8%	14%	5%	8%	8%	5%
<b>Satisfied (7.5)</b>	75%	65%	76%	60%	78%	72%	76%	70%	69%	76%	80%	64%	<b>77%</b>	57%	67%	80%	74%	74%
<b>Very satisfied (10)</b>	9%	24%	<b>8%</b>	13%	8%	10%	9%	8%	11%	8%	5%	<b>23%</b>	9%	0%	13%	6%	10%	10%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		( )		(-)				( )			-		
± ... at 50 %:	5.41	27.45	5.84	16.87	7.10	8.37	6.27	11.86	11.43	8.81	10.79	14.37	5.91	24.13	16.69	10.12	7.38	13.83
valid values:	437	17	375	45	254	183	326	91	98	165	110	62	367	22	46	125	235	67
mean:	7.07	7.79	<b>7.04</b>	6.83	7.13	7.00	7.17	6.70	7.14	6.97	7.04	<b>7.70</b>	<b>7.19</b>	<b>5.72</b>	6.87	7.15	7.07	7.01
standard deviation:	1.81	1.49	<b>1.81</b>	2.83	1.70	1.95	1.66	2.33	1.72	1.97	1.70	1.59	1.67	2.25	2.31	1.53	1.88	2.01
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_4 signage to find the office																
WEIGHTED TOTAL:	522	383	139	297	112	104	94	290	106	288	234	20	127	221	81	67
TOTAL:	437	328	109	247	102	81	84	240	88	248	189	21	113	189	61	51
<b>DISSATISFIED (smwht very)</b>	8%	10%	5%	10%	7%	6%	6%	10%	9%	7%	10%	7%	5%	11%	7%	10%
<b>SATISFIED (smwht very)</b>	84%	81%	90%	83%	80%	89%	83%	83%	85%	85%	82%	73%	82%	84%	88%	82%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	2%	2%	0%
<b>Dissatisfied (2.5)</b>	7%	9%	4%	9%	7%	5%	4%	9%	7%	6%	9%	7%	5%	9%	5%	10%
<b>Neutral (5)</b>	8%	9%	5%	7%	13%	5%	11%	7%	6%	8%	8%	20%	13%	5%	5%	8%
<b>Satisfied (7.5)</b>	75%	<b>72%</b>	<b>85%</b>	76%	<b>63%</b>	82%	79%	74%	74%	75%	76%	66%	68%	76%	82%	78%
<b>Very satisfied (10)</b>	9%	10%	6%	7%	<b>17%</b>	6%	4%	9%	11%	10%	7%	7%	<b>15%</b>	8%	7%	4%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			-			-		-				
± ... at 50 %:	5.41	6.25	10.84	7.20	11.21	12.58	12.35	7.31	12.06	7.19	8.23	24.70	10.65	8.23	14.49	15.85
valid values:	437	328	109	247	102	81	84	240	88	248	189	21	113	189	61	51
mean:	7.07	7.01	7.26	6.96	7.23	7.18	7.00	7.04	7.16	7.16	6.96	6.84	7.29	6.98	7.17	6.91
standard deviation:	1.81	1.92	1.45	1.86	1.90	1.62	1.62	1.87	1.89	1.78	1.84	1.77	1.73	1.96	1.67	1.70
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_6 hours of operations of the office																		
WEIGHTED TOTAL:	550	22	525	2	322	228	412	115	140	224	156	25	457	32	58	157	292	90
TOTAL:	459	17	396	46	269	190	345	94	106	170	118	63	383	25	49	130	248	71
<b>DISSATISFIED (smwht very)</b>	11%	6%	11%	7%	12%	10%	12%	10%	11%	14%	7%	6%	10%	12%	16%	6%	15%	10%
<b>SATISFIED (smwht very)</b>	83%	88%	82%	80%	84%	81%	82%	83%	79%	81%	89%	87%	84%	71%	80%	86%	81%	81%
<b>Very dissatisfied (0)</b>	1%	0%	1%	0%	2%	1%	2%	0%	1%	2%	1%	0%	1%	0%	2%	1%	2%	0%
<b>Dissatisfied (2.5)</b>	10%	6%	10%	7%	10%	10%	10%	10%	10%	12%	6%	6%	9%	12%	14%	5%	13%	10%
<b>Neutral (5)</b>	6%	6%	6%	13%	5%	8%	6%	7%	9%	6%	4%	7%	6%	17%	5%	8%	5%	9%
<b>Satisfied (7.5)</b>	74%	71%	74%	70%	75%	71%	72%	75%	74%	71%	81%	70%	74%	62%	73%	80%	69%	75%
<b>Very satisfied (10)</b>	9%	18%	9%	11%	8%	10%	9%	8%	6%	9%	9%	17%	9%	8%	7%	6%	11%	6%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			( )		
± ... at 50 %:	5.28	27.45	5.69	16.69	6.90	8.21	6.09	11.67	10.99	8.68	10.42	14.26	5.78	22.64	16.17	9.93	7.19	13.43
valid values:	459	17	396	46	269	190	345	94	106	170	118	63	383	25	49	130	248	71
mean:	6.98	7.50	<b>6.96</b>	7.12	6.97	7.01	6.94	7.01	6.82	6.87	7.25	<b>7.46</b>	7.04	6.67	6.71	7.14	6.90	6.92
standard deviation:	1.96	1.76	1.97	2.27	1.99	1.93	2.04	1.82	1.90	2.12	1.64	1.76	1.93	2.03	2.20	1.58	2.20	1.78
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_6																
<b>hours of operations of the office</b>																
WEIGHTED TOTAL:	550	410	140	312	122	106	100	307	110	300	250	20	138	228	83	75
TOTAL:	459	349	110	258	111	82	88	254	91	257	202	21	122	194	63	57
<b>DISSATISFIED (smwht very)</b>	11%	12%	8%	11%	14%	9%	8%	<b>15%</b>	5%	11%	11%	0%	12%	13%	8%	5%
								+								
<b>SATISFIED (smwht very)</b>	83%	82%	86%	83%	77%	85%	84%	<b>79%</b>	<b>94%</b>	86%	79%	87%	79%	81%	89%	89%
								-	++							
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	0%	1%	2%	2%	0%
<b>Dissatisfied (2.5)</b>	10%	11%	7%	10%	13%	7%	7%	<b>13%</b>	5%	10%	10%	0%	11%	12%	6%	5%
								+								
<b>Neutral (5)</b>	6%	6%	7%	6%	9%	6%	8%	6%	1%	<b>3%</b>	<b>10%</b>	13%	9%	6%	3%	5%
										--	++					
<b>Satisfied (7.5)</b>	74%	72%	79%	73%	69%	79%	81%	71%	75%	77%	69%	80%	71%	71%	79%	82%
<b>Very satisfied (10)</b>	9%	10%	7%	10%	9%	6%	<b>3%</b>	8%	<b>19%</b>	8%	10%	7%	8%	9%	10%	7%
							-		++							
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			( )			(-)		-				
± ... at 50 %:	5.28	6.06	10.79	7.05	10.74	12.50	12.06	7.10	11.86	7.06	7.96	24.70	10.25	8.13	14.26	14.99
valid values:	459	349	110	258	111	82	88	254	91	257	202	21	122	194	63	57
mean:	6.98	6.94	7.10	7.02	6.77	7.03	6.93	<b>6.76</b>	<b>7.72</b>	7.05	6.91	7.34	6.83	6.88	7.23	7.28
standard deviation:	1.96	2.04	1.70	1.98	2.10	1.78	1.67	2.13	1.57	1.92	2.00	1.17	2.00	2.11	1.79	1.44
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q22_8 flexibility of the methods of access																		
WEIGHTED TOTAL:	958	284	658	13	719	238	767	153	174	289	193	297	811	37	102	342	461	135
TOTAL:	957	211	497	247	756	200	737	183	132	219	146	458	822	36	93	336	475	130
<b>DISSATISFIED (smwht very)</b>	4%	4%	4%	6%	4%	4%	4%	2%	3%	4%	2%	4%	4%	0%	1%	4%	4%	5%
<b>SATISFIED (smwht very)</b>	91%	92%	91%	89%	92%	90%	90%	94%	90%	90%	95%	92%	91%	96%	92%	92%	91%	91%
<b>Very dissatisfied (0)</b>	0%	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%
<b>Dissatisfied (2.5)</b>	3%	4%	3%	5%	3%	4%	4%	2%	3%	3%	2%	4%	4%	0%	1%	4%	3%	4%
<b>Neutral (5)</b>	5%	4%	5%	5%	5%	6%	5%	4%	7%	5%	3%	4%	5%	4%	6%	5%	5%	4%
<b>Satisfied (7.5)</b>	75%	73%	75%	71%	74%	76%	74%	75%	72%	77%	77%	73%	75%	71%	74%	78%	72%	73%
<b>Very satisfied (10)</b>	17%	19%	16%	18%	18%	14%	17%	19%	18%	13%	17%	18%	16%	25%	18%	14%	19%	18%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	3.66	7.79	5.08	7.20	4.12	8.00	4.17	8.37	9.85	7.65	9.37	5.29	3.95	18.86	11.74	6.17	5.19	9.93
valid values:	957	211	497	247	756	200	737	183	132	219	146	458	822	36	93	336	475	130
mean:	7.60	7.64	7.58	7.50	7.62	7.51	<b>7.55</b>	<b>7.80</b>	7.63	7.47	7.74	7.63	7.56	<b>8.03</b>	7.73	7.56	7.64	7.58
standard deviation:	1.56	1.61	1.54	1.86	1.58	1.49	1.62	1.36	1.52	1.58	1.32	1.62	1.60	1.24	1.35	1.44	1.62	1.71
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q22_8																
<b>flexibility of the methods of access</b>																
WEIGHTED TOTAL:	958	744	213	572	204	162	175	495	219	527	431	53	208	392	140	148
TOTAL:	957	774	182	586	219	134	173	490	229	536	421	79	220	434	106	112
<b>DISSATISFIED (smwht very)</b>	4%	4%	3%	4%	4%	3%	2%	<b>6%</b>	<b>1%</b>	4%	4%	5%	3%	4%	1%	5%
								++	-							
<b>SATISFIED (smwht very)</b>	91%	90%	95%	91%	88%	95%	93%	<b>88%</b>	<b>96%</b>	91%	92%	92%	88%	91%	<b>97%</b>	90%
								--	+						+	
<b>Very dissatisfied (0)</b>	0%	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	1%
<b>Dissatisfied (2.5)</b>	3%	3%	3%	3%	4%	3%	2%	<b>6%</b>	<b>1%</b>	3%	3%	5%	3%	3%	1%	4%
								++	-							
<b>Neutral (5)</b>	5%	6%	2%	5%	<b>8%</b>	2%	5%	5%	3%	5%	5%	3%	<b>8%</b>	5%	2%	4%
					+								+			
<b>Satisfied (7.5)</b>	75%	<b>73%</b>	<b>81%</b>	73%	72%	<b>86%</b>	75%	74%	71%	77%	72%	67%	71%	77%	81%	71%
		-	+			++										
<b>Very satisfied (10)</b>	17%	18%	14%	19%	16%	<b>9%</b>	18%	<b>14%</b>	<b>25%</b>	15%	20%	25%	17%	14%	16%	20%
						-		-	++							
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		(-)			( )			-		-				
± ... at 50 %:	3.66	4.07	8.39	4.68	7.65	9.78	8.60	5.11	7.48	4.89	5.52	12.73	7.63	5.43	10.99	10.69
valid values:	957	774	182	586	219	134	173	490	229	536	421	79	220	434	106	112
mean:	7.60	7.58	7.64	7.62	7.52	7.52	7.72	<b>7.40</b>	<b>7.96</b>	7.53	7.68	7.81	7.57	7.53	7.81	7.59
standard deviation:	1.56	1.62	1.32	1.64	1.59	1.22	1.34	1.72	1.43	1.53	1.59	1.74	1.56	1.54	1.13	1.77
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q24																		
<b>OVERALL, access</b>																		
WEIGHTED TOTAL:	1295	392	884	17	971	323	1033	211	233	413	235	408	1104	55	127	457	637	170
TOTAL:	1283	290	668	323	1013	269	989	247	177	313	178	613	1109	50	117	453	646	160
<b>DISSATISFIED (smwht very)</b>	8%	7%	8%	7%	8%	6%	8%	7%	5%	<b>11%</b> ++	5%	7%	8%	7%	7%	8%	7%	9%
<b>SATISFIED (smwht very)</b>	85%	84%	86%	82%	85%	87%	85%	87%	88%	84%	88%	84%	86%	81%	83%	84%	86%	85%
<b>Very dissatisfied (0)</b>	1%	2%	1%	1%	2%	1%	2%	1%	0%	3%	1%	2%	1%	2%	2%	2%	1%	2%
<b>Dissatisfied (2.5)</b>	6%	5%	7%	6%	6%	5%	6%	6%	5%	8%	4%	5%	6%	5%	5%	7%	5%	8%
<b>Neutral (5)</b>	7%	9%	<b>6%</b> -	<b>11%</b> +	7%	7%	7%	6%	7%	5%	7%	<b>9%</b> +	7%	12%	9%	7%	8%	6%
<b>Satisfied (7.5)</b>	68%	68%	68%	64%	66%	73%	68%	68%	67%	66%	72%	68%	68%	71%	68%	69%	66%	72%
<b>Very satisfied (10)</b>	17%	16%	18%	18%	19%	14%	17%	19%	21%	18%	16%	16%	18%	10%	16%	15%	<b>20%</b> +	14%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	3.16	6.65	4.38	6.30	3.56	6.90	3.60	7.20	8.51	6.40	8.48	4.57	3.40	16.01	10.46	5.32	4.45	8.95
valid values:	1283	290	668	323	1013	269	989	247	177	313	178	613	1109	50	117	453	646	160
mean:	7.34	7.28	7.36	7.30	7.34	7.33	7.31	7.44	<b>7.60</b>	7.20	7.47	7.28	7.36	7.02	7.24	7.24	<b>7.45</b>	7.19
standard deviation:	1.97	1.94	1.98	2.00	2.03	1.75	1.99	1.88	1.73	2.20	1.70	1.94	1.97	1.94	2.00	2.00	1.94	1.99
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q24																
<b>OVERALL, access</b>																
WEIGHTED TOTAL:	1295	1004	287	780	273	214	239	660	295	708	587	77	274	557	194	170
TOTAL:	1283	1036	245	789	290	180	239	647	301	714	569	110	293	596	147	129
<b>DISSATISFIED (smwht very)</b>	8%	8%	7%	8%	8%	8%	6%	9%	7%	8%	7%	2%	6%	11%	3%	7%
												-		+++	-	
<b>SATISFIED (smwht very)</b>	85%	84%	90%	86%	81%	88%	87%	83%	91%	83%	88%	94%	83%	83%	88%	87%
		-	+					--	++	-	+	+				
<b>Very dissatisfied (0)</b>	1%	2%	0%	2%	1%	1%	1%	1%	2%	2%	1%	0%	0%	3%	1%	0%
												-	+++			
<b>Dissatisfied (2.5)</b>	6%	6%	6%	6%	7%	7%	4%	7%	5%	7%	6%	2%	6%	8%	2%	7%
														+		
<b>Neutral (5)</b>	7%	8%	3%	7%	11%	4%	8%	9%	2%	9%	5%	4%	11%	6%	9%	6%
		+	-		++			+	--	+	-		+			
<b>Satisfied (7.5)</b>	68%	67%	72%	68%	63%	73%	74%	66%	67%	66%	70%	67%	65%	66%	71%	72%
							+									
<b>Very satisfied (10)</b>	17%	17%	18%	17%	18%	16%	13%	17%	24%	17%	18%	28%	18%	17%	18%	15%
							-		++			+				
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		(-)		-			( )			-		( )				
± ... at 50 %:	3.16	3.52	7.23	4.03	6.65	8.44	7.32	4.45	6.52	4.24	4.74	10.79	6.61	4.64	9.33	9.96
valid values:	1283	1036	245	789	290	180	239	647	301	714	569	110	293	596	147	129
mean:	7.34	7.29	7.51	7.34	7.24	7.38	7.32	7.23	7.65	7.23	7.46	8.00	7.39	7.15	7.57	7.36
standard deviation:	1.97	2.01	1.79	1.98	2.00	1.85	1.74	2.05	1.98	2.06	1.84	1.49	1.81	2.24	1.60	1.75
Student's t:		-	-	-	-	-	-					-		-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q23_1</b> <b>ease of access to services by telephone</b>																		
mean:	7.41	7.67	7.28	7.27	7.30	7.74	7.44	7.25	7.31	7.20	7.50	7.66	7.42	7.05	7.31	7.06	<b>7.73</b>	6.73
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_2</b> <b>the convenience of the office location</b>																		
mean:	7.85	<b>7.36</b>	<b>8.07</b>	8.01	7.81	7.97	7.79	8.00	8.16	8.04	8.00	<b>7.39</b>	7.88	7.95	7.36	7.93	7.90	7.29
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_3</b> <b>availability of parking close to office</b>																		
mean:	7.76	<b>7.26</b>	<b>7.99</b>	7.19	7.79	7.67	7.72	7.93	8.27	7.94	7.75	<b>7.26</b>	7.76	7.27	8.09	7.73	7.74	7.91
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_4</b> <b>signage to find the office</b>																		
mean:	7.33	7.11	7.42	7.11	7.33	7.33	7.36	7.19	6.90	<b>7.61</b>	7.59	7.11	7.38	6.80	7.06	7.22	7.40	7.18
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_6</b> <b>hours of operations of the office</b>																		
mean:	7.85	<b>7.47</b>	<b>8.02</b>	7.85	7.87	7.80	7.88	7.69	8.05	8.02	8.00	<b>7.48</b>	7.90	7.73	<b>7.37</b>	7.77	7.90	7.81
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_8</b> <b>flexibility of the methods of access</b>																		
mean:	7.90	7.96	7.88	7.70	7.85	8.06	7.85	8.14	7.79	7.99	7.67	7.95	7.91	7.70	7.95	7.70	8.01	8.00
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q23_1</b> <b>ease of access to services by telephone</b>																
mean:	7.41	7.54	6.87	7.46	7.45	7.04	6.97	7.52	7.24	7.56	7.24	<b>8.39</b>	7.23	7.28	7.65	7.33
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_2</b> <b>the convenience of the office location</b>																
mean:	7.85	7.91	7.61	7.94	7.83	7.51	7.71	7.87	7.89	8.02	7.66	7.79	7.72	7.94	7.96	7.34
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_3</b> <b>availability of parking close to office</b>																
mean:	7.76	7.81	7.55	7.72	<b>8.20</b>	7.20	<b>7.24</b>	7.91	7.92	7.89	7.61	<b>8.36</b>	7.80	7.77	7.57	7.34
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_4</b> <b>signage to find the office</b>																
mean:	7.33	7.27	7.56	7.38	7.06	7.49	7.17	7.39	7.35	7.48	7.15	6.88	6.91	7.46	7.57	7.50
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_6</b> <b>hours of operations of the office</b>																
mean:	7.85	7.92	7.56	<b>8.06</b>	<b>7.50</b>	7.43	7.92	7.94	<b>7.45</b>	7.94	7.75	7.79	7.50	<b>8.03</b>	7.82	7.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q23_8</b> <b>flexibility of the methods of access</b>																
mean:	7.90	7.94	7.76	8.04	7.69	7.65	8.13	8.01	<b>7.45</b>	8.06	7.72	7.93	7.66	8.04	7.75	8.00
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_1 ease of access to services by telephone																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	2%	1%	2%	1%	2%	0%	2%	0%	5%	0%	3%	1%	1%	0%	6%	2%	1%	4%
<b>Unimportant (2.5)</b>	5%	6%	5%	9%	6%	2%	5%	7%	0%	9%	0%	6%	5%	7%	0%	7%	<b>2%</b>	<b>16%</b>
<b>Neutral (5)</b>	11%	7%	13%	5%	10%	14%	10%	16%	<b>21%</b>	10%	10%	7%	11%	14%	6%	12%	10%	4%
<b>Important (7.5)</b>	48%	42%	51%	49%	47%	50%	48%	48%	42%	55%	48%	43%	48%	43%	53%	50%	47%	48%
<b>Very important (10)</b>	22%	27%	20%	19%	21%	26%	23%	21%	28%	16%	19%	27%	23%	14%	18%	17%	26%	20%
<b>DK/NR</b>	12%	16%	10%	16%	14%	9%	13%	8%	5%	10%	19%	16%	11%	22%	18%	13%	14%	8%
khi :		-			-		-		( )				-			(-)		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	288	73	149	66	230	58	222	58	41	83	25	139	256	13	18	106	149	28
mean:	7.41	7.67	7.28	7.27	7.30	7.74	7.44	7.25	7.31	7.20	7.50	7.66	7.42	7.05	7.31	7.06	<b>7.73</b>	6.73
standard deviation:	2.20	2.25	2.17	2.73	2.31	1.78	2.22	2.11	2.46	2.04	2.16	2.26	2.19	2.15	2.48	2.29	1.93	2.85
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_1 ease of access to services by telephone																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	2%	1%	2%	1%	2%	3%	2%	1%	4%	2%	2%	0%	4%	1%	2%	0%
<b>Unimportant (2.5)</b>	5%	<b>4%</b>	<b>12%</b>	6%	2%	8%	6%	6%	5%	5%	6%	0%	2%	<b>9%</b>	0%	6%
		-	+											+		
<b>Neutral (5)</b>	11%	12%	6%	9%	<b>20%</b>	3%	<b>20%</b>	9%	9%	10%	12%	0%	<b>22%</b>	9%	12%	0%
					+		+						++			
<b>Important (7.5)</b>	48%	<b>45%</b>	<b>62%</b>	46%	39%	<b>68%</b>	48%	45%	46%	46%	50%	49%	37%	50%	44%	81%
		-	+			++										
<b>Very important (10)</b>	22%	25%	12%	23%	28%	11%	18%	23%	21%	25%	19%	29%	28%	21%	24%	6%
<b>DK/NR</b>	12%	14%	6%	15%	9%	6%	6%	16%	15%	13%	12%	20%	6%	10%	17%	6%
khi :		( )		( )			-			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	288	233	54	178	66	39	59	138	62	153	135	25	66	148	34	15
mean:	7.41	7.54	6.87	7.46	7.45	7.04	6.97	7.52	7.24	7.56	7.24	<b>8.39</b>	7.23	7.28	7.65	7.33
standard deviation:	2.20	2.16	2.29	2.22	2.24	2.20	2.26	2.16	2.49	2.20	2.21	1.32	2.54	2.24	2.13	1.47
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_2																		
<b>the convenience of the office location</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
<b>Unimportant (2.5)</b>	3%	<b>7%</b> +	<b>1%</b> -	0%	3%	5%	3%	2%	0%	1%	3%	<b>7%</b> +	3%	0%	6%	3%	1%	<b>12%</b> +
<b>Neutral (5)</b>	7%	10%	5%	9%	7%	7%	7%	5%	7%	3%	6%	10%	6%	7%	12%	<b>2%</b> -	<b>10%</b> +	4%
<b>Important (7.5)</b>	56%	<b>43%</b> --	<b>63%</b> ++	56%	58%	52%	57%	58%	58%	<b>68%</b> ++	55%	<b>44%</b> --	56%	49%	65%	55%	57%	60%
<b>Very important (10)</b>	27%	23%	30%	28%	25%	36%	26%	28%	33%	27%	32%	23%	28%	21%	18%	28%	28%	20%
<b>DK/NR</b>	6%	<b>15%</b> +++	<b>1%</b> ---	8%	<b>8%</b> +	<b>0%</b> -	6%	7%	2%	<b>0%</b> --	3%	<b>15%</b> +++	6%	22%	0%	<b>10%</b> +	4%	4%
khi :		( )			(-)		-		( )				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	311	74	164	73	246	65	238	62	42	92	30	147	276	13	21	114	163	29
mean:	7.85	<b>7.36</b>	<b>8.07</b>	8.01	7.81	7.97	7.79	8.00	8.16	8.04	8.00	<b>7.39</b>	7.88	7.95	7.36	7.93	7.90	7.29
standard deviation:	1.79	2.30	1.47	1.74	1.74	1.95	1.83	1.62	1.46	1.38	1.78	2.28	1.81	1.50	1.85	1.88	1.64	2.19
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_2 the convenience of the office location																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	3%	3%	4%	2%	4%	6%	4%	2%	4%	3%	3%	0%	6%	2%	2%	6%
Neutral (5)	7%	7%	4%	7%	11%	0%	6%	10%	2%	4%	10%	10%	10%	5%	7%	6%
Important (7.5)	56%	<b>52%</b>	<b>72%</b>	52%	52%	<b>77%</b>	56%	53%	62%	55%	58%	55%	49%	60%	54%	75%
Very important (10)	27%	30%	16%	30%	31%	<b>12%</b>	28%	28%	23%	32%	22%	20%	31%	29%	29%	12%
DK/NR	6%	7%	4%	8%	2%	6%	4%	7%	9%	5%	7%	<b>15%</b>	4%	2%	7%	0%
khi :		(-)		( )			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	311	253	57	193	72	41	61	150	70	168	143	27	70	160	38	16
mean:	7.85	7.91	7.61	7.94	7.83	7.51	7.71	7.87	7.89	8.02	7.66	7.79	7.72	7.94	7.96	7.34
standard deviation:	1.79	1.85	1.54	1.83	1.89	1.52	2.11	1.75	1.61	1.82	1.75	1.49	2.06	1.76	1.72	1.69
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_3 availability of parking close to office																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	1%	1%	1%	1%	1%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%	0%
Unimportant (2.5)	5%	7%	4%	5%	5%	7%	5%	5%	5%	3%	6%	7%	5%	7%	0%	6%	5%	4%
Neutral (5)	9%	9%	8%	15%	8%	10%	8%	12%	7%	9%	10%	9%	9%	7%	6%	8%	10%	4%
Important (7.5)	47%	48%	47%	52%	48%	45%	48%	39%	40%	50%	48%	48%	46%	49%	65%	50%	44%	60%
Very important (10)	31%	<b>18%</b>	<b>38%</b>	<b>18%</b>	30%	36%	31%	37%	<b>47%</b>	36%	32%	<b>18%</b>	32%	14%	29%	27%	34%	28%
DK/NR	7%	<b>16%</b>	<b>2%</b>	9%	<b>9%</b>	<b>0%</b>	7%	7%	2%	<b>1%</b>	3%	<b>16%</b>	6%	22%	0%	9%	6%	4%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	308	73	163	72	243	65	238	60	42	91	30	145	273	13	21	114	160	29
mean:	7.76	<b>7.26</b>	<b>7.99</b>	7.19	7.79	7.67	7.72	7.93	8.27	7.94	7.75	<b>7.26</b>	7.76	7.27	8.09	7.73	7.74	7.91
standard deviation:	2.12	2.21	2.04	2.43	2.03	2.37	2.16	2.10	2.02	2.02	2.10	2.20	2.17	2.05	1.39	1.99	2.27	1.74
Student's t:																		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_3 availability of parking close to office																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	1%	1%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	2%	1%	0%	0%
Unimportant (2.5)	5%	5%	6%	5%	2%	12%	8%	4%	5%	5%	5%	1%	4%	6%	5%	6%
Neutral (5)	9%	8%	12%	9%	9%	9%	12%	9%	9%	8%	10%	1%	10%	9%	12%	6%
Important (7.5)	47%	46%	52%	46%	45%	57%	50%	46%	43%	42%	53%	49%	45%	45%	51%	75%
Very important (10)	31%	32%	26%	30%	40%	20%	24%	32%	35%	<b>37%</b> +	<b>24%</b> -	29%	36%	35%	24%	12%
DK/NR	7%	8%	4%	9%	4%	3%	4%	9%	8%	6%	8%	<b>20%</b> +++	2%	4%	7%	0%
khi :		-		-			-			(-)		(-)				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	308	251	56	190	71	42	61	148	69	167	141	27	71	156	38	16
mean:	7.76	7.81	7.55	7.72	<b>8.20</b>	7.20	<b>7.24</b>	7.91	7.92	7.89	7.61	<b>8.36</b>	7.80	7.77	7.57	7.34
standard deviation:	2.12	2.14	2.03	2.19	1.82	2.19	2.36	1.95	2.08	2.27	1.92	1.37	2.28	2.23	1.96	1.69
Student's t:		-	-	-		-		-	-	-	-		-	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_4 signage to find the office																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
Unimportant (2.5)	7%	6%	7%	3%	7%	7%	5%	14%	12%	5%	6%	6%	6%	14%	6%	9%	4%	12%
Neutral (5)	9%	8%	9%	18%	8%	12%	10%	5%	14%	8%	7%	8%	9%	8%	12%	7%	11%	4%
Important (7.5)	60%	56%	61%	56%	59%	62%	62%	53%	58%	63%	61%	56%	59%	42%	76%	61%	59%	64%
Very important (10)	17%	10%	21%	13%	16%	19%	16%	21%	14%	23%	23%	10%	18%	14%	6%	14%	18%	16%
DK/NR	8%	19%	2%	10%	10%	0%	8%	7%	2%	1%	3%	18%	7%	22%	0%	9%	8%	4%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	305	71	163	71	240	65	235	60	42	91	30	142	270	13	21	113	158	29
mean:	7.33	7.11	7.42	7.11	7.33	7.33	7.36	7.19	6.90	7.61	7.59	7.11	7.38	6.80	7.06	7.22	7.40	7.18
standard deviation:	1.94	1.96	1.93	2.18	1.95	1.92	1.83	2.33	2.12	1.82	1.91	1.96	1.94	2.49	1.59	1.95	1.90	2.12
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_4 signage to find the office																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	2% +	0%	0%	0%
Unimportant (2.5)	7%	7%	6%	6%	9%	9%	8%	7%	5%	6%	7%	10%	10%	6%	2%	6%
Neutral (5)	9%	10%	6%	9%	13%	3%	12%	10%	4%	8%	10%	10%	12%	8%	7%	6%
Important (7.5)	60%	58%	64%	57%	59%	66%	56%	55%	73% +	59%	60%	50%	55%	62%	68%	62%
Very important (10)	17%	16%	20%	17%	15%	20%	16%	20%	9%	21%	13%	10%	16%	19%	15%	19%
DK/NR	8%	9%	4%	10%	4%	3%	8%	8%	9%	5%	10%	20% ++	4%	4%	7%	6%
khi :		-		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	305	248	56	187	71	42	59	148	68	167	138	26	70	156	38	15
mean:	7.33	7.27	7.56	7.38	7.06	7.49	7.17	7.39	7.35	7.48	7.15	6.88	6.91	7.46	7.57	7.50
standard deviation:	1.94	1.98	1.82	1.94	2.02	1.94	2.00	2.00	1.54	1.98	1.89	2.11	2.34	1.87	1.48	1.87
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_6																		
hours of operations of the office																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	3%	1%	0%	2%	3%	1%	5%	2%	0%	3%	3%	2%	0%	0%	2%	1%	4%
Neutral (5)	8%	11%	5%	9%	6%	12%	6%	12%	7%	7%	0%	11%	7%	7%	12%	7%	9%	0%
Important (7.5)	59%	53%	63%	60%	61%	54%	62%	49%	53%	65%	68%	53%	57%	57%	82%	61%	56%	72%
Very important (10)	24%	17%	<b>28%</b>	22%	23%	31%	24%	28%	33%	27%	26%	<b>17%</b>	27%	14%	6%	21%	27%	20%
DK/NR	7%	<b>15%</b>	<b>2%</b>	10%	<b>9%</b>	<b>0%</b>	7%	7%	5%	<b>1%</b>	3%	<b>15%</b>	6%	22%	0%	9%	6%	4%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	307	74	162	71	242	65	237	60	41	91	30	145	272	13	21	113	160	29
mean:	7.85	<b>7.47</b>	<b>8.02</b>	7.85	7.87	7.80	7.88	7.69	8.05	8.02	8.00	<b>7.48</b>	7.90	7.73	<b>7.37</b>	7.77	7.90	7.81
standard deviation:	1.60	1.78	1.49	1.65	1.50	1.87	1.51	1.98	1.72	1.37	1.52	1.77	1.65	1.33	1.08	1.57	1.63	1.52
Student's t:																		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_6 hours of operations of the office																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	1%	4%	2%	2%	3%	4%	1%	4%	1%	2%	0%	2%	2%	2%	6%
Neutral (5)	8%	6%	12%	<b>4%</b>	<b>17%</b>	11%	6%	8%	7%	8%	7%	10%	<b>16%</b>	6%	5%	0%
				--	++								++			
Important (7.5)	59%	60%	56%	58%	57%	66%	56%	58%	67%	58%	61%	55%	53%	60%	66%	75%
Very important (10)	24%	25%	22%	28%	20%	14%	30%	26%	<b>13%</b>	27%	22%	20%	20%	29%	22%	19%
DK/NR	7%	7%	6%	8%	4%	6%	4%	7%	9%	6%	8%	<b>15%</b>	8%	3%	5%	0%
												+				
khi :		-		( )			-			-		(-)				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	307	251	55	190	71	41	61	149	68	166	141	27	68	157	39	16
mean:	7.85	7.92	7.56	<b>8.06</b>	<b>7.50</b>	7.43	7.92	7.94	<b>7.45</b>	7.94	7.75	7.79	7.50	<b>8.03</b>	7.82	7.66
standard deviation:	1.60	1.53	1.83	1.54	1.71	1.58	1.80	1.52	1.54	1.59	1.61	1.50	1.76	1.55	1.53	1.69
Student's t:		-	-			-	-	-		-	-	-	-		-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23 8																		
<b>flexibility of the methods of access</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	1%	0%	1%	0%	0%	0%	<b>2%</b> +	0%	0%	0%	0%	0%	0%	1%	0%	0%
<b>Unimportant (2.5)</b>	1%	0%	1%	3%	1%	0%	1%	0%	2%	1%	0%	0%	1%	0%	0%	2%	0%	0%
<b>Neutral (5)</b>	7%	3%	8%	6%	6%	9%	6%	9%	<b>16%</b> +	5%	6%	4%	<b>5%</b> -	14%	17%	4%	9%	0%
<b>Important (7.5)</b>	63%	64%	61%	66%	63%	60%	63%	54%	<b>40%</b> --	66%	78%	64%	64%	57%	47%	67%	<b>57%</b> -	80%
<b>Very important (10)</b>	25%	19%	28%	19%	23%	31%	23%	34%	<b>40%</b> +	27%	13%	19%	24%	22%	35%	20%	28%	20%
<b>DK/NR</b>	5%	<b>13%</b> +++	<b>1%</b> ---	6%	6%	0%	6%	2%	0%	<b>0%</b> -	3%	<b>13%</b> +++	5%	7%	0%	6%	5%	0%
khi :		( )			-		-		( )				-			(-)		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	314	75	165	74	249	65	241	62	43	92	30	149	278	14	21	117	162	30
mean:	7.90	7.96	7.88	7.70	7.85	8.06	7.85	8.14	7.79	7.99	7.67	7.95	7.91	7.70	7.95	7.70	8.01	8.00
standard deviation:	1.53	1.20	1.67	1.78	1.55	1.48	1.55	1.55	2.32	1.44	1.12	1.22	1.52	1.58	1.80	1.68	1.49	1.02
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q23_8 flexibility of the methods of access																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	2%	0%	0%	3%	0%	0%	2%	1%	0%	0%	2%	0%	0%	0%
		-	+			+							+			
Unimportant (2.5)	1%	1%	0%	1%	2%	0%	0%	1%	2%	1%	0%	5%	0%	1%	0%	0%
												+				
Neutral (5)	7%	8%	2%	6%	15%	0%	6%	6%	7%	3%	11%	5%	16%	5%	5%	0%
					++					-	+		++			
Important (7.5)	63%	60%	74%	61%	56%	77%	58%	61%	71%	62%	63%	46%	49%	64%	78%	75%
													-		+	
Very important (10)	25%	27%	18%	27%	26%	14%	30%	27%	14%	30%	19%	29%	29%	27%	15%	19%
DK/NR	5%	5%	4%	6%	2%	6%	6%	5%	4%	3%	7%	15%	4%	3%	2%	6%
												++				
khi :		( )		( )			-			( )		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	314	256	57	196	72	41	61	153	71	171	143	29	70	159	40	15
mean:	7.90	7.94	7.76	8.04	7.69	7.65	8.13	8.01	7.45	8.06	7.72	7.93	7.66	8.04	7.75	8.00
standard deviation:	1.53	1.53	1.56	1.44	1.75	1.64	1.42	1.48	1.71	1.63	1.41	1.99	2.04	1.42	1.10	1.03
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

If only one of these areas of access to the Passport Office services could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q25																		
WEIGHTED TOTAL:	1187	380	789	16	898	288	945	201	197	369	219	396	1018	50	111	439	574	148
TOTAL:	1196	279	596	319	950	245	920	234	150	280	166	598	1038	45	106	437	595	144
<b>DK/NR</b>	43%	48%	<b>41%</b>	47%	<b>46%</b>	<b>35%</b>	44%	41%	38%	40%	45%	<b>48%</b>	44%	41%	39%	<b>49%</b>	40%	39%
<b>office location</b>	19%	19%	19%	<b>25%</b>	19%	18%	19%	16%	15%	19%	22%	19%	20%	8%	17%	18%	21%	16%
<b>parking close to office</b>	16%	<b>10%</b>	<b>19%</b>	<b>4%</b>	<b>14%</b>	<b>22%</b>	15%	20%	<b>22%</b>	18%	17%	<b>10%</b>	16%	16%	15%	<b>12%</b>	<b>18%</b>	18%
<b>Other</b>	8%	8%	8%	11%	8%	7%	8%	9%	5%	<b>11%</b>	5%	8%	<b>7%</b>	11%	13%	8%	8%	8%
<b>access by telephone</b>	6%	8%	5%	7%	6%	5%	6%	3%	6%	4%	2%	<b>8%</b>	6%	8%	5%	6%	5%	5%
<b>hours of operations</b>	5%	6%	5%	4%	4%	7%	4%	7%	<b>9%</b>	3%	4%	6%	5%	3%	7%	5%	4%	7%
<b>signage to find the office</b>	3%	2%	<b>4%</b>	2%	3%	5%	3%	5%	5%	4%	4%	<b>2%</b>	<b>3%</b>	<b>13%</b>	4%	3%	3%	6%
<b>flexibility, methods of access</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )											( )					
± ... at 50 %:	3.27	6.78	4.64	6.34	3.67	7.23	3.73	7.40	9.24	6.76	8.78	4.63	3.51	16.87	10.99	5.41	4.64	9.43

If only one of these areas of access to the Passport Office services could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q25																
WEIGHTED TOTAL:	1187	913	272	722	238	202	211	603	282	640	548	69	238	509	186	160
TOTAL:	1196	960	234	738	265	170	208	601	296	657	539	101	265	560	140	121
<b>DK/NR</b>	43%	41%	49%	44%	<b>36%</b>	49%	48%	<b>39%</b>	48%	<b>38%</b>	<b>49%</b>	44%	38%	42%	51%	44%
<b>office location</b>	19%	21%	14%	20%	20%	14%	22%	20%	17%	21%	17%	18%	20%	19%	17%	25%
<b>parking close to office</b>	16%	16%	17%	15%	16%	18%	13%	16%	15%	<b>19%</b>	<b>13%</b>	23%	14%	16%	14%	17%
<b>Other</b>	8%	7%	9%	9%	6%	6%	5%	8%	9%	9%	7%	4%	<b>4%</b>	<b>12%</b>	6%	4%
<b>access by telephone</b>	6%	6%	4%	5%	8%	4%	6%	6%	6%	6%	5%	4%	<b>10%</b>	5%	3%	5%
<b>hours of operations</b>	5%	5%	5%	<b>4%</b>	<b>8%</b>	7%	3%	6%	4%	5%	4%	6%	<b>10%</b>	<b>3%</b>	5%	3%
<b>signage to find the office</b>	3%	4%	1%	3%	5%	2%	4%	4%	1%	<b>2%</b>	<b>5%</b>	2%	5%	3%	4%	2%
<b>flexibility, methods of access</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :												( )				
± ... at 50 %:	3.27	3.65	7.40	4.17	6.95	8.68	7.85	4.62	6.58	4.42	4.87	11.26	6.95	4.78	9.57	10.29

If you could have delivered your passport application any way you want, which of the following would you have preferred...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q26																		
WEIGHTED TOTAL:	1335	415	899	18	1006	328	1064	217	234	423	239	433	1140	58	128	481	650	172
TOTAL:	1336	306	680	348	1059	275	1024	258	178	321	181	654	1157	52	120	480	665	166
<b>In person</b>	45%	<b>37%</b> --	<b>49%</b> +++	40%	<b>41%</b> ---	<b>55%</b> +++	43%	48%	46%	<b>50%</b> +	47%	<b>37%</b> ---	46%	35%	39%	44%	44%	49%
<b>By mail</b>	24%	<b>35%</b> +++	<b>18%</b> ---	<b>30%</b> +	<b>28%</b> +++	<b>12%</b> ---	25%	21%	<b>13%</b> --	20%	22%	<b>35%</b> +++	24%	17%	20%	<b>28%</b> +	22%	20%
<b>By telephone</b>	2%	3%	2%	3%	2%	4%	2%	3%	4%	2%	2%	3%	3%	0%	1%	3%	3%	1%
<b>Through the Internet</b>	27%	<b>22%</b> -	<b>30%</b> +	24%	27%	28%	28%	26%	33%	27%	29%	<b>23%</b> -	<b>25%</b> ---	<b>46%</b> ++	<b>40%</b> ++	24%	29%	28%
<b>Other, specify</b>	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%	0%	1%	1%	0%	1%	1%	1%	2%
<b>DK/NR</b>	1%	<b>2%</b> +	<b>1%</b> -	1%	1%	0%	1%	0%	1%	1%	0%	<b>2%</b> +	1%	2%	0%	1%	1%	1%
khi :		( )			( )		-		( )				( )			-		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

If you could have delivered your passport application any way you want, which of the following would you have preferred...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q26																
WEIGHTED TOTAL:	1335	1041	292	810	282	217	251	681	301	729	606	80	280	576	202	172
TOTAL:	1336	1082	252	825	303	184	249	675	312	747	589	115	304	626	152	130
<b>In person</b>	45%	43%	51%	43%	45%	51%	42%	44%	45%	46%	43%	36%	47%	47%	44%	43%
<b>By mail</b>	24%	24%	22%	25%	21%	21%	16%	21%	35%	24%	23%	19%	20%	24%	29%	25%
<b>By telephone</b>	2%	2%	2%	2%	5%	2%	3%	2%	3%	3%	2%	5%	4%	2%	2%	2%
<b>Through the Internet</b>	27%	28%	23%	29%	25%	23%	38%	31%	15%	24%	31%	35%	27%	26%	24%	28%
<b>Other, specify</b>	1%	1%	0%	1%	2%	0%	1%	1%	1%	1%	1%	2%	2%	0%	0%	1%
<b>DK/NR</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	1%	2%
khi :		-		( )			( )			-		(-)				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.41	4.14	4.66	10.55	6.49	4.52	9.18	9.93

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q27																		
WEIGHTED TOTAL:	1335	415	899	18	1006	328	1064	217	234	423	239	433	1140	58	128	481	650	172
TOTAL:	1336	306	680	348	1059	275	1024	258	178	321	181	654	1157	52	120	480	665	166
<b>M-F, between 9 and 5</b>	35%	37%	34%	34%	36%	33%	36%	31%	29%	34%	39%	36%	<b>36%</b> +	23%	28%	37%	35%	33%
<b>M-F, after 5</b>	29%	30%	28%	28%	28%	30%	29%	28%	32%	30%	23%	30%	28%	35%	32%	26%	31%	30%
<b>Saturday, between 9 and 5</b>	22%	18%	<b>24%</b> +	21%	22%	22%	22%	21%	20%	23%	<b>28%</b> +	<b>18%</b> -	22%	25%	22%	22%	22%	23%
<b>Sunday, between 9 and 5</b>	2%	3%	2%	3%	2%	3%	2%	2%	3%	1%	3%	3%	2%	2%	<b>5%</b> +	3%	2%	0%
<b>Some other time</b>	6%	5%	7%	5%	6%	7%	6%	9%	<b>12%</b> +++	5%	4%	5%	6%	10%	5%	5%	6%	9%
<b>DK/NR</b>	6%	<b>9%</b> +	<b>5%</b> -	7%	6%	6%	<b>5%</b> -	<b>10%</b> +	3%	7%	3%	<b>8%</b> +	6%	5%	7%	<b>8%</b> +	4%	5%
khi :		-			-		-						-			(-)		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Without consideration for existing business hours, at what time would prefer to deal with the Passport Office? Would it be...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q27																
WEIGHTED TOTAL:	1335	1041	292	810	282	217	251	681	301	729	606	80	280	576	202	172
TOTAL:	1336	1082	252	825	303	184	249	675	312	747	589	115	304	626	152	130
<b>M-F, between 9 and 5</b>	35%	35%	37%	37%	33%	32%	<b>26%</b>	<b>29%</b>	<b>57%</b>	36%	34%	<b>46%</b>	31%	34%	36%	40%
							--	---	+++			+				
<b>M-F, after 5</b>	29%	<b>31%</b>	<b>22%</b>	<b>27%</b>	<b>39%</b>	25%	<b>38%</b>	<b>33%</b>	<b>13%</b>	27%	31%	<b>15%</b>	<b>40%</b>	29%	22%	25%
		+	-	-	+++		++	++	---			--	+++			
<b>Saturday, between 9 and 5</b>	22%	21%	26%	23%	<b>14%</b>	27%	26%	<b>25%</b>	<b>12%</b>	23%	21%	22%	<b>14%</b>	22%	<b>29%</b>	25%
					--			+	---				--		+	
<b>Sunday, between 9 and 5</b>	2%	2%	3%	2%	3%	2%	1%	2%	2%	2%	2%	5%	4%	1%	1%	2%
<b>Some other time</b>	6%	<b>7%</b>	<b>3%</b>	7%	7%	<b>2%</b>	4%	7%	5%	6%	6%	10%	8%	5%	7%	3%
		+	-			-										
<b>DK/NR</b>	6%	5%	9%	5%	3%	<b>12%</b>	5%	<b>3%</b>	<b>11%</b>	6%	6%	2%	4%	<b>8%</b>	6%	5%
						+++		---	+++					+		
khi :				( )						-		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.41	4.14	4.66	10.55	6.49	4.52	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?			
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once	
Q28																			
WEIGHTED TOTAL:	1335	415	899	18	1006	328	1064	217	234	423	239	433	1140	58	128	481	650	172	
TOTAL:	1336	306	680	348	1059	275	1024	258	178	321	181	654	1157	52	120	480	665	166	
<b>Within walking distance</b>	7%	5%	7%	8%	6%	9%	7%	7%	6%	8%	8%	5%	7%	7%	8%	6%	6%	8%	
<b>Within a reasonable drive</b>	60%	<b>49%</b>	<b>66%</b>	55%	59%	62%	60%	62%	65%	<b>68%</b>	60%	<b>49%</b>	59%	67%	65%	60%	59%	65%	
		---	+++							+++		---							
<b>Reasonable distance, transit</b>	4%	4%	5%	<b>1%</b>	5%	4%	4%	4%	4%	4%	<b>8%</b>	4%	<b>5%</b>	0%	1%	6%	3%	5%	
				-							+		+						
<b>Beyond a reasonable distance</b>	27%	<b>38%</b>	<b>22%</b>	<b>34%</b>	<b>29%</b>	<b>21%</b>	27%	24%	24%	<b>20%</b>	24%	<b>37%</b>	27%	19%	25%	25%	<b>31%</b>	<b>19%</b>	
		+++	---	+	+	-				--		+++					+	-	
<b>DK/NR</b>	2%	<b>5%</b>	<b>1%</b>	2%	2%	3%	2%	3%	1%	<b>0%</b>	1%	<b>4%</b>	2%	<b>7%</b>	0%	<b>3%</b>	<b>0%</b>	2%	
		+++	---							-		+++		++		++	---		
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.32	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78	

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q28																
WEIGHTED TOTAL:	1335	1041	292	810	282	217	251	681	301	729	606	80	280	576	202	172
TOTAL:	1336	1082	252	825	303	184	249	675	312	747	589	115	304	626	152	130
<b>Within walking distance</b>	7%	6%	9%	7%	5%	6%	9%	6%	7%	7%	7%	5%	5%	7%	9%	5%
<b>Within a reasonable drive</b>	60%	<b>58%</b>	<b>68%</b>	59%	59%	67%	62%	60%	58%	58%	62%	54%	64%	<b>65%</b>	54%	54%
		-	+											+		
<b>Reasonable distance, transit</b>	4%	<b>3%</b>	<b>8%</b>	<b>3%</b>	4%	<b>9%</b>	4%	4%	4%	5%	4%	<b>0%</b>	4%	3%	6%	<b>8%</b>
		--	++	-		++						-				+
<b>Beyond a reasonable distance</b>	27%	<b>31%</b>	<b>13%</b>	28%	30%	<b>16%</b>	24%	29%	28%	28%	25%	36%	26%	24%	30%	30%
		+++	---			--										
<b>DK/NR</b>	2%	2%	2%	2%	1%	3%	1%	1%	3%	1%	2%	<b>5%</b>	1%	1%	1%	2%
												++				
khi :				( )			-			-		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.41	4.14	4.66	10.55	6.49	4.52	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q29_1 clarity of written information</b>																		
mean:	7.68	7.60	7.72	<b>7.34</b>	<b>7.75</b>	<b>7.48</b>	7.69	7.59	7.83	7.70	7.62	7.59	7.71	7.16	7.63	7.62	7.72	7.75
Student's t:		-	-				-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_2 answers provided to your questions</b>																		
mean:	7.84	7.41	<b>7.89</b>	7.83	7.84	7.83	7.81	8.02	7.96	7.90	7.77	<b>7.43</b>	7.81	7.51	<b>8.21</b>	7.69	7.94	7.86
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_3 the ease of access to information</b>																		
mean:	7.81	7.74	7.85	7.65	7.86	7.67	7.82	7.76	<b>8.26</b>	7.70	7.64	7.73	7.78	7.85	8.07	<b>7.65</b>	<b>7.93</b>	7.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_5 communications in your official language</b>																		
mean:	8.15	8.04	<b>8.19</b>	<b>7.93</b>	<b>8.19</b>	<b>8.00</b>	8.17	8.09	<b>8.61</b>	8.05	8.00	8.03	8.13	8.01	8.33	8.10	8.20	8.24
Student's t:		-					-	-					-	-	-	-	-	-
<b>Q31 OVERALL, communications</b>																		
mean:	7.90	7.77	<b>7.97</b>	<b>7.70</b>	7.92	7.86	7.89	8.05	<b>8.26</b>	7.88	7.85	<b>7.77</b>	7.90	7.92	7.83	7.82	7.94	8.04
Student's t:		-			-	-	-	-					-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q29_1 clarity of written information</b>																
mean:	7.68	7.66	7.73	7.74	7.50	7.66	7.68	7.58	<b>7.88</b>	7.64	7.72	<b>8.16</b>	7.51	7.72	7.50	7.74
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_2 answers provided to your questions</b>																
mean:	7.84	7.83	7.86	7.79	8.00	7.79	7.65	7.87	7.99	7.85	7.81	7.85	7.98	7.83	7.58	7.74
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_3 the ease of access to information</b>																
mean:	7.81	7.83	7.76	7.77	<b>8.09</b>	7.68	7.72	7.78	<b>7.99</b>	7.76	7.87	<b>8.21</b>	<b>8.12</b>	7.73	<b>7.52</b>	7.64
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q29_5 communications in your official language</b>																
mean:	8.15	<b>8.21</b>	<b>7.92</b>	8.15	<b>8.43</b>	<b>7.78</b>	8.09	8.18	8.21	8.10	8.20	<b>8.55</b>	<b>8.45</b>	<b>8.03</b>	8.04	<b>7.92</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q31 OVERALL, communications</b>																
mean:	7.90	7.91	7.88	7.91	7.93	7.81	7.77	7.93	7.98	7.86	7.96	<b>8.47</b>	7.96	7.84	7.81	7.87
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q29_1 clarity of written information																		
WEIGHTED TOTAL:	988	296	675	14	739	247	787	159	177	299	195	310	837	39	104	354	472	139
TOTAL:	995	219	510	264	786	207	762	191	135	227	148	483	855	37	97	351	490	135
<b>DISSATISFIED (smwht very)</b>	5%	7%	4%	8%	4%	7%	4%	8%	5%	4%	1%	7%	<b>4%</b>	10%	<b>11%</b>	6%	4%	4%
													---		++			
<b>SATISFIED (smwht very)</b>	92%	91%	92%	<b>84%</b>	92%	89%	92%	90%	92%	92%	92%	90%	<b>92%</b>	90%	<b>85%</b>	91%	92%	92%
				--									+		-			
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>	0%	0%	0%	<b>0%</b>	<b>3%</b>	0%	0%	0%	0%
									+				-	+++				
<b>Dissatisfied (2.5)</b>	5%	7%	<b>4%</b>	7%	4%	7%	4%	8%	4%	4%	1%	<b>7%</b>	<b>4%</b>	7%	<b>11%</b>	6%	4%	4%
			-									+	--		++			
<b>Neutral (5)</b>	4%	3%	4%	<b>8%</b>	4%	4%	4%	2%	3%	4%	7%	3%	4%	0%	4%	3%	4%	4%
				+														
<b>Satisfied (7.5)</b>	71%	71%	71%	67%	71%	73%	71%	69%	65%	72%	78%	70%	<b>73%</b>	79%	<b>53%</b>	71%	70%	70%
									++				+		---			
<b>Very satisfied (10)</b>	20%	20%	21%	17%	22%	17%	20%	21%	<b>27%</b>	20%	14%	20%	19%	10%	<b>32%</b>	20%	21%	22%
									+				+		+			
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		( )				( )			-		
± ... at 50 %:	3.59	7.65	5.01	6.97	4.04	7.87	4.10	8.19	9.74	7.51	9.30	5.15	3.87	18.61	11.49	6.04	5.11	9.74
valid values:	995	219	510	264	786	207	762	191	135	227	148	483	855	37	97	351	490	135
mean:	7.68	7.60	7.72	<b>7.34</b>	<b>7.75</b>	<b>7.48</b>	7.69	7.59	7.83	7.70	7.62	7.59	7.71	7.16	7.63	7.62	7.72	7.75
standard deviation:	1.64	1.76	1.58	1.97	1.60	1.74	1.62	1.84	1.83	1.60	1.28	1.77	1.53	2.07	2.26	1.72	1.63	1.59
Student's t:		-	-				-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q29_1 clarity of written information																
WEIGHTED TOTAL:	988	767	220	592	209	166	183	509	225	546	441	53	215	407	146	149
TOTAL:	995	807	187	610	229	138	183	509	235	561	434	80	232	454	110	113
DISSATISFIED (smwht very)	5%	5%	2%	<b>3%</b>	<b>10%</b>	2%	2%	6%	4%	4%	5%	3%	<b>11%</b>	4%	4%	<b>0%</b>
				-	+++								+++			-
SATISFIED (smwht very)	92%	91%	94%	92%	<b>86%</b>	95%	94%	89%	93%	92%	91%	94%	<b>87%</b>	92%	89%	96%
					--								-			
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (2.5)	5%	5%	2%	<b>3%</b>	<b>10%</b>	2%	2%	6%	4%	4%	5%	3%	<b>10%</b>	4%	4%	<b>0%</b>
				-	+++								+++			-
Neutral (5)	4%	4%	4%	4%	4%	2%	4%	5%	3%	4%	4%	3%	2%	4%	7%	4%
Satisfied (7.5)	71%	69%	77%	71%	<b>62%</b>	<b>82%</b>	<b>79%</b>	68%	66%	73%	69%	<b>59%</b>	<b>63%</b>	72%	75%	<b>81%</b>
					--	++	+					-	--			+
Very satisfied (10)	20%	21%	17%	21%	24%	14%	15%	21%	<b>27%</b>	19%	22%	<b>35%</b>	24%	20%	14%	14%
									+			++				
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			(-)			-		( )				
± ... at 50 %:	3.59	3.98	8.28	4.58	7.48	9.63	8.37	5.02	7.38	4.78	5.43	12.65	7.43	5.31	10.79	10.65
valid values:	995	807	187	610	229	138	183	509	235	561	434	80	232	454	110	113
mean:	7.68	7.66	7.73	7.74	7.50	7.66	7.68	7.58	<b>7.88</b>	7.64	7.72	<b>8.16</b>	7.51	7.72	7.50	7.74
standard deviation:	1.64	1.72	1.32	1.57	2.09	1.26	1.32	1.80	1.67	1.61	1.68	1.62	2.12	1.57	1.50	1.05
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q29_2 answers provided to your questions																		
WEIGHTED TOTAL:	597	62	531	4	364	234	448	122	137	229	159	67	503	32	61	178	310	95
TOTAL:	528	45	400	83	332	196	393	110	104	174	120	128	450	25	52	158	279	80
<b>DISSATISFIED (smwht very)</b>	2%	<b>8%</b> +++	<b>1%</b> ---	<b>6%</b> +	2%	1%	1%	1%	0%	1%	1%	<b>8%</b> +++	2%	0%	0%	2%	2%	1%
<b>SATISFIED (smwht very)</b>	94%	89%	95%	93%	94%	94%	94%	97%	94%	95%	94%	90%	95%	79%	96%	93%	95%	94%
<b>Very dissatisfied (0)</b>	0%	<b>4%</b> +++	<b>0%</b> ---	1%	1%	0%	0%	1%	0%	0%	0%	<b>4%</b> +++	1%	0%	0%	1%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	4%	<b>1%</b> -	<b>5%</b> +	1%	1%	1%	0%	0%	1%	1%	<b>4%</b> +	1%	0%	0%	1%	1%	1%
<b>Neutral (5)</b>	4%	2%	4%	1%	4%	5%	4%	2%	6%	3%	5%	2%	<b>3%</b> -	21%	4%	5%	3%	4%
<b>Satisfied (7.5)</b>	73%	70%	73%	65%	72%	74%	74%	70%	70%	74%	77%	70%	<b>75%</b> +	58%	63%	77%	70%	73%
<b>Very satisfied (10)</b>	21%	19%	21%	28%	22%	20%	20%	26%	24%	22%	18%	20%	20%	21%	33%	17%	25%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )			-		-		( )				( )			-		
± ... at 50 %:	4.93	16.87	5.66	12.42	6.21	8.08	5.71	10.79	11.10	8.58	10.33	10.00	5.34	22.64	15.69	9.00	6.78	12.65
valid values:	528	45	400	83	332	196	393	110	104	174	120	128	450	25	52	158	279	80
mean:	7.84	7.41	<b>7.89</b>	7.83	7.84	7.83	7.81	8.02	7.96	7.90	7.77	<b>7.43</b>	7.81	7.51	<b>8.21</b>	7.69	7.94	7.86
standard deviation:	1.42	2.20	1.29	2.16	1.49	1.32	1.38	1.47	1.29	1.31	1.25	2.18	1.41	1.64	1.36	1.40	1.47	1.35
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q29_2																
answers provided to your questions																
WEIGHTED TOTAL:	597	446	151	339	132	115	109	337	116	332	266	20	145	249	90	82
TOTAL:	528	411	117	303	130	87	102	294	101	301	227	24	137	233	68	62
DISSATISFIED (smwht very)	2%	2%	1%	2%	0%	1%	1%	2%	2%	2%	1%	0%	0%	2%	4%	2%
SATISFIED (smwht very)	94%	93%	97%	93%	94%	97%	94%	94%	93%	94%	95%	93%	94%	95%	90%	95%
Very dissatisfied (0)	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%
Dissatisfied (2.5)	1%	1%	1%	2%	0%	1%	1%	1%	1%	2%	0%	0%	0%	1%	3%	2%
Neutral (5)	4%	5%	2%	4%	6%	2%	5%	4%	5%	4%	4%	7%	5%	3%	6%	3%
Satisfied (7.5)	73%	71%	80%	72%	68%	80%	80%	72%	63%	71%	75%	72%	70%	75%	71%	79%
Very satisfied (10)	21%	22%	18%	21%	26%	16%	14%	22%	30%	23%	20%	21%	25%	20%	19%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	4.93	5.58	10.46	6.50	9.93	12.13	11.21	6.60	11.26	6.52	7.51	23.10	9.67	7.41	13.72	14.37
valid values:	528	411	117	303	130	87	102	294	101	301	227	24	137	233	68	62
mean:	7.84	7.83	7.86	7.79	8.00	7.79	7.65	7.87	7.99	7.85	7.81	7.85	7.98	7.83	7.58	7.74
standard deviation:	1.42	1.50	1.15	1.54	1.34	1.17	1.21	1.42	1.70	1.48	1.35	1.33	1.30	1.40	1.77	1.25
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q29_3 the ease of access to information																		
WEIGHTED TOTAL:	983	295	673	13	738	244	784	158	176	298	195	308	834	37	104	353	470	138
TOTAL:	987	218	508	259	780	205	755	190	134	226	148	477	849	35	97	349	486	133
<b>DISSATISFIED (smwht very)</b>	2%	3%	2%	<b>5%</b>	2%	3%	2%	4%	1%	3%	1%	3%	2%	4%	3%	3%	1%	2%
<b>SATISFIED (smwht very)</b>	95%	94%	95%	91%	95%	93%	95%	94%	<b>99%</b>	92%	95%	94%	94%	93%	97%	<b>92%</b>	96%	95%
<b>Very dissatisfied (0)</b>	1%	0%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	<b>1%</b>	0%	0%
<b>Dissatisfied (2.5)</b>	2%	2%	1%	<b>5%</b>	1%	3%	<b>1%</b>	<b>4%</b>	1%	2%	0%	2%	1%	4%	1%	2%	1%	2%
<b>Neutral (5)</b>	3%	3%	3%	4%	3%	4%	3%	2%	1%	4%	4%	3%	4%	4%	0%	5%	2%	3%
<b>Satisfied (7.5)</b>	74%	76%	73%	71%	73%	75%	74%	73%	<b>66%</b>	73%	81%	76%	75%	68%	68%	73%	73%	72%
<b>Very satisfied (10)</b>	21%	18%	22%	20%	22%	18%	21%	21%	<b>33%</b>	19%	<b>14%</b>	19%	20%	25%	29%	19%	23%	23%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		( )		( )				-			-		
± ... at 50 %:	3.60	7.67	5.02	7.03	4.05	7.90	4.12	8.21	9.78	7.53	9.30	5.18	3.88	19.13	11.49	6.06	5.13	9.81
valid values:	987	218	508	259	780	205	755	190	134	226	148	477	849	35	97	349	486	133
mean:	7.81	7.74	7.85	7.65	7.86	7.67	7.82	7.76	<b>8.26</b>	7.70	7.64	7.73	7.78	7.85	8.07	<b>7.65</b>	<b>7.93</b>	7.91
standard deviation:	1.48	1.45	1.48	1.76	1.46	1.52	1.47	1.56	1.31	1.59	1.36	1.46	1.46	1.62	1.60	1.66	1.36	1.40
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q29_3 the ease of access to information																
WEIGHTED TOTAL:	983	761	221	585	209	167	183	506	224	545	439	51	215	406	148	147
TOTAL:	987	798	188	604	225	139	183	504	232	557	430	79	229	451	111	111
DISSATISFIED (smwht very)	2%	3%	1%	3%	1%	1%	1%	3%	2%	3%	2%	0%	1%	3%	3%	2%
SATISFIED (smwht very)	95%	94%	96%	93%	98%	96%	93%	94%	96%	95%	94%	95%	98%	94%	93%	93%
Very dissatisfied (0)	1%	1%	0%	1%	0%	0%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%
Dissatisfied (2.5)	2%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	0%	1%	2%	2%	1%
Neutral (5)	3%	3%	3%	4%	1%	3%	6%	3%	2%	2%	4%	5%	1%	3%	5%	5%
Satisfied (7.5)	74%	71%	82%	72%	71%	84%	75%	73%	71%	76%	71%	61%	70%	74%	81%	77%
Very satisfied (10)	21%	23%	15%	21%	27%	12%	18%	21%	26%	19%	23%	33%	28%	19%	12%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			-			-		( )				
± ... at 50 %:	3.60	4.01	8.25	4.61	7.55	9.60	8.37	5.04	7.43	4.80	5.46	12.73	7.48	5.33	10.74	10.74
valid values:	987	798	188	604	225	139	183	504	232	557	430	79	229	451	111	111
mean:	7.81	7.83	7.76	7.77	8.09	7.68	7.72	7.78	7.99	7.76	7.87	8.21	8.12	7.73	7.52	7.64
standard deviation:	1.48	1.57	1.10	1.58	1.32	1.06	1.34	1.58	1.47	1.48	1.46	1.40	1.33	1.56	1.40	1.42
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q29_5 communications in your official language																		
WEIGHTED TOTAL:	990	295	679	14	742	247	791	158	177	301	198	308	839	39	104	356	473	139
TOTAL:	998	218	513	265	789	207	766	190	135	228	150	483	858	37	97	352	492	135
<b>DISSATISFIED (smwht very)</b>	0%	0%	0%	<b>3%</b>	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%
				+++														
<b>SATISFIED (smwht very)</b>	98%	98%	98%	<b>95%</b>	98%	97%	98%	99%	99%	99%	97%	98%	99%	96%	96%	98%	98%	99%
				--														
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	0%	0%	0%	<b>3%</b>	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%
				++														
<b>Neutral (5)</b>	1%	2%	1%	2%	1%	2%	2%	0%	1%	1%	3%	2%	1%	3%	3%	2%	1%	1%
<b>Satisfied (7.5)</b>	70%	74%	69%	69%	69%	74%	69%	73%	<b>54%</b>	75%	75%	73%	<b>72%</b>	72%	<b>58%</b>	72%	68%	68%
									---				+		-			
<b>Very satisfied (10)</b>	28%	24%	30%	26%	29%	23%	29%	26%	<b>45%</b>	24%	23%	24%	27%	24%	<b>38%</b>	26%	30%	31%
									+++				+		+			
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	3.58	7.67	5.00	6.95	4.03	7.87	4.09	8.21	9.74	7.50	9.24	5.15	3.86	18.61	11.49	6.03	5.10	9.74
valid values:	998	218	513	265	789	207	766	190	135	228	150	483	858	37	97	352	492	135
mean:	8.15	8.04	<b>8.19</b>	<b>7.93</b>	<b>8.19</b>	<b>8.00</b>	8.17	8.09	<b>8.61</b>	8.05	8.00	8.03	8.13	8.01	8.33	8.10	8.20	8.24
standard deviation:	1.23	1.20	1.22	1.63	1.23	1.21	1.23	1.23	1.28	1.16	1.16	1.22	1.19	1.24	1.48	1.18	1.27	1.20
Student's t:		-			-		-		-	-	-	-	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q29_5 communications in your official language																
WEIGHTED TOTAL:	990	767	222	592	209	167	183	512	225	548	443	53	215	409	148	149
TOTAL:	998	808	189	611	229	139	183	513	234	563	435	80	232	456	111	113
DISSATISFIED (smwht very)	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
SATISFIED (smwht very)	98%	98%	98%	99%	98%	97%	99%	98%	99%	98%	99%	97%	99%	98%	98%	97%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Neutral (5)	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	3%	1%	1%	2%	3%
Satisfied (7.5)	70%	<b>67%</b> --	<b>80%</b> ++	71%	<b>59%</b> ---	<b>82%</b> ++	74%	68%	69%	71%	69%	<b>53%</b> --	<b>59%</b> ---	<b>75%</b> +	75%	78%
Very satisfied (10)	28%	<b>31%</b> ++	<b>19%</b> --	28%	<b>39%</b> +++	<b>15%</b> --	25%	30%	30%	27%	29%	<b>45%</b> ++	<b>39%</b> +++	<b>24%</b> -	23%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			-			-		( )				
± ... at 50 %:	3.58	3.98	8.23	4.58	7.48	9.60	8.37	5.00	7.40	4.77	5.43	12.65	7.43	5.30	10.74	10.65
valid values:	998	808	189	611	229	139	183	513	234	563	435	80	232	456	111	113
mean:	8.15	<b>8.21</b>	<b>7.92</b>	8.15	<b>8.43</b>	<b>7.78</b>	8.09	8.18	8.21	8.10	8.20	<b>8.55</b>	<b>8.45</b>	<b>8.03</b>	8.04	<b>7.92</b>
standard deviation:	1.23	1.27	1.05	1.21	1.31	1.10	1.15	1.28	1.20	1.25	1.19	1.39	1.28	1.20	1.13	1.10
Student's t:				-			-	-	-	-	-					-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q31																		
<b>OVERALL, communications</b>																		
WEIGHTED TOTAL:	1312	401	891	17	987	324	1046	215	231	418	239	418	1125	55	123	462	648	171
TOTAL:	1309	295	674	338	1035	272	1006	252	176	317	181	633	1138	49	115	462	659	163
<b>DISSATISFIED (smwht very)</b>	2%	3%	1%	3%	2%	1%	2%	2%	1%	2%	1%	3%	2%	5%	3%	3%	2%	0%
<b>SATISFIED (smwht very)</b>	94%	92%	<b>95%</b>	<b>90%</b>	94%	95%	94%	97%	97%	95%	95%	<b>92%</b>	95%	90%	94%	92%	95%	98%
<b>Very dissatisfied (0)</b>	0%	<b>1%</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	2%	3%	1%	2%	2%	1%	2%	2%	1%	2%	1%	3%	2%	5%	3%	3%	2%	0%
<b>Neutral (5)</b>	4%	5%	3%	<b>7%</b>	3%	4%	4%	1%	2%	3%	4%	5%	4%	5%	3%	4%	3%	2%
<b>Satisfied (7.5)</b>	70%	69%	71%	69%	69%	74%	70%	69%	<b>61%</b>	73%	75%	69%	71%	59%	71%	69%	70%	74%
<b>Very satisfied (10)</b>	24%	23%	25%	21%	25%	21%	24%	27%	<b>35%</b>	22%	20%	23%	24%	31%	23%	24%	25%	24%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		( )				-			-		
± ... at 50 %:	3.13	6.59	4.36	6.16	3.52	6.86	3.57	7.13	8.53	6.36	8.41	4.50	3.35	16.17	10.55	5.27	4.41	8.86
valid values:	1309	295	674	338	1035	272	1006	252	176	317	181	633	1138	49	115	462	659	163
mean:	7.90	7.77	<b>7.97</b>	<b>7.70</b>	7.92	7.86	7.89	8.05	<b>8.26</b>	7.88	7.85	<b>7.77</b>	7.90	7.92	7.83	7.82	7.94	8.04
standard deviation:	1.46	1.63	1.38	1.63	1.51	1.32	1.49	1.41	1.43	1.38	1.28	1.63	1.44	1.83	1.53	1.59	1.46	1.17
Student's t:		-			-		-						-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q31																
<b>OVERALL, communications</b>																
WEIGHTED TOTAL:	1312	1021	289	795	276	214	249	668	296	716	596	77	275	564	200	170
TOTAL:	1309	1059	248	809	295	181	248	660	307	731	578	113	298	609	151	129
<b>DISSATISFIED (smwht very)</b>	2%	2%	0%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	3%	2%	0%
<b>SATISFIED (smwht very)</b>	94%	<b>93%</b>	<b>98%</b>	94%	92%	97%	94%	94%	95%	94%	95%	96%	92%	94%	95%	95%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	<b>1%</b>	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	2%	2%	0%	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	0%
<b>Neutral (5)</b>	4%	4%	2%	3%	5%	2%	5%	4%	2%	4%	3%	2%	5%	3%	3%	5%
<b>Satisfied (7.5)</b>	70%	<b>68%</b>	<b>80%</b>	70%	<b>65%</b>	<b>81%</b>	<b>75%</b>	68%	67%	71%	70%	<b>52%</b>	<b>63%</b>	72%	75%	76%
<b>Very satisfied (10)</b>	24%	<b>26%</b>	<b>18%</b>	25%	28%	<b>16%</b>	<b>18%</b>	26%	28%	23%	25%	<b>44%</b>	29%	22%	20%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		( )			( )			-		( )				
± ... at 50 %:	3.13	3.48	7.19	3.98	6.59	8.41	7.19	4.41	6.46	4.19	4.71	10.65	6.56	4.59	9.21	9.96
valid values:	1309	1059	248	809	295	181	248	660	307	731	578	113	298	609	151	129
mean:	7.90	7.91	7.88	7.91	7.93	7.81	7.77	7.93	7.98	7.86	7.96	<b>8.47</b>	7.96	7.84	7.81	7.87
standard deviation:	1.46	1.55	1.10	1.51	1.58	1.11	1.30	1.50	1.62	1.47	1.45	1.55	1.60	1.50	1.36	1.17
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q30_1</b> <b>clarity of written information</b>																		
mean:	8.35	<b>8.09</b>	<b>8.48</b>	8.34	8.38	8.23	8.35	8.37	8.43	8.53	8.39	<b>8.10</b>	8.39	8.44	<b>7.80</b>	8.23	<b>8.54</b>	7.90
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q30_2</b> <b>answers provided to your questions</b>																		
mean:	8.32	8.13	<b>8.42</b>	8.05	8.32	8.32	8.31	8.42	8.55	8.41	8.31	<b>8.13</b>	8.30	8.26	8.53	<b>8.09</b>	<b>8.50</b>	8.04
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q30_3</b> <b>the ease of access to information</b>																		
mean:	8.27	8.21	8.31	8.01	8.28	8.23	8.28	8.28	8.55	8.28	8.06	8.20	8.30	8.63	<b>7.66</b>	8.19	8.34	8.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q30_5</b> <b>communications in your official language</b>																		
mean:	8.15	8.12	8.16	8.11	8.15	8.14	8.14	8.13	8.49	7.99	8.23	8.12	8.17	8.45	7.65	8.03	<b>8.33</b>	7.70
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q30_1</b> <b>clarity of written information</b>																
mean:	8.35	<b>8.42</b>	<b>8.05</b>	8.42	8.57	<b>7.72</b>	8.39	8.43	8.08	8.46	8.22	8.26	8.37	8.48	8.05	7.97
Student's t:				-	-		-	-	-	-	-	-	-	-	-	-
<b>Q30_2</b> <b>answers provided to your questions</b>																
mean:	8.32	8.34	8.22	8.32	8.47	8.07	8.10	8.39	8.27	8.35	8.29	8.52	8.37	8.40	8.17	7.97
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q30_3</b> <b>the ease of access to information</b>																
mean:	8.27	8.31	8.15	8.28	8.46	<b>7.94</b>	8.22	8.25	8.30	8.37	8.16	8.28	8.51	8.34	<b>7.92</b>	8.13
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-
<b>Q30_5</b> <b>communications in your official language</b>																
mean:	8.15	8.16	8.10	8.03	<b>8.71</b>	7.79	<b>7.70</b>	8.26	8.21	8.19	8.09	8.01	<b>8.68</b>	8.05	7.93	8.13
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_1 clarity of written information																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	0%	1%	1%	2%	1%	0%	0%	0%	0%	2%	1%	0%	0%	1%	0%	4%
Neutral (5)	2%	2%	2%	1%	2%	2%	2%	0%	2%	2%	0%	2%	2%	0%	6%	1%	1%	8%
Important (7.5)	59%	63%	57%	59%	58%	62%	57%	65%	58%	54%	64%	63%	58%	58%	77%	65%	55%	56%
Very important (10)	37%	30%	41%	37%	38%	35%	38%	35%	40%	43%	36%	30%	39%	35%	18%	32%	43%	32%
DK/NR	1%	2%	0%	1%	1%	0%	1%	0%	0%	0%	0%	2%	0%	7%	0%	1%	1%	0%
khi :		-			-		-		-				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	327	83	166	78	262	65	252	64	43	92	31	161	290	14	22	122	170	30
mean:	8.35	<b>8.09</b>	<b>8.48</b>	8.34	8.38	8.23	8.35	8.37	8.43	8.53	8.39	<b>8.10</b>	8.39	8.44	<b>7.80</b>	8.23	<b>8.54</b>	7.90
standard deviation:	1.40	1.52	1.31	1.64	1.37	1.49	1.45	1.20	1.34	1.34	1.21	1.52	1.42	1.25	1.20	1.36	1.31	1.86
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q30_1 clarity of written information																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	0%	1%	0%	3%	2%	1%	0%	1%	1%	0%	0%	0%	2%	6%
Neutral (5)	2%	2%	2%	2%	2%	3%	2%	1%	5%	2%	2%	0%	2%	3%	0%	0%
Important (7.5)	59%	<b>55%</b>	<b>74%</b>	57%	54%	<b>77%</b>	54%	58%	66%	56%	63%	66%	61%	54%	71%	62%
Very important (10)	37%	<b>41%</b>	<b>24%</b>	39%	44%	<b>17%</b>	42%	39%	29%	41%	33%	29%	37%	42%	27%	31%
DK/NR	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	<b>5%</b>	0%	1%	0%	0%
khi :		(-)		(-)			-			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	327	266	60	206	73	43	65	157	75	176	151	33	72	163	41	16
mean:	8.35	<b>8.42</b>	<b>8.05</b>	8.42	8.57	<b>7.72</b>	8.39	8.43	8.08	8.46	8.22	8.26	8.37	8.48	8.05	7.97
standard deviation:	1.40	1.45	1.16	1.39	1.33	1.40	1.58	1.37	1.34	1.40	1.38	1.21	1.30	1.38	1.42	1.86
Student's t:				-	-		-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_2 answers provided to your questions																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Neutral (5)</b>	2%	3%	2%	5%	3%	2%	3%	0%	<b>7%</b> +	0%	0%	3%	3%	0%	0%	3%	2%	4%
<b>Important (7.5)</b>	61%	65%	59%	63%	60%	64%	60%	63%	<b>44%</b> -	63%	68%	65%	61%	65%	59%	68%	56%	64%
<b>Very important (10)</b>	35%	27%	39%	29%	35%	34%	35%	37%	49%	36%	32%	28%	34%	28%	41%	27%	<b>41%</b> +	24%
<b>DK/NR</b>	2%	<b>5%</b> +	1%	1%	3%	0%	2%	0%	0%	1%	0%	4%	2%	7%	0%	2%	1%	<b>8%</b> +
khi :		(-)			-		-		( )				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	324	81	165	78	259	65	249	64	43	91	31	159	287	14	22	121	170	28
mean:	8.32	8.13	<b>8.42</b>	8.05	8.32	8.32	8.31	8.42	8.55	8.41	8.31	<b>8.13</b>	8.30	8.26	8.53	<b>8.09</b>	<b>8.50</b>	8.04
standard deviation:	1.30	1.28	1.30	1.70	1.31	1.28	1.33	1.22	1.56	1.21	1.18	1.29	1.31	1.19	1.26	1.25	1.31	1.29
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q30_2 answers provided to your questions																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Neutral (5)</b>	2%	3%	0%	2%	5%	0%	6%	2%	2%	4%	1%	0%	6%	2%	2%	0%
<b>Important (7.5)</b>	61%	59%	70%	61%	50%	<b>77%</b> +	62%	60%	64%	57%	65%	55%	53%	59%	68%	81%
<b>Very important (10)</b>	35%	36%	28%	34%	44%	23%	30%	36%	32%	37%	32%	40%	41%	36%	29%	19%
<b>DK/NR</b>	2%	2%	2%	3%	0%	0%	2%	2%	2%	1%	2%	5%	0%	3%	0%	0%
khi :		-		(-)			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	324	264	59	203	73	43	64	156	74	175	149	33	72	160	41	16
mean:	8.32	8.34	8.22	8.32	8.47	8.07	8.10	8.39	8.27	8.35	8.29	8.52	8.37	8.40	8.17	7.97
standard deviation:	1.30	1.34	1.14	1.28	1.48	1.06	1.41	1.28	1.26	1.38	1.21	1.30	1.48	1.29	1.25	1.00
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_3																		
<b>the ease of access to information</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Neutral (5)</b>	2%	2%	2%	3%	2%	2%	2%	0%	2%	1%	3%	2%	2%	0%	6%	2%	2%	0%
<b>Important (7.5)</b>	64%	65%	63%	73%	63%	67%	64%	66%	53%	65%	71%	65%	63%	51%	82%	67%	61%	68%
<b>Very important (10)</b>	32%	30%	34%	23%	33%	31%	33%	30%	44%	32%	26%	30%	33%	42%	12%	30%	35%	28%
<b>DK/NR</b>	2%	3%	1%	1%	3%	0%	1%	5%	0%	2%	0%	3%	2%	7%	0%	1%	2%	4%
khi :		-			-		-		-				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	324	82	164	78	259	65	251	62	43	90	31	160	287	14	22	122	169	29
mean:	8.27	8.21	8.31	8.01	8.28	8.23	8.28	8.28	8.55	8.28	8.06	8.20	8.30	8.63	<b>7.66</b>	8.19	8.34	8.22
standard deviation:	1.26	1.26	1.27	1.34	1.27	1.24	1.27	1.17	1.36	1.22	1.24	1.26	1.26	1.28	1.07	1.24	1.30	1.16
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q30_3 the ease of access to information																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	2%	2%	2%	2%	2%	3%	2%	2%	4%	1%	3%	0%	2%	2%	5%	0%
Important (7.5)	64%	62%	70%	63%	58%	74%	64%	65%	61%	63%	65%	66%	55%	61%	73%	75%
Very important (10)	32%	33%	28%	32%	40%	20%	30%	31%	35%	35%	29%	30%	43%	34%	22%	25%
DK/NR	2%	2%	0%	2%	0%	3%	4%	2%	0%	1%	2%	5%	0%	3%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	324	263	60	204	73	42	63	157	75	175	149	33	72	160	41	16
mean:	8.27	8.31	8.15	8.28	8.46	<b>7.94</b>	8.22	8.25	8.30	8.37	8.16	8.28	8.51	8.34	<b>7.92</b>	8.13
standard deviation:	1.26	1.28	1.21	1.26	1.32	1.14	1.25	1.24	1.35	1.24	1.28	1.18	1.34	1.27	1.23	1.11
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_5 communications in your official language																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	1%	0%	1%	0%	1%	2%	0%	2%	0%	<b>2%</b> +	0%	0%	1%	0%	0%	1%	1%	0%
<b>Unimportant (2.5)</b>	1%	<b>2%</b> +	0%	0%	1%	2%	1%	0%	0%	0%	0%	2%	0%	0%	6%	0%	0%	<b>8%</b> +++
<b>Neutral (5)</b>	4%	3%	4%	4%	5%	2%	3%	5%	7%	3%	3%	3%	5%	0%	0%	4%	4%	0%
<b>Important (7.5)</b>	60%	60%	60%	67%	61%	59%	62%	56%	46%	65%	65%	60%	59%	58%	77%	65%	56%	68%
<b>Very important (10)</b>	33%	32%	34%	28%	33%	36%	32%	37%	47%	29%	32%	32%	35%	35%	18%	29%	39%	24%
<b>DK/NR</b>	1%	<b>2%</b> +	0%	1%	1%	0%	1%	0%	0%	0%	0%	2%	0%	7%	0%	1%	1%	0%
khi :		-			-		-		-				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	327	83	166	78	262	65	252	64	43	92	31	161	290	14	22	122	170	30
mean:	8.15	8.12	8.16	8.11	8.15	8.14	8.14	8.13	8.49	7.99	8.23	8.12	8.17	8.45	7.65	8.03	<b>8.33</b>	7.70
standard deviation:	1.61	1.58	1.63	1.47	1.54	1.84	1.54	1.88	1.55	1.75	1.32	1.57	1.63	1.25	1.63	1.57	1.56	1.89
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q30_5 communications in your official language																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	1%	1%	0%	1%	0%	0%	2%	1%	0%	1%	0%	0%	0%	2%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	0%	1%	0%	3%	2%	1%	0%	0%	2%	0%	0%	1%	2%	0%
<b>Neutral (5)</b>	4%	4%	4%	4%	4%	6%	6%	2%	4%	2%	6%	10%	4%	4%	2%	0%
<b>Important (7.5)</b>	60%	58%	68%	63%	<b>44%</b>	69%	66%	58%	64%	61%	59%	56%	<b>45%</b>	60%	71%	75%
<b>Very important (10)</b>	33%	35%	28%	30%	<b>52%</b>	23%	24%	36%	32%	34%	33%	29%	<b>51%</b>	32%	24%	25%
<b>DK/NR</b>	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	<b>5%</b>	0%	1%	0%	0%
khi :		-		( )			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	327	266	60	206	73	43	65	157	75	176	151	33	72	163	41	16
mean:	8.15	8.16	8.10	8.03	<b>8.71</b>	7.79	<b>7.70</b>	8.26	8.21	8.19	8.09	8.01	<b>8.68</b>	8.05	7.93	8.13
standard deviation:	1.61	1.68	1.29	1.64	1.43	1.57	1.86	1.60	1.32	1.64	1.58	1.56	1.45	1.77	1.46	1.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

If only one of these areas of the Passport Office communications could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q32																		
WEIGHTED TOTAL:	1294	401	872	17	980	311	1029	211	223	410	236	418	1101	57	126	463	637	162
TOTAL:	1287	295	659	330	1022	262	982	251	170	311	179	625	1112	51	117	463	644	155
<b>DK/NR</b>	59%	<b>53%</b>	<b>62%</b>	55%	59%	60%	59%	59%	56%	63%	63%	<b>53%</b>	59%	44%	60%	58%	61%	51%
<b>clarity of written info</b>	18%	19%	17%	20%	18%	19%	19%	16%	<b>26%</b>	<b>12%</b>	19%	19%	18%	28%	17%	20%	<b>16%</b>	23%
<b>ease of access to information</b>	10%	13%	<b>9%</b>	12%	10%	11%	10%	14%	10%	8%	10%	<b>13%</b>	10%	14%	12%	9%	11%	12%
<b>answers provided to questions</b>	6%	7%	6%	6%	7%	6%	<b>7%</b>	<b>3%</b>	5%	8%	5%	7%	7%	7%	2%	6%	6%	7%
<b>Other</b>	6%	8%	6%	7%	7%	4%	6%	8%	4%	8%	3%	8%	6%	7%	10%	7%	6%	7%
<b>official language of choice</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-						-			-		
± ... at 50 %:	3.15	6.59	4.41	6.23	3.54	6.99	3.61	7.14	8.68	6.42	8.46	4.53	3.39	15.85	10.46	5.26	4.46	9.09

If only one of these areas of the Passport Office communications could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q32																
WEIGHTED TOTAL:	1294	1014	277	799	266	204	243	662	291	704	590	77	264	558	200	168
TOTAL:	1287	1047	238	804	289	172	240	650	302	717	570	112	287	601	151	127
<b>DK/NR</b>	59%	58%	61%	59%	<b>52%</b>	64%	60%	57%	61%	<b>55%</b>	<b>63%</b>	59%	<b>50%</b>	61%	63%	59%
<b>clarity of written info</b>	18%	19%	15%	<b>15%</b>	<b>30%</b>	14%	18%	19%	16%	19%	17%	16%	<b>31%</b>	<b>13%</b>	16%	20%
<b>ease of access to information</b>	10%	11%	9%	11%	11%	9%	11%	11%	10%	<b>12%</b>	<b>8%</b>	11%	11%	9%	10%	11%
<b>answers provided to questions</b>	6%	6%	8%	7%	5%	7%	5%	7%	5%	<b>8%</b>	<b>4%</b>	5%	6%	7%	5%	6%
<b>Other</b>	6%	6%	7%	<b>8%</b>	<b>3%</b>	5%	5%	6%	8%	5%	7%	9%	<b>2%</b>	<b>9%</b>	6%	4%
<b>official language of choice</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :												( )				
± ... at 50 %:	3.15	3.50	7.34	3.99	6.66	8.63	7.31	4.44	6.51	4.23	4.74	10.69	6.68	4.62	9.21	10.04

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q33_1</b> <b>the base cost of the passport itself</b>																		
mean:	5.38	5.39	5.39	5.08	5.36	5.44	5.36	5.63	5.20	5.43	5.35	5.38	5.39	5.25	5.55	<b>5.64</b>	5.30	5.04
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q33_2</b> <b>the extra cost for express delivery</b>																		
mean:	5.92	6.05	5.88	5.83	6.13	5.78	5.92	<b>6.84</b>	5.54	5.53	6.03	5.85	5.81	6.28	5.33	5.86	<b>6.80</b>	
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Q33_3</b> <b>the timing of the payment</b>																		
mean:	7.58	7.57	7.59	7.44	7.61	7.50	7.59	7.62	<b>7.80</b>	7.53	7.47	7.56	7.56	<b>7.14</b>	<b>7.91</b>	7.57	7.63	7.50
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Q33_4</b> <b>convenience of the payment methods</b>																		
mean:	7.91	7.83	7.95	7.85	7.94	7.83	7.91	8.00	<b>8.11</b>	7.82	7.94	7.83	7.88	7.59	<b>8.26</b>	7.88	7.95	7.94
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Q35</b> <b>OVERALL, payment</b>																		
mean:	7.10	7.07	7.12	<b>6.82</b>	7.17	6.91	7.14	7.10	7.15	7.11	7.09	7.06	7.10	7.25	7.23	7.18	7.07	7.02
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q33_1</b> <b>the base cost of the passport itself</b>																
mean:	5.38	5.34	5.52	5.49	5.14	5.35	5.62	5.26	5.44	<b>5.18</b>	<b>5.61</b>	5.44	5.25	5.42	5.67	<b>4.93</b>
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-
<b>Q33_2</b> <b>the extra cost for express delivery</b>																
mean:	5.92	5.93	5.83	5.74	<b>7.04</b>	5.29	5.65	5.85	6.04	5.87	5.99	5.37	<b>6.88</b>	5.76	6.15	<b>4.09</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q33_3</b> <b>the timing of the payment</b>																
mean:	7.58	7.62	7.47	7.57	<b>7.80</b>	<b>7.35</b>	7.54	7.57	7.70	7.56	7.61	7.57	<b>7.84</b>	7.51	7.41	7.59
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q33_4</b> <b>convenience of the payment methods</b>																
mean:	7.91	7.95	7.77	7.93	8.04	<b>7.69</b>	7.85	7.94	7.96	7.89	7.93	8.13	8.06	<b>7.76</b>	7.95	7.94
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q35</b> <b>OVERALL, payment</b>																
mean:	7.10	7.08	7.21	7.09	7.10	7.12	7.16	7.12	7.09	<b>7.01</b>	<b>7.22</b>	7.19	7.18	7.07	7.14	6.92
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q33_1 the base cost of the passport itself																		
WEIGHTED TOTAL:	996	300	679	14	743	251	795	159	177	302	197	314	844	39	106	360	473	139
TOTAL:	1005	221	513	269	793	210	769	194	135	229	149	490	864	37	98	357	493	136
<b>DISSATISFIED (smwht very)</b>	36%	36%	36%	40%	36%	37%	37%	32%	40%	34%	38%	36%	36%	35%	34%	<b>31%</b>	38%	42%
<b>SATISFIED (smwht very)</b>	52%	51%	52%	<b>42%</b>	51%	52%	51%	56%	47%	55%	52%	50%	52%	41%	55%	55%	51%	46%
<b>Very dissatisfied (0)</b>	4%	4%	4%	6%	4%	3%	4%	3%	2%	<b>6%</b>	1%	4%	4%	0%	4%	2%	4%	5%
<b>Dissatisfied (2.5)</b>	33%	33%	32%	35%	32%	34%	33%	28%	38%	28%	37%	33%	33%	35%	30%	29%	34%	37%
<b>Neutral (5)</b>	12%	13%	11%	17%	12%	11%	12%	12%	13%	12%	10%	13%	12%	24%	11%	14%	11%	12%
<b>Satisfied (7.5)</b>	48%	46%	50%	<b>36%</b>	48%	48%	48%	52%	44%	52%	50%	45%	49%	38%	50%	51%	48%	44%
<b>Very satisfied (10)</b>	3%	5%	3%	<b>7%</b>	3%	4%	3%	4%	3%	2%	2%	5%	3%	3%	5%	4%	3%	2%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	3.57	7.61	5.00	6.90	4.02	7.81	4.08	8.13	9.74	7.48	9.27	5.11	3.85	18.61	11.43	5.99	5.10	9.70
valid values:	1005	221	513	269	793	210	769	194	135	229	149	490	864	37	98	357	493	136
mean:	5.38	5.39	5.39	5.08	5.36	5.44	5.36	5.63	5.20	5.43	5.35	5.38	5.39	5.25	5.55	<b>5.64</b>	5.30	5.04
standard deviation:	2.59	2.62	2.57	2.83	2.59	2.59	2.59	2.56	2.54	2.63	2.48	2.63	2.58	2.35	2.64	2.49	2.63	2.62
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q33_1 the base cost of the passport itself																
WEIGHTED TOTAL:	996	770	225	595	210	170	183	516	226	550	446	53	215	411	148	149
TOTAL:	1005	813	191	616	230	140	183	515	237	568	437	81	232	461	111	113
<b>DISSATISFIED (smwht very)</b>	36%	37%	34%	35%	39%	37%	31%	39%	36%	<b>40%</b>	<b>32%</b>	41%	36%	35%	35%	42%
<b>SATISFIED (smwht very)</b>	52%	50%	56%	55%	<b>44%</b>	52%	53%	51%	52%	49%	55%	56%	45%	54%	58%	42%
<b>Very dissatisfied (0)</b>	4%	3%	6%	3%	3%	6%	1%	4%	4%	4%	3%	0%	3%	<b>5%</b>	1%	3%
<b>Dissatisfied (2.5)</b>	33%	34%	28%	32%	36%	31%	30%	34%	33%	<b>36%</b>	<b>29%</b>	41%	33%	30%	34%	40%
<b>Neutral (5)</b>	12%	13%	9%	10%	<b>17%</b>	11%	16%	10%	12%	12%	13%	<b>3%</b>	<b>19%</b>	11%	7%	15%
<b>Satisfied (7.5)</b>	48%	47%	51%	<b>51%</b>	<b>40%</b>	49%	50%	48%	46%	46%	50%	53%	<b>40%</b>	51%	53%	42%
<b>Very satisfied (10)</b>	3%	3%	5%	3%	4%	4%	3%	3%	<b>6%</b>	2%	5%	3%	5%	3%	4%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-					( )				
± ... at 50 %:	3.57	3.97	8.19	4.56	7.46	9.57	8.37	4.99	7.35	4.75	5.41	12.58	7.43	5.27	10.74	10.65
valid values:	1005	813	191	616	230	140	183	515	237	568	437	81	232	461	111	113
mean:	5.38	5.34	5.52	5.49	5.14	5.35	5.62	5.26	5.44	<b>5.18</b>	<b>5.61</b>	5.44	5.25	5.42	5.67	<b>4.93</b>
standard deviation:	2.59	2.54	2.73	2.57	2.55	2.69	2.37	2.62	2.68	2.58	2.58	2.55	2.56	2.64	2.53	2.42
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q33_2 the extra cost for express delivery																		
WEIGHTED TOTAL:	155	35	116	4	59	96	0	155	30	61	25	39	125	12	16	39	88	24
TOTAL:	191	25	88	78	113	78	0	191	23	46	19	103	165	11	13	51	110	27
<b>DISSATISFIED (smwht very)</b>	29%	25%	31%	31%	24%	33%	0%	29%	9%	37%	42%	26%	34%	22%	8%	42%	29%	16%
<b>SATISFIED (smwht very)</b>	59%	56%	60%	60%	62%	58%	0%	59%	74%	54%	58%	57%	60%	44%	59%	45%	62%	67%
<b>Very dissatisfied (0)</b>	4%	4%	5%	5%	2%	6%	0%	4%	4%	7%	0%	4%	4%	0%	8%	4%	6%	0%
<b>Dissatisfied (2.5)</b>	25%	22%	26%	26%	21%	27%	0%	25%	4%	30%	42%	22%	29%	22%	0%	<b>38%</b> +	23%	16%
<b>Neutral (5)</b>	11%	18%	9%	9%	14%	10%	0%	11%	17%	9%	0%	17%	6%	33%	33%	13%	9%	17%
<b>Satisfied (7.5)</b>	48%	42%	50%	51%	53%	45%	0%	48%	61%	43%	53%	43%	48%	33%	51%	<b>31%</b> -	<b>54%</b> +	46%
<b>Very satisfied (10)</b>	11%	15%	10%	9%	9%	12%	0%	11%	13%	11%	5%	14%	12%	11%	8%	14%	8%	21%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		(-)				( )			-		
± ... at 50 %:	8.19	22.64	12.06	12.81	10.65	12.81		8.19	23.60	16.69	25.96	11.15	8.81	34.12	31.39	15.85	10.79	21.78
valid values:	191	25	88	78	113	78	0	191	23	46	19	103	165	11	13	51	110	27
mean:	5.92	6.05	5.88	5.83	6.13	5.78		5.92	<b>6.84</b>	5.54	5.53	6.03	5.85	5.81	6.28	5.33	5.86	<b>6.80</b>
standard deviation:	2.77	2.77	2.78	3.19	2.54	2.91		2.77	2.27	2.97	2.69	2.77	2.87	2.46	2.45	2.96	2.76	2.50
Student's t:		-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q33_2 the extra cost for express delivery																
WEIGHTED TOTAL:	155	114	40	88	31	35	27	88	33	95	61	8	33	73	24	15
TOTAL:	191	153	37	125	35	30	32	102	49	117	74	20	32	110	17	11
<b>DISSATISFIED (smwht very)</b>	29%	30%	30%	35%	<b>5%</b>	38%	39%	29%	29%	33%	25%	19%	<b>8%</b>	34%	33%	64%
<b>SATISFIED (smwht very)</b>	59%	60%	57%	56%	<b>78%</b>	50%	55%	60%	58%	58%	62%	35%	<b>76%</b>	57%	62%	36%
<b>Very dissatisfied (0)</b>	4%	5%	3%	6%	0%	4%	0%	<b>8%</b>	0%	4%	4%	16%	0%	6%	0%	9%
<b>Dissatisfied (2.5)</b>	25%	25%	27%	29%	<b>5%</b>	34%	39%	21%	29%	28%	20%	4%	<b>8%</b>	28%	33%	55%
<b>Neutral (5)</b>	11%	11%	13%	9%	17%	11%	5%	11%	12%	10%	13%	46%	16%	10%	6%	0%
<b>Satisfied (7.5)</b>	48%	48%	47%	41%	<b>70%</b>	46%	46%	50%	46%	43%	56%	20%	<b>68%</b>	44%	45%	36%
<b>Very satisfied (10)</b>	11%	12%	10%	15%	9%	4%	10%	11%	12%	14%	7%	15%	8%	13%	17%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	8.19	9.15	18.61	10.12	19.13	20.66	20.01	11.21	16.17	10.46	13.16	25.31	20.01	10.79	27.45	34.12
valid values:	191	153	37	125	35	30	32	102	49	117	74	20	32	110	17	11
mean:	5.92	5.93	5.83	5.74	<b>7.04</b>	5.29	5.65	5.85	6.04	5.87	5.99	5.37	<b>6.88</b>	5.76	6.15	<b>4.09</b>
standard deviation:	2.77	2.81	2.73	3.03	1.65	2.68	2.76	2.90	2.64	2.91	2.57	3.20	1.83	2.95	2.84	2.77
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q33_3 the timing of the payment																		
WEIGHTED TOTAL:	982	292	674	14	731	250	783	158	177	298	195	306	833	37	104	351	470	135
TOTAL:	994	216	509	267	783	209	759	193	135	226	148	483	855	36	97	352	489	133
DISSATISFIED (smwht very)	1%	2%	1%	4%	2%	1%	1%	2%	1%	1%	1%	2%	1%	0%	1%	2%	1%	3%
SATISFIED (smwht very)	93%	92%	93%	89%	93%	90%	92%	95%	94%	94%	91%	92%	93%	82%	96%	92%	93%	91%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	2%	1%	4%	2%	1%	1%	2%	1%	1%	1%	2%	1%	0%	1%	2%	1%	3%
Neutral (5)	6%	6%	6%	7%	5%	8%	6%	4%	4%	5%	8%	6%	6%	18%	3%	6%	6%	6%
Satisfied (7.5)	81%	80%	81%	76%	81%	80%	80%	83%	75%	85%	81%	80%	81%	78%	74%	81%	81%	79%
Very satisfied (10)	12%	12%	12%	13%	12%	11%	12%	12%	19%	8%	9%	12%	11%	4%	22%	12%	13%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				( )			-		
± ... at 50 %:	3.59	7.70	5.02	6.93	4.04	7.83	4.11	8.15	9.74	7.53	9.30	5.15	3.87	18.86	11.49	6.03	5.12	9.81
valid values:	994	216	509	267	783	209	759	193	135	226	148	483	855	36	97	352	489	133
mean:	7.58	7.57	7.59	7.44	7.61	7.50	7.59	7.62	7.80	7.53	7.47	7.56	7.56	7.14	7.91	7.57	7.63	7.50
standard deviation:	1.21	1.26	1.18	1.57	1.21	1.21	1.23	1.19	1.33	1.04	1.20	1.27	1.20	1.12	1.30	1.23	1.17	1.37
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q33_3 the timing of the payment																
WEIGHTED TOTAL:	982	760	221	587	208	166	184	509	220	546	436	53	213	405	146	148
TOTAL:	994	805	188	609	229	137	183	509	234	564	430	81	231	454	110	112
DISSATISFIED (smwht very)	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	0%
SATISFIED (smwht very)	93%	93%	92%	92%	95%	91%	91%	92%	94%	92%	93%	87%	96%	93%	<b>87%</b>	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	0%
Neutral (5)	6%	5%	7%	6%	4%	7%	8%	6%	4%	6%	6%	10%	3%	5%	<b>11%</b>	4%
Satisfied (7.5)	81%	80%	83%	81%	76%	85%	80%	80%	80%	81%	81%	<b>69%</b>	76%	84%	77%	87%
Very satisfied (10)	12%	13%	9%	12%	<b>19%</b>	<b>6%</b>	11%	12%	15%	12%	12%	18%	<b>19%</b>	<b>9%</b>	11%	8%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	3.59	3.99	8.25	4.59	7.48	9.67	8.37	5.02	7.40	4.77	5.46	12.58	7.45	5.31	10.79	10.69
valid values:	994	805	188	609	229	137	183	509	234	564	430	81	231	454	110	112
mean:	7.58	7.62	7.47	7.57	<b>7.80</b>	<b>7.35</b>	7.54	7.57	7.70	7.56	7.61	7.57	<b>7.84</b>	7.51	7.41	7.59
standard deviation:	1.21	1.23	1.14	1.19	1.29	1.16	1.17	1.25	1.22	1.23	1.19	1.56	1.27	1.15	1.35	0.88
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q33_4 convenience of the payment methods																		
WEIGHTED TOTAL:	995	299	679	14	742	251	794	159	177	302	197	313	842	39	106	358	472	139
TOTAL:	1002	220	513	267	790	210	767	193	135	229	149	487	861	37	98	356	492	134
<b>DISSATISFIED (smwht very)</b>	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	0%	1%	2%	1%	1%
<b>SATISFIED (smwht very)</b>	96%	95%	97%	96%	96%	96%	96%	96%	97%	96%	97%	95%	96%	93%	98%	96%	97%	95%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	0%	1%	2%	1%	1%
<b>Neutral (5)</b>	3%	4%	2%	2%	3%	3%	2%	2%	1%	3%	2%	4%	3%	7%	1%	2%	2%	4%
<b>Satisfied (7.5)</b>	74%	74%	74%	77%	74%	77%	75%	70%	<b>67%</b>	79%	77%	74%	75%	83%	<b>63%</b>	75%	74%	72%
<b>Very satisfied (10)</b>	22%	20%	22%	19%	23%	19%	21%	26%	<b>30%</b>	17%	21%	20%	21%	10%	<b>34%</b>	21%	23%	23%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	3.58	7.63	5.00	6.93	4.03	7.81	4.09	8.15	9.74	7.48	9.27	5.13	3.86	18.61	11.43	6.00	5.10	9.78
valid values:	1002	220	513	267	790	210	767	193	135	229	149	487	861	37	98	356	492	134
mean:	7.91	7.83	7.95	7.85	7.94	7.83	7.91	8.00	<b>8.11</b>	7.82	7.94	7.83	7.88	7.59	<b>8.26</b>	7.88	7.95	7.94
standard deviation:	1.30	1.35	1.27	1.37	1.30	1.29	1.29	1.41	1.45	1.19	1.19	1.35	1.29	1.05	1.40	1.34	1.29	1.32
Student's t:		-			-		-		-				-			-		

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q33_4																
<b>convenience of the payment methods</b>																
WEIGHTED TOTAL:	995	768	225	594	209	170	184	514	224	550	444	53	215	410	146	151
TOTAL:	1002	810	191	614	229	140	184	513	235	567	435	81	231	459	110	114
<b>DISSATISFIED (smwht very)</b>	1%	2%	1%	1%	3%	1%	1%	2%	1%	1%	1%	0%	2%	2%	1%	0%
<b>SATISFIED (smwht very)</b>	96%	96%	95%	97%	96%	94%	94%	97%	96%	96%	96%	97%	96%	95%	97%	98%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	2%	1%	1%	3%	1%	1%	2%	1%	1%	1%	0%	2%	2%	1%	0%
<b>Neutral (5)</b>	3%	2%	4%	2%	2%	<b>6%</b> +	4%	2%	3%	2%	3%	2%	1%	3%	2%	2%
<b>Satisfied (7.5)</b>	74%	73%	79%	75%	<b>67%</b> -	79%	73%	74%	74%	75%	73%	69%	<b>68%</b> -	78%	76%	79%
<b>Very satisfied (10)</b>	22%	23%	16%	21%	<b>29%</b> +	15%	21%	23%	23%	21%	23%	28%	<b>29%</b> ++	<b>17%</b> -	22%	19%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		(-)		( )			-			-		-				
± ... at 50 %:	3.58	3.98	8.19	4.57	7.48	9.57	8.34	5.00	7.38	4.75	5.43	12.58	7.45	5.28	10.79	10.60
valid values:	1002	810	191	614	229	140	184	513	235	567	435	81	231	459	110	114
mean:	7.91	7.95	7.77	7.93	8.04	<b>7.69</b>	7.85	7.94	7.96	7.89	7.93	8.13	8.06	<b>7.76</b>	7.95	7.94
standard deviation:	1.30	1.34	1.16	1.25	1.50	1.20	1.35	1.34	1.25	1.29	1.31	1.25	1.48	1.27	1.22	1.06
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects associated with payment for the passport, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q35																		
<b>OVERALL, payment</b>																		
WEIGHTED TOTAL:	1326	411	893	18	1001	322	1055	217	233	419	239	429	1133	56	127	478	649	170
TOTAL:	1329	304	675	347	1054	272	1018	258	177	318	181	651	1152	51	119	477	664	164
<b>DISSATISFIED (smwht very)</b>	8%	7%	9%	<b>14%</b>	8%	11%	8%	11%	8%	10%	7%	8%	8%	3%	8%	7%	10%	7%
<b>SATISFIED (smwht very)</b>	82%	80%	83%	<b>77%</b>	<b>84%</b>	<b>77%</b>	83%	84%	82%	85%	83%	80%	82%	83%	84%	84%	82%	77%
<b>Very dissatisfied (0)</b>	1%	0%	1%	1%	1%	1%	1%	2%	0%	<b>3%</b>	1%	0%	1%	0%	1%	1%	1%	1%
<b>Dissatisfied (2.5)</b>	7%	7%	7%	<b>13%</b>	7%	9%	7%	10%	8%	7%	7%	7%	7%	3%	7%	6%	8%	6%
<b>Neutral (5)</b>	9%	<b>12%</b>	<b>8%</b>	10%	8%	12%	<b>10%</b>	<b>5%</b>	10%	<b>5%</b>	10%	<b>12%</b>	9%	14%	8%	9%	8%	<b>16%</b>
<b>Satisfied (7.5)</b>	71%	70%	72%	66%	73%	67%	72%	70%	70%	72%	75%	69%	71%	74%	69%	74%	71%	65%
<b>Very satisfied (10)</b>	11%	11%	12%	11%	11%	11%	11%	14%	12%	13%	8%	11%	11%	9%	15%	11%	12%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		(-)		( )				-			-		
± ... at 50 %:	3.10	6.49	4.36	6.08	3.49	6.86	3.55	7.05	8.51	6.35	8.41	4.44	3.33	15.85	10.37	5.18	4.39	8.84
valid values:	1329	304	675	347	1054	272	1018	258	177	318	181	651	1152	51	119	477	664	164
mean:	7.10	7.07	7.12	<b>6.82</b>	7.17	6.91	7.14	7.10	7.15	7.11	7.09	7.06	7.10	7.25	7.23	7.18	7.07	7.02
standard deviation:	1.89	1.79	1.93	2.18	1.84	2.03	1.83	2.11	1.80	2.09	1.72	1.81	1.88	1.45	1.94	1.76	1.98	1.89
Student's t:		-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q35																
<b>OVERALL, payment</b>																
WEIGHTED TOTAL:	1326	1037	286	804	282	214	249	674	301	727	599	78	280	572	200	172
TOTAL:	1329	1078	249	819	303	183	248	670	312	744	585	114	304	622	151	130
<b>DISSATISFIED (smwht very)</b>	8%	9%	7%	9%	8%	6%	6%	10%	8%	10%	7%	9%	7%	10%	7%	8%
<b>SATISFIED (smwht very)</b>	82%	81%	87%	82%	80%	86%	83%	82%	84%	81%	84%	81%	82%	83%	83%	81%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	2%	0%	1%	2%	1%	1%	0%	0%	<b>2%</b> ++	1%	0%
<b>Dissatisfied (2.5)</b>	7%	8%	5%	8%	8%	4%	6%	8%	6%	8%	6%	9%	7%	8%	6%	8%
<b>Neutral (5)</b>	9%	10%	6%	9%	12%	7%	11%	8%	8%	9%	10%	10%	11%	8%	11%	11%
<b>Satisfied (7.5)</b>	71%	<b>69%</b>	<b>78%</b>	71%	68%	<b>79%</b>	73%	68%	75%	71%	71%	66%	69%	70%	73%	76%
<b>Very satisfied (10)</b>	11%	12%	9%	12%	12%	7%	10%	<b>14%</b>	9%	10%	13%	15%	12%	12%	10%	<b>5%</b>
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		(-)		( )			-			-		-				
± ... at 50 %:	3.10	3.45	7.17	3.95	6.50	8.37	7.19	4.37	6.41	4.15	4.68	10.60	6.49	4.54	9.21	9.93
valid values:	1329	1078	249	819	303	183	248	670	312	744	585	114	304	622	151	130
mean:	7.10	7.08	7.21	7.09	7.10	7.12	7.16	7.12	7.09	<b>7.01</b>	<b>7.22</b>	7.19	7.18	7.07	7.14	6.92
standard deviation:	1.89	1.93	1.73	1.93	1.85	1.78	1.64	2.02	1.84	1.96	1.78	1.94	1.76	2.07	1.74	1.66
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q34_1</b> <b>the base cost of the passport itself</b>																		
mean:	7.45	7.24	7.56	7.75	7.38	7.72	7.42	7.56	7.74	7.50	7.51	7.26	7.50	6.94	7.23	7.53	7.45	7.31
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q34_2</b> <b>the extra cost for express delivery</b>																		
mean:	6.39	6.16	6.50	6.94	6.31	6.67	<b>6.23</b>	<b>7.18</b>	6.63	6.58	6.06	6.19	6.48	5.70	5.84	6.15	6.59	6.23
Student's t:		-	-	-	-	-			-	-	-	-	-	-	-	-	-	-
<b>Q34_3</b> <b>the timing of the payment</b>																		
mean:	6.44	6.05	<b>6.64</b>	6.62	6.37	6.67	<b>6.28</b>	<b>7.01</b>	6.25	<b>6.81</b>	6.67	<b>6.07</b>	6.43	6.93	6.20	6.40	6.49	6.25
Student's t:		-		-	-	-			-		-		-	-	-	-	-	-
<b>Q34_4</b> <b>convenience of the payment methods</b>																		
mean:	7.68	<b>7.30</b>	<b>7.88</b>	7.41	7.60	7.94	7.62	7.67	7.93	<b>7.97</b>	7.58	<b>7.30</b>	7.77	7.31	6.93	7.66	7.82	7.09
Student's t:				-	-	-	-	-	-		-		-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q34_1</b> <b>the base cost of the passport itself</b>																
mean:	7.45	7.37	7.80	<b>7.18</b>	<b>7.86</b>	7.94	7.81	7.19	7.45	<b>7.71</b>	<b>7.17</b>	6.89	<b>7.90</b>	7.36	7.57	7.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q34_2</b> <b>the extra cost for express delivery</b>																
mean:	6.39	6.33	6.68	6.24	6.77	6.50	6.44	6.22	6.60	6.48	6.29	6.52	6.13	6.57	5.86	<b>7.50</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q34_3</b> <b>the timing of the payment</b>																
mean:	6.44	<b>6.29</b>	<b>7.09</b>	6.31	6.09	<b>7.43</b>	6.38	6.31	6.43	6.61	6.24	6.55	<b>5.90</b>	6.54	6.31	7.19
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q34_4</b> <b>convenience of the payment methods</b>																
mean:	7.68	7.67	7.75	7.62	7.82	7.65	<b>8.19</b>	<b>7.46</b>	7.58	7.72	7.63	7.73	7.55	7.74	7.62	7.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_1																		
<b>the base cost of the passport itself</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	1%	1%	1%	0%	1%	0%	0%	2%	2%	0%	0%	1%	0%	0%	6%	0%	1%	4%
<b>Unimportant (2.5)</b>	6%	7%	5%	4%	6%	5%	6%	2%	2%	8%	3%	7%	6%	7%	0%	6%	7%	4%
<b>Neutral (5)</b>	12%	14%	11%	10%	14%	5%	13%	9%	7%	12%	16%	14%	12%	14%	12%	11%	13%	12%
<b>Important (7.5)</b>	55%	57%	54%	58%	53%	62%	54%	60%	60%	50%	58%	57%	54%	65%	64%	59%	53%	52%
<b>Very important (10)</b>	25%	21%	27%	28%	25%	24%	24%	23%	28%	27%	23%	21%	26%	7%	18%	23%	26%	24%
<b>DK/NR</b>	2%	1%	2%	0%	1%	3%	1%	2%	0%	3%	0%	1%	1%	7%	0%	1%	1%	4%
khi :		-			-		-		-				(-)			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	326	84	163	79	263	63	252	63	43	89	31	163	289	14	22	122	171	29
mean:	7.45	7.24	7.56	7.75	7.38	7.72	7.42	7.56	7.74	7.50	7.51	7.26	7.50	6.94	7.23	7.53	7.45	7.31
standard deviation:	2.07	2.13	2.04	2.08	2.14	1.79	2.07	2.02	2.02	2.13	1.82	2.12	2.07	1.79	2.30	1.90	2.14	2.42
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q34_1 the base cost of the passport itself																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	0%	2%	1%	0%	0%
<b>Unimportant (2.5)</b>	6%	6%	6%	7%	4%	6%	6%	6%	5%	<b>3%</b> -	<b>9%</b> +	10%	2%	8%	2%	6%
<b>Neutral (5)</b>	12%	<b>15%</b> +	<b>2%</b> -	<b>17%</b> ++	8%	<b>0%</b> -	14%	14%	11%	12%	12%	20%	<b>2%</b> -	15%	14%	12%
<b>Important (7.5)</b>	55%	52%	66%	52%	59%	63%	<b>38%</b> --	60%	64%	54%	57%	55%	65%	<b>46%</b> --	61%	69%
<b>Very important (10)</b>	25%	24%	26%	21%	29%	28%	<b>38%</b> ++	19%	20%	29%	20%	15%	29%	28%	22%	12%
<b>DK/NR</b>	2%	2%	0%	2%	0%	3%	<b>4%</b> ++	0%	0%	2%	1%	0%	0%	<b>3%</b> +	0%	0%
khi :		(-)		(-)			( )			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	326	264	61	205	73	43	63	160	75	175	151	34	72	161	41	16
mean:	7.45	7.37	7.80	<b>7.18</b>	<b>7.86</b>	7.94	7.81	7.19	7.45	<b>7.71</b>	<b>7.17</b>	6.89	<b>7.90</b>	7.36	7.57	7.19
standard deviation:	2.07	2.13	1.79	2.19	1.77	1.78	2.21	2.11	1.82	1.94	2.18	2.11	1.86	2.30	1.71	1.78
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q34_2 the extra cost for express delivery																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	3%	5%	2%	1%	3%	5%	3%	0%	5%	1%	3%	4%	3%	0%	6%	<b>0%</b>	5%	4%
<b>Unimportant (2.5)</b>	12%	9%	14%	6%	13%	9%	13%	9%	16%	15%	6%	9%	11%	28%	12%	<b>19%</b>	<b>7%</b>	16%
<b>Neutral (5)</b>	18%	24%	14%	22%	20%	10%	19%	14%	7%	13%	29%	24%	18%	7%	23%	18%	19%	8%
<b>Important (7.5)</b>	45%	41%	46%	51%	43%	50%	44%	44%	44%	49%	42%	42%	46%	35%	41%	47%	42%	52%
<b>Very important (10)</b>	12%	9%	13%	16%	11%	14%	10%	21%	21%	13%	3%	9%	13%	7%	6%	<b>7%</b>	<b>17%</b>	8%
<b>DK/NR</b>	10%	12%	10%	4%	10%	12%	9%	12%	7%	9%	16%	11%	9%	22%	12%	10%	10%	12%
khi :		-			-		-		( )				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	302	76	150	76	244	58	233	60	40	84	26	152	269	13	19	113	157	27
mean:	6.39	6.16	6.50	6.94	6.31	6.67	<b>6.23</b>	<b>7.18</b>	6.63	6.58	6.06	6.19	6.48	5.70	5.84	6.15	6.59	6.23
standard deviation:	2.50	2.48	2.51	2.47	2.46	2.62	2.51	2.25	2.91	2.41	2.13	2.48	2.48	2.73	2.60	2.27	2.65	2.62
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q34_2 the extra cost for express delivery																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	3%	4%	0%	4%	4%	0%	4%	5%	0%	4%	2%	10%	4%	2%	5%	0%
<b>Unimportant (2.5)</b>	12%	11%	16%	13%	7%	20%	12%	12%	12%	9%	16%	10%	16%	12%	10%	0%
<b>Neutral (5)</b>	18%	20%	8%	19%	19%	11%	16%	19%	16%	19%	17%	5%	23%	16%	29%	6%
<b>Important (7.5)</b>	45%	42%	56%	46%	41%	46%	50%	41%	52%	49%	40%	61%	<b>33%</b>	47%	34%	81%
<b>Very important (10)</b>	12%	12%	10%	9%	18%	14%	12%	12%	9%	11%	13%	15%	16%	12%	7%	6%
<b>DK/NR</b>	10%	10%	10%	10%	11%	9%	6%	10%	11%	9%	12%	0%	8%	10%	15%	6%
khi :		(-)		-			-			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	302	245	56	191	66	41	61	146	69	166	136	34	67	150	35	15
mean:	6.39	6.33	6.68	6.24	6.77	6.50	6.44	6.22	6.60	6.48	6.29	6.52	6.13	6.57	5.86	<b>7.50</b>
standard deviation:	2.50	2.56	2.25	2.49	2.56	2.51	2.52	2.65	2.12	2.40	2.61	2.92	2.78	2.36	2.48	0.94
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_3 the timing of the payment																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	0%	3%	2%	0%	6%	1%	2%	4%
<b>Unimportant (2.5)</b>	13%	17%	11%	14%	15%	9%	<b>16%</b>	<b>2%</b>	19%	11%	3%	17%	14%	14%	6%	15%	12%	16%
<b>Neutral (5)</b>	20%	19%	20%	13%	20%	19%	21%	18%	16%	17%	32%	19%	20%	7%	23%	18%	22%	12%
<b>Important (7.5)</b>	51%	49%	52%	63%	51%	54%	49%	59%	49%	53%	55%	49%	50%	58%	65%	55%	50%	44%
<b>Very important (10)</b>	11%	8%	13%	9%	11%	10%	10%	12%	12%	15%	7%	8%	12%	14%	0%	9%	13%	12%
<b>DK/NR</b>	3%	3%	2%	0%	<b>2%</b>	<b>7%</b>	<b>1%</b>	<b>7%</b>	2%	2%	3%	3%	3%	7%	0%	2%	1%	<b>12%</b>
khi :		-			-		( )		-				-			(-)		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	323	82	162	79	262	61	251	61	42	90	30	161	286	14	22	121	170	27
mean:	6.44	6.05	<b>6.64</b>	6.62	6.37	6.67	<b>6.28</b>	<b>7.01</b>	6.25	<b>6.81</b>	6.67	<b>6.07</b>	6.43	6.93	6.20	6.40	6.49	6.25
standard deviation:	2.33	2.48	2.23	2.51	2.38	2.17	2.38	1.97	2.54	2.25	1.65	2.48	2.36	2.27	2.17	2.26	2.36	2.73
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q34_3 the timing of the payment																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	2%	2%	0%	2%	2%	0%	2%	2%	2%	2%	2%	0%	2%	2%	5%	0%
Unimportant (2.5)	13%	13%	14%	13%	18%	11%	14%	14%	14%	9% -	18% +	16%	22% +	13%	10%	0%
Neutral (5)	20%	23% +	6% -	22%	23%	3% --	24%	22%	12%	22%	17%	10%	21%	20%	22%	25%
Important (7.5)	51%	50%	58%	51%	46%	60%	44%	49%	63% +	56%	46%	65%	45%	48%	51%	62%
Very important (10)	11%	9%	18%	9%	9%	23% +	14%	10%	5%	10%	12%	5%	8%	14%	10%	12%
DK/NR	3%	2%	4%	3%	2%	3%	2%	2%	4%	2%	3%	5%	2%	3%	2%	0%
khi :		( )		( )			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	323	263	59	203	72	43	64	157	73	175	148	33	71	161	40	16
mean:	6.44	6.29	7.09	6.31	6.09	7.43	6.38	6.31	6.43	6.61	6.24	6.55	5.90	6.54	6.31	7.19
standard deviation:	2.33	2.33	2.26	2.30	2.42	2.16	2.43	2.37	2.20	2.11	2.56	2.08	2.49	2.37	2.46	1.54
Student's t:				-	-		-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q34_4 convenience of the payment methods																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	6%	0%	0%	4%
													--					++
Unimportant (2.5)	2%	6%	1%	4%	3%	0%	2%	5%	2%	0%	0%	6%	2%	7%	0%	2%	2%	4%
		+	-									+						
Neutral (5)	10%	13%	8%	11%	11%	5%	10%	9%	2%	9%	13%	13%	8%	7%	23%	10%	5%	24%
																-		++
Important (7.5)	64%	61%	66%	70%	62%	71%	67%	58%	67%	63%	71%	61%	65%	65%	53%	67%	68%	36%
																		--
Very important (10)	22%	19%	24%	15%	22%	22%	20%	25%	23%	27%	16%	19%	23%	14%	18%	21%	23%	28%
DK/NR	1%	0%	2%	0%	1%	2%	0%	2%	5%	1%	0%	0%	1%	7%	0%	0%	1%	4%
									+									
khi :		(-)			-		-		( )				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	327	85	163	79	263	64	253	63	41	91	31	164	290	14	22	123	170	29
mean:	7.68	<b>7.30</b>	<b>7.88</b>	7.41	7.60	7.94	7.62	7.67	7.93	<b>7.97</b>	7.58	<b>7.30</b>	7.77	7.31	6.93	7.66	7.82	7.09
standard deviation:	1.68	2.02	1.43	1.86	1.78	1.26	1.64	1.85	1.46	1.44	1.36	2.01	1.58	1.86	2.40	1.58	1.50	2.61
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q34_4 convenience of the payment methods																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%
Unimportant (2.5)	2%	2%	6%	1%	2%	8% +	0%	4%	2%	2%	3%	5%	4%	2%	3%	0%
Neutral (5)	10%	11%	2%	11%	8%	3%	6%	10%	9%	9%	10%	5%	6%	11%	12%	6%
Important (7.5)	64%	63%	68%	65%	65%	63%	60%	64%	73%	65%	63%	65%	69%	59%	63%	81%
Very important (10)	22%	22%	24%	21%	24%	26%	34% +	19%	16%	22%	22%	25%	16%	27%	22%	12%
DK/NR	1%	1%	0%	1%	2%	0%	0%	2%	0%	1%	1%	0%	4% +	1%	0%	0%
khi :		(-)		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	327	265	61	206	72	44	65	158	75	176	151	34	70	164	41	16
mean:	7.68	7.67	7.75	7.62	7.82	7.65	8.19	7.46	7.58	7.72	7.63	7.73	7.55	7.74	7.62	7.66
standard deviation:	1.68	1.66	1.76	1.64	1.55	1.99	1.43	1.84	1.43	1.60	1.77	1.79	1.60	1.80	1.68	1.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

If only one of these areas associated with payment for the passport could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q36																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>base cost of the passport</b>	52%	50%	52%	57%	52%	50%	<b>53%</b>	<b>41%</b>	<b>64%</b>	<b>44%</b>	56%	51%	<b>53%</b>	49%	<b>41%</b>	48%	54%	53%
<b>cost for express delivery</b>	6%	5%	7%	6%	<b>5%</b>	<b>10%</b>	<b>5%</b>	<b>16%</b>	4%	<b>9%</b>	6%	5%	6%	12%	4%	5%	6%	<b>11%</b>
<b>the timing of the payment</b>	1%	1%	1%	2%	1%	2%	<b>1%</b>	<b>3%</b>	0%	1%	<b>3%</b>	1%	1%	2%	2%	1%	1%	2%
<b>convenience of payment methods</b>	5%	7%	<b>4%</b>	3%	5%	4%	5%	2%	7%	3%	2%	<b>7%</b>	5%	5%	6%	6%	3%	6%
<b>Other</b>	4%	5%	3%	4%	4%	2%	4%	4%	2%	5%	1%	5%	3%	7%	6%	4%	3%	5%
<b>DK/NR</b>	32%	33%	32%	27%	33%	32%	32%	34%	<b>22%</b>	<b>37%</b>	33%	32%	32%	26%	41%	35%	32%	25%
khi :		-			( )		( )		( )				(-)			(-)		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

If only one of these areas associated with payment for the passport could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q36																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>base cost of the passport</b>	52%	53%	46%	50%	<b>62%</b>	46%	51%	52%	49%	<b>55%</b>	<b>48%</b>	49%	<b>66%</b>	<b>45%</b>	48%	59%
					+++					+	-		+++	---		
<b>cost for express delivery</b>	6%	6%	8%	7%	5%	7%	<b>10%</b>	6%	4%	6%	6%	10%	<b>3%</b>	8%	7%	5%
							+						-			
<b>the timing of the payment</b>	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	0%	0%	1%	2%	2%
<b>convenience of payment methods</b>	5%	5%	2%	4%	<b>8%</b>	3%	4%	4%	6%	4%	5%	2%	<b>8%</b>	4%	5%	1%
					++								++			
<b>Other</b>	4%	3%	5%	4%	2%	5%	4%	4%	4%	3%	5%	5%	<b>2%</b>	<b>6%</b>	1%	3%
													-	++		
<b>DK/NR</b>	32%	31%	38%	<b>35%</b>	<b>22%</b>	36%	30%	32%	36%	31%	34%	34%	<b>20%</b>	<b>36%</b>	36%	30%
				+	---								---	++		
khi :		( )		( )			-			-		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

For such a purchase, how do you prefer to pay? Is it...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q37																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>By credit card</b>	44%	47%	42%	43%	<b>46%</b> +	<b>37%</b> -	44%	43%	<b>33%</b> --	43%	51%	47%	43%	40%	52%	48%	<b>40%</b> -	46%
<b>By debit card (Interact)</b>	33%	<b>24%</b> ---	<b>37%</b> +++	37%	<b>30%</b> --	<b>41%</b> ++	33%	38%	<b>42%</b> +	37%	34%	<b>24%</b> --	34%	44%	26%	<b>26%</b> ---	<b>41%</b> +++	26%
<b>Cash</b>	12%	10%	13%	10%	11%	15%	13%	10%	<b>19%</b> ++	12%	8%	10%	12%	12%	11%	13%	10%	14%
<b>By cheque</b>	6%	<b>13%</b> +++	<b>3%</b> ---	8%	<b>7%</b> ++	<b>2%</b> --	<b>7%</b> +	<b>3%</b> -	3%	<b>2%</b> ---	4%	<b>13%</b> +++	7%	0%	4%	7%	5%	8%
<b>DK/NR</b>	4%	4%	4%	1%	4%	4%	3%	6%	2%	5%	3%	4%	3%	2%	6%	4%	3%	5%
<b>Other</b>	1%	<b>3%</b> +	<b>1%</b> -	1%	2%	0%	1%	1%	1%	1%	0%	<b>3%</b> +	1%	2%	0%	<b>3%</b> ++	<b>0%</b> -	1%
khi :		( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	(-)	(-)	(-)	( )	( )	( )
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

For such a purchase, how do you prefer to pay? Is it...																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q37																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>By credit card</b>	44%	43%	45%	<b>47%</b> ++	<b>33%</b> ---	42%	37%	46%	43%	41%	47%	52%	<b>30%</b> ---	43%	50%	51%
<b>By debit card (Interact)</b>	33%	34%	29%	32%	<b>41%</b> ++	31%	<b>44%</b> ++	35%	<b>24%</b> ---	<b>37%</b> ++	<b>28%</b> --	27%	<b>42%</b> ++	33%	33%	27%
<b>Cash</b>	12%	<b>11%</b> --	<b>17%</b> ++	<b>10%</b> --	14%	<b>17%</b> +	14%	<b>9%</b> ---	<b>18%</b> ++	11%	13%	9%	<b>19%</b> +++	11%	8%	11%
<b>By cheque</b>	6%	<b>7%</b> +	<b>3%</b> -	6%	8%	3%	4%	6%	<b>9%</b> +	6%	6%	5%	7%	5%	9%	5%
<b>DK/NR</b>	4%	3%	5%	4%	2%	6%	2%	4%	2%	3%	5%	5%	<b>0%</b> --	<b>6%</b> ++	1%	5%
<b>Other</b>	1%	2%	0%	1%	2%	1%	0%	1%	<b>4%</b> ++	1%	2%	2%	2%	2%	0%	2%
khi :		( )		( )			( )					( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

Would you prefer to pay for the passport at the same time as you submit your application or upon picking up the completed passport?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q38																		
WEIGHTED TOTAL:	1180	364	796	16	894	284	937	196	206	377	214	380	1015	46	111	410	589	156
TOTAL:	1186	269	603	311	942	241	908	231	157	286	162	580	1032	43	105	413	602	150
<b>With application</b>	72%	71%	73%	78%	<b>78%</b> +++	<b>55%</b> ---	74%	67%	<b>59%</b> ---	<b>80%</b> ++	75%	71%	73%	68%	70%	71%	73%	74%
<b>With the completed passport</b>	28%	29%	27%	22%	<b>22%</b> ---	<b>45%</b> +++	26%	33%	<b>41%</b> +++	<b>20%</b> --	25%	29%	27%	32%	30%	29%	27%	26%
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-																
± ... at 50 %:	3.29	6.90	4.61	6.42	3.69	7.29	3.76	7.45	9.03	6.69	8.89	4.70	3.52	17.26	11.04	5.57	4.61	9.24

Would you prefer to pay for the passport at the same time as you submit your application or upon picking up the completed passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q38																
WEIGHTED TOTAL:	1180	923	254	726	242	189	229	600	264	657	523	69	244	518	176	156
TOTAL:	1186	962	222	739	263	163	229	597	275	670	516	97	266	567	132	118
<b>With application</b>	72%	<b>69%</b>	<b>84%</b>	<b>76%</b>	<b>56%</b>	79%	<b>66%</b>	71%	<b>80%</b>	72%	72%	71%	<b>56%</b>	<b>78%</b>	75%	76%
		---	+++	++	---		-		++				---	+++		
<b>With the completed passport</b>	28%	<b>31%</b>	<b>16%</b>	<b>24%</b>	<b>44%</b>	21%	<b>34%</b>	29%	<b>20%</b>	28%	28%	29%	<b>44%</b>	<b>22%</b>	25%	24%
		+++	---	--	+++		+		--				+++	---		
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :										-						
± ... at 50 %:	3.29	3.65	7.60	4.16	6.98	8.86	7.48	4.63	6.82	4.37	4.98	11.49	6.94	4.75	9.85	10.42

Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with THE SERVICE YOU WERE PROVIDED? (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q39																		
WEIGHTED TOTAL:	1330	414	894	18	1002	325	1058	217	234	419	239	432	1136	58	127	479	646	172
TOTAL:	1332	305	676	348	1056	273	1019	258	178	318	181	653	1154	52	119	479	662	166
<b>DISSATISFIED (smwht very)</b>	4%	3%	4%	3%	4%	2%	4%	3%	2%	<b>6%</b> +	2%	3%	4%	5%	3%	4%	4%	4%
<b>SATISFIED (smwht very)</b>	93%	92%	93%	93%	92%	94%	93%	93%	96%	91%	93%	92%	93%	93%	91%	91%	94%	95%
<b>Very dissatisfied (0)</b>	1%	0%	1%	1%	1%	0%	1%	1%	0%	<b>2%</b> ++	1%	0%	1%	2%	2%	1%	1%	1%
<b>Dissatisfied (2.5)</b>	3%	3%	3%	3%	3%	2%	3%	2%	2%	4%	2%	3%	3%	2%	1%	4%	3%	3%
<b>Neutral (5)</b>	3%	4%	3%	3%	3%	4%	3%	4%	2%	3%	5%	4%	3%	2%	6%	4%	3%	2%
<b>Satisfied (7.5)</b>	66%	68%	65%	68%	<b>64%</b> -	<b>73%</b> +	65%	71%	63%	67%	66%	68%	66%	72%	63%	67%	63%	72%
<b>Very satisfied (10)</b>	27%	25%	28%	26%	28%	22%	28%	22%	<b>33%</b> +	24%	27%	25%	27%	21%	27%	24%	<b>30%</b> +	22%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		-		( )				-			-		
± ... at 50 %:	3.10	6.48	4.35	6.07	3.48	6.85	3.55	7.05	8.48	6.35	8.41	4.43	3.33	15.69	10.37	5.17	4.40	8.78
valid values:	1332	305	676	348	1056	273	1019	258	178	318	181	653	1154	52	119	479	662	166
mean:	7.87	7.83	7.89	7.86	7.88	7.84	7.89	7.80	<b>8.17</b>	<b>7.68</b>	7.93	7.84	7.89	7.67	7.81	<b>7.75</b>	<b>7.99</b>	7.81
standard deviation:	1.72	1.64	1.76	1.73	1.80	1.46	1.75	1.56	1.51	1.93	1.60	1.64	1.70	1.83	1.86	1.76	1.73	1.62
Student's t:		-	-	-	-	-	-	-					-	-	-	-	-	-

Globally, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with THE SERVICE YOU WERE PROVIDED? (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q39																
WEIGHTED TOTAL:	1330	1036	292	806	282	217	249	679	302	729	601	80	280	572	202	170
TOTAL:	1332	1078	252	822	303	184	248	673	313	747	585	115	304	623	152	129
<b>DISSATISFIED (smwht very)</b>	4%	4%	3%	4%	2%	2%	3%	4%	4%	4%	3%	2%	2%	<b>6%</b>	2%	3%
<b>SATISFIED (smwht very)</b>	93%	92%	95%	92%	93%	96%	92%	92%	94%	92%	94%	<b>98%</b>	93%	91%	93%	94%
<b>Very dissatisfied (0)</b>	1%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	<b>2%</b>	1%	0%
<b>Dissatisfied (2.5)</b>	3%	3%	2%	3%	2%	2%	3%	3%	4%	4%	2%	2%	2%	<b>4%</b>	1%	3%
<b>Neutral (5)</b>	3%	4%	2%	4%	5%	1%	5%	4%	2%	3%	3%	0%	5%	3%	5%	3%
<b>Satisfied (7.5)</b>	66%	64%	71%	<b>63%</b>	66%	<b>75%</b>	<b>73%</b>	64%	62%	66%	66%	<b>53%</b>	67%	65%	68%	70%
<b>Very satisfied (10)</b>	27%	28%	24%	29%	27%	21%	<b>19%</b>	28%	32%	26%	27%	<b>45%</b>	26%	26%	26%	24%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :	-	-	-	( )	( )	( )	( )	( )	( )	-	-	( )	( )	( )	( )	( )
± ... at 50 %:	3.10	3.45	7.13	3.95	6.50	8.34	7.19	4.36	6.40	4.14	4.68	10.55	6.49	4.53	9.18	9.96
valid values:	1332	1078	252	822	303	184	248	673	313	747	585	115	304	623	152	129
mean:	7.87	7.88	7.86	7.87	7.93	7.85	7.72	7.87	8.02	7.84	7.91	<b>8.53</b>	7.94	<b>7.72</b>	7.91	7.87
standard deviation:	1.72	1.75	1.60	1.83	1.54	1.44	1.47	1.80	1.77	1.74	1.70	1.49	1.49	1.95	1.56	1.53
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q40_1 the passport application rules and process</b>																		
mean:	8.13	<b>7.79</b>	<b>8.31</b>	7.94	8.07	8.33	8.09	8.20	8.32	8.33	8.23	<b>7.79</b>	8.21	7.32	7.81	8.01	<b>8.34</b>	7.50
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q40_2 service responsiveness and reliability</b>																		
mean:	8.36	<b>8.11</b>	<b>8.49</b>	8.13	8.31	8.53	8.33	8.47	8.49	8.53	8.39	<b>8.11</b>	8.40	8.03	8.24	8.47	8.41	7.80
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q40_3 access to services</b>																		
mean:	8.32	8.11	<b>8.44</b>	8.10	8.32	8.32	8.31	8.32	8.55	8.43	8.31	<b>8.11</b>	8.35	8.20	8.10	8.35	8.37	8.00
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q40_4 communications</b>																		
mean:	8.29	8.20	8.34	8.33	8.25	8.45	8.25	8.37	8.55	8.32	8.14	8.20	<b>8.37</b>	8.24	<b>7.37</b>	8.25	8.37	8.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q40_5 passport cost and payment options</b>																		
mean:	7.63	<b>7.07</b>	<b>7.92</b>	7.79	7.61	7.71	7.65	7.62	7.85	<b>7.93</b>	7.99	<b>7.10</b>	7.70	7.67	6.65	7.58	7.71	7.50
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q40_1</b> <b>the passport application rules and process</b>																
mean:	8.13	8.16	8.01	8.11	8.27	8.02	8.34	8.17	7.91	<b>8.31</b>	<b>7.92</b>	7.99	8.10	8.23	8.17	7.66
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-
<b>Q40_2</b> <b>service responsiveness and reliability</b>																
mean:	8.36	8.40	8.20	8.35	<b>8.65</b>	<b>7.93</b>	8.30	8.45	8.35	8.40	8.32	8.40	8.42	8.45	8.23	<b>7.66</b>
Student's t:		-	-	-			-	-	-	-	-	-	-	-	-	-
<b>Q40_3</b> <b>access to services</b>																
mean:	8.32	<b>8.39</b>	<b>8.05</b>	8.25	<b>8.60</b>	8.17	8.00	8.39	8.43	8.39	8.25	8.36	8.37	8.40	8.41	<b>7.50</b>
Student's t:				-		-	-	-	-	-	-	-	-	-	-	-
<b>Q40_4</b> <b>communications</b>																
mean:	8.29	8.36	8.05	8.29	8.56	7.93	8.00	8.33	8.40	8.41	8.17	8.53	8.42	8.31	8.29	<b>7.34</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q40_5</b> <b>passport cost and payment options</b>																
mean:	7.63	7.69	7.40	7.64	7.82	7.15	7.75	7.59	7.46	<b>7.93</b>	<b>7.30</b>	7.12	7.95	7.75	7.20	7.50
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

SUMMARY TABLE

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q40_1 the passport application rules and process																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	3%	1%	1%	2%	2%	1%	2%	2%	0%	0%	3%	0%	14%	6%	1%	1%	8%
Neutral (5)	4%	8% +	2% -	9%	5%	0%	5%	2%	2%	1%	3%	8% +	4%	7%	6%	6%	3%	4%
Important (7.5)	61%	61%	61%	61%	62%	60%	62%	58%	56%	63%	64%	61%	62%	51%	59%	64%	58%	64%
Very important (10)	32%	26%	35%	29%	31%	36%	31%	35%	40%	34%	32%	26%	33%	28%	30%	28%	38% +	20%
DK/NR	1%	1%	1%	0%	1%	2%	1%	2%	0%	2%	0%	1%	1%	0%	0%	2%	0%	4%
khi :		-			-		-		-				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	327	84	164	79	263	64	252	63	43	90	31	163	289	15	22	121	172	29
mean:	8.13	7.79	8.31	7.94	8.07	8.33	8.09	8.20	8.32	8.33	8.23	7.79	8.21	7.32	7.81	8.01	8.34	7.50
standard deviation:	1.51	1.73	1.35	1.82	1.53	1.44	1.50	1.59	1.61	1.24	1.32	1.72	1.39	2.45	1.93	1.47	1.44	1.94
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q40_1 the passport application rules and process																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	2%	1%	4%	0%	4%	6%	0%	2%	3%	0%	3%	0%	6%	0%	2%	0%
				--		+				-	+		++		-	
<b>Neutral (5)</b>	4%	5%	2%	5%	2%	3%	4%	4%	4%	3%	5%	0%	2%	5%	2%	12%
<b>Important (7.5)</b>	61%	61%	62%	65%	54%	54%	58%	60%	64%	61%	62%	80%	53%	59%	61%	69%
												+				
<b>Very important (10)</b>	32%	33%	30%	29%	40%	34%	38%	34%	27%	35%	28%	20%	39%	33%	34%	19%
<b>DK/NR</b>	1%	1%	2%	1%	0%	3%	0%	1%	2%	1%	2%	0%	0%	2%	0%	0%
khi :		-		( )			-			(-)		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	327	266	60	207	73	43	65	159	74	177	150	34	72	162	41	16
mean:	8.13	8.16	8.01	8.11	8.27	8.02	8.34	8.17	7.91	8.31	7.92	7.99	8.10	8.23	8.17	7.66
standard deviation:	1.51	1.47	1.68	1.34	1.74	1.91	1.39	1.54	1.64	1.33	1.67	1.02	1.94	1.39	1.58	1.42
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_2																		
<b>service responsiveness and reliability</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	<b>4%</b> ++
<b>Neutral (5)</b>	3%	<b>6%</b> +	1%	3%	3%	2%	3%	0%	2%	1%	0%	6%	3%	0%	0%	1%	3%	8%
<b>Important (7.5)</b>	59%	60%	58%	70%	61%	50%	58%	61%	56%	57%	64%	60%	56%	79%	70%	59%	57%	60%
<b>Very important (10)</b>	38%	32%	41%	28%	35%	46%	37%	39%	42%	42%	36%	32%	40%	21%	30%	40%	39%	28%
<b>DK/NR</b>	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
khi :		-			(-)		-		-				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	329	84	166	79	264	65	253	64	43	92	31	163	291	15	22	123	171	30
mean:	8.36	<b>8.11</b>	<b>8.49</b>	8.13	8.31	8.53	8.33	8.47	8.49	8.53	8.39	<b>8.11</b>	8.40	8.03	8.24	8.47	8.41	7.80
standard deviation:	1.38	1.53	1.29	1.41	1.33	1.55	1.42	1.23	1.35	1.29	1.21	1.52	1.42	1.05	1.17	1.28	1.35	1.81
Student's t:					-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q40_2 <b>service responsiveness and reliability</b>																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	0%	0%	<b>3%</b> +	2%	0%	0%	0%	1%	0%	0%	0%	<b>2%</b> +	0%
<b>Neutral (5)</b>	3%	3%	2%	3%	2%	3%	4%	2%	2%	4%	1%	0%	4%	3%	0%	6%
<b>Important (7.5)</b>	59%	56%	68%	59%	50%	69%	54%	58%	63%	55%	63%	60%	55%	55%	63%	81%
<b>Very important (10)</b>	38%	40%	30%	37%	48%	26%	40%	39%	36%	40%	35%	34%	41%	41%	34%	12%
<b>DK/NR</b>	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	<b>5%</b> ++	0%	0%	0%	0%
khi :		-		(-)			-			(-)		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	329	267	61	207	73	44	65	159	75	177	152	33	72	165	41	16
mean:	8.36	8.40	8.20	8.35	<b>8.65</b>	<b>7.93</b>	8.30	8.45	8.35	8.40	8.32	8.40	8.42	8.45	8.23	<b>7.66</b>
standard deviation:	1.38	1.42	1.24	1.34	1.34	1.53	1.63	1.30	1.28	1.42	1.34	1.24	1.41	1.37	1.50	1.10
Student's t:		-	-	-			-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_3 access to services																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
Neutral (5)	2%	5%	1%	1%	2%	3%	2%	5%	5%	0%	0%	4%	2%	0%	6%	1%	2%	8%
Important (7.5)	61%	66%	58%	73%	61%	60%	62%	57%	49%	59%	68%	66%	60%	72%	64%	64%	58%	64%
Very important (10)	36%	29%	40%	25%	36%	36%	35%	37%	46%	39%	32%	28%	37%	28%	30%	35%	38%	28%
DK/NR	1%	1%	1%	0%	1%	0%	0%	2%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	328	84	165	79	263	65	253	63	43	91	31	163	290	15	22	123	171	30
mean:	8.32	8.11	<b>8.44</b>	8.10	8.32	8.32	8.31	8.32	8.55	8.43	8.31	<b>8.11</b>	8.35	8.20	8.10	8.35	8.37	8.00
standard deviation:	1.35	1.32	1.36	1.31	1.36	1.35	1.35	1.41	1.46	1.37	1.18	1.31	1.36	1.15	1.40	1.25	1.41	1.44
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q40_3 access to services																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	0%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	0%	1%	0%	0%
<b>Neutral (5)</b>	2%	2%	2%	3%	2%	0%	<b>6%</b> +	2%	0%	2%	2%	5%	2%	2%	0%	6%
<b>Important (7.5)</b>	61%	<b>57%</b> -	<b>74%</b> +	62%	52%	71%	62%	61%	63%	57%	65%	56%	61%	55%	63%	88%
<b>Very important (10)</b>	36%	39%	24%	34%	46%	26%	30%	37%	37%	39%	32%	39%	37%	40%	37%	6%
<b>DK/NR</b>	1%	1%	0%	1%	0%	3%	0%	1%	0%	1%	0%	0%	0%	2%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	328	266	61	207	73	43	65	159	75	176	152	34	72	163	41	16
mean:	8.32	<b>8.39</b>	<b>8.05</b>	8.25	<b>8.60</b>	8.17	8.00	8.39	8.43	8.39	8.25	8.36	8.37	8.40	8.41	<b>7.50</b>
standard deviation:	1.35	1.39	1.16	1.39	1.34	1.12	1.58	1.28	1.22	1.42	1.28	1.45	1.30	1.44	1.21	0.91
Student's t:				-		-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_4 communications																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	1%	0%	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	7%	0%	0%	0%	4%
Neutral (5)	4%	5%	3%	0%	4%	3%	3%	5%	7%	1%	3%	4%	3%	0%	12%	2%	4%	4%
Important (7.5)	60%	59%	60%	66%	61%	55%	63%	49%	44%	65%	68%	59%	59%	49%	82%	66%	56%	56%
Very important (10)	36%	35%	37%	33%	34%	41%	33%	44%	49%	34%	29%	34%	38%	44%	7%	32%	39%	36%
DK/NR	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
khi :		-			-		(-)		-				( )			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	328	84	166	78	263	65	253	63	43	92	31	162	290	15	22	123	170	30
mean:	8.29	8.20	8.34	8.33	8.25	8.45	8.25	8.37	8.55	8.32	8.14	8.20	8.37	8.24	7.37	8.25	8.37	8.11
standard deviation:	1.40	1.51	1.33	1.36	1.40	1.39	1.32	1.70	1.56	1.23	1.28	1.50	1.35	2.04	1.08	1.27	1.41	1.80
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q40_4 communications																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	2%	0%	0%	3%	0%	1%	0%	0%	1%	0%	2%	0%	0%	0%
Neutral (5)	4%	4%	0%	4%	5%	0%	6%	4%	0%	3%	4%	0%	6%	2%	2%	12%
Important (7.5)	60%	57%	72%	61%	46%	74%	68%	56%	64%	57%	63%	56%	45%	63%	63%	81%
Very important (10)	36%	39%	26%	35%	48%	23%	26%	39%	36%	39%	33%	39%	47%	35%	34%	6%
DK/NR	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	5%	0%	0%	0%	0%
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	328	266	61	207	72	44	65	158	75	176	152	33	71	165	41	16
mean:	8.29	8.36	8.05	8.29	8.56	7.93	8.00	8.33	8.40	8.41	8.17	8.53	8.42	8.31	8.29	7.34
standard deviation:	1.40	1.40	1.36	1.35	1.50	1.41	1.33	1.48	1.21	1.35	1.44	1.26	1.73	1.30	1.30	1.10
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following general aspects of service very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_5 passport cost and payment options																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	1%	2%	0%	0%	1%	0%	0%	2%	0%	0%	0%	2%	0%	0%	6%	1%	0%	4%
Unimportant (2.5)	3%	5%	2%	1%	3%	3%	3%	0%	2%	3%	0%	4%	3%	0%	6%	3%	3%	4%
Neutral (5)	11%	19%	7%	10%	11%	12%	10%	14%	12%	5%	6%	19%	11%	14%	17%	7%	14%	8%
Important (7.5)	59%	55%	61%	65%	60%	57%	61%	58%	56%	62%	68%	56%	59%	65%	59%	69%	54%	56%
Very important (10)	25%	18%	29%	24%	25%	28%	25%	25%	30%	29%	26%	18%	27%	21%	12%	20%	29%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )			-		-		( )				-			(-)		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
mean:	7.63	7.07	7.92	7.79	7.61	7.71	7.65	7.62	7.85	7.93	7.99	7.10	7.70	7.67	6.65	7.58	7.71	7.50
standard deviation:	1.87	2.15	1.64	1.77	1.89	1.83	1.82	1.95	1.77	1.68	1.35	2.14	1.83	1.51	2.47	1.77	1.84	2.38
Student's t:					-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q40_5 passport cost and payment options																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	1%	0%	2%	1%	0%	3%	0%	1%	2%	0%	2%	0%	0%	2%	0%	0%
<b>Unimportant (2.5)</b>	3%	2%	6%	2%	2%	8%	2%	4%	3%	<b>1%</b> -	<b>6%</b> +	5%	0%	2%	<b>10%</b> +	0%
<b>Neutral (5)</b>	11%	12%	8%	11%	15%	9%	12%	14%	7%	10%	12%	20%	14%	9%	12%	12%
<b>Important (7.5)</b>	59%	59%	62%	62%	52%	60%	60%	54%	69%	60%	59%	61%	53%	59%	59%	75%
<b>Very important (10)</b>	25%	26%	22%	24%	31%	20%	26%	27%	18%	29%	21%	15%	33%	28%	19%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			( )		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
mean:	7.63	7.69	7.40	7.64	7.82	7.15	7.75	7.59	7.46	<b>7.93</b>	<b>7.30</b>	7.12	7.95	7.75	7.20	7.50
standard deviation:	1.87	1.81	2.13	1.77	1.81	2.34	1.69	2.01	1.87	1.58	2.11	1.84	1.66	1.95	2.10	1.28
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea-sure travel only	Busi-ness travel only	Both	Has not	Once	More than once
Q41																		
WEIGHTED TOTAL:	524	116	399	5	379	141	414	87	116	199	87	121	458	24	39	182	279	53
TOTAL:	489	86	303	98	371	116	378	91	88	151	66	184	433	19	35	173	261	47
<b>DK/NR</b>	31%	35%	30%	35%	33%	26%	30%	39%	<b>21%</b>	34%	33%	35%	31%	40%	31%	32%	31%	25%
<b>cost and payment options</b>	23%	23%	23%	22%	20%	30%	23%	26%	<b>38%</b>	17%	17%	23%	22%	33%	24%	21%	22%	33%
<b>access to services</b>	22%	<b>11%</b>	<b>25%</b>	20%	22%	22%	23%	19%	20%	26%	30%	<b>12%</b>	22%	11%	27%	21%	26%	<b>7%</b>
<b>application rules and process</b>	11%	16%	10%	10%	12%	8%	12%	5%	16%	<b>7%</b>	9%	16%	12%	11%	7%	14%	10%	12%
<b>responsiveness and reliability</b>	7%	7%	8%	8%	7%	8%	7%	8%	5%	9%	8%	7%	8%	5%	7%	6%	7%	12%
<b>communications</b>	5%	8%	4%	4%	5%	5%	5%	5%	<b>0%</b>	7%	3%	8%	6%	0%	3%	6%	4%	10%
khi :		-			-		-		( )				-			(-)		
± ... at 50 %:	5.12	12.20	6.50	11.43	5.88	10.51	5.82	11.86	12.06	9.21	13.93	8.34	5.44	25.96	19.13	8.60	7.01	16.51

If only one of these areas of the operations of the Passport Office could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q41																
WEIGHTED TOTAL:	524	406	117	315	117	80	93	274	118	294	229	36	116	243	74	49
TOTAL:	489	387	101	297	111	71	88	250	115	278	211	47	114	233	56	37
<b>DK/NR</b>	31%	<b>28%</b>	<b>43%</b>	34%	<b>15%</b>	<b>45%</b>	29%	<b>26%</b>	<b>44%</b>	30%	34%	<b>55%</b>	<b>12%</b>	35%	29%	46%
<b>cost and payment options</b>	23%	23%	23%	<b>15%</b>	<b>42%</b>	23%	23%	24%	19%	22%	24%	15%	<b>47%</b>	<b>16%</b>	18%	16%
<b>access to services</b>	22%	24%	16%	24%	25%	<b>12%</b>	19%	25%	22%	22%	22%	<b>8%</b>	21%	23%	27%	27%
<b>application rules and process</b>	11%	12%	9%	12%	13%	8%	11%	<b>14%</b>	<b>3%</b>	13%	9%	15%	15%	9%	12%	3%
<b>responsiveness and reliability</b>	7%	8%	5%	<b>9%</b>	2%	5%	11%	5%	8%	8%	7%	7%	<b>2%</b>	10%	9%	5%
<b>communications</b>	5%	5%	5%	6%	3%	7%	7%	5%	3%	6%	4%	0%	3%	7%	5%	3%
khi :				( )			( )			-		( )				
± ... at 50 %:	5.12	5.75	11.26	6.57	10.74	13.43	12.06	7.16	10.55	6.79	7.79	16.51	10.60	7.41	15.12	18.61

As far as you can tell, was the service provided without error?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q42																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Yes</b>	95%	94%	95%	94%	95%	94%	95%	94%	96%	95%	94%	94%	95%	98%	92%	94%	95%	94%
<b>No</b>	4%	5%	4%	6%	4%	5%	4%	5%	3%	4%	4%	5%	4%	2%	6%	4%	4%	6%
<b>DK/NR</b>	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	2%	1%	1%	0%	2%	<b>2%</b> +	1%	0%
khi :		-			-		-		-				-			(-)		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

As far as you can tell, was the service provided without error?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q42																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Yes</b>	95%	95%	94%	96%	95%	<b>91%</b>	95%	94%	96%	95%	95%	97%	93%	95%	94%	95%
<b>No</b>	4%	4%	5%	3%	5%	7%	5%	5%	3%	5%	4%	3%	6%	4%	4%	4%
<b>DK/NR</b>	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%
khi :		-		( )			-			-		-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea-sure travel only	Busi-ness travel only	Both	Has not	Once	More than once
Q43																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Much better</b>	15%	13%	16%	14%	16%	12%	15%	14%	16%	16%	16%	13%	15%	16%	18%	13%	16%	18%
<b>A little better</b>	27%	26%	27%	24%	26%	27%	27%	24%	25%	26%	31%	25%	26%	39%	28%	26%	26%	30%
<b>Same</b>	39%	<b>45%</b>	<b>36%</b>	43%	39%	38%	39%	42%	38%	36%	36%	<b>45%</b>	40%	28%	38%	<b>44%</b>	36%	35%
<b>A little worse</b>	3%	3%	3%	1%	3%	4%	3%	4%	1%	<b>5%</b>	3%	3%	3%	2%	5%	4%	2%	4%
<b>Much worse</b>	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	1%	<b>5%</b>	2%	1%	1%	1%
<b>DK/NR</b>	15%	13%	16%	18%	14%	19%	15%	14%	20%	15%	14%	13%	16%	10%	9%	13%	<b>17%</b>	12%
khi :		-			(-)		-		( )				( )			(-)		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q43																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Much better</b>	15%	<b>14%</b>	<b>20%</b>	16%	11%	19%	12%	17%	16%	15%	15%	20%	13%	17%	12%	14%
		-	+													
<b>A little better</b>	27%	26%	28%	<b>30%</b>	<b>17%</b>	28%	29%	28%	25%	<b>22%</b>	<b>32%</b>	33%	<b>18%</b>	27%	<b>34%</b>	26%
				++	---					---	+++		--		+	
<b>Same</b>	39%	<b>41%</b>	<b>32%</b>	37%	<b>47%</b>	35%	<b>48%</b>	37%	33%	40%	37%	39%	44%	<b>36%</b>	41%	42%
		+	-		++		++								-	
<b>A little worse</b>	3%	<b>2%</b>	<b>6%</b>	3%	1%	<b>6%</b>	3%	3%	4%	4%	2%	2%	<b>1%</b>	<b>6%</b>	1%	3%
		-	+			+							-	+++		
<b>Much worse</b>	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	0%	1%	<b>2%</b>	1%	0%
														+		
<b>DK/NR</b>	15%	15%	14%	<b>13%</b>	<b>23%</b>	12%	<b>7%</b>	14%	<b>20%</b>	<b>18%</b>	<b>12%</b>	<b>5%</b>	<b>23%</b>	13%	11%	15%
				-	+++		--		++	+	-	-	+++			
khi :	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )	( )
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q44																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Much better</b>	8%	8%	8%	7%	8%	6%	7%	8%	10%	7%	8%	8%	8%	14%	5%	9%	8%	5%
<b>A little better</b>	17%	19%	16%	14%	17%	17%	17%	19%	14%	16%	17%	19%	17%	12%	20%	17%	17%	20%
<b>Same</b>	42%	41%	42%	43%	43%	38%	42%	40%	43%	41%	43%	41%	42%	41%	41%	43%	40%	43%
<b>A little worse</b>	15%	13%	15%	10%	<b>13%</b>	<b>19%</b>	15%	16%	14%	17%	13%	13%	14%	21%	16%	12%	16%	15%
<b>Much worse</b>	3%	2%	3%	4%	-	+	3%	2%	1%	3%	3%	2%	2%	0%	4%	3%	3%	2%
<b>DK/NR</b>	16%	16%	17%	<b>22%</b>	16%	18%	17%	16%	19%	16%	16%	16%	17%	12%	14%	17%	16%	14%
khi :		-					-		-				-			-		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q44																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Much better</b>	8%	<b>7%</b>	<b>13%</b>	7%	7%	<b>12%</b>	<b>3%</b>	8%	<b>11%</b>	9%	7%	<b>14%</b>	8%	7%	8%	6%
		--	++			+	--		+			+				
<b>A little better</b>	17%	17%	16%	<b>20%</b>	<b>10%</b>	15%	18%	18%	17%	<b>13%</b>	<b>21%</b>	<b>25%</b>	<b>8%</b>	19%	19%	15%
				++	--					---	+++	+	---			
<b>Same</b>	42%	42%	39%	43%	44%	36%	45%	42%	36%	42%	41%	47%	43%	39%	50%	38%
<b>A little worse</b>	15%	16%	11%	15%	17%	13%	17%	16%	<b>9%</b>	14%	15%	<b>7%</b>	16%	16%	10%	18%
									--			-				
<b>Much worse</b>	3%	3%	2%	3%	<b>1%</b>	2%	3%	2%	3%	3%	2%	0%	1%	<b>4%</b>	2%	3%
					-	+								+		
<b>DK/NR</b>	16%	15%	20%	<b>13%</b>	<b>22%</b>	<b>22%</b>	15%	<b>13%</b>	<b>24%</b>	<b>19%</b>	<b>14%</b>	<b>7%</b>	<b>24%</b>	15%	11%	19%
				---	+	+		--	+++	+	-	-	+++			
khi :												( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q45_1</b> <b>duration of the validity period</b>																		
mean:	6.53	6.45	6.56	6.47	6.52	6.57	6.50	6.83	6.80	6.40	6.62	6.45	6.53	6.13	6.79	6.41	6.66	6.55
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_2</b> <b>the number of pages in the passport</b>																		
mean:	7.45	7.55	7.41	7.45	<b>7.51</b>	<b>7.27</b>	7.47	7.43	7.50	7.44	7.28	7.54	7.43	7.41	7.66	7.36	7.49	7.57
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_3</b> <b>the security features of the passport</b>																		
mean:	7.55	7.46	7.58	7.62	<b>7.61</b>	<b>7.35</b>	7.57	7.57	<b>7.27</b>	7.66	<b>7.76</b>	7.47	7.57	7.40	7.43	7.59	7.58	7.43
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_4</b> <b>acceptance by other countries</b>																		
mean:	7.91	7.80	7.95	7.93	7.92	7.88	7.90	8.04	8.03	7.88	7.98	7.81	<b>7.85</b>	7.92	<b>8.34</b>	<b>7.70</b>	<b>8.06</b>	7.92
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_5</b> <b>design of passports to avoid forgery</b>																		
mean:	7.32	7.33	7.31	7.21	<b>7.43</b>	<b>6.98</b>	7.29	7.51	<b>6.94</b>	7.34	<b>7.58</b>	7.32	7.35	6.99	7.15	7.28	<b>7.46</b>	7.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q47																		
<b>OVERALL, the passport as a travel doc.</b>																		
mean:	8.18	8.10	8.22	8.07	<b>8.23</b>	<b>8.02</b>	8.16	8.34	<b>8.45</b>	8.13	8.17	8.10	8.18	8.03	8.25	<b>8.06</b>	<b>8.31</b>	8.07
Student's t:		-	-	-			-	-		-	-	-	-	-	-			-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q45_1</b> <b>duration of the validity period</b>																
mean:	6.53	6.60	6.31	6.48	6.79	6.49	<b>6.79</b>	6.47	6.46	<b>6.72</b>	<b>6.31</b>	6.37	<b>6.88</b>	6.40	6.59	6.34
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_2</b> <b>the number of pages in the passport</b>																
mean:	7.45	7.43	7.51	7.42	7.47	7.54	7.33	7.53	7.40	7.44	7.47	7.67	7.49	7.51	7.43	<b>7.19</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_3</b> <b>the security features of the passport</b>																
mean:	7.55	<b>7.50</b>	<b>7.71</b>	<b>7.63</b>	<b>7.26</b>	7.61	7.65	7.51	7.52	7.56	7.54	7.52	<b>7.32</b>	7.64	<b>7.78</b>	7.40
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_4</b> <b>acceptance by other countries</b>																
mean:	7.91	7.93	7.85	7.88	8.01	7.90	7.81	7.99	7.86	7.83	8.00	8.22	8.00	7.84	7.92	7.79
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q45_5</b> <b>design of passports to avoid forgery</b>																
mean:	7.32	7.28	7.46	7.40	<b>6.97</b>	7.38	7.48	<b>7.20</b>	7.42	7.35	7.29	7.33	<b>6.95</b>	7.39	<b>7.65</b>	7.36
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q47																
<b>OVERALL, the passport as a travel doc.</b>																
mean:	8.18	8.19	8.14	8.22	8.16	8.09	8.21	8.21	8.21	8.14	8.23	8.45	8.20	8.16	8.22	8.03
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_1 duration of the validity period																		
WEIGHTED TOTAL:	985	296	671	14	738	244	786	158	177	299	195	310	835	39	104	351	472	139
TOTAL:	994	218	508	265	785	206	760	193	135	227	148	483	856	37	96	350	491	135
<b>DISSATISFIED (smwht very)</b>	19%	20%	19%	23%	19%	19%	19%	16%	16%	21%	18%	21%	19%	27%	14%	22%	17%	17%
<b>SATISFIED (smwht very)</b>	75%	72%	76%	72%	74%	77%	74%	81%	79%	73%	78%	72%	75%	73%	74%	73%	76%	76%
<b>Very dissatisfied (0)</b>	2%	1%	2%	1%	1%	3%	2%	3%	1%	3%	1%	1%	1%	3%	3%	1%	2%	2%
<b>Dissatisfied (2.5)</b>	18%	20%	17%	22%	18%	16%	18%	14%	15%	18%	16%	20%	18%	24%	12%	21%	15%	16%
<b>Neutral (5)</b>	6%	7%	5%	5%	7%	4%	7%	3%	4%	6%	5%	7%	5%	0%	12%	5%	6%	7%
<b>Satisfied (7.5)</b>	67%	65%	68%	63%	66%	70%	67%	70%	69%	65%	72%	65%	68%	69%	60%	65%	68%	70%
<b>Very satisfied (10)</b>	8%	7%	8%	10%	7%	8%	7%	11%	10%	7%	6%	7%	7%	4%	14%	7%	9%	6%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				( )			-		
± ... at 50 %:	3.59	7.67	5.02	6.95	4.04	7.89	4.11	8.15	9.74	7.51	9.30	5.15	3.87	18.61	11.55	6.05	5.11	9.74
valid values:	994	218	508	265	785	206	760	193	135	227	148	483	856	37	96	350	491	135
mean:	6.53	6.45	6.56	6.47	6.52	6.57	6.50	6.83	6.80	6.40	6.62	6.45	6.53	6.13	6.79	6.41	6.66	6.55
standard deviation:	2.30	2.28	2.31	2.49	2.28	2.37	2.29	2.31	2.24	2.43	2.18	2.29	2.27	2.54	2.33	2.35	2.25	2.21
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_1 duration of the validity period																
WEIGHTED TOTAL:	985	766	220	588	209	168	184	510	233	546	439	53	213	409	145	148
TOTAL:	994	807	187	609	229	138	184	510	234	564	430	81	230	456	109	112
<b>DISSATISFIED (smwht very)</b>	19%	18%	25%	19%	17%	21%	<b>12%</b>	21%	22%	<b>16%</b>	<b>23%</b>	23%	16%	21%	18%	21%
<b>SATISFIED (smwht very)</b>	75%	76%	72%	74%	77%	76%	79%	74%	72%	<b>78%</b>	<b>71%</b>	70%	79%	73%	78%	71%
<b>Very dissatisfied (0)</b>	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%	0%	1%	<b>3%</b>	2%	0%
<b>Dissatisfied (2.5)</b>	18%	<b>16%</b>	<b>24%</b>	17%	16%	20%	<b>12%</b>	19%	20%	<b>15%</b>	<b>21%</b>	23%	15%	18%	16%	21%
<b>Neutral (5)</b>	6%	6%	4%	7%	6%	2%	9%	5%	7%	6%	6%	7%	5%	6%	4%	7%
<b>Satisfied (7.5)</b>	67%	68%	65%	67%	65%	70%	73%	67%	61%	70%	64%	62%	66%	66%	73%	68%
<b>Very satisfied (10)</b>	8%	8%	7%	7%	<b>12%</b>	6%	6%	7%	10%	8%	7%	8%	<b>13%</b>	7%	5%	4%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		( )		-			( )					-				
± ... at 50 %:	3.59	3.98	8.28	4.59	7.48	9.63	8.34	5.01	7.40	4.77	5.46	12.58	7.46	5.30	10.84	10.69
valid values:	994	807	187	609	229	138	184	510	234	564	430	81	230	456	109	112
mean:	6.53	6.60	6.31	6.48	6.79	6.49	<b>6.79</b>	6.47	6.46	<b>6.72</b>	<b>6.31</b>	6.37	<b>6.88</b>	6.40	6.59	6.34
standard deviation:	2.30	2.27	2.41	2.29	2.29	2.32	1.94	2.36	2.45	2.18	2.42	2.34	2.27	2.41	2.21	2.17
Student's t:		-	-	-	-	-	-	-	-			-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_2 the number of pages in the passport																		
WEIGHTED TOTAL:	970	287	666	13	724	243	769	159	176	295	195	300	824	36	102	344	468	137
TOTAL:	980	213	504	260	771	206	746	193	134	224	148	473	846	35	93	344	486	133
<b>DISSATISFIED (smwht very)</b>	2%	1%	3%	3%	2%	3%	2%	3%	1%	3%	3%	1%	2%	4%	1%	2%	3%	2%
<b>SATISFIED (smwht very)</b>	90%	92%	90%	89%	91%	86%	91%	89%	87%	91%	90%	92%	90%	89%	92%	88%	91%	93%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	<b>1%</b> ++	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	2%	1%	2%	3%	2%	3%	2%	2%	1%	3%	2%	1%	2%	4%	1%	2%	2%	2%
<b>Neutral (5)</b>	7%	7%	8%	8%	6%	10%	7%	8%	<b>12%</b> +	6%	7%	7%	7%	7%	7%	9%	7%	5%
<b>Satisfied (7.5)</b>	80%	80%	80%	77%	80%	79%	80%	77%	<b>72%</b> -	81%	84%	80%	80%	78%	76%	79%	79%	81%
<b>Very satisfied (10)</b>	10%	11%	10%	12%	11%	8%	11%	12%	15%	10%	6%	12%	10%	11%	16%	9%	12%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		( )				-			-		
± ... at 50 %:	3.62	7.75	5.04	7.02	4.08	7.89	4.14	8.15	9.78	7.56	9.30	5.20	3.89	19.13	11.74	6.10	5.13	9.81
valid values:	980	213	504	260	771	206	746	193	134	224	148	473	846	35	93	344	486	133
mean:	7.45	7.55	7.41	7.45	<b>7.51</b>	<b>7.27</b>	7.47	7.43	7.50	7.44	7.28	7.54	7.43	7.41	7.66	7.36	7.49	7.57
standard deviation:	1.34	1.22	1.38	1.52	1.32	1.38	1.31	1.48	1.44	1.33	1.43	1.24	1.34	1.46	1.31	1.35	1.37	1.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_2 the number of pages in the passport																
WEIGHTED TOTAL:	970	756	213	582	205	161	183	502	216	541	429	53	211	402	144	149
TOTAL:	980	795	184	601	226	134	183	500	232	557	423	80	228	447	108	113
DISSATISFIED (smwht very)	2%	2%	3%	3%	1%	2%	4%	1%	3%	3%	2%	0%	1%	3%	3%	4%
SATISFIED (smwht very)	90%	90%	92%	91%	<b>86%</b>	93%	88%	<b>93%</b>	<b>85%</b>	90%	90%	94%	<b>86%</b>	92%	93%	88%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%
Dissatisfied (2.5)	2%	2%	3%	2%	1%	2%	4%	1%	3%	2%	2%	0%	1%	3%	2%	3%
Neutral (5)	7%	8%	5%	6%	<b>13%</b>	4%	8%	<b>6%</b>	<b>12%</b>	7%	8%	5%	<b>13%</b>	6%	5%	9%
Satisfied (7.5)	80%	80%	80%	82%	<b>71%</b>	83%	80%	<b>83%</b>	<b>70%</b>	80%	79%	82%	<b>71%</b>	80%	84%	83%
Very satisfied (10)	10%	10%	12%	9%	14%	11%	9%	10%	15%	10%	11%	13%	<b>15%</b>	11%	8%	<b>4%</b>
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			( )			-		(-)				
± ... at 50 %:	3.62	4.01	8.34	4.62	7.53	9.78	8.37	5.06	7.43	4.80	5.50	12.65	7.50	5.35	10.89	10.65
valid values:	980	795	184	601	226	134	183	500	232	557	423	80	228	447	108	113
mean:	7.45	7.43	7.51	7.42	7.47	7.54	7.33	7.53	7.40	7.44	7.47	7.67	7.49	7.51	7.43	<b>7.19</b>
standard deviation:	1.34	1.34	1.36	1.35	1.44	1.24	1.40	1.19	1.62	1.35	1.33	1.09	1.43	1.32	1.34	1.38
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_3 the security features of the passport																		
WEIGHTED TOTAL:	919	272	632	13	684	233	732	146	166	276	188	285	783	33	99	318	447	130
TOTAL:	925	201	477	245	728	194	709	175	126	209	142	446	801	33	88	318	461	127
<b>DISSATISFIED (smwht very)</b>	3%	2%	3%	3%	<b>2%</b>	<b>6%</b>	<b>2%</b>	<b>5%</b>	<b>7%</b>	1%	1%	2%	<b>2%</b>	4%	<b>7%</b>	1%	3%	4%
					--	++	-	+	++				-		+			
<b>SATISFIED (smwht very)</b>	90%	89%	90%	89%	<b>92%</b>	<b>85%</b>	90%	93%	<b>81%</b>	93%	94%	89%	91%	84%	85%	91%	90%	89%
					+	-			---									
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	2%	3%	2%	<b>2%</b>	<b>6%</b>	<b>2%</b>	<b>5%</b>	<b>7%</b>	1%	1%	2%	<b>2%</b>	4%	<b>7%</b>	1%	3%	4%
					--	++	-	+	++				-		+			
<b>Neutral (5)</b>	7%	9%	7%	8%	7%	9%	<b>8%</b>	<b>2%</b>	12%	5%	5%	9%	7%	12%	8%	8%	6%	7%
							+	-										
<b>Satisfied (7.5)</b>	75%	77%	75%	71%	77%	71%	75%	77%	<b>64%</b>	79%	77%	76%	<b>77%</b>	68%	66%	77%	74%	76%
									--				+					
<b>Very satisfied (10)</b>	15%	12%	15%	19%	15%	14%	15%	16%	17%	14%	17%	12%	14%	16%	19%	14%	16%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		( )		( )				(-)			-		
± ... at 50 %:	3.72	7.98	5.18	7.23	4.19	8.13	4.25	8.56	10.08	7.83	9.50	5.36	4.00	19.70	12.06	6.35	5.27	10.04
valid values:	925	201	477	245	728	194	709	175	126	209	142	446	801	33	88	318	461	127
mean:	7.55	7.46	7.58	7.62	<b>7.61</b>	<b>7.35</b>	7.57	7.57	<b>7.27</b>	7.66	<b>7.76</b>	7.47	7.57	7.40	7.43	7.59	7.58	7.43
standard deviation:	1.42	1.38	1.44	1.64	1.32	1.69	1.39	1.57	1.88	1.25	1.22	1.39	1.35	1.67	1.84	1.30	1.50	1.49
Student's t:		-	-	-			-	-		-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_3 the security features of the passport																
WEIGHTED TOTAL:	919	713	207	550	193	157	180	469	203	509	411	49	200	376	140	137
TOTAL:	925	750	175	568	210	130	180	465	218	525	400	75	214	421	105	104
<b>DISSATISFIED (smwht very)</b>	3%	3%	1%	<b>2%</b>	<b>7%</b>	1%	1%	4%	3%	3%	3%	5%	<b>7%</b>	1%	1%	1%
				-	+++								+++			
<b>SATISFIED (smwht very)</b>	90%	89%	94%	<b>92%</b>	<b>81%</b>	92%	89%	89%	91%	91%	89%	89%	<b>81%</b>	<b>93%</b>	95%	87%
				++	---								---	+		
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	3%	1%	<b>2%</b>	<b>7%</b>	1%	1%	4%	3%	3%	3%	5%	<b>7%</b>	1%	1%	1%
				-	+++								+++			
<b>Neutral (5)</b>	7%	8%	6%	6%	<b>12%</b>	7%	10%	7%	7%	6%	9%	6%	<b>12%</b>	5%	4%	12%
					++								+			
<b>Satisfied (7.5)</b>	75%	75%	78%	<b>78%</b>	<b>64%</b>	80%	71%	74%	78%	77%	73%	72%	<b>63%</b>	<b>79%</b>	78%	78%
				+	---								---	+		
<b>Very satisfied (10)</b>	15%	14%	15%	14%	17%	13%	18%	15%	13%	14%	16%	17%	18%	14%	17%	10%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	3.72	4.13	8.56	4.75	7.81	9.93	8.44	5.25	7.67	4.94	5.66	13.07	7.74	5.52	11.04	11.10
valid values:	925	750	175	568	210	130	180	465	218	525	400	75	214	421	105	104
mean:	7.55	<b>7.50</b>	<b>7.71</b>	<b>7.63</b>	<b>7.26</b>	7.61	7.65	7.51	7.52	7.56	7.54	7.52	<b>7.32</b>	7.64	<b>7.78</b>	7.40
standard deviation:	1.42	1.48	1.20	1.29	1.87	1.19	1.39	1.52	1.37	1.38	1.47	1.66	1.88	1.25	1.21	1.25
Student's t:						-	-	-	-	-	-	-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_4																		
<b>acceptance by other countries</b>																		
WEIGHTED TOTAL:	909	264	628	13	677	229	728	144	167	281	178	277	770	32	100	295	457	137
TOTAL:	915	195	474	243	719	193	704	174	127	213	135	438	787	30	93	286	479	134
<b>DISSATISFIED (smwht very)</b>	1%	0%	1%	0%	<b>0%</b>	<b>3%</b>	1%	2%	<b>3%</b>	1%	0%	0%	1%	4%	0%	1%	1%	<b>3%</b>
					--	++			+									+
<b>SATISFIED (smwht very)</b>	95%	96%	95%	95%	<b>96%</b>	<b>92%</b>	95%	95%	<b>91%</b>	96%	96%	96%	95%	92%	97%	<b>92%</b>	<b>97%</b>	96%
					+	-			-							--	+	
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	1%	0%	1%	0%	<b>0%</b>	<b>3%</b>	1%	2%	<b>3%</b>	1%	0%	0%	1%	4%	0%	1%	1%	<b>3%</b>
					--	++			+									+
<b>Neutral (5)</b>	4%	4%	4%	5%	3%	5%	4%	3%	6%	2%	4%	4%	4%	4%	3%	<b>7%</b>	<b>2%</b>	1%
																+++	-	
<b>Satisfied (7.5)</b>	73%	79%	<b>70%</b>	73%	<b>75%</b>	<b>65%</b>	73%	67%	<b>58%</b>	76%	73%	<b>78%</b>	<b>75%</b>	62%	<b>61%</b>	75%	71%	72%
			-		+	-			---			+	++		-			
<b>Very satisfied (10)</b>	22%	17%	<b>25%</b>	22%	21%	27%	22%	28%	<b>33%</b>	20%	23%	<b>17%</b>	<b>20%</b>	29%	<b>36%</b>	<b>17%</b>	<b>26%</b>	24%
			+						++			-	--		++	-	+	
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		-		( )				( )			( )		
± ... at 50 %:	3.74	8.10	5.20	7.26	4.22	8.15	4.27	8.58	10.04	7.75	9.74	5.41	4.03	20.66	11.74	6.69	5.17	9.78
valid values:	915	195	474	243	719	193	704	174	127	213	135	438	787	30	93	286	479	134
mean:	7.91	7.80	7.95	7.93	7.92	7.88	7.90	8.04	8.03	7.88	7.98	7.81	<b>7.85</b>	7.92	<b>8.34</b>	<b>7.70</b>	<b>8.06</b>	7.92
standard deviation:	1.32	1.16	1.39	1.28	1.20	1.64	1.31	1.45	1.71	1.27	1.20	1.17	1.30	1.74	1.32	1.31	1.26	1.45
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_4 acceptance by other countries																
WEIGHTED TOTAL:	909	697	212	545	185	158	171	465	205	497	412	51	196	377	133	135
TOTAL:	915	738	177	566	204	128	169	467	216	510	405	75	210	422	100	102
DISSATISFIED (smwht very)	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%	1%	0%	0%
SATISFIED (smwht very)	95%	95%	97%	96%	<b>91%</b>	97%	92%	96%	95%	95%	95%	95%	<b>92%</b>	96%	94%	97%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%	1%	0%	0%
Neutral (5)	4%	4%	2%	3%	<b>7%</b>	3%	6%	3%	4%	4%	3%	2%	6%	2%	6%	3%
Satisfied (7.5)	73%	<b>71%</b>	<b>79%</b>	<b>75%</b>	<b>61%</b>	76%	70%	71%	76%	75%	70%	<b>59%</b>	<b>62%</b>	<b>78%</b>	71%	<b>82%</b>
Very satisfied (10)	22%	24%	18%	21%	<b>30%</b>	20%	23%	25%	20%	<b>20%</b>	<b>26%</b>	<b>36%</b>	<b>30%</b>	<b>19%</b>	23%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	3.74	4.17	8.51	4.76	7.92	10.00	8.71	5.24	7.70	5.01	5.62	13.07	7.81	5.51	11.32	11.21
valid values:	915	738	177	566	204	128	169	467	216	510	405	75	210	422	100	102
mean:	7.91	7.93	7.85	7.88	8.01	7.90	7.81	7.99	7.86	7.83	8.00	8.22	8.00	7.84	7.92	7.79
standard deviation:	1.32	1.38	1.14	1.28	1.57	1.22	1.50	1.35	1.23	1.28	1.38	1.61	1.59	1.24	1.28	1.01
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_5 design of passports to avoid forgery																		
WEIGHTED TOTAL:	815	241	560	11	605	208	648	130	135	254	168	252	698	27	88	282	389	124
TOTAL:	816	177	422	214	637	176	625	154	103	193	127	391	707	28	79	279	400	121
<b>DISSATISFIED (smwht very)</b>	4%	4%	4%	6%	3%	5%	4%	3%	6%	4%	2%	4%	3%	5%	6%	4%	3%	5%
<b>SATISFIED (smwht very)</b>	83%	82%	83%	83%	<b>86%</b> +++	<b>73%</b> ---	82%	84%	<b>71%</b> --	85%	89%	82%	84%	70%	77%	81%	86%	79%
<b>Very dissatisfied (0)</b>	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	2%	0%	1%	0%
<b>Dissatisfied (2.5)</b>	3%	3%	3%	5%	3%	4%	3%	3%	5%	3%	2%	3%	3%	5%	5%	3%	2%	5%
<b>Neutral (5)</b>	13%	14%	13%	11%	<b>11%</b> ---	<b>22%</b> +++	14%	13%	<b>23%</b> ++	11%	9%	14%	13%	25%	17%	15%	11%	16%
<b>Satisfied (7.5)</b>	68%	67%	69%	71%	<b>71%</b> +	<b>62%</b> -	69%	65%	<b>57%</b> -	72%	72%	67%	70%	55%	61%	67%	70%	68%
<b>Very satisfied (10)</b>	14%	15%	14%	12%	15%	12%	14%	19%	14%	13%	17%	15%	14%	15%	17%	14%	16%	11%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			( )		-		(-)				-			-		
± ... at 50 %:	3.96	8.51	5.51	7.74	4.48	8.53	4.53	9.12	11.15	8.15	10.04	5.72	4.26	21.39	12.73	6.78	5.66	10.29
valid values:	816	177	422	214	637	176	625	154	103	193	127	391	707	28	79	279	400	121
mean:	7.32	7.33	7.31	7.21	<b>7.43</b>	<b>6.98</b>	7.29	7.51	<b>6.94</b>	7.34	<b>7.58</b>	7.32	7.35	6.99	7.15	7.28	<b>7.46</b>	7.10
standard deviation:	1.68	1.71	1.66	1.83	1.61	1.81	1.67	1.67	1.95	1.61	1.47	1.71	1.62	1.90	2.01	1.70	1.64	1.70
Student's t:		-	-	-			-	-		-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_5 design of passports to avoid forgery																
WEIGHTED TOTAL:	815	630	185	492	160	145	173	405	171	446	369	38	165	345	128	121
TOTAL:	816	662	154	508	173	118	173	405	178	459	357	64	176	382	96	92
<b>DISSATISFIED (smwht very)</b>	4%	4%	1%	4%	7%	2%	2%	5%	4%	4%	4%	3%	7%	4%	1%	3%
<b>SATISFIED (smwht very)</b>	83%	82%	86%	<b>86%</b> +	<b>71%</b> ---	85%	84%	81%	83%	84%	81%	79%	<b>71%</b> ---	<b>87%</b> +	88%	86%
<b>Very dissatisfied (0)</b>	0%	1%	0%	0%	<b>2%</b> +	0%	0%	1%	1%	1%	0%	0%	<b>2%</b> +	0%	0%	0%
<b>Dissatisfied (2.5)</b>	3%	4%	1%	3%	5%	2%	2%	4%	3%	3%	4%	3%	5%	3%	1%	3%
<b>Neutral (5)</b>	13%	14%	13%	<b>11%</b> -	<b>22%</b> ++	13%	15%	15%	13%	13%	15%	17%	<b>23%</b> +++	<b>9%</b> -	11%	11%
<b>Satisfied (7.5)</b>	68%	68%	71%	<b>71%</b> +	<b>54%</b> ---	73%	67%	68%	66%	70%	67%	62%	<b>56%</b> ---	<b>73%</b> +	68%	74%
<b>Very satisfied (10)</b>	14%	14%	14%	14%	17%	12%	17%	13%	18%	14%	14%	17%	15%	13%	19%	12%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	3.96	4.40	9.12	5.02	8.60	10.42	8.60	5.62	8.48	5.28	5.99	14.15	8.53	5.79	11.55	11.80
valid values:	816	662	154	508	173	118	173	405	178	459	357	64	176	382	96	92
mean:	7.32	7.28	7.46	7.40	<b>6.97</b>	7.38	7.48	<b>7.20</b>	7.42	7.35	7.29	7.33	<b>6.95</b>	7.39	<b>7.65</b>	7.36
standard deviation:	1.68	1.74	1.44	1.59	2.11	1.42	1.53	1.73	1.77	1.66	1.70	1.75	2.06	1.58	1.47	1.50
Student's t:		-	-	-		-	-		-	-	-	-		-	-	-

Would you say you are very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the passport itself, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q47																		
<b>OVERALL, the passport as a travel doc.</b>																		
WEIGHTED TOTAL:	1317	407	888	18	989	325	1050	212	233	418	235	425	1128	58	124	468	648	171
TOTAL:	1318	300	671	344	1042	273	1011	253	177	317	178	644	1144	52	117	468	662	165
<b>DISSATISFIED (smwht very)</b>	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	<b>1%</b>	0%	0%	0%
<b>SATISFIED (smwht very)</b>	96%	95%	97%	97%	<b>97%</b>	<b>94%</b>	97%	96%	97%	97%	99%	95%	<b>97%</b>	<b>89%</b>	96%	95%	98%	96%
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
<b>Neutral (5)</b>	3%	<b>5%</b>	<b>3%</b>	3%	<b>3%</b>	<b>6%</b>	3%	4%	3%	3%	1%	<b>5%</b>	3%	<b>11%</b>	3%	5%	2%	4%
<b>Satisfied (7.5)</b>	65%	66%	65%	70%	65%	67%	<b>66%</b>	<b>58%</b>	<b>55%</b>	68%	71%	66%	66%	56%	60%	67%	62%	70%
<b>Very satisfied (10)</b>	31%	29%	32%	27%	32%	27%	<b>30%</b>	<b>38%</b>	<b>42%</b>	29%	28%	29%	30%	33%	36%	28%	<b>35%</b>	27%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			(-)		-		( )				( )			-		
± ... at 50 %:	3.12	6.53	4.37	6.10	3.51	6.85	3.56	7.12	8.51	6.36	8.48	4.46	3.35	15.69	10.46	5.23	4.40	8.81
valid values:	1318	300	671	344	1042	273	1011	253	177	317	178	644	1144	52	117	468	662	165
mean:	8.18	8.10	8.22	8.07	<b>8.23</b>	<b>8.02</b>	8.16	8.34	<b>8.45</b>	8.13	8.17	8.10	8.18	8.03	8.25	<b>8.06</b>	<b>8.31</b>	8.07
standard deviation:	1.32	1.34	1.31	1.36	1.29	1.38	1.31	1.40	1.43	1.30	1.17	1.34	1.29	1.59	1.47	1.33	1.32	1.26
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q47																
<b>OVERALL, the passport as a travel doc.</b>																
WEIGHTED TOTAL:	1317	1028	289	797	280	216	248	671	300	720	597	78	280	568	195	169
TOTAL:	1318	1070	248	811	302	183	247	666	311	738	580	112	304	618	147	128
<b>DISSATISFIED (smwht very)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
												++				
<b>SATISFIED (smwht very)</b>	96%	96%	98%	97%	93%	98%	96%	97%	96%	96%	97%	97%	93%	96%	99%	98%
					--								--			
<b>Very dissatisfied (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Dissatisfied (2.5)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%
												++				
<b>Neutral (5)</b>	3%	4%	2%	3%	7%	2%	4%	3%	3%	4%	3%	2%	7%	4%	1%	2%
					++								++			
<b>Satisfied (7.5)</b>	65%	64%	71%	65%	61%	73%	64%	65%	64%	66%	64%	54%	59%	66%	70%	76%
						+						-	-			+
<b>Very satisfied (10)</b>	31%	32%	28%	32%	33%	25%	32%	32%	32%	30%	33%	43%	35%	30%	30%	23%
												+				
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		( )			-			-		( )				
± ... at 50 %:	3.12	3.46	7.19	3.97	6.51	8.37	7.20	4.39	6.42	4.17	4.70	10.69	6.49	4.55	9.33	10.00
valid values:	1318	1070	248	811	302	183	247	666	311	738	580	112	304	618	147	128
mean:	8.18	8.19	8.14	8.22	8.16	8.09	8.21	8.21	8.21	8.14	8.23	8.45	8.20	8.16	8.22	8.03
standard deviation:	1.32	1.35	1.20	1.32	1.43	1.17	1.32	1.31	1.36	1.33	1.30	1.53	1.45	1.33	1.17	1.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
<b>Q46_1</b> <b>duration of the validity period</b>																		
mean:	7.86	7.58	<b>8.02</b>	7.78	7.78	8.15	7.78	8.07	8.20	7.97	7.90	<b>7.58</b>	7.86	8.25	7.66	7.82	8.02	7.08
Student's t:		-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q46_2</b> <b>the number of pages in the passport</b>																		
mean:	5.67	5.43	5.79	6.09	5.70	5.58	5.54	5.83	<b>4.93</b>	<b>6.25</b>	5.65	5.46	5.73	5.04	5.44	5.84	5.60	5.42
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q46_3</b> <b>the security features of the passport</b>																		
mean:	8.71	8.52	8.81	8.72	8.63	8.97	8.70	8.74	8.95	8.56	<b>9.33</b>	8.53	8.70	9.23	8.40	8.57	<b>8.86</b>	8.37
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q46_4</b> <b>acceptance by other countries</b>																		
mean:	8.85	8.83	8.87	8.64	8.85	8.84	8.84	8.92	9.07	8.72	9.02	8.82	8.82	9.37	8.83	8.89	8.85	8.70
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q46_5</b> <b>design of passports to avoid forgery</b>																		
mean:	8.74	8.66	8.79	8.78	8.70	8.91	8.75	8.78	<b>9.25</b>	8.55	8.84	8.66	8.75	9.23	8.29	<b>8.44</b>	<b>8.90</b>	8.98
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

SUMMARY TABLE

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
<b>Q46_1</b> <b>duration of the validity period</b>																
mean:	7.86	7.89	7.75	7.77	8.15	7.93	7.60	7.94	7.94	7.97	7.75	8.23	7.96	7.97	7.75	<b>7.34</b>
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Q46_2</b> <b>the number of pages in the passport</b>																
mean:	5.67	<b>5.46</b>	<b>6.53</b>	5.73	<b>4.82</b>	<b>6.65</b>	5.41	5.58	6.19	5.87	5.45	<b>6.74</b>	<b>4.14</b>	<b>6.03</b>	5.63	6.56
Student's t:				-			-	-	-	-	-				-	-
<b>Q46_3</b> <b>the security features of the passport</b>																
mean:	8.71	8.77	8.46	8.74	8.85	<b>8.31</b>	8.77	8.74	8.87	8.67	8.75	8.85	8.63	8.65	<b>9.10</b>	8.28
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-
<b>Q46_4</b> <b>acceptance by other countries</b>																
mean:	8.85	<b>8.93</b>	<b>8.51</b>	8.86	<b>9.11</b>	<b>8.38</b>	8.80	8.93	8.85	8.78	8.93	<b>9.30</b>	9.07	8.69	8.98	8.17
Student's t:				-			-	-	-	-	-		-	-	-	-
<b>Q46_5</b> <b>design of passports to avoid forgery</b>																
mean:	8.74	<b>8.85</b>	<b>8.33</b>	<b>8.61</b>	<b>9.47</b>	<b>8.22</b>	8.64	8.77	8.90	8.73	8.76	9.04	<b>9.28</b>	<b>8.58</b>	8.82	7.81
Student's t:							-	-	-	-	-	-			-	-

SUMMARY TABLE

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q46_1																		
duration of the validity period																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	1%	0%	0%	0%	2%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	4%
Unimportant (2.5)	4%	7%	2%	3%	5%	0%	5%	0%	2%	3%	0%	7%	4%	0%	12%	6%	2%	8%
Neutral (5)	5%	8%	4%	5%	5%	5%	5%	5%	5%	4%	0%	8%	5%	0%	6%	3%	7%	4%
Important (7.5)	61%	54%	64%	71%	63%	55%	62%	59%	56%	62%	84%	55%	62%	64%	47%	63%	59%	64%
Very important (10)	29%	29%	29%	22%	27%	36%	27%	34%	37%	29%	16%	28%	28%	28%	36%	28%	32%	16%
DK/NR	1%	1%	1%	0%	1%	2%	0%	0%	0%	1%	0%	1%	0%	7%	0%	0%	0%	4%
khi :	-	-	-	-	( )	( )	(-)	(-)	-	-	-	-	( )	-	-	( )	-	-
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	328	84	165	79	264	64	253	64	43	91	31	163	292	14	22	123	172	29
mean:	7.86	7.58	8.02	7.78	7.78	8.15	7.78	8.07	8.20	7.97	7.90	7.58	7.86	8.25	7.66	7.82	8.02	7.08
standard deviation:	1.80	2.19	1.55	1.71	1.80	1.80	1.80	1.86	1.66	1.66	0.93	2.17	1.78	1.20	2.39	1.81	1.66	2.40
Student's t:	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q46_1 duration of the validity period																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	2%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Unimportant (2.5)	4%	5%	2%	4%	4%	3%	4%	5%	2%	2%	6%	0%	6%	2%	5%	0%
Neutral (5)	5%	6%	2%	7%	4%	0%	12%	2%	5%	5%	5%	5%	2%	6%	2%	12%
Important (7.5)	61%	59%	72%	61%	56%	74%	60%	60%	66%	61%	61%	61%	59%	57%	68%	81%
Very important (10)	29%	31%	22%	27%	37%	23%	24%	32%	27%	31%	27%	34%	33%	32%	22%	6%
DK/NR	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%	0%	1%	2%	0%
khi :		(-)		-			-			-		-				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	328	267	61	207	73	44	65	160	75	178	150	34	72	164	40	16
mean:	7.86	7.89	7.75	7.77	8.15	7.93	7.60	7.94	7.94	7.97	7.75	8.23	7.96	7.97	7.75	<b>7.34</b>
standard deviation:	1.80	1.81	1.76	1.85	1.75	1.41	1.81	1.92	1.51	1.74	1.86	1.42	1.87	1.82	1.67	1.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_2 the number of pages in the passport																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	2%	3%	2%	3%	2%	3%	2%	5%	5%	1%	0%	3%	2%	0%	6%	0%	<b>4%</b>	0%
<b>Unimportant (2.5)</b>	27%	29%	26%	15%	27%	27%	29%	23%	37%	22%	22%	28%	26%	42%	24%	28%	25%	36%
<b>Neutral (5)</b>	21%	25%	19%	29%	22%	17%	23%	15%	16%	14%	35%	25%	21%	14%	23%	21%	22%	16%
<b>Important (7.5)</b>	37%	30%	41%	40%	37%	40%	35%	47%	35%	46%	36%	30%	38%	30%	41%	39%	38%	28%
<b>Very important (10)</b>	10%	11%	10%	11%	11%	9%	9%	9%	5%	13%	7%	11%	11%	7%	6%	11%	10%	12%
<b>DK/NR</b>	2%	1%	3%	1%	2%	3%	2%	2%	2%	4%	0%	1%	2%	7%	0%	1%	2%	<b>8%</b>
khi :		-			-		-		( )				-			(-)		+
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	323	84	161	78	260	63	249	63	42	88	31	162	288	14	21	122	169	28
mean:	5.67	5.43	5.79	6.09	5.70	5.58	5.54	5.83	<b>4.93</b>	<b>6.25</b>	5.65	5.46	5.73	5.04	5.44	5.84	5.60	5.42
standard deviation:	2.63	2.71	2.58	2.79	2.61	2.69	2.59	2.72	2.67	2.57	2.23	2.71	2.62	2.66	2.67	2.52	2.70	2.76
Student's t:		-	-	-	-	-	-	-					-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q46_2 the number of pages in the passport																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
<b>Very unimportant (0)</b>	2%	2%	2%	<b>1%</b>	<b>7%</b>	3%	4%	2%	2%	1%	4%	0%	<b>8%</b>	2%	0%	0%
				-	++								++			
<b>Unimportant (2.5)</b>	27%	<b>30%</b>	<b>14%</b>	25%	<b>39%</b>	17%	28%	27%	21%	22%	32%	15%	<b>44%</b>	23%	27%	6%
		+	-		+								+++			
<b>Neutral (5)</b>	21%	22%	18%	<b>26%</b>	17%	8%	24%	23%	18%	<b>27%</b>	<b>14%</b>	16%	21%	18%	32%	31%
				+						+						
<b>Important (7.5)</b>	37%	<b>34%</b>	<b>50%</b>	37%	28%	<b>54%</b>	36%	36%	43%	37%	37%	55%	<b>23%</b>	41%	27%	56%
		-	+			+							-			
<b>Very important (10)</b>	10%	9%	14%	9%	9%	17%	8%	10%	14%	10%	10%	15%	<b>2%</b>	13%	12%	6%
													-			
<b>DK/NR</b>	2%	2%	2%	3%	0%	0%	0%	2%	2%	2%	3%	0%	2%	3%	2%	0%
khi :		(-)		( )			-			( )		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	323	264	59	203	73	43	65	157	74	175	148	34	71	160	40	16
mean:	5.67	<b>5.46</b>	<b>6.53</b>	5.73	<b>4.82</b>	<b>6.65</b>	5.41	5.58	6.19	5.87	5.45	<b>6.74</b>	<b>4.14</b>	<b>6.03</b>	5.63	6.56
standard deviation:	2.63	2.64	2.43	2.43	2.90	2.62	2.63	2.61	2.62	2.44	2.81	2.28	2.51	2.63	2.51	1.78
Student's t:				-			-	-	-	-	-					-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_3																		
<b>the security features of the passport</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	1%	1%	1%	1%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	0%	0%	1%	0%
<b>Neutral (5)</b>	2%	3%	1%	1%	3%	0%	2%	0%	2%	1%	0%	3%	2%	0%	0%	1%	3%	0%
<b>Important (7.5)</b>	44%	48%	42%	43%	45%	40%	43%	46%	30%	52%	26%	48%	44%	28%	64%	<b>53%</b>	<b>35%</b>	60%
<b>Very important (10)</b>	51%	46%	53%	51%	49%	57%	52%	47%	65%	<b>41%</b>	<b>71%</b>	46%	51%	65%	36%	<b>42%</b>	<b>60%</b>	32%
<b>DK/NR</b>	3%	1%	4%	4%	3%	3%	<b>2%</b>	<b>7%</b>	0%	5%	3%	1%	2%	7%	0%	3%	1%	8%
khi :		-			-		-		( )				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	320	84	160	76	257	63	249	61	43	87	30	160	285	14	21	119	169	28
mean:	8.71	8.52	8.81	8.72	8.63	8.97	8.70	8.74	8.95	8.56	<b>9.33</b>	8.53	8.70	9.23	8.40	8.57	<b>8.86</b>	8.37
standard deviation:	1.46	1.55	1.40	1.73	1.51	1.24	1.50	1.28	1.65	1.30	1.12	1.55	1.48	1.20	1.23	1.31	1.58	1.21
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q46_3 the security features of the passport																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	0%	1%	2%	0%	0%	0%	0%	2%	0%	0%	<b>4%</b> ++	0%	0%	0%
Neutral (5)	2%	2%	0%	2%	2%	0%	2%	2%	0%	3%	1%	<b>10%</b> ++	2%	1%	0%	6%
Important (7.5)	44%	<b>41%</b> -	<b>58%</b> +	42%	37%	<b>65%</b> ++	44%	45%	43%	41%	47%	26%	39%	<b>50%</b> +	34%	56%
Very important (10)	51%	<b>54%</b> +	<b>36%</b> -	52%	59%	<b>32%</b> -	52%	52%	52%	52%	49%	64%	55%	45%	61%	37%
DK/NR	3%	1%	6%	3%	0%	3%	2%	1%	5%	2%	3%	0%	0%	4%	5%	0%
khi :		( )		(-)			-			-		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	320	264	56	202	73	41	64	157	72	173	147	34	72	157	39	16
mean:	8.71	8.77	8.46	8.74	8.85	<b>8.31</b>	8.77	8.74	8.87	8.67	8.75	8.85	8.63	8.65	<b>9.10</b>	8.28
standard deviation:	1.46	1.50	1.23	1.46	1.58	1.18	1.37	1.37	1.25	1.59	1.30	1.70	1.83	1.30	1.21	1.49
Student's t:		-	-	-	-		-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_4																		
<b>acceptance by other countries</b>																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
<b>Very unimportant (0)</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Unimportant (2.5)</b>	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%
<b>Neutral (5)</b>	1%	2%	1%	3%	2%	0%	1%	0%	0%	1%	0%	2%	1%	0%	0%	1%	1%	0%
<b>Important (7.5)</b>	41%	37%	43%	48%	40%	45%	40%	42%	37%	48%	35%	37%	42%	21%	47%	40%	40%	48%
<b>Very important (10)</b>	54%	55%	54%	47%	55%	52%	55%	56%	63%	49%	55%	55%	54%	65%	53%	54%	56%	44%
<b>DK/NR</b>	4%	5%	3%	3%	4%	4%	3%	2%	0%	2%	10%	5%	3%	14%	0%	4%	1%	8%
khi :		-			-		-		-				-			-		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	319	81	161	77	257	62	246	63	43	90	28	158	284	13	22	117	170	28
mean:	8.85	8.83	8.87	8.64	8.85	8.84	8.84	8.92	9.07	8.72	9.02	8.82	8.82	9.37	8.83	8.89	8.85	8.70
standard deviation:	1.37	1.53	1.28	1.58	1.40	1.26	1.39	1.25	1.22	1.31	1.24	1.52	1.38	1.14	1.28	1.31	1.43	1.27
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q46_4 acceptance by other countries																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
Neutral (5)	1%	2%	0%	2%	0%	0%	2%	0%	2%	2%	1%	0%	0%	2%	0%	6%
Important (7.5)	41%	<b>37%</b>	<b>56%</b>	38%	35%	<b>63%</b>	44%	40%	39%	42%	39%	26%	37%	45%	37%	56%
Very important (10)	54%	<b>58%</b>	<b>38%</b>	55%	65%	<b>34%</b>	54%	57%	52%	53%	55%	69%	63%	50%	54%	31%
DK/NR	4%	2%	6%	4%	0%	3%	0%	2%	<b>7%</b>	2%	5%	5%	0%	2%	<b>10%</b>	6%
khi :		( )		( )			-			-		(-)				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	319	261	58	200	72	43	65	156	70	173	146	33	71	161	37	15
mean:	8.85	<b>8.93</b>	<b>8.51</b>	8.86	<b>9.11</b>	<b>8.38</b>	8.80	8.93	8.85	8.78	8.93	<b>9.30</b>	9.07	8.69	8.98	8.17
standard deviation:	1.37	1.38	1.24	1.43	1.21	1.21	1.36	1.36	1.35	1.43	1.28	1.16	1.22	1.44	1.24	1.47
Student's t:				-			-	-	-	-	-	-	-	-	-	-

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

	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_5 design of passports to avoid forgery																		
WEIGHTED TOTAL:	338	115	219	4	261	77	268	58	57	121	41	119	295	19	23	121	177	33
TOTAL:	330	85	166	79	265	65	254	64	43	92	31	164	292	15	22	123	172	30
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	1%	0%	1%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%
Neutral (5)	2%	3%	2%	1%	3%	2%	2%	2%	0%	2%	3%	3%	2%	0%	6%	1%	4%	0%
Important (7.5)	40%	40%	40%	46%	41%	38%	40%	40%	30%	47%	36%	41%	40%	28%	53%	52%	33%	36%
Very important (10)	51%	49%	52%	52%	50%	55%	52%	49%	70%	43%	51%	49%	51%	65%	36%	38%	60%	52%
DK/NR	5%	6%	5%	1%	6%	5%	4%	9%	0%	7%	10%	6%	5%	7%	6%	8%	2%	12%
khi :		-			-		-		-				-			( )		
± ... at 50 %:	6.23	12.28	8.78	12.73	6.95	14.04	7.10	14.15	17.26	11.80	20.33	8.84	6.62	29.22	24.13	10.20	8.63	20.66
valid values:	315	80	157	78	253	62	244	60	43	86	28	158	280	14	21	115	169	27
mean:	8.74	8.66	8.79	8.78	8.70	8.91	8.75	8.78	9.25	8.55	8.84	8.66	8.75	9.23	8.29	8.44	8.90	8.98
standard deviation:	1.48	1.58	1.43	1.51	1.52	1.34	1.51	1.39	1.16	1.51	1.43	1.57	1.49	1.20	1.49	1.44	1.52	1.25
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q46_5 design of passports to avoid forgery																
WEIGHTED TOTAL:	338	270	67	214	72	47	67	165	75	178	160	27	66	164	54	21
TOTAL:	330	268	61	208	73	44	65	160	75	178	152	34	72	165	41	16
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	0%	1%	0%	0%	4%	0%	0%	0%	2%	0%	0%	1%	0%	6%
Neutral (5)	2%	3%	0%	4%	0%	0%	0%	4%	0%	2%	2%	5%	0%	2%	2%	6%
Important (7.5)	40%	35%	64%	41%	20%	71%	40%	40%	39%	45%	35%	26%	28%	46%	37%	56%
Very important (10)	51%	56%	32%	47%	76%	29%	52%	53%	50%	50%	52%	64%	70%	45%	49%	31%
DK/NR	5%	5%	4%	7%	4%	0%	4%	3%	11%	2%	9%	5%	2%	6%	12%	0%
khi :		( )		( )			( )			( )		( )				
± ... at 50 %:	6.23	6.91	14.49	7.85	13.25	17.06	14.04	8.95	13.07	8.48	9.18	19.41	13.34	8.81	17.68	28.29
valid values:	315	256	59	196	71	44	63	155	69	174	141	33	71	157	36	16
mean:	8.74	8.85	8.33	8.61	9.47	8.22	8.64	8.77	8.90	8.73	8.76	9.04	9.28	8.58	8.82	7.81
standard deviation:	1.48	1.53	1.19	1.60	1.03	1.14	1.78	1.45	1.25	1.36	1.61	1.50	1.14	1.48	1.39	2.00
Student's t:							-	-	-	-	-	-	-	-	-	-

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q48																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>DK/NR</b>	37%	34%	38%	39%	35%	41%	37%	37%	30%	41%	39%	35%	36%	31%	45%	37%	38%	30%
<b>validity period</b>	30%	32%	29%	28%	<b>31%</b> +	<b>24%</b> -	30%	26%	29%	26%	33%	32%	30%	30%	28%	30%	29%	28%
<b>security features</b>	11%	10%	11%	11%	10%	13%	10%	13%	14%	11%	9%	10%	11%	11%	9%	11%	9%	15%
<b>design to avoid forgery</b>	10%	11%	10%	13%	10%	11%	11%	10%	<b>16%</b> ++	8%	8%	11%	10%	16%	8%	10%	10%	12%
<b>Other</b>	5%	6%	4%	3%	6%	2%	5%	5%	4%	5%	3%	6%	5%	0%	6%	5%	5%	5%
<b>acceptance by other countries</b>	4%	4%	4%	2%	4%	4%	4%	5%	2%	5%	3%	4%	4%	7%	1%	4%	3%	5%
<b>number of pages</b>	4%	2%	<b>5%</b> +	3%	4%	4%	4%	4%	4%	4%	6%	<b>2%</b> -	4%	5%	3%	3%	5%	4%
khi :		-																
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

If only one of the characteristics of the passport that I mentioned could be improved, which should be focussed on?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q48																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>DK/NR</b>	37%	36%	39%	38%	<b>30%</b>	39%	37%	<b>33%</b>	<b>42%</b>	36%	37%	34%	<b>26%</b>	<b>40%</b>	43%	35%
<b>validity period</b>	30%	28%	34%	28%	29%	34%	27%	30%	31%	29%	30%	30%	32%	<b>26%</b>	28%	<b>38%</b>
<b>security features</b>	11%	11%	9%	10%	<b>15%</b>	9%	10%	13%	9%	11%	11%	10%	<b>15%</b>	10%	9%	7%
<b>design to avoid forgery</b>	10%	11%	8%	9%	<b>15%</b>	7%	9%	<b>13%</b>	<b>6%</b>	10%	10%	10%	<b>18%</b>	<b>8%</b>	7%	11%
<b>Other</b>	5%	5%	6%	5%	5%	4%	3%	5%	7%	5%	5%	8%	<b>2%</b>	<b>7%</b>	3%	5%
<b>acceptance by other countries</b>	4%	4%	2%	4%	4%	3%	6%	4%	2%	4%	3%	2%	4%	5%	3%	2%
<b>number of pages</b>	4%	4%	2%	5%	2%	3%	<b>8%</b>	3%	3%	<b>5%</b>	<b>2%</b>	5%	2%	4%	6%	3%
khi :												( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

If you had your choice, would you prefer to maintain the current passport which is valid for 5 years or would you prefer a passport that would be valid for twice as long, would cost twice as much and would contain an electronic description of some of your physical characteristics so that no one else...																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q49																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>5-year passport</b>	39%	40%	38%	42%	40%	36%	40%	35%	38%	35%	45%	40%	40% +	26%	34%	37%	41%	38%
<b>10-year passport</b>	58%	56%	59%	56%	57%	62%	57%	61%	60%	61%	54%	56%	57%	60%	60%	59%	56%	57%
<b>DK/NR</b>	3%	4%	3%	2%	3%	3%	3%	4%	3%	4%	1%	4%	2% ---	14% +++	6%	3%	2%	5%
khi :		-			-		-		-				( )			-		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q49																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>5-year passport</b>	39%	<b>41%</b>	<b>30%</b>	41%	39%	33%	46%	39%	36%	<b>42%</b>	<b>35%</b>	41%	37%	38%	47%	37%
		++	--							+	-					
<b>10-year passport</b>	58%	<b>55%</b>	<b>67%</b>	56%	59%	63%	52%	58%	60%	55%	61%	54%	60%	59%	52%	59%
		--	++													
<b>DK/NR</b>	3%	3%	2%	3%	3%	4%	2%	3%	4%	3%	4%	5%	3%	3%	1%	4%
khi :				-			-					-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

Do you use your passport mainly to travel for pleasure, to travel for business, as a general proof of your identity, or for other purposes?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q50																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Pleasure travel</b>	95%	96%	95%	97%	<b>96%</b>	<b>92%</b>	<b>96%</b>	<b>89%</b>	92%	95%	96%	96%	<b>100%</b>	<b>0%</b>	<b>100%</b>	95%	<b>97%</b>	<b>91%</b>
					+	-	+++	---					+++	---	+		++	--
<b>Business travel</b>	14%	12%	15%	10%	13%	17%	<b>12%</b>	<b>21%</b>	17%	16%	12%	12%	<b>0%</b>	<b>100%</b>	<b>100%</b>	12%	<b>11%</b>	<b>31%</b>
							--	++					---	+++	+++		--	+++
<b>General proof of identity</b>	1%	0%	1%	0%	1%	1%	1%	0%	1%	0%	<b>2%</b>	0%	<b>0%</b>	0%	<b>4%</b>	1%	1%	0%
											+		--		+++			
<b>Other purposes</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%
khi :		-			-		( )		(-)				( )			( )		
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Do you use your passport mainly to travel for pleasure, to travel for business, as a general proof of your identity, or for other purposes?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q50																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Pleasure travel</b>	95%	95%	97%	95%	95%	95%	97%	94%	96%	<b>98%</b> +++	<b>91%</b> ---	93%	93%	96%	95%	97%
<b>Business travel</b>	14%	14%	13%	13%	15%	16%	10%	<b>18%</b> +++	<b>9%</b> --	<b>9%</b> ---	<b>20%</b> +++	15%	17%	14%	13%	<b>7%</b> -
<b>General proof of identity</b>	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%	<b>3%</b> ++
<b>Other purposes</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>2%</b> +++	0%	0%	0%	0%
<b>DK/NR</b>	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%	1%
khi :		-		-			( )			( )		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

Have you used your recently obtained passport to travel outside Canada yet?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q51																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Yes</b>	63%	<b>51%</b> ---	<b>69%</b> +++	64%	<b>59%</b> ---	<b>78%</b> +++	<b>61%</b> --	<b>74%</b> ++	<b>77%</b> +++	66%	67%	<b>51%</b> ---	63%	62%	73%	<b>0%</b> ---	<b>100%</b> +++	<b>100%</b> +++
<b>No</b>	36%	<b>48%</b> +++	<b>30%</b> ---	36%	<b>41%</b> +++	<b>22%</b> ---	<b>38%</b> +++	<b>25%</b> ---	<b>22%</b> ---	33%	32%	<b>48%</b> +++	37%	38%	27%	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---
<b>DK/NR</b>	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%
khi :		( )			( )		( )		( )				-					
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Have you used your recently obtained passport to travel outside Canada yet?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q51																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Yes</b>	63%	<b>67%</b>	<b>53%</b>	66%	66%	<b>53%</b>	63%	<b>68%</b>	<b>54%</b>	63%	64%	<b>75%</b>	66%	61%	67%	57%
		+++	--			--		++	--			+				
<b>No</b>	36%	<b>33%</b>	<b>47%</b>	34%	34%	<b>46%</b>	37%	<b>31%</b>	<b>46%</b>	36%	35%	<b>25%</b>	34%	38%	32%	42%
		--	+++			++		--	+++			-				
<b>DK/NR</b>	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%	2%
khi :		( )		( )			( )			-		-				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

How many times have you used your new passport?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q52																		
WEIGHTED TOTAL:	1338	415	899	18	1006	328	1064	217	234	425	240	433	1142	58	128	481	652	172
TOTAL:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
<b>Has not</b>	36%	<b>48%</b> +++	<b>30%</b> ---	36%	<b>41%</b> +++	<b>22%</b> ---	<b>38%</b> +++	<b>25%</b> ---	<b>22%</b> ---	33%	32%	<b>48%</b> +++	37%	38%	27%	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---
<b>Once</b>	49%	<b>39%</b> ---	<b>53%</b> +++	52%	<b>45%</b> ---	<b>59%</b> +++	<b>48%</b> -	<b>56%</b> +	<b>61%</b> ++	49%	52%	<b>40%</b> ---	<b>51%</b> ++	<b>30%</b> -	41%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---
<b>More than once</b>	13%	10%	<b>14%</b> +	11%	12%	16%	12%	16%	13%	15%	14%	<b>10%</b> -	<b>10%</b> ---	<b>25%</b> +	<b>30%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++
<b>DK/NR</b>	2%	2%	2%	1%	2%	4%	2%	3%	3%	2%	3%	2%	2%	<b>7%</b> +	2%	0%	0%	0%
khi :		( )					( )						( )					
± ... at 50 %:	3.09	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.39	4.43	3.33	15.69	10.33	5.17	4.39	8.78
valid values:	1312	300	663	346	1042	267	1007	253	172	315	177	646	1143	49	117	480	666	166
mean:	0.87	<b>0.69</b>	<b>0.95</b>	0.92	<b>0.80</b>	<b>1.09</b>	<b>0.82</b>	<b>1.08</b>	<b>1.05</b>	0.92	0.93	<b>0.70</b>	<b>0.81</b>	1.11	<b>1.26</b>	<b>0.00</b>	<b>1.00</b>	<b>2.80</b>
standard deviation:	0.99	0.92	1.00	1.33	0.97	1.01	0.96	1.08	1.11	0.94	1.00	0.94	0.93	1.33	1.17	0.00	0.00	1.21
Student's t:				-						-	-			-				

How many times have you used your new passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q52																
WEIGHTED TOTAL:	1338	1042	292	813	282	217	251	681	302	732	606	80	280	577	203	172
TOTAL:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
<b>Has not</b>	36%	<b>33%</b>	<b>47%</b>	34%	34%	<b>46%</b>	37%	<b>31%</b>	<b>46%</b>	36%	35%	<b>25%</b>	34%	38%	32%	42%
		---	+++			++		---	+++			-				
<b>Once</b>	49%	<b>53%</b>	<b>33%</b>	<b>52%</b>	54%	<b>30%</b>	48%	<b>52%</b>	<b>44%</b>	51%	46%	52%	54%	46%	56%	42%
		+++	---	+		---		+	-							
<b>More than once</b>	13%	12%	17%	12%	10%	<b>20%</b>	13%	14%	11%	<b>10%</b>	<b>16%</b>	<b>20%</b>	10%	14%	10%	13%
						++				--	++	+				
<b>DK/NR</b>	2%	2%	4%	2%	1%	4%	2%	2%	<b>0%</b>	2%	3%	3%	2%	2%	2%	3%
khi :							( )					-				
± ... at 50 %:	3.09	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.15	9.93
valid values:	1312	1067	245	813	299	178	245	664	313	736	576	113	299	616	150	126
mean:	0.87	0.88	0.82	0.88	0.82	0.87	0.87	<b>0.96</b>	<b>0.71</b>	<b>0.79</b>	<b>0.96</b>	<b>1.15</b>	0.85	0.84	0.83	0.87
standard deviation:	0.99	0.96	1.07	1.00	0.81	1.11	1.04	1.03	0.86	0.87	1.11	1.30	0.94	0.92	0.79	1.15
Student's t:		-	-	-	-	-	-					-	-	-	-	-

Did you use your new passport to travel to the United States?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q53																		
WEIGHTED TOTAL:	829	205	609	11	580	247	638	156	178	276	157	216	701	36	91	0	652	172
TOTAL:	836	151	461	221	626	208	623	181	135	209	119	372	719	32	84	0	666	166
<b>Yes</b>	51%	52%	50%	49%	52%	48%	50%	52%	47%	49%	57%	52%	<b>47%</b> ---	<b>74%</b> +	<b>69%</b> ++	0%	<b>41%</b> ---	<b>84%</b> +++
<b>No</b>	49%	48%	50%	51%	48%	52%	50%	47%	53%	51%	43%	48%	<b>53%</b> +++	<b>26%</b> -	<b>31%</b> --	0%	<b>58%</b> +++	<b>16%</b> ---
<b>DK/NR</b>	0%	0%	0%	0%	0%	1%	<b>0%</b> -	<b>1%</b> +	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		(-)		-				( )			( )		
± ... at 50 %:	3.91	9.21	5.27	7.61	4.52	7.85	4.53	8.41	9.74	7.83	10.37	5.87	4.22	20.01	12.35		4.39	8.78

Did you use your new passport to travel to the United States?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q53																
WEIGHTED TOTAL:	829	682	148	522	185	108	153	458	164	451	378	57	185	347	134	95
TOTAL:	836	711	125	545	189	90	149	458	178	463	373	85	189	385	101	72
<b>Yes</b>	51%	50%	54%	51%	46%	56%	43%	51%	54%	48%	54%	52%	44%	49%	56%	60%
<b>No</b>	49%	50%	46%	49%	54%	44%	57%	49%	46%	52%	46%	48%	56%	51%	44%	40%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	3.91	4.24	10.12	4.85	8.23	11.93	9.27	5.29	8.48	5.26	5.86	12.28	8.23	5.77	11.26	13.34

Did you use your new passport to travel elsewhere in the world?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q54																		
WEIGHTED TOTAL:	829	205	609	11	580	247	638	156	178	276	157	216	701	36	91	0	652	172
TOTAL:	836	151	461	221	626	208	623	181	135	209	119	372	719	32	84	0	666	166
<b>Yes</b>	65%	63%	66%	63%	64%	69%	64%	68%	68%	66%	64%	63%	66%	66%	62%	0%	64%	68%
<b>No</b>	35%	37%	33%	37%	36%	30%	36%	31%	32%	33%	36%	37%	34%	34%	38%	0%	35%	32%
<b>DK/NR</b>	0%	0%	0%	0%	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	0%	<b>1%</b>	0%	0%	0%	0%	0%	0%	0%	0%
					-	+	-	+										
khi :		-			( )		( )		-				-			-		
± ... at 50 %:	3.91	9.21	5.27	7.61	4.52	7.85	4.53	8.41	9.74	7.83	10.37	5.87	4.22	20.01	12.35		4.39	8.78

Did you use your new passport to travel elsewhere in the world?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q54																
WEIGHTED TOTAL:	829	682	148	522	185	108	153	458	164	451	378	57	185	347	134	95
TOTAL:	836	711	125	545	189	90	149	458	178	463	373	85	189	385	101	72
<b>Yes</b>	65%	64%	69%	64%	68%	73%	68%	68%	<b>58%</b>	65%	65%	<b>78%</b>	67%	64%	65%	57%
<b>No</b>	35%	35%	31%	36%	32%	27%	32%	32%	<b>42%</b>	34%	35%	<b>22%</b>	33%	35%	35%	43%
<b>DK/NR</b>	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:	3.91	4.24	10.12	4.85	8.23	11.93	9.27	5.29	8.48	5.26	5.86	12.28	8.23	5.77	11.26	13.34

In which main country do you expect to go using your new passport?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q54A																		
WEIGHTED TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Country</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Has no travel plans</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-			-		-			-			-		
± ... at 50 %:																		

In which main country do you expect to go using your new passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q54A																
WEIGHTED TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Country</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Has no travel plans</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:																

Are you a Canadian citizen by birth?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q55																		
WEIGHTED TOTAL:	1337	415	899	18	1006	328	1064	217	234	425	239	433	1142	58	128	481	652	172
TOTAL:	1337	306	680	348	1059	275	1024	258	178	322	181	654	1158	52	120	480	666	166
<b>Yes</b>	78%	82%	<b>76%</b>	<b>89%</b>	79%	74%	79%	74%	<b>91%</b>	<b>68%</b>	77%	<b>82%</b>	78%	89%	75%	<b>72%</b>	<b>85%</b>	<b>71%</b>
			-	+++					+++	---		+				---	+++	-
<b>No</b>	22%	<b>18%</b>	<b>24%</b>	<b>11%</b>	21%	26%	21%	25%	<b>9%</b>	<b>32%</b>	23%	<b>17%</b>	22%	11%	25%	<b>28%</b>	<b>15%</b>	<b>29%</b>
		-	++	---					---	+++		-				+++	---	+
<b>DK/NR</b>	0%	<b>1%</b>	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
		+																
khi :		( )			-		-		( )				-					
± ... at 50 %:	3.10	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.41	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Are you a Canadian citizen by birth?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q55																
WEIGHTED TOTAL:	1337	1042	292	811	282	217	251	681	302	731	606	80	280	577	202	172
TOTAL:	1337	1083	252	826	303	184	249	675	313	748	589	115	304	627	152	130
<b>Yes</b>	78%	<b>100%</b> +++	<b>0%</b> ---	<b>89%</b> +++	<b>99%</b> +++	<b>12%</b> ---	<b>87%</b> ++	79%	<b>69%</b> ---	79%	77%	<b>95%</b> +++	<b>90%</b> +++	<b>71%</b> ---	85%	<b>69%</b> -
<b>No</b>	22%	<b>0%</b> ---	<b>100%</b> +++	<b>11%</b> ---	<b>1%</b> ---	<b>88%</b> +++	<b>13%</b> --	21%	<b>31%</b> +++	21%	22%	<b>5%</b> ---	<b>10%</b> ---	<b>29%</b> +++	<b>14%</b> -	<b>30%</b> +
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
khi :										-		( )				
± ... at 50 %:	3.10	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.18	9.93

Which language did you learn first and still understand?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q56																		
WEIGHTED TOTAL:	1338	415	899	18	1006	328	1064	217	234	425	240	433	1142	58	128	481	652	172
TOTAL:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
<b>English</b>	61%	58%	62%	65%	<b>64%</b> +++	<b>49%</b> ---	62%	56%	<b>28%</b> ---	<b>71%</b> +++	<b>78%</b> +++	58%	61%	61%	57%	57%	<b>65%</b> ++	55%
<b>French</b>	21%	<b>26%</b> +	<b>19%</b> --	27%	<b>19%</b> --	<b>28%</b> ++	21%	22%	<b>64%</b> +++	<b>3%</b> ---	<b>2%</b> ---	<b>26%</b> ++	21%	23%	22%	20%	23%	17%
<b>Other language</b>	16%	14%	17%	<b>7%</b> ---	<b>15%</b> -	<b>21%</b> +	<b>15%</b> -	<b>21%</b> +	<b>5%</b> ---	<b>23%</b> +++	19%	14%	16%	16%	20%	<b>21%</b> ++	<b>10%</b> ---	<b>25%</b> ++
<b>French and English</b>	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Other combination</b>	1%	1%	2%	0%	2%	1%	2%	1%	2%	2%	2%	1%	2%	0%	1%	2%	1%	3%
<b>DK/NR</b>	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
khi :		-			( )		-		( )				-			( )		
± ... at 50 %:	3.09	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.39	4.43	3.33	15.69	10.33	5.17	4.39	8.78

Which language did you learn first and still understand?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q56																
WEIGHTED TOTAL:	1338	1042	292	813	282	217	251	681	302	732	606	80	280	577	203	172
TOTAL:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
<b>English</b>	61%	<b>70%</b>	<b>29%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>68%</b>	60%	55%	62%	59%	<b>92%</b>	<b>7%</b>	<b>71%</b>	<b>84%</b>	<b>72%</b>
		+++	---	+++	---	---	+					+++	---	+++	+++	+
<b>French</b>	21%	<b>27%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	19%	23%	22%	21%	21%	<b>7%</b>	<b>85%</b>	<b>6%</b>	<b>2%</b>	<b>1%</b>
		+++	---	---	+++	---						---	+++	---	---	---
<b>Other language</b>	16%	<b>3%</b>	<b>65%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	12%	15%	<b>20%</b>	15%	17%	<b>2%</b>	<b>7%</b>	<b>21%</b>	12%	<b>24%</b>
		---	+++	---	---	+++			+			---	---	+++		+
<b>French and English</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
<b>Other combination</b>	1%	<b>1%</b>	<b>5%</b>	0%	0%	0%	1%	1%	2%	1%	2%	0%	2%	2%	0%	3%
		---	+++													
<b>DK/NR</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%
khi :		( )					(-)			-		( )				
± ... at 50 %:	3.09	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.15	9.93

Age (computed from the year of birth)																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
AGE																		
WEIGHTED TOTAL:	1305	410	873	18	978	324	1034	216	226	414	231	428	1111	58	127	473	632	168
TOTAL:	1308	302	660	343	1033	272	996	257	172	314	175	645	1130	52	119	472	649	162
<b>18-35</b>	19%	16%	21%	18%	19%	20%	20%	18%	19%	23%	19%	16%	20%	14%	14%	20%	19%	20%
<b>36-55</b>	52%	47%	<b>55%</b>	50%	52%	53%	51%	57%	59%	52%	54%	<b>47%</b>	<b>50%</b>	67%	<b>67%</b>	<b>45%</b>	<b>56%</b>	57%
			+										---		++	---	+	
<b>56</b>	23%	<b>31%</b>	<b>19%</b>	27%	24%	22%	24%	20%	18%	19%	21%	<b>30%</b>	<b>25%</b>	16%	<b>14%</b>	<b>29%</b>	<b>21%</b>	19%
		+++	---									+++	+		-	++	-	
<b>NR</b>	5%	6%	5%	5%	5%	5%	5%	6%	3%	6%	6%	6%	5%	2%	6%	6%	4%	4%
khi :		( )			-		-						( )					
± ... at 50 %:	3.13	6.51	4.41	6.11	3.52	6.86	3.59	7.06	8.63	6.39	8.56	4.46	3.37	15.69	10.37	5.21	4.44	8.89
valid values:	1267	288	645	330	1002	261	970	247	172	304	171	618	1101	51	112	449	642	160
mean:	45.5	<b>48.3</b>	<b>44.2</b>	47.1	45.7	45.0	45.5	45.1	<b>43.7</b>	44.2	44.4	<b>48.3</b>	45.6	44.7	44.9	<b>47.2</b>	44.9	44.1
standard deviation:	14.8	15.4	14.3	15.4	15.0	13.9	15.2	13.1	13.4	14.5	15.1	15.4	15.5	9.5	9.8	15.6	14.2	14.5
Student's t:				-	-	-	-	-		-	-	-	-	-	-	-	-	-

Age (computed from the year of birth)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
AGE																
WEIGHTED TOTAL:	1305	1016	286	788	276	214	251	681	302	714	591	76	275	566	196	165
TOTAL:	1308	1059	247	805	298	181	249	675	313	733	575	112	298	616	148	125
<b>18-35</b>	19%	<b>21%</b>	<b>12%</b>	<b>22%</b>	17%	14%	<b>100%</b>	<b>0%</b>	<b>0%</b>	20%	18%	15%	18%	21%	20%	19%
		++	--	+			+++	---	---							
<b>36-55</b>	52%	53%	49%	52%	57%	49%	<b>0%</b>	<b>100%</b>	<b>0%</b>	54%	50%	60%	<b>59%</b>	50%	50%	46%
							---	+++	---				+			
<b>56</b>	23%	<b>20%</b>	<b>33%</b>	21%	24%	28%	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>21%</b>	<b>26%</b>	20%	22%	23%	24%	25%
		---	+++				---	---	+++	-	+					
<b>NR</b>	5%	5%	6%	5%	<b>2%</b>	8%	0%	0%	0%	6%	5%	5%	<b>2%</b>	6%	6%	10%
					-								--			
khi :										-		(-)				
± ... at 50 %:	3.13	3.48	7.20	3.99	6.56	8.41	7.17	4.36	6.40	4.18	4.72	10.69	6.56	4.56	9.30	10.12
valid values:	1267	1031	235	784	296	167	249	675	313	709	558	108	298	590	144	118
mean:	45.5	<b>44.5</b>	<b>49.3</b>	<b>44.3</b>	46.2	<b>48.6</b>	<b>27.1</b>	<b>45.2</b>	<b>64.9</b>	45.1	46.0	44.6	45.3	45.7	44.9	45.9
standard deviation:	14.8	14.6	14.8	15.2	13.6	14.7	5.7	5.5	7.0	14.6	15.1	14.0	13.3	15.3	14.9	16.2
Student's t:						-				-	-	-	-	-	-	-

Finally, as far as you know, how many members of your household, including yourself, possess a valid Canadian passport?																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q57A																		
WEIGHTED TOTAL:	1338	415	899	18	1006	328	1064	217	234	425	240	433	1142	58	128	481	652	172
TOTAL:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
<b>1</b>	16%	17%	15%	14%	15%	19%	15%	20%	21%	<b>11%</b>	18%	17%	<b>14%</b>	<b>39%</b>	17%	16%	16%	14%
<b>2</b>	34%	<b>42%</b> +++	<b>30%</b> ---	38%	35%	31%	36%	30%	37%	30%	<b>25%</b>	<b>42%</b> +++	<b>36%</b> +	<b>12%</b> --	31%	38%	32%	33%
<b>3</b>	47%	<b>38%</b> ---	<b>51%</b> +++	45%	47%	47%	46%	47%	41%	<b>55%</b> ++	54%	<b>38%</b> ---	47%	47%	49%	43%	49%	52%
<b>DK/NR</b>	3%	3%	4%	2%	3%	3%	3%	2%	2%	5%	3%	3%	3%	2%	3%	3%	3%	1%
khi :		( )			-		-						( )			-		
± ... at 50 %:	3.09	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.39	4.43	3.33	15.69	10.33	5.17	4.39	8.78
valid values:	1298	296	656	342	1027	267	994	254	175	307	176	638	1128	51	116	465	651	165
mean:	2.80	<b>2.54</b>	<b>2.92</b>	2.69	2.80	2.79	2.78	2.76	2.64	<b>3.05</b>	<b>3.02</b>	<b>2.55</b>	2.81	2.50	2.83	<b>2.69</b>	2.83	2.96
standard deviation:	1.37	1.22	1.42	1.27	1.34	1.47	1.34	1.44	1.37	1.40	1.45	1.23	1.36	1.46	1.38	1.29	1.40	1.43
Student's t:				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Finally, as far as you know, how many members of your household, including yourself, possess a valid Canadian passport?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q57A																
WEIGHTED TOTAL:	1338	1042	292	813	282	217	251	681	302	732	606	80	280	577	203	172
TOTAL:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
<b>1</b>	16%	17%	12%	16%	19%	11%	18%	<b>14%</b>	20%	16%	15%	15%	19%	<b>12%</b>	<b>22%</b>	11%
<b>2</b>	34%	35%	32%	32%	<b>43%</b>	31%	<b>27%</b>	<b>31%</b>	<b>55%</b>	<b>30%</b>	<b>39%</b>	34%	<b>40%</b>	32%	31%	33%
<b>3</b>	47%	<b>45%</b>	<b>54%</b>	48%	<b>38%</b>	<b>56%</b>	53%	<b>54%</b>	<b>24%</b>	<b>50%</b>	<b>43%</b>	45%	<b>40%</b>	<b>51%</b>	45%	51%
<b>DK/NR</b>	3%	3%	2%	<b>4%</b>	<b>0%</b>	3%	<b>3%</b>	1%	0%	3%	3%	5%	<b>0%</b>	5%	2%	5%
khi :							( )					( )				
± ... at 50 %:	3.09	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.15	9.93
valid values:	1298	1053	244	800	301	177	244	672	312	727	571	110	302	604	150	123
mean:	2.80	<b>2.71</b>	<b>3.13</b>	2.81	<b>2.48</b>	<b>3.15</b>	2.90	<b>2.91</b>	<b>2.27</b>	2.86	2.73	2.75	<b>2.59</b>	<b>2.94</b>	2.68	3.00
standard deviation:	1.37	1.31	1.51	1.37	1.17	1.47	1.44	1.32	1.20	1.37	1.36	1.31	1.30	1.40	1.35	1.39
Student's t:				-			-			-	-	-			-	-

Interview language																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q58																		
WEIGHTED TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>French</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>English</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-			-		-		-				-			-		
± ... at 50 %:																		

Interview language																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q58																
WEIGHTED TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>French</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>English</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi :		-		-			-			-		-				
± ... at 50 %:																

Gender																		
	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q59																		
WEIGHTED TOTAL:	1338	415	899	18	1006	328	1064	217	234	425	240	433	1142	58	128	481	652	172
TOTAL:	1338	306	680	348	1059	275	1024	258	178	322	182	654	1158	52	120	480	666	166
<b>Female</b>	55%	51%	56%	59%	54%	55%	54%	59%	57%	58%	53%	52%	<b>58%</b> +++	<b>19%</b> ---	<b>44%</b> -	55%	57%	<b>44%</b> --
<b>Male</b>	45%	49%	44%	41%	46%	45%	46%	41%	43%	42%	47%	48%	<b>42%</b> ---	<b>81%</b> +++	<b>56%</b> +	45%	43%	<b>56%</b> ++
khi :		-			-		-		-									
± ... at 50 %:	3.09	6.47	4.34	6.07	3.48	6.82	3.54	7.05	8.48	6.31	8.39	4.43	3.33	15.69	10.33	5.17	4.39	8.78

<b>Gender</b>																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q59																
WEIGHTED TOTAL:	1338	1042	292	813	282	217	251	681	302	732	606	80	280	577	203	172
TOTAL:	1338	1083	252	827	303	184	249	675	313	749	589	115	304	627	153	130
<b>Female</b>	55%	55%	53%	56%	56%	52%	57%	56%	<b>49%</b>	<b>100%</b>	<b>0%</b>	53%	54%	<b>59%</b>	47%	55%
<b>Male</b>	45%	45%	47%	44%	44%	48%	43%	44%	<b>51%</b>	<b>0%</b>	<b>100%</b>	47%	46%	<b>41%</b>	53%	45%
khi :		-		-			-			---	+++	-			-	
± ... at 50 %:	3.09	3.44	7.13	3.94	6.50	8.34	7.17	4.36	6.40	4.14	4.66	10.55	6.49	4.52	9.15	9.93

Region of residence																		
REGIO	Total	Application sent...			Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	By mail	In person	Normal	Express	WE	WO	WW	WC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
WEIGHTED TOTAL:	1312	395	894	18	989	319	1044	212	234	425	240	413	1124	55	123	469	646	167
TOTAL:	1329	299	678	348	1053	272	1017	256	178	322	182	647	1152	51	118	476	664	164
<b>Atlantic Canada</b>	6%	5%	6%	<b>16%</b> +++	6%	5%	6%	7%	<b>24%</b> +++	<b>0%</b> ---	<b>0%</b> ---	6%	6%	7%	7%	4%	6%	9%
<b>Quebec</b>	21%	25%	20%	<b>27%</b> +	<b>18%</b> ---	<b>31%</b> +++	22%	24%	<b>76%</b> +++	<b>0%</b> ---	<b>0%</b> ---	25%	21%	32%	24%	20%	23%	18%
<b>Ontario</b>	44%	<b>36%</b> --	<b>47%</b> ++	<b>57%</b> +++	44%	43%	42%	48%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>37%</b> --	44%	39%	48%	47%	41%	47%
<b>Prairies</b>	15%	18%	15%	<b>0%</b> ---	17%	12%	16%	14%	<b>0%</b> ---	<b>0%</b> ---	<b>55%</b> +++	17%	15%	15%	15%	14%	18%	13%
<b>British Columbia</b>	13%	16%	12%	<b>0%</b> ---	14%	10%	<b>14%</b> +	<b>7%</b> -	<b>0%</b> ---	<b>0%</b> ---	<b>45%</b> +++	15%	<b>14%</b> +	7%	6%	15%	11%	13%
khi :	( )																	
± ... at 50 %:	3.10	6.55	4.35	6.07	3.49	6.86	3.55	7.07	8.48	6.31	8.39	4.45	3.33	15.85	10.42	5.19	4.39	8.84

Region of residence																
REGIO	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
WEIGHTED TOTAL:	1312	1028	280	796	282	208	251	664	293	723	589	80	280	577	203	172
TOTAL:	1329	1078	248	821	303	181	249	669	310	746	583	115	304	627	153	130
<b>Atlantic Canada</b>	6%	<b>7%</b> ++	<b>1%</b> --	<b>9%</b> +++	<b>2%</b> --	<b>1%</b> --	5%	7%	5%	6%	6%	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> --	<b>0%</b> --
<b>Quebec</b>	21%	<b>25%</b> +++	<b>10%</b> ---	<b>2%</b> ---	<b>84%</b> +++	<b>9%</b> ---	19%	24%	21%	21%	22%	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---
<b>Ontario</b>	44%	<b>40%</b> ---	<b>60%</b> +++	<b>51%</b> +++	<b>12%</b> ---	<b>59%</b> +++	48%	43%	44%	<b>47%</b> +	<b>40%</b> -	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---	<b>0%</b> ---
<b>Prairies</b>	15%	<b>17%</b> +	<b>10%</b> -	<b>22%</b> +++	<b>1%</b> ---	<b>12%</b> ---	16%	15%	16%	<b>13%</b> -	<b>18%</b> +	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++	<b>0%</b> ---
<b>British Columbia</b>	13%	<b>12%</b> -	<b>18%</b> +	<b>15%</b> ++	<b>0%</b> ---	<b>20%</b> ++	13%	12%	14%	13%	13%	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>0%</b> ---	<b>100%</b> +++
khi :							-			-		( )				
± ... at 50 %:	3.10	3.45	7.19	3.95	6.50	8.41	7.17	4.38	6.43	4.14	4.69	10.55	6.49	4.52	9.15	9.93