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2005 Passport Canada National Client Satisfaction Survey

Final Report

Prepared for

Continuous Improvement
Passport Canada
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EXECUTIVE SUMMARY

Methodology

This research is based on a telephone survey of clients. It included feedback from a representative sample of 1,410 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/HRSDC as receiving agent, was used. *Ex post facto* weights based on use of receiving agent were developed. The data collection was performed by Écho Sondage from April 30, 2005 to May 24, 2005 and led to an overall response rate of 49%. In the absence of evidence otherwise, we have assumed that no particular bias existed in the sample of respondents. The maximum sampling error is estimated at ± 3.0 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.

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 2005 Passport Office client satisfaction survey.

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.

The shift in client values **from service reliability to product security** first observed in 2003 has maintained in 2005 albeit **signs of diminishing concerns with security** suggest that the Agency must keep its finger on the client value pulse.

Most **security-related** service features have seen their importance rating **decrease again** slightly between 2004 and 2005, after a similar decrease between 2003 and 2004 which had followed an increase between 2001 and 2003. **Expectations regarding direct service have risen**, though, between 2004 and 2005: the convenience of the office location, payment options, signage, ease of access of services by telephone, the number of pages in the passport, all of these service elements have seen their importance rating increase noticeably in 2005. Note one surprising **exception**: the importance given to **waiting time at the office** has diminished by 0.6 point.

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

- the passport as a travel document;
- the time it took to produce the passport;
- the competence of the staff.

The analysis of satisfaction levers concludes that client values persist in the shapelessness that was identified in 2004. Whereas traditionally, Passport Canada client values were easy to identify (e.g., speed, competence), their structure has become much more amorphous. However, in the 2005 data, we can sense that the concept of "ease of doing business" is taking root: **clients value simplicity** in the form of short delays, simple procedures, ease of access to information, ease of submitting applications, etc.

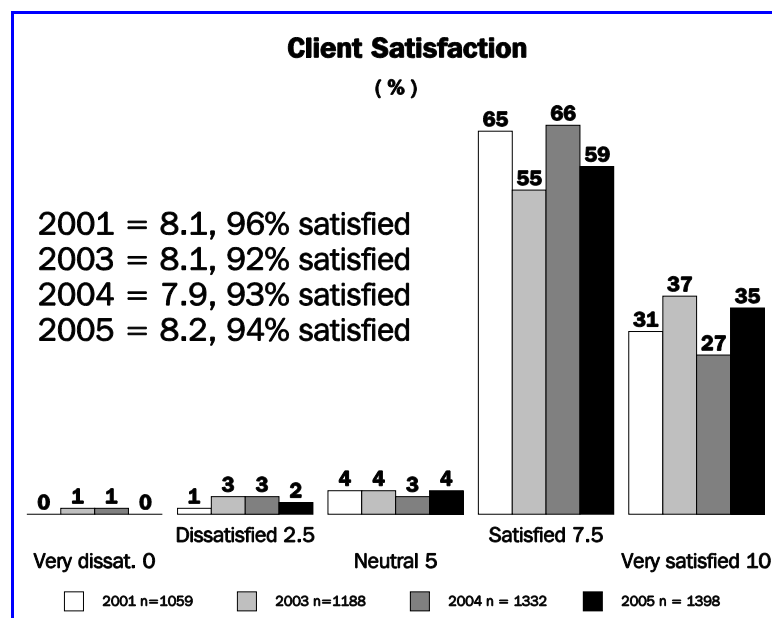
Basic service. Basic service elements are highly valued by clients but are not strongly related to overall satisfaction. In a sense, absolutely necessary features without which a supplier would not even be considered. For Passport Office clients, basic service elements include the following aspects of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

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

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

Client Satisfaction

Overall, **94% of clients indicated some dose of satisfaction**; 35% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled



with an average rating of 8.2, these results paint a very positive picture of the Passport Canada client reactions to the service received.

The comparison with 2004 results should be cause for some joy. After somewhat of a decrease in 2004, the average satisfaction score increased by 0.3 point and, more importantly, the proportion of "very satisfied" clients grew from 27% to 35%. Therefore, **between 2004 and 2005, Passport Canada regained the ground lost in the previous year with regard to client satisfaction.** That may be a reflection of strategic decisions made by the Agency or improved communications or reduced expectations, or some combination of these factors.

While these data indicate that there is **substantial overall satisfaction**, Passport Canada managers must also realize that there is still **room for improvement**: while 94% indicated some satisfaction, 59% indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 35% 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 following subgroups were somewhat more satisfied (to a statistically significant point) than others:

- clients of Atlantic Canada and Quebec offices or residing in Quebec or Atlantic Canada;
- Canadians by birth;
- Francophones;
- clients aged 56 or more;

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

- clients who used Canada Post services;
- clients using their passport for business travel only;
- Canadians by naturalization;
- Allophones;
- residents of Ontario.

Priorities for improvement

According to client satisfaction ratings and to the satisfaction leverage potential of service components, one area of service was identified as a **top priority**: the extra cost for express delivery. Three were identified as **secondary priorities**. They are:

- availability of parking close to office;
- the base cost of the passport itself;

- the duration of the validity period of the passport.

Receiving agents

The service experience of clients using receiving agents was generally similar to that of clients using regular channels. Generally , they were more satisfied with location-related features but somewhat less satisfied with cost, turn-around time, direct service and communications.

Chapter 1

INTRODUCTION

In 2001, in the context of the global Government of Canada initiative aimed at improving service to the public¹, Passport Canada decided to initiate a client satisfaction measurement program. This report presents the analysis of the 2005 Passport Canada client satisfaction survey. It is based on a global telephone client survey which is comparable to the baseline study conducted for the Agency in 2001 and the follow-up surveys of 2003 and 2004. Other work was conducted in 2002 to implement an agency-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 2004;

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

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

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

- identification of the value schemes used by clients in their dealings with Passport Canada; 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

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

2.1 Questionnaire design

The questionnaire was developed by **Circum Network Inc.** as part of an other assignment in 2000. The questionnaire used in 2005 was the same as that used in 2003 with the following exceptions:

- the identification of the Passport Office was changed to Passport Canada;
- items were added concerning ease of access to services by mail and in person;
- questions were added regarding the telephone service: availability of information on how to access the service, problems encountered, delay;

- small grammatical changes were made.

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

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 Agency in the three months preceding the telephone interview were contacted; clients whose passport was issued between January 1, 2004 and March 31, 2005 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 Canada information systems personnel. The main stratum comprised all clients who used the regular processes; secondary strata were defined for clients who used the services of receiving agents — one for Canada Post clients and one for Human Resources and Skills Development Canada (HRSDC) clients. 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***

The telephone interviews were conducted by Echo Sondage, the ***Circum Network Inc.*** survey division, between April 30, 2004 and May 24, 2004. Interviews lasted 12 minutes on average. Additional interviews with a subset of respondents had to be carried out since some questions had been erroneously skipped during these interview because of a technical issue; there interviews took place between June 7, 2005 and June 29, 2005.

A total of 1,410 interviews were completed including 1,003 with clients using the regular processes, 204 with Canada Post clients and 203 with clients who used the services of HRSDC.

The response rate of 49% exceeds industry standards (Exhibit 2.1). The refusal rate was low, at 21%. These ratios are satisfying — albeit not as good as the ones achieved in 2004. They suggest that the data can be considered representative of the client population universe.

EXHIBIT 2.1
Sample Disposition Table

Disposition	#	#
Numbers used from the list obtained from Passport Canada		3,753 (a)
Ineligible numbers:		
Not in service, duplicate, non-residential, fax, double	310	
Language problem, cognitive problem	113	
No one by that name at that number	395	
Not eligible (age, passport holder, etc.)	39	
TOTAL INELIGIBLE	857 (b)	
Eligible numbers: (a - b)		2,896 (c)
Refusals	601 (d)	
Callbacks, no answer, answering machine	884	
Discarded after the fact	1	
TOTAL NOT COMPLETED AMONG ELIGIBLE	1,486	
Completed		1,410 (e)
Response rate (e / c)		49%
Refusal rate (d / c)		21%

2.4 Data weighting

Ex post facto weights were computed 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 0.02 to 1.45. The variance of the weight set was 0.33 thereby producing a sample stratification design effect

of 1.33.¹ Therefore, this sample of 1,410 respondents behaves statistically as a simple random sample of 1,060 individuals. This factor was taken into account in the calculation of the sampling errors.

2.5 ***Data processing***

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

2.6 ***Data analysis***

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 1,410 responses, the maximum sampling error is estimated at ± 3.0 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.

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

2.7 *Limitations of this research*

The results of this research are based on a sample of 1,410 Passport Canada clients to which is attached a response rate of 49%. While this is a very respectable response level for a client survey, it still leaves one half 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 Canada clients who were not born in Canada is larger than the share of this sociological group in the Canadian population. Hence, by excluding individuals who cannot reasonably comprehend or express themselves in French or English, this study may slightly truncate reality. Where differences exist according to mother tongue or country of origin, this consideration should be borne in mind.

Chapter 3

CLIENT VALUES

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

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

3.1 *Declared values*

Some 375 of the 1,410 respondents to the survey were asked to rate the importance they attach to 36 different aspects of the service provided by

Passport Canada. 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 10.¹

In 2005, very much as in 2004 and 2003, the top three values presented by clients included:

- the design of passports to avoid forgery;
- the security features of the passport;
- acceptance of the passport document by other countries (tied with service responsiveness and reliability, and the competence of staff).

The similarity in ratings in 2004 and 2005 is noticeable at the top of the value list — although concerns with acceptance by other countries have dropped by 0.4 points on the 10-point scale.

The shift in client values **from service reliability to product security** first observed in 2003 has therefore maintained in 2005 albeit **signs of diminishing concerns with security** (e.g., a 0.3 point drop in the importance given to the design of passports to avoid forgery) suggest that the Agency must keep its finger on the client value pulse.

This is not to say that the value clients attach to quality of direct service has disappeared. Service reliability features take two of the three tied third place rankings and communications come right behind with the next two top ranking service elements (clarity of written communications and general communications). **Direct service quality and reliability is still an important value of Passport Canada clients.** It is simply not the foremost value.

¹ "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)				
			2005 n = 375	2004 n = 330	Change 2003- 2004	2003 n = 338	2001 n = 274
Q463	Document	the security features of the passport	8.6 ¹	8.7 ²	-0.1	8.9 ¹	8.2 ²
Q464	Document	acceptance by other countries	8.5 ²	8.9 ¹	-0.4	8.9 ¹	8.3 ¹
Q402	General	service responsiveness and reliability	8.4 ³	8.4	0.0	8.6 ⁵	8.0
Q465	Document	design of passports to avoid forgery	8.4 ³	8.7 ²	-0.3	8.9 ¹	8.0
Q902	Resp. & reliability	the competence of the staff	8.4 ³	8.5 ⁵	-0.1	8.5	8.3 ¹
Q301	Communications	clarity of written information	8.3	8.4	-0.1	8.6 ⁵	8.2 ²
Q404	General	communications	8.3	8.3	0.0	8.5	7.8
Q403	General	access to services	8.3	8.3	0.0	8.4	7.9
Q231C	Access	ease of access to services in person	8.2	—	—	—	—
Q905	Resp. & reliability	the effectiveness of the staff	8.2	8.5 ⁴	-0.3	8.6 ⁵	8.2 ²
Q903	Resp. & reliability	the courtesy of the staff	8.2	8.3	-0.1	8.7 ⁴	7.9
Q911	Resp. & reliability	the time it took to produce a passport	8.2	8.1	+0.1	8.0	7.9
Q236	Access	hours of operations of the office	8.2	7.9	+0.3	7.7	7.7
Q303	Communications	the ease of access to information	8.2	8.3	-0.1	8.4	8.0
Q232	Access	the convenience of the office location	8.2	7.8	+0.4	7.7	7.5
Q305	Communications	communications in your official language	8.2	8.2	0.0	8.5	8.2
Q461	Document	duration of the validity period	8.2	7.9	+0.3	8.2	7.3
Q401	General	the passport application rules and process	8.1	8.1	0.0	8.3	7.7
Q901	Resp. & reliability	the availability of application forms	8.1	8.0	+0.1	8.2	7.9
Q302	Communications	answers provided to your questions	8.1	8.3	-0.2	8.4	8.2
Q231B	Access	ease of access to services by mail	8.1	—	—	—	—
Q238	Access	flexibility of the methods of access	8.1	7.9	+0.2	8.0	7.6
Q912	Resp. & reliability	the waiting time to receive it by mail	8.1	8.1	0.0	7.9	7.5
Q908	Resp. & reliability	the understanding of your particular needs	8.1	8.2	-0.1	8.3	8.1
Q405	General	passport cost and payment options	8.0	7.6	+0.4	7.8	7.5
Q914	Resp. & reliability	the total time and effort required	7.9	7.8	+0.1	7.9	7.6
Q233	Access	availability of parking close to office	7.9	7.8	+0.1	7.8	7.5
Q306	Communications	availability of info on access to tel. service	7.9	—	—	—	—
Q344	Cost	convenience of the payment methods	7.9	7.7	+0.2	7.8	7.6
Q234	Access	signage to find the office	7.8	7.3	+0.5	7.6	7.3
Q910	Resp. & reliability	the waiting time at the office	7.8	8.4	-0.6	7.9	7.7
Q231	Access	ease of access to services by telephone	7.8	7.4	+0.4	7.7	7.2
Q341	Cost	the base cost of the passport itself	7.8	7.5	+0.3	7.4	7.3
Q343	Cost	the timing of the payment	7.4	6.4	+1.0	6.9	6.3
Q462	Document	the number of pages in the passport	7.3	5.7	+1.6	6.6	6.5
Q342	Cost	the extra cost for express delivery	7.2	6.4	+0.8	6.4	6.2

^{1 2 3 4 5} Rank-order of the element in that year.

Exhibit 3.1 contains another message. Most **security-related** service features have seen their importance rating **decrease again** slightly between 2004 and 2005, after a similar decrease between 2003 and 2004 which had followed 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 (in the shadow of the September 2001 events), Passport Canada clients now show **lowering expectations with regard to security**.

Expectations regarding direct service have risen, though, between 2004 and 2005: the convenience of the office location, payment options, signage, ease of access of services by telephone, the number of pages in the passport, all of these service elements have seen their importance rating increase noticeably in 2005. Note one surprising **exception**: the importance given to **waiting time at the office** has diminished by 0.6 point.

The **low end of the importance scale** is informative as well. Among the eight service elements rated lowest on the client value scale, there are four elements related to **cost** (convenience of the payment options, the base cost of the passport itself, passport cost and payment options, the timing of the payment, the extra cost for express delivery) and three related to **access** (signage to find the office, waiting time at the office, ease of access to services by telephone, convenience of the office location). These aspects of service were among the least important in 2004 but gained in rated importance in 2005 — in particular, the timing of the payment (+1.0 point) and the number of pages in the passport (+1.6 points).

The results of the 2003 and 2004 client surveys indicated clearly that clients were, first and foremost, seeking a long-term result, i.e., acquiring a travel document which will provide them full service, even if that carried short term costs (monetary costs most obviously, but also other types of cost like difficulty of access); they maximized the importance of the trust they put in a document and in a process they understand (hence the importance of security and competence). In 2004, we had seen the beginning of a change in that general pattern. In 2005, it is obvious that

the effects of the September 2001 events have started to erode: while security and the efficacy of the passport as a travel document are still the top concerns, the importance of characteristics of direct service is resurfacing and taking the form of higher relative expectations regarding service responsiveness and reliability.

3.2 ***Satisfaction levers***

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

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

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

EXHIBIT 3.2 • Summary table of leverage effects

Element	#	Category	Description	Leverage score (0 to 1)			
				2005 n = 1014	2004 n = 1007	2003 n = 858	2001 n = 800
Q10	30	General	service responsiveness and reliability	0.52 ↘	0.58	0.55	0.51
Q31	32	General	communications	0.47	0.47	0.46	0.51
Q24	31	General	access to services	0.45	0.42	0.43	0.42
Q47	39	Document	the passport as a travel document	0.38 ↗	0.27 ↘	0.32	0.30
Q811	12	Responsiveness	the time it took to produce a passport	0.32 ↘	0.39	0.40	0.44
Q82	7	Responsiveness	the competence of the staff	0.32 ↗	0.26 ↘	0.37 ↘	0.45
Q814	14	Responsiveness	the total time and effort required	0.30 ↘	0.39	0.37	0.39
Q293	23	Communications	the ease of access to information	0.30 ↘	0.43 ↗	0.32	0.35
Q812	13	Responsiveness	the waiting time to receive it by mail	0.30 ↘	0.42	0.41 ↘	0.49
Q65	3	Process	the ease of submitting your application	0.30 ↘	0.42 ↗	0.36 ↗	0.28
Q68	5	Process	overall, the fairness of the process	0.30 ↘	0.40	0.40 ↗	0.33
Q332	26	Cost	the extra cost for express delivery	0.30	0.32 ↗	0.20 ↘	0.54
Q88	10	Responsiveness	the understanding of your particular needs	0.29 ↘	0.41	0.42	0.40
Q292	22	Communications	answers provided to your questions	0.29	0.30 ↘	0.38	0.37
Q291	21	Communications	clarity of written information	0.29	0.34	0.32	0.35
Q221B	40	Access	ease of access to services by mail	0.29	—	—	—
Q67	29	Process	overall, the requirements	0.28	0.30	0.33	0.34
Q295	24	Communications	communications in your official language	0.28	0.30	0.34	0.37
Q221C	41	Access	ease of access to services in person	0.28	—	—	—
Q810	11	Responsiveness	the waiting time at the office	0.27	0.28 ↘	0.33	0.36
Q35	33	General	passport cost and payment options	0.26	0.27	0.31	0.33
Q334	28	Cost	convenience of the payment methods	0.26	0.26 ↘	0.32	0.34
Q83	8	Responsiveness	the courtesy of the staff	0.26	0.24 ↘	0.33	0.40
Q333	27	Cost	the timing of the payment	0.26	0.23 ↘	0.32	0.34
Q85	9	Responsiveness	the effectiveness of the staff	0.24	0.21 ↘	0.39 ↘	0.50
Q224	18	Access	signage to find the office	0.24	0.21 ↗	0.14 ↘	0.27
Q81	6	Responsiveness	the availability of application forms	0.23 ↘	0.33	0.29	0.30
Q222	16	Access	the convenience of the office location	0.22	0.25 ↗	0.18 ↘	0.26
Q228	20	Access	flexibility of the methods of access	0.21 ↘	0.40 ↗	0.34	0.34
Q61	1	Process	the simplicity of application forms	0.21 ↘	0.31	0.27	0.32
Q226	19	Access	hours of operations of the office	0.21	0.23 ↘	0.32	0.37
Q453	36	Document	the security features of the passport	0.20	0.16 ↘	0.25	0.25
Q454	37	Document	acceptance by other countries	0.20 ↗	0.13 ↘	0.23	0.27
Q66	4	Process	the ease of picking up your passport	0.19 ↘	0.28 ↘	0.40	0.36
Q62	2	Process	the list of qualified guarantors	0.17 ↘	0.29 ↗	0.24	0.27
Q455	38	Document	design of passports to avoid forgery	0.17	0.16 ↘	0.24	0.20
Q221	15	Access	ease of access to services by telephone	0.15 ↘	0.37 ↗	0.17	0.17
Q451	34	Document	duration of the validity period	0.15	0.20	0.19	0.19
Q452	35	Document	the number of pages in the passport	0.15	0.18 ↘	0.29	0.25
Q331	25	Cost	the base cost of the passport itself	0.10 ↘	0.17	0.20 ↘	0.28
Q223	17	Access	availability of parking close to office	0.09 ↘	0.23 ↗	0.15	0.24
Q296	42	Communications	availability of info on the telephone service	0.08	—	—	—

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

Exhibit 3.2 presents a summary of the leverage effects associated with the 42 aspects of service measured in this study. Three **caveats** before providing an interpretation of these data.

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

- the passport as a travel document;
- the time it took to produce the passport;
- the competence of the staff.

Two were part of the "responsiveness and reliability" list (delay and competence) while the other relates to the product itself.

Next come five elements of service which share the same leverage capacity. Two of these elements of service are related to responsiveness and reliability (the total time and effort required and the waiting time to receive

the passport by mail); two were in the process category (the ease of submitting the application and the fairness of the process); and one is a communication feature (ease of access to information).

While four of the top eight best levers of satisfaction are related to responsiveness and reliability, one must conclude that client values persist in the shapelessness that was identified in 2004. Whereas traditionally, Passport Canada client values were easy to identify (e.g., speed, competence), their structure has become much more amorphic — a change highlighted by the large number of reduced leverage effects in 2005 (less leverage effect means that overall satisfaction is more difficult to understand, hence, more difficult to manage).

However, in the 2005 data, we can sense that the concept of "ease of doing business" is taking root: **clients value simplicity** in the form of short delays, simple procedures, ease of access to information, ease of submitting applications, etc.

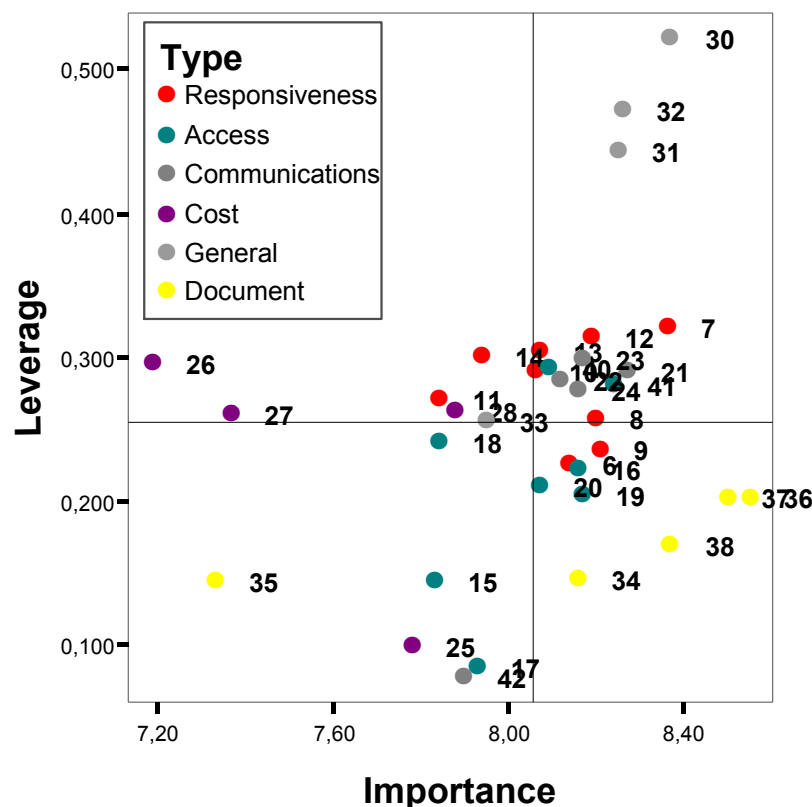
3.3 ***Basic service and hidden motivations***

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

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

EXHIBIT 3.3

Importance vs. Leverage Effect



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

- the duration of the validity period (item 34);
- the security features of the passport (item 36);
- acceptance by other countries (item 37);
- design of passports to avoid forgery (item 38).

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 Canada clients. It is considered a given in this service context. This conclusion is similar to that drawn in 2003 and in 2004 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 Canada 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 and in 2004, no aspect of service qualified as a hidden motivator and the same is true in 2005 (only the timing of the payment, item 26, falls in that quadrant of Exhibit 3.3, but weakly). Consequently, we reiterate the conclusion that Passport Canada cannot build service improvement strategies on hidden motivators.

Chapter 4

CLIENT SATISFACTION

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

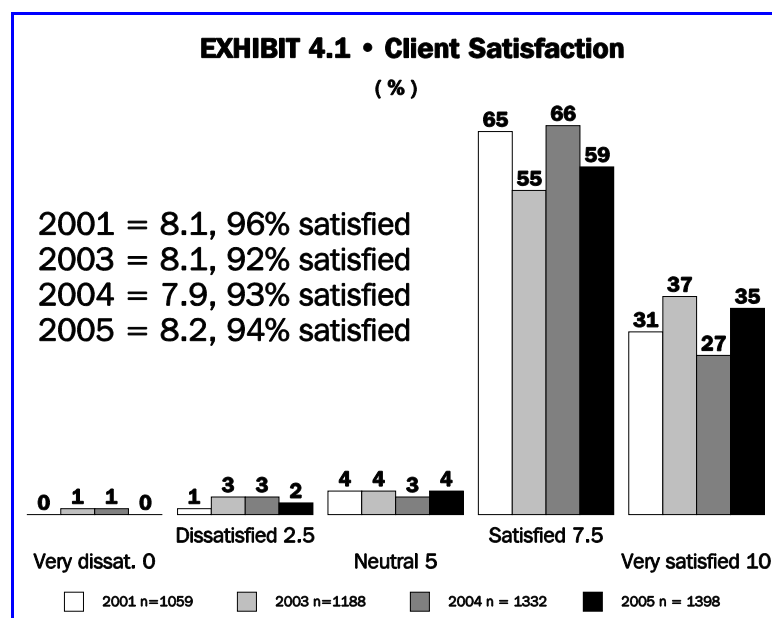
4.1 Overall satisfaction

Clients were asked a number of specific questions regarding their service experience. Some dealt with the overall application process, others with the passport as a product and yet others with each aspect of the service transaction. This line of questioning culminated in a single overall recap question on the clients' experience with Passport Canada. 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 Passport Canada, cost and the passport as a travel document. Hence, clients had ample opportunity to build an overall judgment about the performance of the Agency.

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 authors¹ 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 Passport Canada. Nevertheless, it is prudent to analyse top-box

¹ 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.¹

Overall, **94% of clients indicated some dose of satisfaction**; 35% chose the top box of the scale, suggesting they were really pleased with the service experience. Coupled with an average rating of 8.2, these results paint a very positive picture of the Passport Canada client reactions to the service received.

The comparison with 2004 results should be cause for some joy. After somewhat of a decrease in 2004, the average satisfaction score increased by 0.3 point and, more importantly, the proportion of "very satisfied" clients grew from 27% to 35%. Therefore, **between 2004 and 2005, Passport Canada regained the ground lost in the previous year with regard to client satisfaction**. That may be a reflection of strategic decisions made by the Agency or improved communications or reduced expectations, or some combination of these factors.

While these data indicate that there is **substantial overall satisfaction**, Passport Canada managers must also realize that there is still **room for improvement**: while 94% indicated some satisfaction, 59% indicated they were "satisfied" as opposed to "very satisfied" — the top box having been chosen by 35% 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.

Passport Canada 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.

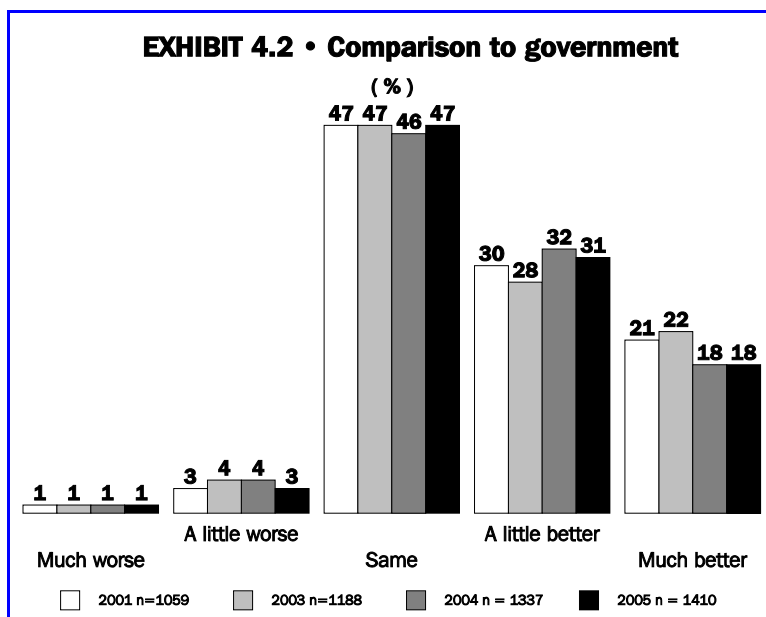
¹ Using the proportion of "somewhat+very" satisfied may raise the issue of actionability of the findings: when the proportion approaches 100%, the organization has little room for improvement. Either the proportion of "very satisfied" or the average satisfaction score provide more room to manoeuvre in 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 or residing in Quebec or Atlantic Canada;
- Canadians by birth;
- Francophones;
- clients aged 56 or more;

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

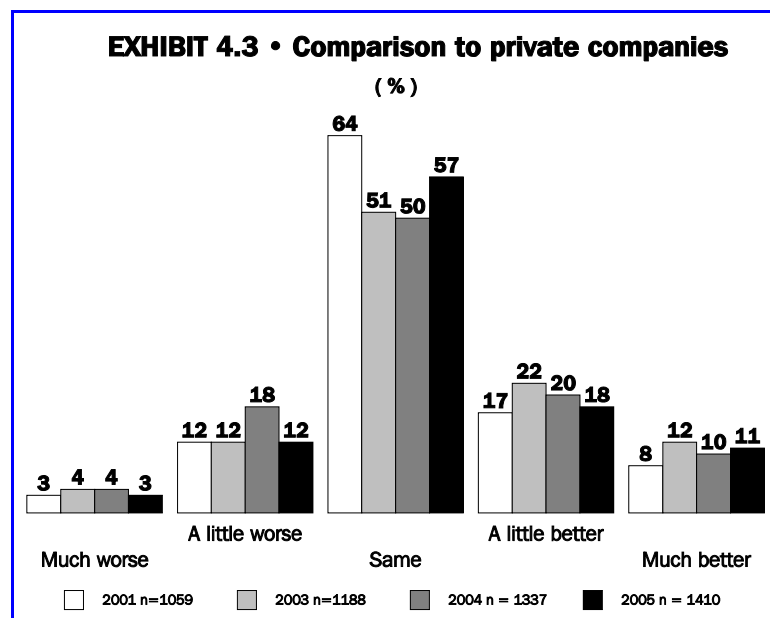
- clients who used Canada Post services;
- clients using their passport for business travel only;
- Canadians by naturalization;
- Allophones;
- residents of Ontario.



When asked to compare Passport Canada service with that of "other federal government organisations", 49% of clients who provided an answer indicated that Passport Canada provided better service (50% in 2004) whereas 4% concluded that its service was not as good — 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 Passport Canada overall client satisfaction has shown some variations, other public sector

organizations have had the same fate.



A similar comparison with "private companies" was also generally favourable to Passport Canada: 29% of clients rated its service better (30% in 2004) while 15% rated it not as good (22% 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 8.1).

One rating associated with the application process displayed an **increase in satisfaction** between 2004 and 2005: the **submission of applications** appears subjectively **easier** in 2005 (the average satisfaction rating on this element of service went from 7.3 to 8.0 and the proportion of clients at least satisfied, from 85% to 95%). This change is not related to modifications in the application form since the rating for this particular item has not changed much since 2003. Therefore, the improved perception of the submission of the application must have to do with the process itself.

EXHIBIT 4.4

Satisfaction with the application process

Element	Description	Satisfaction 2005 (n=836) ¹			2004 (n=1008) ¹	2003 (n=858) ¹	2001 (n=800) ¹
		Average 0 to 10	% satisfied or very satisfied	% very satisfied	Average 0 to 10	Average 0 to 10	Average 0 to 10
Q66	the ease of picking up your passport	8.1	95%	35%	8.0	8.2 ↗	7.9
Q68	overall, the fairness of the process	8.0	95%	24%	7.8	8.0	8.0
Q65	the ease of submitting your application	8.0 ↗	94%	28%	7.3	7.4 ↘	8.1
Q67	overall, the requirements	7.8	93%	25%	7.6	7.7	7.9
Q61	the simplicity of application forms	7.7	91%	22%	7.5	7.7 ↘	8.1
Q62	the list of qualified guarantors	7.7	91%	21%	7.6	7.7	7.8

¹ 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 list of qualified guarantors — an aspect of the process which is commonly criticized in Passport Canada qualitative research — is stable and fares relatively well, in the context, with a mean satisfaction rating of 7.7 and 91% of clients indicating at least some satisfaction.

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

- Clients who applied by **mail** were less satisfied than average with the ease of picking up their passport and with the fairness of the process;
- Clients using the **express** route were more satisfied with the simplicity of the application forms, with the list of qualified guarantors and with the fairness of the process;
- Clients of the **Eastern region** were more satisfied than average with the simplicity of the application form, with the list of qualified guarantors and with the overall fairness of the process;
- Clients of the **Central region** were less satisfied than average with the simplicity of the application form, with the ease of picking up the passport and with the overall fairness of the process;
- **Naturalized Canadians** were less satisfied with the fairness of the process;

- **Anglophone** clients were less satisfied than average with the list of qualified guarantors while **Francophones** were more satisfied than average with the same feature;
- **Women** were more satisfied with the ease of picking up the passport and with the fairness of the process;
- 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 than average with the list of qualified guarantors as well as the fairness of the process;
- Clients residing in **British Columbia** were less satisfied than average with the simplicity of the application form and with the list of qualified guarantors.

4.3 **Satisfaction with the travel document**

Like few federal government organizations, Passport Canada 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 8.3; 96% of passport applicants indicated some degree of satisfaction with the passport as a travel document and 39% indicated that they were "very satisfied" (from 31% in 2004 and back to the 2003 level). As in the case of the overall application process, these ratings suggest that the **Passport Canada product generates substantial satisfaction**.

EXHIBIT 4.5 Satisfaction with the travel document

Element	Description	Satisfaction 2005 (n=1384) ¹			2004 (n=1008) ¹	2003 (n=858) ¹	2001 (n=800) ¹
		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	8.3	96%	39%	8.2	8.4 ↗	8.1
Q454	acceptance by other countries	8.0	98%	24%	7.9	8.1	8.0
Q453	the security features of the passport	7.8	94%	19%	7.6	7.8	7.6
Q455	design of passports to avoid forgery	7.8 ↗	93%	21%	7.3	7.5 ↗	7.2
Q452	the number of pages in the passport	7.7	93%	19%	7.5	7.7	7.6
Q451	duration of the validity period	6.9 ↗	78%	14%	6.5	6.7	6.8

¹ 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.

Four of six satisfaction ratings with the passport as a document have stayed statistically the same between 2004 and 2005 while two have improved: design of the passport against forgery and the duration of the validity period have produced more satisfaction in 2005 than in 2004.

Acceptance by other countries rates 8.0 on the satisfaction scale. It is the highest rated of the product characteristics. As it ranked near the 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, 2003 and 2004: it collects an average satisfaction score of 6.9; 78% of clients express satisfaction in this regard and 14% 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 period¹, **61% of clients selected a 10-year validity period** (56% in 2001, 54% in 2003 and 58% in 2004) while 34% (39% in 2001, 42% in 2003, 39% in 2005) elected for the current 5-year period (4% did not provide an answer to this question). Preference for the 10-year validity period was stronger among those aged 36 to 55 (67%) than among older respondents (55%).

Some group differences occurred with regard to client product satisfaction:

- Clients of the **Eastern region** were more satisfied than average with the number of pages in the passport and with the security features of the passport;
- Clients of the **Central region** were less satisfied than average with the number of pages in the passport, with the security features of the passport and with acceptance by other countries;
- those using the passport only for **business purposes** were less satisfied than average with the design of the passport against forgery;
- those who had **used the passport** were more satisfied than average with the passport as a travel document;
- **Francophones** were more satisfied than average with the duration of the validity period and with the security features of the passport;
- those aged **18 to 35** were more satisfied than average with the duration of the validity period of the passport while those aged 56 or more were less satisfied with the same;
- Residents of **Atlantic Canada** were more satisfied with the design of the passport against forgery and with the passport as a travel document;
- Residents of **Quebec** were more satisfied than average with the duration of the validity period of the passport;
- Residents of **Ontario** were less satisfied than average with the security features of the passport and with acceptance in other countries;
- Residents of the **Prairies** were more satisfied than average with the security features of the passport and with acceptance in other countries;
- Residents of **British Columbia** were less satisfied than average with the security features of the passport.

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

4.4 **Satisfaction with areas of service**

Having dealt with the overall application process and with the passport as a product, this section turns to client satisfaction with the service process. Exhibit 4.6 presents the summary satisfaction indicators for the 30 available indicators.

It is striking to note that, again in 2005 (as in 2001, 2003 and 2004), **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:

- service responsiveness and reliability in general;
- the courtesy of the staff;
- the competence of the staff;
- the effectiveness of the staff;
- communications in the client's official language.

In objective terms, the satisfaction levels in these regards averaged between 8.2 and 8.5 with 95% to 99% of clients being "satisfied" or "very satisfied" and 28% to 46% being "very satisfied".

These and other satisfaction results represent a **significant improvement over 2004**. In particular, satisfaction with overall responsiveness and reliability has increased from a score of 7.8 to one of 8.5 ("totally satisfied" clients went from 29% to 46%). As many as 14 other elements of service (among the list of 30) were also associated with increased satisfaction in 2005. This is in sharp contrast with the evolution between 2003 and 2004 where 13 elements of service had experienced reduced client satisfaction.

The key improvements in satisfaction took place in the following areas:

- waiting time at the office (up to 7.0 from 5.2 in 2004);
- ease of access to services by telephone (up to 8.0 from 6.5);
- total time and effort required (up to 7.6 from 6.7);
- extra cost for express delivery (up to 6.7 from 5.9).

EXHIBIT 4.6 • Satisfaction with the application transaction

Element	Type	Description	Satisfaction 2004 (n=1384) ¹			2004 (n=1008)	2003 (n=858) ¹	2001 (n=800) ¹
			Average 0 to 10	% sat. or very satisfied	% very satisfied		Average 0 to 10	Average 0 to 10
Q10	General	service responsiveness and reliability	8.5 ↗	95%	46%	7.8 ↘	8.1	8.2
Q83	Responsiveness	the courtesy of the staff	8.4	97%	41%	8.2 ↘	8.6	8.4
Q82	Responsiveness	the competence of the staff	8.3	97%	36%	8.2 ↘	8.6	8.4
Q85	Responsiveness	the effectiveness of the staff	8.3	97%	35%	8.1 ↘	8.4	8.4
Q295	Communications	communications in your official language	8.2	99%	28%	8.2	8.4 ↗	8.1
Q81	Responsiveness	the availability of application forms	8.1	97%	30%	8.2	8.4	8.2
Q292	Communications	answers provided to your questions	8.1 ↗	97%	27%	7.8 ↘	8.1	8.0
Q334	Cost	convenience of the payment methods	8.0	96%	24%	7.9	8.1	7.9
Q221	Access	ease of access to services by telephone	8.0 ↗	95%	25%	6.5 ↘	6.8 ↘	7.3
Q88	Responsiveness	the understanding of your particular needs	8.0 ↗	94%	27%	7.7 ↘	8.1	8.1
Q31	General	communications	8.0	92%	31%	7.9	8.1	8.1
Q811	Responsiveness	the time it took to produce a passport	8.0 ↗	92%	30%	7.7	7.9	8.0
Q221B	Access	ease of access to services by mail	7.9	95%	23%	—	—	—
Q291	Communications	clarity of written information	7.9	94%	24%	7.7	7.7	7.9
Q24	General	access to services	7.9 ↗	90%	29%	7.3 ↘	7.6	7.6
Q293	Communications	the ease of access to information	7.8	93%	22%	7.8	7.9	7.8
Q228	Access	flexibility of the methods of access	7.8	93%	21%	7.6	7.7	7.7
Q333	Cost	the timing of the payment	7.7	93%	18%	7.6 ↘	7.9	7.7
Q812	Responsiveness	the waiting time to receive it by mail	7.7 ↗	88%	29%	7.2 ↘	7.6	7.5
Q814	Responsiveness	the total time and effort required	7.6 ↗	89%	24%	6.7 ↘	7.1 ↘	7.6
Q221C	Access	ease of access to services in person	7.6	89%	20%	—	—	—
Q226	Access	hours of operations of the office	7.5 ↗	89%	19%	7.0	7.2	7.3
Q296	Communications	avail. of info in access to tel. service	7.5	83%	21%	—	—	—
Q224	Access	signage to find the office	7.4 ↗	86%	19%	7.1	7.2	7.2
Q222	Access	the convenience of the office location	7.1 ↗	79%	20%	6.7	6.8	6.9
Q810	Responsiveness	the waiting time at the office	7.0 ↗	76%	24%	5.2 ↘	5.9 ↘	6.4
Q332	Cost	the extra cost for express delivery	6.7 ↗	75%	12%	5.9 ↘	6.4	6.5
Q35	General	passport cost and payment options	6.6 ↘	72%	12%	7.1	7.3	7.4
Q223	Access	availability of parking close to office	6.6 ↗	71%	17%	6.1	5.9	5.9
Q331	Cost	the base cost of the passport itself	6.1 ↗	63%	11%	5.4	5.3 ↘	6.1

¹ 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 essence, in 2005, we witnessed a **return to 2001 (pre-September) satisfaction patterns**, or even an improvement from the satisfaction levels observed at that time. This is quite an accomplishment in an environment where security is still a compelling issue.

As in previous years, the **bottom** of satisfaction list comprises **cost** elements — either direct, real monetary cost or indirect costs taking the form of inconveniences:

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

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

Discarding the satisfaction differences obviously related to the service circumstances, Exhibit 4.7 identifies the patterns of satisfaction by subgroup.

Note that:

- clients residing in the West or serviced in the West have expressed dissatisfaction with access-related service elements. This is new.
- residents of Atlantic Canada and Quebec remain more satisfied with a number of aspects of service, particularly compared to residents of Ontario.
- clients serviced by mail (including those who have used a receiving agent) show a pattern of lower satisfaction that did not exist in 2004.
- Canadians by naturalization and Allophones continue to be less satisfied with a number of aspects of service than Canadians by birth and Anglophones (but even more so, Francophones).
- women have returned to their habitual higher satisfaction compared to men, a position they had lost in 2004.

EXHIBIT 4.7 • Patterns of satisfaction

Subgroup	More satisfied than average with...	Less satisfied than average with...
Clients served in Atlantic Canada or Quebec	<ul style="list-style-type: none"> competence of staff understanding of client needs time to produce a passport waiting time to receive the passport by mail total time and effort required overall responsiveness and reliability ease of access to services in person signage to find the office access, overall answers provided to your questions 	
Clients served in Ontario	<ul style="list-style-type: none"> extra cost for express delivery 	<ul style="list-style-type: none"> waiting time at the office ease of access to services in person signage to find the office
Clients served west of Ontario	<ul style="list-style-type: none"> availability of application forms understanding of client needs 	<ul style="list-style-type: none"> availability of parking close to the office access overall
Clients served by the mail office (including receiving agent)		<ul style="list-style-type: none"> availability of application forms competence of staff courtesy of staff understanding of client needs time to produce a passport waiting time to receive the passport by mail total time and effort required overall responsiveness and reliability answers provided to your questions ease of access to information communication in the language of your choice communications, overall extra cost for express delivery
Clients who have used their passport	<ul style="list-style-type: none"> waiting time at the office overall responsiveness and reliability availability of parking close to the office communications, overall 	
Clients who have not used their passport		<ul style="list-style-type: none"> waiting time to receive the passport by mail overall responsiveness and reliability communications, overall
Canadians by birth	<ul style="list-style-type: none"> overall responsiveness and reliability availability of information on how to access the telephone service 	
Anglophones	<ul style="list-style-type: none"> availability of information on how to access the telephone service 	<ul style="list-style-type: none"> ease of access to services in person signage to find the office convenience of payment methods

Subgroup	More satisfied than average with...	Less satisfied than average with...
Francophones	<ul style="list-style-type: none"> • overall responsiveness and reliability • ease of access to services in person • signage to find the office • hours of operations of the office • convenience of payment methods 	<ul style="list-style-type: none"> • availability of information on how to access the telephone service
Allophones		<ul style="list-style-type: none"> • courtesy of staff • understanding of client needs • time to produce a passport • overall responsiveness and reliability • ease of access to services by telephone • communication in the language of your choice
Clients aged 18 to 35		<ul style="list-style-type: none"> • availability of information on how to access the telephone service • communications, overall
Clients aged 56 or more	<ul style="list-style-type: none"> • hours of operations of the office • communications, overall 	
Women	<ul style="list-style-type: none"> • effectiveness of staff • understanding of client needs • overall responsiveness and reliability • answers provided to your questions • timing of the payment 	
Residents of Atlantic Canada	<ul style="list-style-type: none"> • understanding of client needs • time to produce a passport • total time and effort required • ease of access to services in person • availability of information on how to access the telephone service 	<ul style="list-style-type: none"> • extra cost for express delivery
Residents of Quebec	<ul style="list-style-type: none"> • overall responsiveness and reliability • ease of access to services in person • signage to find the office • access overall • convenience of payment methods 	<ul style="list-style-type: none"> • availability of information on how to access the telephone service
Residents of Ontario		<ul style="list-style-type: none"> • availability of application forms • understanding of client needs • waiting time at the office • total time and effort required • overall responsiveness and reliability • ease of access to services in person • signage to find the office • convenience of payment methods
Residents of the Prairie provinces	<ul style="list-style-type: none"> • availability of application forms • total time and effort required • clarity of the information • ease of access to information 	<ul style="list-style-type: none"> • access overall

Subgroup	More satisfied than average with...	Less satisfied than average with...
Residents of British Columbia	<ul style="list-style-type: none"> • availability of application forms • availability of information on how to access the telephone service 	<ul style="list-style-type: none"> • ease of access to services by telephone • ease of access to services by mail • ease of access to services in person • availability of parking close to the office • flexibility of methods of access • access overall • clarity of written information • communication in the language of your choice • payment, overall

Telephone service

Telephone service was subjected to more attention in the 2005 client study than in previous years. It was found that 11% of applicants indicated having contacted the Passport Canada telephone centre during their last passport application. Of these, 16% stated that they encountered some type of problem while using the telephone service (fewer in British Columbia).

The most commonly identified problems were:

- excessive wait time (75%; multiple responses were accepted so percentages sum more than 100%);
- busy telephone line (40%);
- never being able to talk to a human being (40%).

4.5 Client expectations

The survey probed clients for their expectations regarding the service offered by Passport Canada. 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 4.8a • Expectations and perceptions regarding delays
Wait time at the office to deliver the application

	Year	Average time waited	% acceptable	Average time acceptable	n
All clients concerned	2005	54 min.	61%	—	686
	2004	72	52%	—	491
	2003	57	61%	—	622
	2001	42	63%	—	530
Found acceptable	2005	35	100%	—	441
	2004	40	100%	—	267
	2003	31	100%	—	382
	2001	22	100%	—	328
Found too long	2005	84	0%	31	241
	2004	108	0%	39	223
	2003	100	0%	34	240
	2001	75	0%	23	199

EXHIBIT 4.8b • Expectations and perceptions regarding delays
Wait time at the office to pick up the passport

	Year	Average time waited	% acceptable	Average time acceptable	n
All clients concerned	2005	15 min.	85%	—	174
	2004	13	86%	—	135
	2003	19	86%	—	258
	2001	17	87%	—	393
Found acceptable	2005	16	100%	—	147
	2004	15	100%	—	115
	2003	13	100%	—	222
	2001	12	100%	—	343
Found too long	2005	60	0%	18 min.	25
	2004	52	0%	22	19
	2003	56	0%	25	36
	2001	47	0%	13	50

EXHIBIT 4.8c • Expectations and perceptions regarding delays
Time to deliver the finished passport

	Year	Average time waited	% acceptable	Average time acceptable	n
All clients	2005	13 days	99%	—	1,142
	2004	15	97%	—	1,105
	2003	15	86%	—	1,14
	2001	10	90%	—	986
Found acceptable	2005	13	100%	—	1,124
	2004	15	100%	—	1,078
	2003	14	100%	—	983
	2001	9	100%	—	873
Found too long	2005	45	0%	6 days	12
	2004	29	0%	3	26
	2003	26	0%	11	153
	2001	22	0%	8	110

EXHIBIT 4.8d • Expectations and perceptions regarding delays
Time waited on the Passport Canada telephone service

	Year	Average time waited	% acceptable	Average time acceptable	n
All clients concerned	2005	10 min.	67%	—	173
Found acceptable	2005	3	100%	—	85
Found too long	2005	24	0%	6 min.	46

Exhibit 4.8 provides the key figures in this regard. As observed in previous years, ***a very close match exists between the experience of clients who considered the delays acceptable and the expectations of clients who considered the delays unacceptably long.***

- In 2005, those who found that the wait to deliver the application was acceptable said they waited 35 minutes on average; clients who were critical of the wait expected to wait 31 minutes (but said they waited 84 minutes on average).
- The respective figures for pick up wait time are 16 and 18 minutes.
- There were too few who felt the time to produce the passport was too long to analyse them reliably.

These matched data suggest that **client expectations were not excessive**: dissatisfied clients basically expected what satisfied clients were provided.

In the case of perceived waiting time to deliver the application, the Agency performance improved by 18 minutes in 2005 (and reverted to the results observed in 2003), with a corresponding increase of 11 percentage points in the proportion of clients finding their experience acceptable in this regard.

Agency performance was stable with regard to the perceived waiting time to pick up the passport: it went from 13 minutes in 2004 to 15 minutes in 2005.

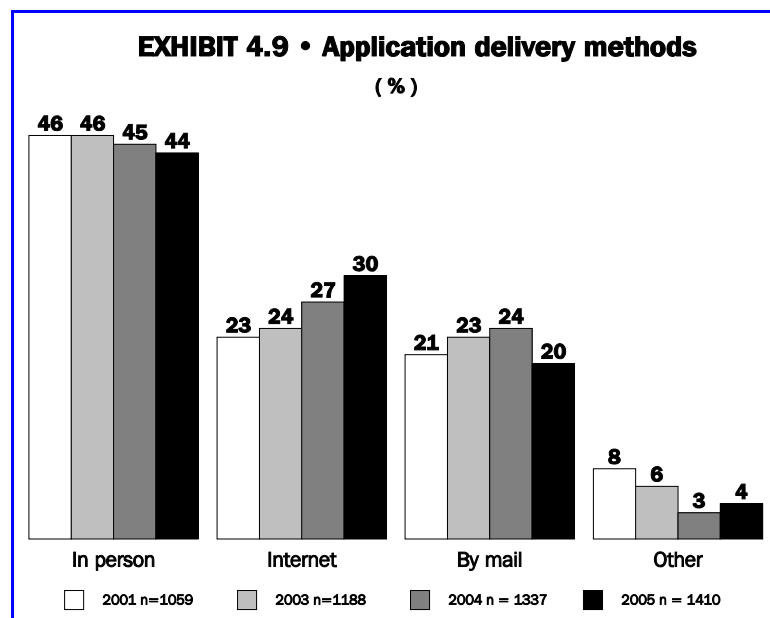
Finally, perceived passport production time went from 15 to 13 days between 2004 and 2005.

Some 99% found the delay they experienced in the production of the passport acceptable. The corresponding figures are 85% concerning the pick up wait time, 61% for the application delivery wait time and 67% for the time to obtain service from the Passport Canada call centre.

Perceived time to access the Passport Canada telephone service was ten minutes on average. However, it averaged three minutes among those who considered the delay acceptable and 24 minutes in the group dissatisfied with the wait time. This latter group would have been satisfied with an access time of six minutes.

Requirements

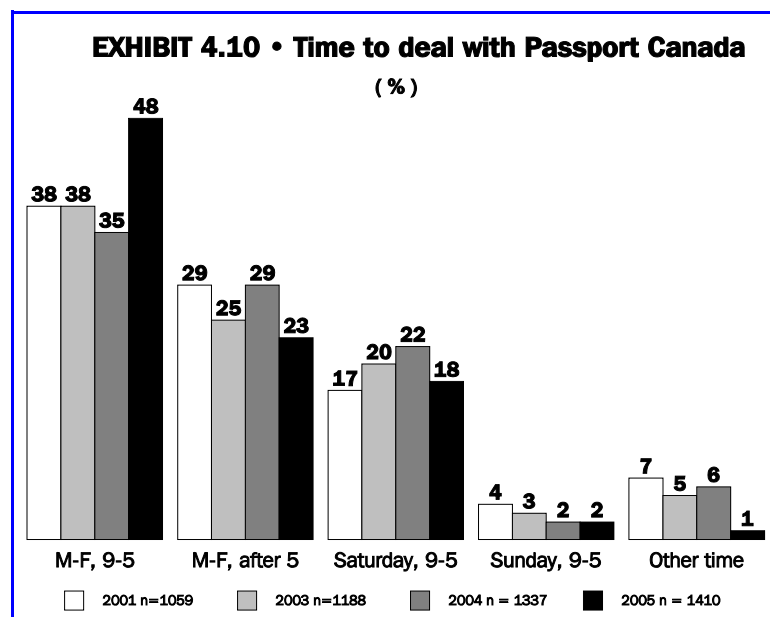
More than eight client out of ten (84%; respectively 87%, 85% and 87% in 2001, 2003 and 2004) indicated that they considered the existing requirements to obtain a passport "adequate". Where 8% (5%, 8% and 7% in 2001, 2003 and 2004) of clients considered that the requirements were "excessive", 5% (6%, 6% and 5% in 2001, 2003 and 2004) assessed that they were "insufficient".



Access

Less than half (44%) of all clients preferred the **in-person delivery of passport applications** (see Exhibit 4.9). The second most frequently chosen means of delivery of application documents was the **Internet** which was selected by almost one-third of all clients (30%); the Internet garnered more support among business travellers, frequent passport users, Anglophones, people aged 18 to 35, males and British Columbia residents. Mail delivery was preferred by one client in five. Year to year, preferences in delivery method are relatively stable

with the Internet slowly gaining ground.



The preferred time period to deal with Passport Canada was regular business hours (48%), followed by evenings (23%). Saturdays were selected by 18% of clients. For the first time in four measurements, a plurality of clients preferred regular business hours over the aggregate of evenings and Saturdays. However, a majority would prefer non-traditional hours in the following groups: Francophones, people aged 18 to 55 and residents of Quebec.

The physical location of Passport Canada was considered "beyond a reasonable distance" by one client in

five (19%; 21%, 25% and 27% in 2001, 2003 and 2004). This

assessment was more frequent among Canadians by birth (21%), females (22%) and residents of Atlantic Canada (37%).

Payment methods

For a purchase such as that of a passport, several payment methods were appreciated by sizeable groups of clients. Almost one-half of all clients (44%; 37%, 47% and 44% in 2001, 2003 and 2004) preferred credit card payment while about one-third would choose debit card payment (32%; 27%, 31% and 33% in 2001, 2003 and 2004); 14% selected cash payment (23%, 12% and 12% in 2001, 2003 and 2004).

Payment by credit card was the preferred method for all subgroups except clients serviced in Atlantic Canada and Quebec where preference for debit cards exceeded that for credit cards.

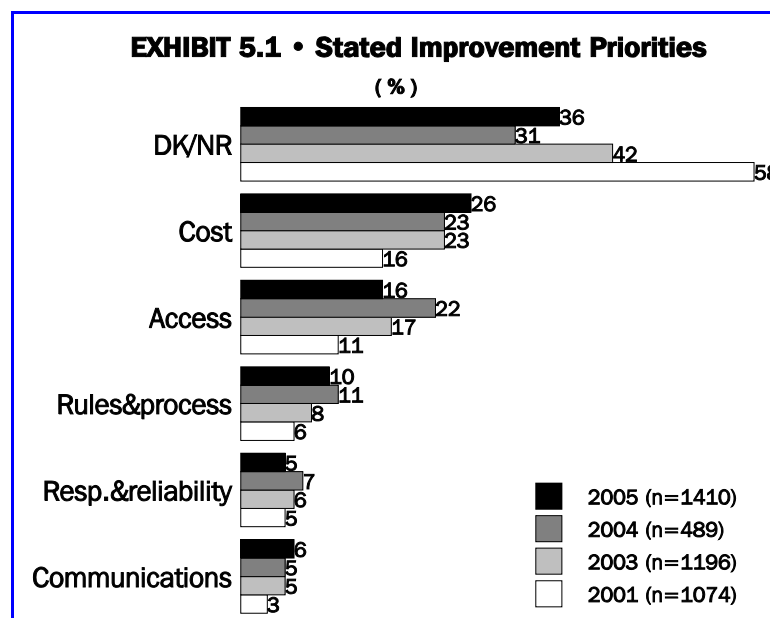
Chapter 5

PRIORITIES FOR IMPROVEMENT

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

5.1 *Stated priorities*

The first approach to determining improvement priorities for the Agency is to ask clients directly what it should work on. Given this choice, about one-third (36%) 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 three or four years ago**.



The area of service **most often** selected for improvement is the **cost** (26%) — concern with cost has increased over the years, from 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 (16%). Within the access domain, 38% of clients who indicated a priority wanted closer parking space and 27%, improved signage.

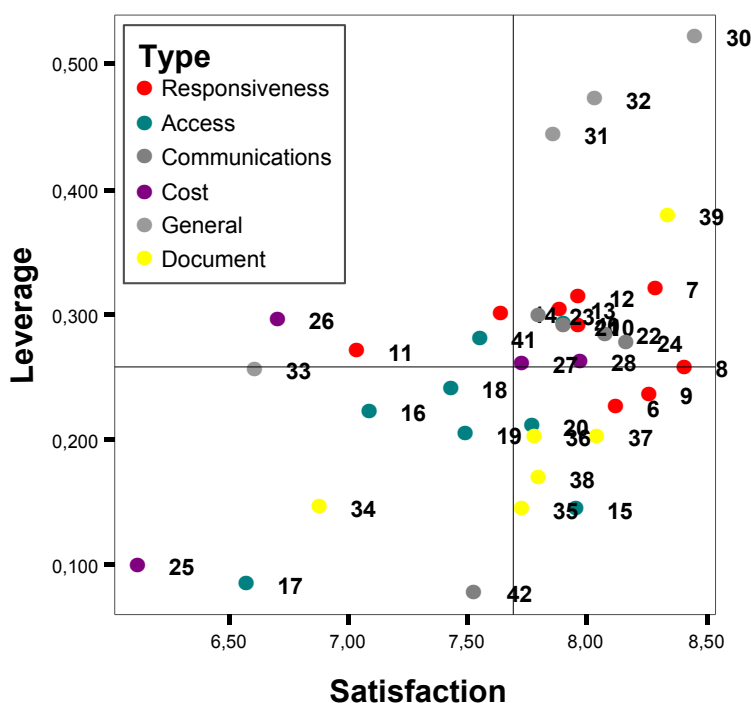
These priorities, stated by clients, may not be the best choices for the Agency, however. Indeed, while they may correspond to clients pet peeves, they may not be associated with the best "satisfaction bang for the improvement buck", as the next section will demonstrate.

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 Passport Canada, in 2005, there are very few such top priorities. Only one element of service may qualify as such: **the extra cost for express delivery** (item 26).

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

- service responsiveness and reliability (item 30);
- overall communications (item 32);
- access to services (item 31);

- the passport as a travel document (item 39).

- Low satisfaction and low leverage components are **low priorities** in terms of service improvement. While clients are not excited about Passport Canada's performance in their regard, they don't associate a high degree of leverage to these aspects of service. They are:
 - availability of parking close to office (item 17);
 - the base cost of the passport itself (item 25);
 - the duration of the validity period of the passport (item 34).
- 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 Passport Canada are few and far between. If one must be identified, it would be ease of access to services by telephone (item 15).

Chapter 6

RECEIVING AGENT CLIENTS

This study comprised special samples of Passport Canada clients who elected to use the services of a receiving agent to deliver their application. During the period covered by the sample, Canada Post and Human Resources and Skills Development Canada (HRSDC) acted as receiving agents for Passport Canada.

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 instances identified in Exhibit 6.1.

The service experience of clients using receiving agents was generally similar to that of clients using regular channels. Generally, they were more satisfied with location-related features but somewhat less satisfied with cost, turn-around time, direct service and communications.

EXHIBIT 6.1

Differences observed among receiving agent clients

	Clients who used Canada Post service were...	Clients who used HRSDC services were...
...more satisfied with...	<ul style="list-style-type: none"> the list of qualified guarantors the waiting time at the office the availability of parking close to the office 	<ul style="list-style-type: none"> the waiting time at the office the convenience of the office location
...less satisfied with...	<ul style="list-style-type: none"> the competence of the staff the courtesy of the staff the time it took to produce the passport overall responsiveness and reliability access, overall the clarity of written information communications, overall the base cost of the passport the extra cost for express delivery payment, overall the service overall 	<ul style="list-style-type: none"> the time it took to produce the passport the waiting time to receive the passport by mail overall responsiveness and reliability access, overall
...more likely...	<ul style="list-style-type: none"> to identify the simplicity of the forms as an improvement priority to prefer dealing with the Passport Office weekdays after 5PM to identify the cost generally as well as base cost of the passport as an improvement priority to be a Canadian by birth to be aged 36 to 55 	<ul style="list-style-type: none"> to have contacted the Passport Canada telephone centre to identify the simplicity of the forms as an improvement priority to identify understanding of client needs as an improvement priority to identify clarity of written information as an improvement priority to be a Canadian by birth to be aged 36 to 55
...less likely...	<ul style="list-style-type: none"> to identify signage to find the office as an improvement priority to have used their passport yet to travel outside of Canada 	<ul style="list-style-type: none"> to use their passport for business travelling to have used their passport yet to travel outside of Canada
sample size	204	203

APPENDIX A

List of service elements

List of service elements

Process	1	Q61	the simplicity of application forms
	2	Q62	the list of qualified guarantors
	3	Q65	the ease of submitting your application
	4	Q66	the ease of picking up your passport
	5	Q68	overall, the fairness of the process
Responsiveness	6	Q91	Q81 the availability of application forms
	7	Q92	Q82 the competence of the staff
	8	Q93	Q83 the courtesy of the staff
	9	Q95	Q85 the effectiveness of the staff
	10	Q98	Q88 the understanding of your particular needs
	11	Q910	Q810 the waiting time at the office
	12	Q911	Q811 the time it took to produce a passport
	13	Q912	Q812 the waiting time to receive it by mail
Access	14	Q914	Q814 the total time and effort required
	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
	40	Q231C	Q221C access in person
Communications	41	Q231B	Q221B access by mail
	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
	42	Q306	Q296 info on access to the telephone service
Cost	25	Q341	Q331 the base cost of the passport itself
	26	Q342	Q332 the extra cost for express delivery
	27	Q343	Q333 the timing of the payment
	28	Q344	Q334 convenience of the payment methods
General	29	Q401	Q67 the passport application rules and process
	30	Q402	Q10 service responsiveness and reliability
	31	Q403	Q24 access to services
	32	Q404	Q31 communications
	33	Q405	Q35 passport cost and payment options
Document	34	Q461	Q451 duration of the validity period
	35	Q462	Q452 the number of pages in the passport
	36	Q463	Q453 the security features of the passport
	37	Q464	Q454 acceptance by other countries
	38	Q465	Q455 design of passports to avoid forgery
	39	Q47	the passport as a travel document

APPENDIX B

Questionnaire

Passport Canada National Client Satisfaction Survey

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

Question	Answer
Who is this survey done for?	The survey is commissioned by the Passport Canada.
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 Passport Canada. 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 Passport Canada, Ronald Scanlan at (819)934-3829.

CONFIRMATION OF ELIGIBILITY

Q1 Are you aged 18 or over?

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

Q2 Was your passport application sent by mail or delivered in person at the Passport Canada 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 Canada office counter?

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

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

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

RESPONSIBILITIES

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

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

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

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

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

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

AUTOMATIC ASSIGNMENT

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

PROCESS

(ASKED OF GROUP 1 ONLY)

Q6 **Considering your recent passport application, would you say you were 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 _____)	99
DK/NR	99

RESPONSIVENESS AND RELIABILITY

(ASKED OF GROUP 1 ONLY)

Q8 Would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Canada 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 Passport Canada to produce a passport
- 8.12 (IF "BY MAIL" AT Q?B) 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 Passport Canada 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 were generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with Passport Canada 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 Canada 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 Canada 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

ACCESS

(ASKED OF GROUP 1 ONLY)

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

(PERMUTATION OF ITEMS)

- 22.1 (IF "YES" AT Q?) ease of access to services by telephone
- 22.1b (IF "BY MAIL" AT Q2) ease of access to services by mail
- 22.1c (IF "IN PERSON" AT Q? OR Q2B) ease of access to services in person
- 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 access to Passport Canada 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 were generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to Passport Canada services?

Q25 If only one of these areas of access to Passport Canada 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 wanted, 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 you prefer to deal with Passport Canada? 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 Canada office? Is it...

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

COMMUNICATIONS

(ASKED OF GROUP 1 ONLY)

Q29 Would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of Passport Canada 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
- 29.6 (IF "YES" AT Q5) the availability of information on how to access the telephone service

(ASKED OF GROUP 2 ONLY)

Q30 Do you find each of the following aspects of Passport Canada communications very unimportant, unimportant, neutral, important or very important, starting with...

(PERMUTATION OF ITEMS)

31.1 (Same as Q?)

Q31 Would you say you were generally very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with Passport Canada communications?

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

(Same as Q?)	1
OTHER (SPECIFY _____)	98
DK/NR	99

(IF "YES" AT Q5)

Q32b Did you encounter any problem while using Passport Canada's telephone service?

YES	1
No	2
DK/NR	9

(IF "YES" AT Q32B)

Q32c What type of problem did you encounter? (SELECT ALL THAT APPLY)

BUSY TELEPHONE LINE	1
BEING BOUNCED FROM PERSON TO PERSON	2
BEING STUCK IN TREE SELECTIONS	3
ENDING UP AT VOICE MAIL	4
NEVER ABLE TO TALK TO A HUMAN BEING	5
EXCESSIVE WAIT TIME	6
NOT KNOWING WHERE TO LOOK TO FIND THE CONTACT INFORMATION	7
UNABLE TO FIND THE SERVICE IN THE TELEPHONE BOOK	8
NEVER RECEIVED AN ANSWER TO AN ENQUIRY	9
OTHER (PLEASE SPECIFY)	98
DK/NR	99

(IF "YES" AT Q5)

Q32d As far as you remember, how long did you have to wait when you called Passport Canada's telephone service?

NO WAIT	1
LESS THAN 1 MINUTE	2
_____ MINUTES	3
DK/NR	9

(IF MORE THAN NO WAIT AND NOT DK/NR)

Q32e Do you consider this acceptable or too long?

ACCEPTABLE	1
TOO LONG	2
DK/NR	9

(IF "TOO LONG")

Q32f In your view, what would be an acceptable wait when you call Passport Canada's telephone service?

LESS THAN 1 MINUTE	1
_____ MINUTES	2
DK/NR	9

COSTS

(ASKED OF GROUP 1 ONLY)

Q33 Would you say you were 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 were 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?)	98
OTHER (SPECIFY _____)	98
DK/NR	99

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

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

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

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

GENERAL QUESTIONS

Q39 Globally, would you say you were 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 Passport Canada operations could be improved, which should be focussed on? (PERMUTATE, READ IF NECESSARY)

(SAME AS Q?)	
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, Passport Canada 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, Passport Canada 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 were 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 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

SOCIO-DEMOGRAPHICS

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 Have you used your new passport to travel to the United States?

YES 1
No 2
DK/NR 9

(IF ONE OR MORE TO Q?)

Q54 Have you used 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 What year were you born?

1 9 ____
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 de Passeport Canada

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 de Passeport Canada, l'organisme fédéral chargé d'émettre les passeports canadiens. J'aimerais vous poser quelques questions concernant vos récentes transactions avec Passeport Canada. Votre opinion nous aidera à améliorer notre service. Il ne vous faudra pas plus de 10 minutes et vos réponses seront complètement confidentielles. Me permettez-vous de continuer?

Question	Réponse
Pour qui ce sondage est-il réalisé?	L'enquête a été commandée par Passeport 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 Passeport Canada. 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 de Passeport Canada, Ronald Scanlan au numéro (819)934-3829.

CONFIRMATION DE L'ADMISSIBILITÉ

Q1 Avez-vous 18 ans ou plus?

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

Q2 Votre demande de passeport a-t-elle été envoyée par la poste ou livrée en personne au bureau de Passeport Canada?

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 de Passeport Canada?

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

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

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

RESPONSABILITÉS

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

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

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 de Passeport Canada lors de votre dernière demande de passeport?

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

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

AFFECTATION AUTOMATIQUE

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

LE PROCESSUS

(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS DANS LES BLOCS)

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

(À POSER AU GROUPE 1 SEULEMENT)

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

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

SENSIBILITÉ ET FIABILITÉ

(À POSER AU GROUPE 1 SEULEMENT)

Q8 Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants relatifs à la sensibilité et à la fiabilité de Passeport Canada, 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 à Passeport Canada pour produire un passeport
- 8.12 (SI C'EST «PAR LA POSTE» À Q2B) 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 de Passeport Canada 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 de Passeport Canada?

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

(MÊMES ASPECTS QUE Q8)
AUTRE (VEUILLEZ PRÉCISER _____) 98
NSP/PDR 99

(SI C'EST «JE L'AI FAIT» À Q4.4)

Q12 Autant que vous vous rappeliez, combien de temps avez-vous dû attendre au bureau de Passeport Canada 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 de Passeport Canada lorsque vous avez récupéré votre passeport?

VALEUR _____	
MINUTES	1
HEURES	2
NSP/PDR	9

Q16 Trouvez-vous ce délai acceptable ou trop long?

ACCEPTABLE	1
TROP LONG	2
NSP/PDR	9

(SI C'EST «TROP LONG» À Q16)

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

VALEUR _____	
MINUTES	1
HEURES	2
NSP/PDR	9

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

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

Q19 Trouvez-vous ce délai acceptable ou trop long?

ACCEPTABLE	1
TROP LONG	2
NSP/PDR	9

(SI C'EST «TROP LONG» À Q19)

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

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

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

INSUFFISANTES	1
ADÉQUATES	2
EXCESSIVES	3
NSP/PDR	9

L'ACCÈS

(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

- 22.1 (SI C'EST «OUI» À Q5) la facilité d'accès aux services par téléphone
- 22.1b (SI C'EST «PAR LA POSTE» À Q2) la facilité d'accès aux services par la poste
- 22.1c (SI C'EST «EN PERSONNE» À Q? OU Q2B) la facilité d'accès aux services en personne
- 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 à Passeport Canada 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 de Passeport Canada?

Q25 Si seulement l'un des aspects de l'accès aux services de Passeport Canada pouvait être amélioré, lequel choisiriez-vous?

(MÊMES ASPECTS QUE Q22)
AUTRE (VEUILLEZ PRÉCISER _____) 98
NSP/PDR 99

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

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

Q27 Sans tenir compte des heures d'ouverture actuelles, à quelle heure préféreriez-vous faire affaire avec Passeport Canada? 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 de Passeport Canada 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

LES COMMUNICATIONS

(À POSER AU GROUPE 1 SEULEMENT)

Q29 **Vous diriez-vous très insatisfait(e), insatisfait(e), neutre, satisfait(e) ou très satisfait(e) de chacun des aspects suivants relatifs aux communications de Passeport Canada, 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
- 29.6 (SI C'EST «OUI» À Q5) la disponibilité d'information sur comment rejoindre le service téléphonique

(À POSER AU GROUPE 2 SEULEMENT)

Q30 **Diriez-vous que chacun des aspects suivants de la communication avec Passeport Canada 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 de Passeport Canada?**

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

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

(SI C'EST «OUI» À Q5)

Q32b **Avez-vous rencontré un problème lorsque vous avez utilisé le service téléphonique de Passeport Canada?**

OUI 1
NON 2
NSP/PDR 9

(SI «OUI» À Q32B)

Q32c Quel genre de problème avez-vous rencontré? (IDENTIFIER TOUTES LES RÉPONSES PERTINENTES)

LIGNE TÉLÉPHONIQUE OCCUPÉE	1
TRANSFÉRÉ DE PERSONNE EN PERSONNE	2
COINCÉ DANS LES ARBRES DE SÉLECTION	3
S'EST RETROUVÉ À UNE BOÎTE VOCALE	4
INCAPABLE DE REJOINDRE UN ÊTRE HUMAIN	5
DÉLAI D'ATTENTE EXCESSIF	6
NE PAS SAVOIR OÙ CHERCHER L'INFORMATION POUR CONTACTER LE SERVICE	7
INCAPABLE DE TROUVER LE SERVICE DANS LE BOTTIN DE TÉLÉPHONE	8
JAMAIS REÇU DE RÉPONSE À SA DEMANDE	9
AUTRE (VEUILLEZ PRÉCISER)	98
NSP/PDR	99

(SI C'EST «OUI» À Q5)

Q32d Autant que vous vous rappeliez, combien de temps avez-vous dû attendre lorsque vous avez utilisé le service téléphonique de Passeport Canada?

PAS D'ATTENTE	1
MOINS D'UNE MINUTE	2
_____ MINUTES	3
NSP/PDR	9

(SI PLUS DE «PAS D'ATTENTE»)

Q32e Trouvez-vous ce délai acceptable ou trop long?

ACCEPTABLE	1
TROP LONG	2
NSP/PDR	9

(SI C'EST «TROP LONG»)

Q32f À votre avis, quel serait le temps d'attente acceptable lorsque vous utilisez le service téléphonique de Passeport Canada?

MOINS D'UNE MINUTE	1
_____ MINUTES	2
NSP/PDR	9

LE COÛT

(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

33.1 le coût de base du passeport

33.2 (SI C'EST «PRODUCTION EXPRESS» À Q3) le supplément pour la livraison rapide

33.3 le moment où il faut effectuer le paiement

33.4 la commodité des modes de paiement offerts

(À POSER AU GROUPE 2 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

34.1 (Mêmes aspects que Q33)

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

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

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

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

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

Q38 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

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 de Passeport Canada 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 Passeport Canada 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 Passeport Canada offre un bien meilleur service que les entreprises privées, ou un service un peu meilleur, de même niveau, un peu moins bon ou bien moins bon?**

(CHANGEMENT ALÉATOIRE DE L'ORDRE DE PRÉSENTATION)

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

CARACTÉRISTIQUES DU PASSEPORT

(À POSER AU GROUPE 1 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

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

(À POSER AU GROUPE 2 SEULEMENT)

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

(PERMUTER LES ÉLÉMENTS)

- 46.1 (Mêmes aspects que Q45)

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

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

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

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

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

DONNÉES SOCIO-DÉMOGRAPHIQUES

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

Q50 Utilisez-vous votre passeport surtout pour des voyages d'agrément, 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

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q2																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
By mail/courrier	31%	100%	0%	74%	43%	38%	14%	33%	21%	0%	0%	0%	97%	31%	24%	29%	41%	28%	26%
		+++	---	+++	++	+++	---	+++	---	---	---	---	+++				+++	-	
In person	69%	0%	100%	26%	57%	62%	85%	66%	79%	100%	99%	99%	3%	69%	76%	71%	58%	72%	73%
		---	+++	---	--	---	+++	---	+++	+++	+++	+++	---				---	+	
Other, specify	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
kh ² :		(***)				(***)		(***)		(***)				-			(***)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
By mail/courrier	31%	32%	25%	32%	31%	24%	31%	32%	30%	29%	32%	39%	32%	31%	29%	27%
In person	69%	67%	75%	68%	69%	76%	69%	68%	70%	70%	67%	61%	68%	69%	71%	72%
Other, specify	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(*)		-			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q2B																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
By mail/courrier	71%	86%	64%	92%	95%	100%	0%	80%	35%	64%	63%	63%	86%	74%	46%	62%	82%	70%	61%
		+++	---	+++	+++	+++	---	+++	---		--	-	+++	+++	---	-	+++		---
In person	29%	14%	36%	8%	5%	0%	100%	20%	65%	36%	37%	37%	14%	26%	54%	38%	18%	30%	39%
		---	+++	---	---	---	+++	---	+++		++	+	---	---	+++	+	---		+++
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(***)				***		***		***				***			***		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
By mail/courrier	71%	72%	66%	72%	74%	62%	73%	70%	72%	72%	69%	75%	74%	69%	74%	65%
In person	29%	28%	34%	28%	26%	38%	27%	30%	28%	28%	31%	25%	26%	31%	26%	35%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		*		*			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q3																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Normal process	79%	87% +++	77% --	60% ---	90% ++	89% +++	55% ---	100% +++	0% ---	76%	78%	75%	85% ++	82% +++	63% -	67% ---	88% +++	80%	71% ---
Express delivery	17%	10% ---	20% ++	38% +++	7% --	9% ---	39% +++	0% ---	100% +++	21%	18%	20%	13% --	15% ---	37% ++	26% +	10% ---	17%	23% ++
DK/NR	3%	3%	4%	2%	3%	2% --	6% ++	0%	0%	2%	4%	4%	3%	3%	0%	7% +	2%	3%	6% +
khi ² :		(***)				***		***		*				(***)			***		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Normal process	79%	80%	75%	81%	81%	72%	78%	79%	79%	80%	79%	71%	82%	79%	80%	79%
Express delivery	17%	16%	21%	16%	17%	23%	20%	18%	15%	17%	18%	26%	17%	17%	14%	17%
DK/NR	3%	3%	4%	3%	2%	5%	2%	2%	5%	4%	3%	3%	1%	4%	6%	3%
khi ² :		-		-			-			-		(-)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q4_1 finding an application form																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
I did it	92%	91%	92%	89%	90%	91%	94%	92%	91%	90%	92%	96% +	91%	92%	89%	91%	92%	91%	93%
Someone else did it for me	8%	8%	8%	10%	9%	9%	6%	8%	8%	10%	8%	4%	9%	8%	11%	8%	8%	8%	7%
DK/NR	0%	0%	0%	1%	0%	0%	0%	0%	1% +	0%	0%	0%	0%	0% -	0%	1% ++	0%	0%	0%
khi²:		-				-		(*)		-				(*)			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
I did it	92%	92%	91%	93%	89%	93%	89%	91%	96%	93%	91%	91%	90%	92%	94%	94%
Someone else did it for me	8%	8%	8%	7%	10%	6%	11%	9%	4%	7%	9%	9%	10%	8%	6%	6%
DK/NR	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(*)			(**)			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q4_2 completing the application form																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
I did it	96%	97%	95%	95%	92%	96%	96%	97% + +	92% --	98%	94%	95%	97%	95%	96%	98%	94%	96%	95%
Someone else did it for me	4%	3%	5%	4%	8%	4%	4%	3% --	7% + +	2%	6%	5%	3%	4%	4%	2%	5%	4%	4%
DK/NR	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		(**)		-				-			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
I did it	96%	96%	93%	96%	98%	94%	94%	96%	95%	96%	96%	97%	97%	95%	95%	95%
Someone else did it for me	4%	4%	6%	4%	2%	5%	6%	4%	4%	4%	4%	3%	3%	5%	5%	4%
DK/NR	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
khi ² :		--	++			+										
± ... at 50 %:	3.01	(**)		(*)			-			-		-				
	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
			In person - PPT	In person - CPC	In person - HRSDC	By mail	In person								Plea- sure travel only	Busi- ness travel only	Both	Has not	Once
Q4_3 finding a guarantor to vouch for you	Total																		
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
I did it	95%	97%	94%	92%	95%	94%	96%	95%	95%	96%	93%	94%	96%	94%	98%	96%	94%	94%	97%
Someone else did it for me	5%	3%	6%	7%	5%	6%	3%	5%	5%	3%	7%	6%	4%	6%	2%	3%	6%	6%	3%
DK/NR	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	2%	0%	0%	0%
khi²:		-				-		-		-				-		+	-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
I did it	95%	95%	93%	94%	97%	96%	93%	96%	94%	95%	95%	95%	97%	94%	95%	93%
Someone else did it for me	5%	4%	6%	6%	2%	4%	7%	4%	5%	5%	5%	5%	2%	6%	5%	7%
DK/NR	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

The passport application process includes several steps. Did you do each of the following yourself or did someone else do it for you, starting with...																			
		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
			In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q4_4 delivering the application documents	Total	By mail																	
weighted n:	968	0	954	11	3	620	348	739	195	264	432	258	14	777	45	107	178	527	237
n:	863	0	704	50	109	596	267	658	174	191	299	214	159	709	36	87	191	456	196
I did it	94%	0%	94%	95%	94%	93%	96%	94%	96%	94%	95%	93%	95%	93%	98%	96%	95%	94%	94%
Someone else did it for me	6%	0%	6%	3%	6%	7%	4%	6%	4%	6%	5%	7%	4%	7%	2%	4%	5%	6%	6%
DK/NR	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
			--	++									++						
khi²:		(**)				-		-		(*)				-			-		
± ... at 50 %:	3.84	*	4.26	15.97	10.81	4.62	6.91	4.40	8.56	8.17	6.53	7.72	8.95	4.24	18.82	12.10	8.17	5.29	8.06

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 n:	968	748	215	593	215	135	202	407	290	529	439	57	213	437	133	128
n:	863	684	175	556	184	103	168	380	260	478	385	47	176	327	134	179
I did it	94%	93%	97%	93%	95%	97%	93%	94%	95%	94%	94%	93%	95%	95%	93%	93%
Someone else did it for me	6%	7%	3%	7%	5%	3%	7%	6%	5%	6%	6%	7%	5%	5%	7%	7%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.84	4.32	8.53	4.79	8.32	11.12	8.71	5.79	7.00	5.16	5.75	16.47	8.51	6.24	9.75	8.44

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	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 n:	404	57	342	4	0	0	404	221	158	93	156	95	61	291	32	57	54	214	122
n:	321	41	251	18	10	0	321	178	123	67	108	77	69	236	23	44	51	169	90
I did it	94%	92%	94%	86%	90%	0%	94%	93%	94%	94%	93%	96%	92%	92%	100%	100%	100%	91%	97%
Someone else did it for me	6%	8%	6%	5%	0%	0%	6%	6%	6%	4%	7%	4%	7%	8%	0%	0%	0%	8%	3%
DK/NR	0%	0%	0%	9%	10%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	0%	1%	0%
khi²:		-				-		-		-				(-)			(-)		
± ... at 50 %:	6.30	17.63	7.13	26.61	35.70	*	6.30	8.46	10.18	13.79	10.86	12.87	13.59	7.35	23.54	17.02	15.81	8.68	11.90

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 n:	404	304	97	242	80	65	79	174	118	205	198	23	81	191	46	62
n:	321	247	72	197	63	48	61	142	89	164	157	20	60	141	44	56
I did it	94%	93%	96%	92%	98%	96%	91%	93%	97%	90%	97%	82%	96%	92%	98%	96%
Someone else did it for me	6%	6%	4%	8%	2%	4%	9%	6%	3%	10%	2%	12%	3%	8%	2%	4%
DK/NR	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	6%	0%	0%	0%	0%
khi ² :		-		-			-			(**)		(**)				
± ... at 50 %:	6.30	7.18	13.31	8.04	14.22	16.30	14.46	9.47	11.97	8.82	9.01	25.25	14.58	9.51	17.02	15.09

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
RESP																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
0 - 2	7%	9%	5%	14%	11%	8%	3%	6%	7%	4%	7%	4%	10%	7%	2%	6%	6%	8%	5%
			--	+++		++	--						++						
3 - 4	72%	91%	64%	81%	88%	91%	26%	80%	41%	64%	64%	64%	90%	74%	54%	64%	81%	70%	68%
		+++	---	+	+++	+++	---	+++	---	-	---	--	+++	+++	--	-	+++		
All	21%	0%	31%	4%	1%	0%	72%	14%	52%	32%	30%	32%	0%	19%	45%	30%	13%	22%	28%
		---	+++	---	---	---	+++	---	+++	+++	+++	+++	---	---	+++	+	---		++
khi ² :		(***)				***		***		***				(***)			***		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58
non-missing n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
mean:	3.74	2.99	4.09	3.08	3.33	3.40	4.58	3.65	4.16	4.12	4.05	4.14	3.00	3.70	4.10	3.93	3.54	3.76	3.90
standard deviation:	0.98	0.63	0.92	0.90	0.98	0.82	0.84	0.92	1.11	0.85	0.98	0.86	0.66	0.99	1.01	0.91	0.96	1.00	0.93
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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
0 - 2	7%	7%	6%	6%	7%	5%	9%	7%	5%	7%	7%	7%	7%	7%	6%	6%
3 - 4	72%	74%	67%	74%	72%	65%	72%	73%	73%	74%	70%	74%	71%	73%	74%	69%
All	21%	20%	27%	20%	20%	30%	19%	21%	23%	19%	23%	20%	21%	21%	20%	26%
		-	+			+										
khi ² :		*		-			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71
non-missing n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
mean:	3.74	3.72	3.82	3.71	3.74	3.92	3.65	3.74	3.80	3.74	3.75	3.60	3.73	3.74	3.76	3.84
standard deviation:	0.98	0.96	1.06	1.00	0.93	0.95	1.09	0.96	0.93	0.94	1.03	0.97	0.96	0.99	0.97	1.02
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q5																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Yes	11%	14% +	9% -	10%	23% +++	10%	13%	9% -	15% +	10%	10%	6%	14% +	11%	12%	10%	7% -	12%	11%
No	88%	85%	89% +	89%	76% ---	89%	86%	89% ++	82% --	89%	88%	92%	85% -	88%	85%	88%	90%	87%	88%
DK/NR	2%	1%	2%	1%	0%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	0%
khi ² :		-				-		(**)		(*)				-			(-)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Yes	11%	11%	11%	11%	8%	13%	11%	11%	9%	12%	9%	13%	9%	12%	9%	8%
No	88%	88%	87%	87%	90%	85%	87%	87%	89%	87%	89%	84%	90%	86%	90%	90%
DK/NR	2%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	3%	1%	2%	1%	2%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

**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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_1 the simplicity of the application forms																			
mean:	7.72	7.51	7.81	7.68	7.85	7.66	7.91	7.63	8.13	7.97	7.74	7.71	7.54	7.73	7.79	7.64	7.56	7.78	7.73
Student's t:		-	*	-	-	-	-	***	***	*	-	-	*	-	-	-	-	-	-
Q6_2 the list of qualified guarantors																			
mean:	7.66	7.56	7.70	7.98	8.00	7.59	7.85	7.60	7.93	7.93	7.52	7.59	7.63	7.64	7.52	7.80	7.41	7.71	7.71
Student's t:		-	-	*	-	-	-	*	*	*	-	-	-	-	-	-	*	-	-
Q6_5 the ease of submitting your application																			
mean:	7.96	7.84	8.03	7.69	8.08	7.97	7.94	7.95	8.03	8.09	7.98	8.02	7.82	7.97	7.66	7.89	7.75	8.10	7.77
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	**	-
Q6_6 the ease of picking up your passport																			
mean:	8.13	7.35	8.25	8.78	8.40	8.92	8.11	8.02	8.32	8.33	8.27	8.13	7.48	8.13	7.49	8.09	8.23	8.18	7.96
Student's t:		*	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
Q6_7 overall, the requirements																			
mean:	7.83	7.67	7.89	7.73	7.95	7.77	7.97	7.80	7.98	8.06	7.77	7.86	7.69	7.79	7.39	8.03	7.82	7.81	7.82
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q6_8 overall, the fairness of process																			
mean:	7.96	7.70	8.08	7.83	8.01	7.90	8.11	7.92	8.19	8.29	7.92	8.02	7.72	7.97	7.27	7.98	7.72	7.99	8.08
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
Q6_1 the simplicity of the application forms																
mean:	7.72	7.75	7.65	7.70	7.78	7.68	7.92	7.72	7.62	7.70	7.76	8.33	7.76	7.62	7.90	7.28
Student's t:		-	-	-	-	-	-	-	-	-	-	***	-	-	-	**
Q6_2 the list of qualified guarantors																
mean:	7.66	7.64	7.74	7.49	7.95	7.78	7.61	7.69	7.64	7.65	7.68	7.88	7.92	7.44	7.87	7.28
Student's t:		-	-	***	**	-	-	-	-	-	-	-	**	**	-	*
Q6_5 the ease of submitting your application																
mean:	7.96	7.92	8.08	7.98	7.96	7.78	8.04	7.92	7.98	8.02	7.89	8.15	7.93	7.92	8.01	7.96
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q6_6 the ease of picking up your passport																
mean:	8.13	8.02	8.49	7.93	8.37	8.12	8.08	8.00	8.24	8.56	7.81	7.93	8.43	8.12	8.03	7.78
Student's t:		-	-	-	-	-	-	-	-	**	**	-	-	-	-	-
Q6_7 overall, the requirements																
mean:	7.83	7.80	7.91	7.85	7.83	7.58	7.60	7.86	7.88	7.81	7.85	8.40	7.78	7.71	8.01	7.69
Student's t:		-	-	-	-	-	-	-	-	-	-	***	-	-	-	-
Q6_8 overall, the fairness of process																
mean:	7.96	7.91	8.17	7.93	8.03	7.98	7.83	7.93	8.01	8.07	7.84	8.30	8.06	7.78	8.05	7.95
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_1																			
the simplicity of the application forms																			
weighted n:	724	198	487	34	4	531	193	584	119	169	179	141	235	601	26	75	152	385	167
n:	795	147	364	144	139	633	162	622	149	122	124	119	430	673	25	72	215	401	159
DISSATISFIED (smwht + very)	4%	6%	3%	6%	3%	5%	2%	5%	1%	3%	2%	4%	6%	5%	0%	2%	7%	4%	3%
SATISFIED (smwht + very)	91%	90%	91%	89%	90%	90%	92%	89%	97%	92%	93%	89%	90%	91%	95%	88%	90%	92%	92%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	4%	6%	3%	6%	3%	5%	2%	5%	1%	3%	2%	4%	6%	5%	0%	2%	7%	4%	3%
Neutral (5)	5%	3%	5%	4%	7%	5%	5%	6%	2%	5%	5%	7%	3%	4%	5%	10%	3%	5%	5%
Satisfied (7.5)	69%	74%	67%	65%	64%	70%	66%	68%	68%	61%	73%	65%	72%	69%	78%	68%	70%	68%	71%
Very satisfied (10)	22%	17%	24%	24%	26%	21%	26%	21%	29%	30%	19%	24%	18%	22%	17%	20%	20%	23%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		*		-				-			-		
± ... at 50 %:	4.00	9.31	5.92	9.41	9.58	4.49	8.87	4.53	9.25	10.22	10.14	10.35	5.44	4.35	22.58	13.31	7.70	5.64	8.95
non-missing n:	795	147	364	144	139	633	162	622	149	122	124	119	430	673	25	72	215	401	159
mean:	7.72	7.51	7.81	7.68	7.85	7.66	7.91	7.63	8.13	7.97	7.74	7.71	7.54	7.73	7.79	7.64	7.56	7.78	7.73
standard deviation:	1.65	1.69	1.61	1.86	1.92	1.68	1.53	1.71	1.35	1.68	1.44	1.72	1.71	1.67	1.17	1.54	1.80	1.61	1.55
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 n:	724	587	133	437	200	71	130	327	222	389	335	57	201	276	115	75
n:	795	666	125	501	212	64	133	382	232	439	356	69	198	255	121	152
DISSATISFIED (smwht + very)	4%	4%	6%	4%	4%	5%	1%	4%	6%	5%	3%	0%	5%	4%	3%	9%
SATISFIED (smwht + very)	91%	92%	87%	91%	91%	92%	96%	89%	91%	89%	93%	100%	90%	92%	91%	83%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	4%	4%	6%	4%	4%	5%	1%	4%	6%	5%	3%	0%	5%	4%	3%	9%
Neutral (5)	5%	4%	7%	5%	5%	3%	3%	7%	3%	5%	4%	0%	5%	4%	6%	7%
Satisfied (7.5)	69%	70%	62%	70%	67%	71%	74%	65%	72%	65%	73%	66%	65%	75%	64%	66%
Very satisfied (10)	22%	22%	25%	21%	24%	20%	22%	24%	19%	24%	20%	34%	25%	17%	27%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		(*)				
± ... at 50 %:	4.00	4.37	10.10	5.04	7.75	14.11	9.79	5.78	7.41	5.39	5.98	13.59	8.02	7.07	10.26	9.16
non-missing n:	795	666	125	501	212	64	133	382	232	439	356	69	198	255	121	152
mean:	7.72	7.75	7.65	7.70	7.78	7.68	7.92	7.72	7.62	7.70	7.76	8.33	7.76	7.62	7.90	7.28
standard deviation:	1.65	1.59	1.88	1.63	1.68	1.66	1.26	1.72	1.69	1.78	1.48	1.25	1.75	1.52	1.62	1.97
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)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_2																			
the list of qualified guarantors																			
weighted n:	725	197	489	33	4	527	197	573	129	170	179	141	234	600	26	74	155	379	169
n:	793	146	366	143	137	627	166	611	157	123	124	120	426	669	25	72	218	392	162
DISSATISFIED (smwht + very)	5%	4%	6%	2%	4%	6%	3%	7% +	1% -	4%	6%	9%	4%	6%	5%	2%	7%	5%	7%
SATISFIED (smwht + very)	91%	91%	91%	95%	93%	90%	94%	90%	94%	93%	91%	88%	92%	91%	94%	92%	88%	92%	91%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1% +	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	5%	4%	6%	2%	4%	6%	3%	6% +	1% -	4%	6%	8%	4%	6%	5%	2%	7%	5%	6%
Neutral (5)	3%	4%	3%	3%	4%	4%	3%	3%	5%	3%	3%	3%	4%	3%	1%	6%	5%	3%	2%
Satisfied (7.5)	70%	76%	68%	68%	62%	70%	70%	69%	70%	64%	76%	62%	75%	70%	82%	71%	73%	71%	67%
Very satisfied (10)	21%	16%	23%	26%	31% +	20%	24%	21%	24%	28% +	15%	26%	17%	21%	12%	22%	15% -	21%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				(-)		(-)		(-)				-			-		
± ... at 50 %:	4.01	9.34	5.90	9.44	9.65	4.51	8.76	4.57	9.01	10.18	10.14	10.31	5.47	4.37	22.58	13.31	7.65	5.70	8.87
non-missing n:	793	146	366	143	137	627	166	611	157	123	124	120	426	669	25	72	218	392	162
mean:	7.66	7.56	7.70	7.98	8.00	7.59	7.85	7.60	7.93	7.93	7.52	7.59	7.63	7.64	7.52	7.80	7.41	7.71	7.71
standard deviation:	1.71	1.53	1.77	1.49	1.97	1.74	1.63	1.80	1.40	1.68	1.61	2.10	1.53	1.76	1.49	1.46	1.71	1.64	1.88
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 n:	725	583	137	433	200	73	131	323	225	387	338	58	203	275	116	72
n:	793	663	126	497	213	64	134	374	236	436	357	69	199	255	120	150
DISSATISFIED (smwht + very)	5%	6%	5%	8% ++	2% -	1%	2%	6%	7%	6%	4%	8%	2% -	6%	3%	15% +++
SATISFIED (smwht + very)	91%	91%	90%	89% -	95%	93%	92%	91%	91%	88% -	94% +	89%	95%	89%	93%	85% -
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2% ++
Dissatisfied (2.5)	5%	5%	5%	7% ++	2% -	1%	2%	6%	6%	6%	4%	8%	2% -	6%	3%	13% +++
Neutral (5)	3%	3%	5%	3%	3%	5%	6%	4%	2%	5% +	2% -	3%	3%	5%	4%	0% -
Satisfied (7.5)	70%	71%	65%	70%	69%	74%	78%	68%	68%	64% ---	77% +++	56% -	71%	75% +	69%	61% -
Very satisfied (10)	21%	20%	25%	19%	26%	19%	14%	23%	22%	24% +	17% -	33% +	24%	14% --	24%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(*)			-			(**)		(***)				
± ... at 50 %:	4.01	4.38	10.06	5.06	7.74	14.11	9.75	5.84	7.35	5.41	5.98	13.59	8.00	7.07	10.31	9.22
non-missing n:	793	663	126	497	213	64	134	374	236	436	357	69	199	255	120	150
mean:	7.66	7.64	7.74	7.49	7.95	7.78	7.61	7.69	7.64	7.65	7.68	7.88	7.92	7.44	7.87	7.28
standard deviation:	1.71	1.70	1.76	1.85	1.47	1.37	1.32	1.75	1.86	1.88	1.49	2.02	1.44	1.63	1.53	2.44
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 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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_5 the ease of submitting your application																			
weighted n:	728	204	486	34	4	532	196	578	129	165	179	142	242	601	26	75	156	382	169
n:	800	152	363	147	138	637	163	619	158	119	124	120	437	675	25	72	219	398	163
DISSATISFIED (smwht + very)	3%	2%	3%	6%	2%	2%	4%	3%	2%	4%	1%	3%	3%	3%	6%	0%	2%	2%	6%
SATISFIED (smwht + very)	94%	94%	94%	90%	94%	94%	94%	94%	94%	92%	97%	93%	93%	94%	90%	92%	90%	96%	91%
Very dissatisfied (0)	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	2%	2%	2%	4%	2%	2%	4%	3%	2%	4%	0%	3%	2%	2%	6%	0%	2%	2%	5%
Neutral (5)	4%	4%	3%	3%	4%	4%	2%	4%	4%	3%	2%	4%	4%	3%	4%	8%	8%	2%	3%
Satisfied (7.5)	66%	72%	64%	65%	62%	66%	67%	66%	63%	57%	73%	61%	70%	66%	67%	69%	68%	67%	65%
Very satisfied (10)	28%	22%	30%	26%	32%	28%	27%	28%	31%	35%	24%	32%	23%	28%	23%	23%	22%	30%	26%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
kh ² :		-				-		-		(-)				-			(**)		
± ... at 50 %:	3.99	9.16	5.93	9.31	9.61	4.47	8.84	4.54	8.98	10.35	10.14	10.31	5.40	4.35	22.58	13.31	7.63	5.66	8.84
non-missing n:	800	152	363	147	138	637	163	619	158	119	124	120	437	675	25	72	219	398	163
mean:	7.96	7.84	8.03	7.69	8.08	7.97	7.94	7.95	8.03	8.09	7.98	8.02	7.82	7.97	7.66	7.89	7.75	8.10	7.77
standard deviation:	1.58	1.43	1.60	2.03	1.83	1.57	1.63	1.59	1.63	1.77	1.38	1.67	1.53	1.59	1.83	1.35	1.52	1.45	1.86
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 n:	728	584	140	436	199	73	133	329	225	391	337	55	201	277	118	77
n:	800	666	130	505	210	65	140	383	232	441	359	67	197	258	124	154
DISSATISFIED (smwht + very)	3%	2%	4%	2%	3%	5%	2%	3%	2%	4%	1%	3%	4%	1%	3%	4%
SATISFIED (smwht + very)	94%	93%	95%	95%	93%	90%	97%	91%	95%	92%	96%	94%	92%	96%	92%	93%
Very dissatisfied (0)	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	2%	2%	3%	1%	3%	5%	2%	3%	1%	3%	1%	3%	4%	1%	3%	4%
Neutral (5)	4%	4%	1%	3%	5%	5%	1%	6%	3%	4%	3%	3%	4%	3%	6%	4%
Satisfied (7.5)	66%	67%	62%	68%	64%	63%	70%	63%	69%	59%	74%	59%	63%	73%	61%	63%
Very satisfied (10)	28%	26%	33%	27%	29%	27%	27%	28%	27%	33%	21%	35%	29%	23%	31%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(***)		-				
± ... at 50 %:	3.99	4.37	9.90	5.02	7.79	14.00	9.54	5.77	7.41	5.38	5.96	13.79	8.04	7.03	10.14	9.10
non-missing n:	800	666	130	505	210	65	140	383	232	441	359	67	197	258	124	154
mean:	7.96	7.92	8.08	7.98	7.96	7.78	8.04	7.92	7.98	8.02	7.89	8.15	7.93	7.92	8.01	7.96
standard deviation:	1.58	1.54	1.75	1.51	1.61	1.81	1.40	1.66	1.52	1.77	1.33	1.64	1.69	1.42	1.66	1.68
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_6 the ease of picking up your passport																			
weighted n:	193	27	162	3	0	5	188	104	78	54	56	53	30	145	13	30	20	105	64
n:	163	20	122	12	8	6	157	90	64	39	39	45	40	124	9	25	27	85	47
DISSATISFIED (smwht + very)	3%	5%	3%	0%	0%	0%	4%	4%	4%	5%	3%	2%	5%	4%	11%	0%	0%	4%	4%
SATISFIED (smwht + very)	95%	95%	94%	100%	100%	100%	94%	95%	95%	95%	95%	93%	95%	94%	89%	100%	100%	94%	94%
Very dissatisfied (0)	1%	5%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	5%	1%	0%	0%	0%	1%	0%
Dissatisfied (2.5)	3%	0%	3%	0%	0%	0%	3%	2%	4%	5%	3%	2%	0%	3%	11%	0%	0%	2%	4%
Neutral (5)	2%	0%	2%	0%	0%	0%	2%	1%	2%	0%	3%	5%	0%	3%	0%	0%	0%	2%	2%
Satisfied (7.5)	60%	86%	55%	49%	64%	43%	60%	64%	53%	51%	56%	60%	82%	58%	66%	77%	71%	55%	64%
Very satisfied (10)	35%	9%	39%	51%	36%	57%	34%	31%	42%	44%	38%	34%	13%	36%	22%	23%	29%	38%	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	8.84	25.25	10.22	32.59	39.92	46.09	9.01	11.90	14.11	18.08	18.08	16.83	17.85	10.14	37.63	22.58	21.73	12.25	16.47
non-missing n:	163	20	122	12	8	6	157	90	64	39	39	45	40	124	9	25	27	85	47
mean:	8.13	7.35	8.25	8.78	8.40	8.92	8.11	8.02	8.32	8.33	8.27	8.13	7.48	8.13	7.49	8.09	8.23	8.18	7.96
standard deviation:	1.73	1.88	1.69	1.58	0.00	1.39	1.74	1.76	1.73	1.84	1.63	1.60	1.87	1.80	2.15	1.08	1.17	1.86	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 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 n:	193	148	45	109	47	27	35	84	66	81	112	12	49	72	36	25
n:	163	128	34	95	39	21	27	71	53	72	91	12	37	55	34	25
DISSATISFIED (smwht + very)	3%	5%	0%	5%	3%	0%	0%	3%	6%	2%	5%	12%	3%	2%	3%	6%
SATISFIED (smwht + very)	95%	94%	97%	93%	97%	95%	100%	92%	94%	98%	92%	88%	97%	96%	94%	89%
Very dissatisfied (0)	1%	1%	0%	1%	0%	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%	6%
Dissatisfied (2.5)	3%	4%	0%	4%	3%	0%	0%	1%	6%	2%	3%	12%	3%	2%	3%	0%
Neutral (5)	2%	2%	3%	2%	0%	5%	0%	5%	0%	0%	3%	0%	0%	2%	3%	6%
Satisfied (7.5)	60%	61%	54%	63%	56%	65%	77%	60%	51%	53%	65%	48%	54%	65%	64%	56%
Very satisfied (10)	35%	32%	43%	30%	41%	30%	23%	32%	42%	46% +	27% -	40%	43%	31%	30%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			(-)			(-)		-				
± ... at 50 %:	8.84	9.98	19.36	11.58	18.08	24.64	21.73	13.40	15.51	13.31	11.84	32.59	18.56	15.22	19.36	22.58
non-missing n:	163	128	34	95	39	21	27	71	53	72	91	12	37	55	34	25
mean:	8.13	8.02	8.49	7.93	8.37	8.12	8.08	8.00	8.24	8.56	7.81	7.93	8.43	8.12	8.03	7.78
standard deviation:	1.73	1.82	1.39	1.87	1.61	1.38	1.07	1.83	1.94	1.48	1.84	2.39	1.60	1.48	1.62	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 the passport application process, starting with...
(SCALE FROM 0 TO +10 WHERE 5 MEANS NEUTRAL)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_7 overall, the requirements																			
weighted n:	756	203	513	35	4	552	204	599	133	173	191	150	242	627	27	76	164	395	176
n:	836	151	383	151	150	664	172	648	161	125	132	127	452	709	26	74	230	414	171
DISSATISFIED (smwht + very)	5%	6%	4%	5%	4%	5%	4%	5%	3%	5%	3%	5%	6%	5%	11%	0%	6%	4%	6%
SATISFIED (smwht + very)	93%	92%	94%	91%	92%	92%	96%	93%	94%	94%	95%	93%	92%	93%	85%	97%	93%	94%	91%
Very dissatisfied (0)	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%
Dissatisfied (2.5)	4%	6%	4%	5%	4%	5%	3%	5%	3%	5%	3%	4%	5%	5%	11%	0%	6%	3%	6%
Neutral (5)	2%	2%	2%	4%	4%	2%	1%	2%	4%	1%	2%	2%	2%	2%	4%	3%	2%	2%	2%
Satisfied (7.5)	68%	70%	68%	67%	63%	69%	68%	68%	66%	62%	76%	65%	69%	69%	63%	72%	67%	72%	63%
Very satisfied (10)	25%	22%	26%	24%	29%	24%	28%	25%	28%	33% +	19%	27%	22%	24%	22%	25%	26%	22%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	3.90	9.19	5.77	9.19	9.22	4.38	8.61	4.44	8.90	10.10	9.83	10.02	5.31	4.24	22.14	13.12	7.44	5.55	8.63
non-missing n:	836	151	383	151	150	664	172	648	161	125	132	127	452	709	26	74	230	414	171
mean:	7.83	7.67	7.89	7.73	7.95	7.77	7.97	7.80	7.98	8.06	7.77	7.86	7.69	7.79	7.39	8.03	7.82	7.81	7.82
standard deviation:	1.70	1.80	1.65	1.80	1.94	1.71	1.65	1.75	1.57	1.73	1.42	1.80	1.80	1.73	2.15	1.22	1.76	1.62	1.84
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 n:	756	608	144	459	204	74	138	333	238	407	349	60	206	290	121	79
n:	836	697	135	529	219	67	143	392	251	464	372	71	205	270	127	163
DISSATISFIED (smwht + very)	5%	5%	4%	4%	5%	6%	6%	5%	4%	6%	4%	0%	7%	4%	2%	9%
SATISFIED (smwht + very)	93%	94%	92%	94%	93%	89%	92%	94%	94%	92%	95%	99%	92%	94%	94%	91%
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	0%	1%	0%
Dissatisfied (2.5)	4%	5%	4%	4%	5%	6%	6%	4%	4%	6%	3%	0%	7%	4%	1%	9% +
Neutral (5)	2%	1%	4%	1%	2%	5%	2%	2%	3%	2%	1%	0%	1%	2%	4% +	0%
Satisfied (7.5)	68%	70%	64%	70%	66%	70%	74%	67%	68%	65%	72%	62%	64%	75% ++	64%	66%
Very satisfied (10)	25%	24%	28%	24%	27%	20%	18%	27%	25%	26%	23%	37% +	27%	19% --	29%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			(-)		(**)				
± ... at 50 %:	3.90	4.28	9.72	4.91	7.63	13.79	9.44	5.70	7.13	5.24	5.85	13.40	7.89	6.87	10.02	8.84
non-missing n:	836	697	135	529	219	67	143	392	251	464	372	71	205	270	127	163
mean:	7.83	7.80	7.91	7.85	7.83	7.58	7.60	7.86	7.88	7.81	7.85	8.40	7.78	7.71	8.01	7.69
standard deviation:	1.70	1.70	1.69	1.63	1.80	1.75	1.67	1.76	1.61	1.78	1.60	1.28	1.94	1.52	1.62	1.94
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q6_8 overall, the fairness of process																			
weighted n:	755	206	508	36	4	555	200	599	130	170	189	150	245	626	27	76	164	396	173
n:	834	153	380	153	147	665	169	646	161	123	131	127	453	707	26	74	229	415	169
DISSATISFIED (smwht + very)	2%	3%	1%	4%	4%	2%	1%	2%	2%	1%	1%	2%	4%+	2%	6%	0%	3%	2%	2%
SATISFIED (smwht + very)	96%	95%	97%	95%	95%	96%	99%	96%	97%	98%	96%	98%	95%	97%+	85%	94%	94%	97%	97%
Very dissatisfied (0)	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	3%	1%	3%	2%	2%	1%	2%	2%	1%	1%	2%	3%	2%	6%	0%	3%	1%	2%
Neutral (5)	2%	2%	2%	1%	1%	2%	1%	2%	1%	1%	3%	1%	2%	1%---	9%	6%+	3%	1%	1%
Satisfied (7.5)	73%	77%	71%	73%	64%	73%	72%	73%	65%	64%	75%	73%	76%	73%	73%	70%	76%	73%	70%
Very satisfied (10)	24%	17%	27%	23%	30%	23%	26%	23%	32%	34%	21%	25%	18%	24%	12%	25%	18%	24%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(*)				(**)			-		
± ... at 50 %:	3.91	9.13	5.79	9.13	9.31	4.38	8.68	4.44	8.90	10.18	9.86	10.02	5.30	4.25	22.14	13.12	7.46	5.54	8.68
non-missing n:	834	153	380	153	147	665	169	646	161	123	131	127	453	707	26	74	229	415	169
mean:	7.96	7.70	8.08	7.83	8.01	7.90	8.11	7.92	8.19	8.29	7.92	8.02	7.72	7.97	7.27	7.98	7.72	7.99	8.08
standard deviation:	1.39	1.50	1.31	1.60	2.06	1.44	1.21	1.39	1.44	1.33	1.24	1.32	1.52	1.38	1.68	1.30	1.41	1.36	1.39
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 n:	755	605	145	458	201	75	137	335	236	407	348	60	203	289	123	79
n:	834	694	136	528	217	68	143	392	249	462	372	72	202	269	128	163
DISSATISFIED (smwht + very)	2%	2%	0%	2%	2%	0%	1%	3%	1%	2%	2%	1%	2%	2%	1%	2%
SATISFIED (smwht + very)	96%	96%	100%	96%	97%	98%	97%	95%	98%	97%	96%	99%	97%	95%	97%	98%
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	0%	2%	1%	0%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%
Neutral (5)	2%	2%	0%	2%	1%	1%	2%	2%	1%	1%	2%	0%	1%	3%	2%	0%
Satisfied (7.5)	73%	73%	72%	73%	71%	77%	79%	70%	73%	70%	76%	65%	69%	76%	72%	76%
Very satisfied (10)	24%	23%	27%	23%	26%	21%	18%	25%	24%	27%	20%	34%	28%	19%	25%	22%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.91	4.29	9.68	4.91	7.66	13.69	9.44	5.70	7.15	5.25	5.85	13.31	7.94	6.88	9.98	8.84
non-missing n:	834	694	136	528	217	68	143	392	249	462	372	72	202	269	128	163
mean:	7.96	7.91	8.17	7.93	8.03	7.98	7.83	7.93	8.01	8.07	7.84	8.30	8.06	7.78	8.05	7.95
standard deviation:	1.39	1.43	1.16	1.37	1.45	1.12	1.19	1.53	1.30	1.37	1.40	1.34	1.50	1.37	1.28	1.28
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q7																			
weighted n:	665	176	453	31	4	489	176	527	114	160	155	139	211	552	21	69	148	348	150
n:	743	131	340	134	137	594	149	577	141	116	107	118	402	629	20	69	213	364	148
DK/NR	67%	62%	69%	61%	61%	65%	71%	65%	75%	69%	71%	67%	61%	67%	69%	71%	60%	70%	67%
list of qualified guarantors	12%	16%	11%	8%	11%	13%	9%	12%	7%	9%	11%	11%	14%	12%	18%	6%	18% + +	10%	10%
simplicity of the forms	8%	7%	7%	15% +	20% + + +	8%	6%	9% +	2% -	7%	5%	10%	9%	7%	6%	6%	11%	6%	6%
ease of submitting application	7%	8%	6%	12% +	7%	7%	7%	6%	9%	7%	7%	4%	9%	7%	0%	7%	5%	9%	5%
Other	5%	4%	6%	0% -	0% -	5%	5%	5%	6%	7%	4%	7%	3%	5%	7%	10%	4%	4%	9% +
ease of picking up passport	2%	3%	2%	5%	2%	2%	1%	2%	1%	1%	3%	1%	3%	2%	0%	2%	2%	2%	3%
overall, the requirements	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
overall, the fairness	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		(-)		-				-			(*)		
± ... at 50 %:	4.14	9.86	6.12	9.75	9.65	4.63	9.25	4.70	9.51	10.48	10.91	10.39	5.63	4.50	25.25	13.59	7.74	5.92	9.28

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 n:	665	532	128	397	185	64	115	294	212	364	301	55	188	238	114	70
n:	743	618	121	467	197	60	127	345	225	418	325	67	184	225	120	147
DK/NR	67%	67%	65%	66%	64%	71%	67%	69%	65%	66%	67%	84% ++	63%	66%	68%	63%
list of qualified guarantors	12%	11%	13%	14%	10%	7%	12%	11%	12%	11%	13%	10%	11%	14%	13%	6%
simplicity of the forms	8%	7%	9%	7%	9%	4%	4%	9%	7%	7%	8%	0% -	10%	6%	9%	12%
ease of submitting application	7%	7%	6%	6%	10%	9%	11%	7%	3% -	8%	6%	3%	9%	8%	7%	0% --
Other	5%	5%	6%	4%	8%	4%	3%	3% -	10% +++	6%	4%	0%	7%	4%	3%	12% ++
ease of picking up passport	2%	2%	1%	3%	0%	5%	2%	2%	2%	2%	2%	3%	0%	3%	1%	6% ++
overall, the requirements	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
overall, the fairness	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
kh ² :		-		(-)			(*)			-		(**)				
± ... at 50 %:	4.14	4.54	10.26	5.22	8.04	14.58	10.02	6.08	7.53	5.52	6.26	13.79	8.32	7.53	10.31	9.31

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office 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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_1 the availability of application forms																			
mean:	8.12	7.90	8.21	7.97	8.32	8.12	8.11	8.09	8.24	8.29	8.04	8.33	7.92	8.11	7.81	8.04	8.27	8.13	7.93
Student's t:		*	**	-	-	-	-	-	-	-	-	*	**	-	-	-	-	-	-
Q8_2 the competence of the staff																			
mean:	8.29	7.75	8.33	7.62	8.35	8.30	8.27	8.27	8.36	8.50	8.11	8.40	7.76	8.29	7.91	8.23	8.40	8.29	8.17
Student's t:		-	***	*	-	-	-	-	-	*	-	-	***	-	-	-	-	-	-
Q8_3 the courtesy of the staff																			
mean:	8.41	8.15	8.44	7.90	8.58	8.44	8.37	8.43	8.39	8.53	8.27	8.53	8.11	8.42	8.13	8.24	8.39	8.44	8.36
Student's t:		-	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
Q8_5 the effectiveness of the staff																			
mean:	8.26	8.24	8.27	7.97	8.37	8.24	8.31	8.24	8.31	8.40	8.23	8.18	8.19	8.27	7.74	8.21	8.15	8.27	8.34
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q8_8 the understanding of your particular needs																			
mean:	7.96	7.61	8.10	7.87	8.00	7.92	8.05	7.91	8.14	8.34	7.83	8.19	7.65	7.98	7.54	7.89	7.91	7.99	7.92
Student's t:		**	***	-	-	-	-	-	-	***	-	*	***	-	-	-	-	-	-
Q8_10 the waiting time at the office																			
mean:	7.04	7.26	7.02	7.79	7.96	6.98	7.15	6.93	7.34	7.24	6.52	7.37	7.42	7.03	6.45	7.03	6.63	7.24	6.80
Student's t:		-	-	*	*	-	-	-	-	-	**	-	-	-	-	-	-	*	-
Q8_11 the time it took to produce a passport																			
mean:	7.96	7.58	8.14	7.57	7.26	7.98	7.90	7.96	7.95	8.37	7.92	8.15	7.57	7.96	7.74	7.98	7.83	7.98	8.00
Student's t:		**	***	*	**	-	-	-	-	**	-	-	***	-	-	-	-	-	-
Q8_12 the waiting time to receive it by mail																			
mean:	7.88	7.60	8.06	7.49	7.26	7.88	*	7.88	7.97	8.18	7.89	8.14	7.58	7.94	7.06	7.72	7.64	7.95	7.99
Student's t:		*	***	*	*	*	*	-	-	*	-	-	***	-	*	-	*	-	-
Q8_14 the total time and effort required																			
mean:	7.64	7.39	7.74	7.52	7.57	7.65	7.60	7.63	7.70	7.95	7.48	7.83	7.41	7.64	7.25	7.72	7.53	7.71	7.50
Student's t:		-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q10																			
OVERALL, responsiveness and reliability																			
mean:	8.45	8.21	8.59	7.76	8.00	8.51	8.31	8.49	8.34	8.82	8.43	8.64	8.16	8.48	8.11	8.57	8.25	8.60	8.32
Student's t:		**	***	***	**	-	-	-	-	***	-	-	***	-	-	-	**	***	

* * * SUMMARY TABLE

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects 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_1 the availability of application forms																
mean:	8.12	8.11	8.15	8.18	8.06	7.95	8.15	8.05	8.16	8.20	8.02	8.34	8.05	7.97	8.33	8.33
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	*	*	*
Q8_2 the competence of the staff																
mean:	8.29	8.28	8.31	8.30	8.43	7.83	8.00	8.32	8.38	8.39	8.17	8.69	8.41	8.10	8.48	8.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q8_3 the courtesy of the staff																
mean:	8.41	8.38	8.52	8.48	8.51	7.83	8.20	8.39	8.51	8.48	8.34	8.51	8.52	8.23	8.56	8.48
Student's t:		-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
Q8_5 the effectiveness of the staff																
mean:	8.26	8.26	8.26	8.30	8.34	7.94	8.19	8.22	8.33	8.39	8.12	8.40	8.44	8.20	8.25	8.05
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-
Q8_8 the understanding of your particular needs																
mean:	7.96	7.97	7.88	7.99	8.08	7.49	7.83	7.98	8.01	8.07	7.82	8.46	8.04	7.78	8.09	7.82
Student's t:		-	-	-	-	*	-	-	-	*	*	***	-	*	-	-
Q8_10 the waiting time at the office																
mean:	7.04	7.08	6.85	7.03	7.21	6.62	6.73	7.07	7.13	6.94	7.17	7.50	7.23	6.61	7.38	7.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	**	-	-
Q8_11 the time it took to produce a passport																
mean:	7.96	8.01	7.73	8.03	8.02	7.33	8.01	7.90	8.02	8.06	7.84	8.44	7.98	7.80	8.17	7.76
Student's t:		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-
Q8_12 the waiting time to receive it by mail																
mean:	7.88	7.91	7.71	7.90	7.92	7.56	8.09	7.80	7.87	7.93	7.80	7.87	7.91	7.81	8.06	7.75
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q8_14 the total time and effort required																
mean:	7.64	7.64	7.62	7.63	7.83	7.28	7.49	7.71	7.56	7.69	7.58	8.09	7.74	7.39	7.96	7.38
Student's t:		-	-	-	-	-	-	-	-	-	-	**	-	**	*	-
Q10 OVERALL, responsiveness and reliability																
mean:	8.45	8.53	8.15	8.44	8.76	8.04	8.41	8.46	8.53	8.54	8.35	8.71	8.78	8.31	8.38	8.33

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_1 the availability of application forms																			
weighted n:	692	187	469	31	3	502	190	547	124	149	173	147	222	579	18	72	148	361	164
n:	760	139	352	134	134	600	160	588	148	108	120	125	407	646	19	70	205	377	158
DISSATISFIED (smwht + very)	1%	2%	1%	4%	1%	2%	1%	2%	1%	1%	2%	0%	2%	2%	1%	0%	0%	1%	3%
SATISFIED (smwht + very)	97%	96%	97%	94%	98%	97%	96%	97%	96%	96%	97%	98%	96%	97%	99%	93%	99%	97%	93%
Very dissatisfied (0)	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	1%
Dissatisfied (2.5)	1%	2%	0%	3%	1%	1%	1%	1%	1%	0%	1%	0%	2%	1%	0%	0%	0%	1%	2%
Neutral (5)	2%	2%	2%	2%	2%	2%	3%	2%	3%	3%	2%	2%	2%	2%	0%	7%	1%	1%	4%
Satisfied (7.5)	67%	74%	64%	65%	62%	66%	67%	68%	61%	59%	69%	62%	73%	67%	83%	63%	66%	68%	65%
Very satisfied (10)	30%	22%	33%	29%	36%	30%	29%	29%	35%	37%	28%	36%	23%	30%	16%	30%	33%	29%	28%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	4.10	9.58	6.02	9.75	9.75	4.61	8.93	4.66	9.28	10.86	10.31	10.10	5.60	4.44	25.90	13.49	7.89	5.81	8.98
non-missing n:	760	139	352	134	134	600	160	588	148	108	120	125	407	646	19	70	205	377	158
mean:	8.12	7.90	8.21	7.97	8.32	8.12	8.11	8.09	8.24	8.29	8.04	8.33	7.92	8.11	7.81	8.04	8.27	8.13	7.93
standard deviation:	1.45	1.38	1.46	1.72	1.61	1.49	1.36	1.46	1.46	1.55	1.49	1.30	1.43	1.46	1.30	1.47	1.26	1.41	1.68
Student's t:		*	**	-	-	-	-	-	-	-	-	*	**	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office 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_1 the availability of application forms																
weighted n:	692	556	133	426	177	71	122	302	226	375	317	52	179	267	118	76
n:	760	634	122	487	192	61	129	352	234	422	338	64	178	245	124	149
DISSATISFIED (smwht + very)	1%	1%	1%	1%	3%	0%	0%	2%	2%	2%	1%	1%	2%	2%	0%	0%
SATISFIED (smwht + very)	97%	96%	97%	97%	95%	96%	97%	95%	98%	96%	98%	97%	95%	96%	98%	98%
Very dissatisfied (0)	0%	0%	1%	0%	1%	0%	0%	0%	1% +	1%	0%	0%	1%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	0%	1%	2%	0%	0%	2% +	0%	1%	1%	0%	1%	2%	0%	0%
Neutral (5)	2%	2%	2%	2%	2%	4%	3%	3%	1%	3%	1%	3%	3%	2%	2%	2%
Satisfied (7.5)	67%	67%	65%	66%	64%	74%	67%	66%	66%	61% --	73% ++	58%	66%	71%	63%	63%
Very satisfied (10)	30%	30%	31%	31%	31%	22%	29%	29%	31%	35% ++	24% --	38%	29%	25%	35%	35%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(*)		-				
± ... at 50 %:	4.10	4.48	10.22	5.12	8.15	14.46	9.94	6.02	7.38	5.50	6.14	14.11	8.46	7.21	10.14	9.25
non-missing n:	760	634	122	487	192	61	129	352	234	422	338	64	178	245	124	149
mean:	8.12	8.11	8.15	8.18	8.06	7.95	8.15	8.05	8.16	8.20	8.02	8.34	8.05	7.97	8.33	8.33
standard deviation:	1.45	1.44	1.52	1.40	1.66	1.20	1.28	1.50	1.53	1.60	1.26	1.49	1.56	1.47	1.28	1.28
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_2 the competence of the staff																			
weighted n:	521	26	484	8	2	329	192	403	101	162	178	145	36	429	17	59	91	290	129
n:	494	19	362	35	77	332	162	381	97	117	123	123	131	414	15	51	114	262	109
DISSATISFIED (smwht + very)	1%	5%	1%	0%	1%	2%	1%	2%	0%	0%	2%	1%	4%	2%	0%	0%	2%	1%	2%
SATISFIED (smwht + very)	97%	95%	97%	87%	96%	97%	98%	97%	98%	99%	96%	97%	93%	97%	100%	100%	96%	98%	96%
Very dissatisfied (0)	1%	0%	1%	0%	0%	1%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	2%	0%	1%
Dissatisfied (2.5)	1%	5%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	4%	1%	0%	0%	0%	1%	1%
Neutral (5)	2%	0%	1%	13%	3%	2%	1%	2%	2%	1%	2%	2%	3%	2%	0%	0%	2%	1%	2%
Satisfied (7.5)	61%	74%	60%	69%	57%	59%	64%	60%	62%	58%	63%	58%	72%	59%	84%	71%	53%	64%	61%
Very satisfied (10)	36%	21%	38%	18%	39%	38%	34%	37%	36%	41%	33%	40%	21%	37%	16%	29%	43%	34%	35%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			-		
± ... at 50 %:	5.08	25.90	5.93	19.08	12.87	6.20	8.87	5.78	11.46	10.44	10.18	10.18	9.86	5.55	29.15	15.81	10.57	6.98	10.81
non-missing n:	494	19	362	35	77	332	162	381	97	117	123	123	131	414	15	51	114	262	109
mean:	8.29	7.75	8.33	7.62	8.35	8.30	8.27	8.27	8.36	8.50	8.11	8.40	7.76	8.29	7.91	8.23	8.40	8.29	8.17
standard deviation:	1.50	1.64	1.49	1.48	2.12	1.60	1.34	1.57	1.28	1.27	1.70	1.42	1.58	1.57	0.95	1.14	1.72	1.36	1.66
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_2 the competence of the staff																
weighted n:	521	408	109	315	137	53	97	233	161	280	241	35	137	195	91	63
n:	494	398	93	314	124	42	86	230	148	274	220	34	116	148	93	103
DISSATISFIED (smwht + very)	1%	1%	3%	1%	0%	5% +	4% +	1%	1%	2%	1%	0%	0%	2%	0%	4% +
SATISFIED (smwht + very)	97%	97%	97%	97%	99%	92%	92% -	98%	99%	96%	98%	99%	98%	96%	99%	93%
Very dissatisfied (0)	1%	0%	1%	0%	0%	3%	1%	0%	1%	1%	0%	0%	0%	1% +	0%	0%
Dissatisfied (2.5)	1%	1%	1%	1%	0%	3%	3% +	1%	0%	0%	1%	0%	0%	1%	0%	4% ++
Neutral (5)	2%	2%	0%	2%	1%	3%	3%	2%	0%	2%	1%	1%	2%	2%	1%	2%
Satisfied (7.5)	61%	61%	58%	60%	62%	63%	59%	62%	61%	54% --	68% ++	51%	61%	65%	58%	58%
Very satisfied (10)	36%	36%	39%	37%	38%	29%	34%	36%	38%	42% +	30% -	48%	38%	32%	40%	36%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(-)			(*)			(*)		-				
± ... at 50 %:	5.08	5.66	11.71	6.37	10.14	17.42	12.17	7.44	9.28	6.82	7.61	19.36	10.48	9.28	11.71	11.12
non-missing n:	494	398	93	314	124	42	86	230	148	274	220	34	116	148	93	103
mean:	8.29	8.28	8.31	8.30	8.43	7.83	8.00	8.32	8.38	8.39	8.17	8.69	8.41	8.10	8.48	8.11
standard deviation:	1.50	1.45	1.69	1.51	1.24	2.03	1.91	1.36	1.46	1.64	1.33	1.30	1.28	1.66	1.29	1.77
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_3 the courtesy of the staff																			
weighted n:	521	26	484	8	2	329	192	402	103	162	178	146	36	429	17	59	92	289	129
n:	496	19	362	35	79	334	162	381	99	117	123	123	133	417	15	50	117	261	109
DISSATISFIED (smwht + very)	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	0%	2%	0%	0%	2%	1%	2%
SATISFIED (smwht + very)	97%	100%	97%	92%	98%	96%	99%	97%	98%	99%	95%	97%	98%	97%	100%	98%	97%	98%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2% +	0%	0%
Dissatisfied (2.5)	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	0%	1%	0%	0%	0%	1%	2%
Neutral (5)	1%	0%	1%	8% +	1%	2%	0%	2%	1%	0%	2%	2%	2%	1%	0%	2%	2%	1%	2%
Satisfied (7.5)	56%	74%	55% --	67%	51%	54%	61%	55%	59%	56%	56%	53%	71% ++	55%	75%	65%	54%	57%	55%
Very satisfied (10)	41%	26%	42% ++	24%	47%	43%	38%	42%	39%	43%	39%	45%	27% --	42%	25%	32%	42%	41%	41%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	5.07	25.90	5.93	19.08	12.70	6.18	8.87	5.78	11.35	10.44	10.18	10.18	9.79	5.53	29.15	15.97	10.44	6.99	10.81
non-missing n:	496	19	362	35	79	334	162	381	99	117	123	123	133	417	15	50	117	261	109
mean:	8.41	8.15	8.44	7.90	8.58	8.44	8.37	8.43	8.39	8.53	8.27	8.53	8.11	8.42	8.13	8.24	8.39	8.44	8.36
standard deviation:	1.49	1.12	1.51	1.46	2.05	1.55	1.39	1.53	1.43	1.36	1.70	1.43	1.22	1.54	1.12	1.28	1.70	1.39	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 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 n:	521	408	109	315	137	53	96	233	162	280	241	35	137	195	90	65
n:	496	400	93	316	124	42	86	232	148	274	222	34	116	148	92	106
DISSATISFIED (smwht + very)	1%	1%	1%	1%	0%	5% +	4% +	0%	1%	2%	1%	0%	1%	2%	1%	0%
SATISFIED (smwht + very)	97%	97%	97%	97%	99%	92%	94%	97%	99%	96%	99%	100%	98%	96%	99%	96%
Very dissatisfied (0)	0%	0% -	1% +	0%	0%	3% ++	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	0%	1%	0%	3%	4% ++	0%	0%	1%	1%	0%	1%	1%	1%	0%
Neutral (5)	1%	2%	1%	2%	1%	3%	2%	3%	0%	3%	0%	0%	1%	2%	0%	4%
Satisfied (7.5)	56%	58%	51%	53%	59%	63%	55%	58%	56%	51% -	63% +	60%	55%	59%	54%	52%
Very satisfied (10)	41%	40%	46%	44%	41%	29%	39%	39%	43%	45%	36%	40%	43%	37%	45%	43%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		(**)			(**)			(-)		-				
± ... at 50 %:	5.07	5.65	11.71	6.35	10.14	17.42	12.17	7.41	9.28	6.82	7.58	19.36	10.48	9.28	11.77	10.97
non-missing n:	496	400	93	316	124	42	86	232	148	274	222	34	116	148	92	106
mean:	8.41	8.38	8.52	8.48	8.51	7.83	8.20	8.39	8.51	8.48	8.34	8.51	8.52	8.23	8.56	8.48
standard deviation:	1.49	1.46	1.64	1.48	1.26	2.03	1.78	1.39	1.48	1.61	1.35	1.24	1.40	1.64	1.41	1.44
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_5 the effectiveness of the staff																			
weighted n:	523	27	485	8	2	330	194	404	103	162	178	147	37	431	17	59	92	291	129
n:	495	20	363	33	78	333	162	382	97	117	123	124	131	416	15	50	116	261	109
DISSATISFIED (smwht + very)	1%	0%	1%	2%	6% +	1%	1%	1%	1%	0%	2%	2%	1%	1%	0%	2%	2%	2%	0%
SATISFIED (smwht + very)	97%	100%	97%	90%	94%	96%	99%	96%	98%	98%	98%	94%	98%	96%	100%	98%	95%	96%	99%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2% +	0%	0%
Dissatisfied (2.5)	1%	0%	1%	2%	6% +	1%	1%	1%	1%	0%	1%	2%	1%	1%	0%	2%	0%	2%	0%
Neutral (5)	2%	0%	2%	7%	0%	3% +	0% -	2%	0%	2%	1%	4%	2%	2%	0%	0%	3%	2%	1%
Satisfied (7.5)	62%	70%	61%	60%	48%	60%	64%	61%	63%	61%	63%	59%	67%	60%	91%	66%	62%	60%	64%
Very satisfied (10)	35%	30%	36%	31%	46%	36%	35%	35%	35%	38%	34%	35%	31%	36%	9%	32%	34%	36%	35%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	5.07	25.25	5.93	19.65	12.78	6.19	8.87	5.78	11.46	10.44	10.18	10.14	9.86	5.54	29.15	15.97	10.48	6.99	10.81
non-missing n:	495	20	363	33	78	333	162	382	97	117	123	124	131	416	15	50	116	261	109
mean:	8.26	8.24	8.27	7.97	8.37	8.24	8.31	8.24	8.31	8.40	8.23	8.18	8.19	8.27	7.74	8.21	8.15	8.27	8.34
standard deviation:	1.46	1.17	1.47	1.77	2.65	1.52	1.35	1.49	1.37	1.29	1.52	1.60	1.34	1.49	0.75	1.41	1.67	1.50	1.24
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 n:	523	410	109	316	138	53	97	234	162	280	243	35	138	195	91	65
n:	495	399	93	316	123	42	87	231	148	272	223	33	116	148	92	106
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	0%	0%	2%	4%	0%
SATISFIED (smwht + very)	97%	97%	96%	97%	98%	95%	96%	95%	99%	96%	98%	95%	99%	98%	96%	91%
Very dissatisfied (0)	0%	0%	1%	0%	0%	3%	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	4%	0%
Neutral (5)	2%	2%	3%	2%	1%	3%	3%	3%	0%	3%	1%	5%	1%	1%	0%	9%
Satisfied (7.5)	62%	62%	59%	61%	61%	66%	62%	61%	63%	55%	69%	55%	60%	65%	59%	61%
Very satisfied (10)	35%	35%	37%	36%	37%	28%	33%	35%	36%	41%	28%	41%	39%	33%	37%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(*)		(*)				
± ... at 50 %:	5.07	5.65	11.71	6.35	10.18	17.42	12.10	7.43	9.28	6.85	7.56	19.65	10.48	9.28	11.77	10.97
non-missing n:	495	399	93	316	123	42	87	231	148	272	223	33	116	148	92	106
mean:	8.26	8.26	8.26	8.30	8.34	7.94	8.19	8.22	8.33	8.39	8.12	8.40	8.44	8.20	8.25	8.05
standard deviation:	1.46	1.42	1.63	1.43	1.37	1.83	1.48	1.49	1.45	1.57	1.32	1.44	1.28	1.49	1.64	1.48
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_8 the understanding of your particular needs																			
weighted n:	737	199	498	35	4	536	201	585	129	165	188	147	238	619	24	72	155	390	172
n:	818	148	372	151	146	648	170	633	159	119	130	124	445	698	24	71	221	410	167
DISSATISFIED (smwht + very)	2%	5% ++	1% --	3%	1%	2%	1%	2%	1%	1%	2%	0%	5% ++	2%	0%	2%	3%	1%	3%
SATISFIED (smwht + very)	94%	91%	95%	94%	94%	93%	97%	93%	96%	97%	92%	96%	92%	94%	90%	92%	94%	95%	92%
Very dissatisfied (0)	1%	1%	1%	0%	0%	1%	1%	1%	0%	0%	2%	0%	1%	1%	0%	0%	1%	1%	0%
Dissatisfied (2.5)	1%	4% +++	0% --	3%	1%	2%	1%	2%	1%	1%	0%	0%	4% ++	1%	0%	2%	2%	0%	3%
Neutral (5)	4%	4%	4%	3%	4%	5%	2%	4%	3%	3%	6%	4%	4%	4%	10%	6%	3%	4%	5%
Satisfied (7.5)	67%	73%	64% -	71%	67%	66%	69%	67%	66%	59%	68%	66%	72% +	67%	78%	66%	68%	68%	66%
Very satisfied (10)	27%	19% - ++	31% ++	23%	27%	27%	27%	26%	30%	38% ++	24%	31%	20% --	28%	12%	26%	26%	27%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(**)				-		-		(***)				-			-		
± ... at 50 %:	3.95	9.28	5.85	9.19	9.34	4.44	8.66	4.49	8.95	10.35	9.90	10.14	5.35	4.27	23.05	13.40	7.59	5.58	8.74
non-missing n:	818	148	372	151	146	648	170	633	159	119	130	124	445	698	24	71	221	410	167
mean:	7.96	7.61	8.10	7.87	8.00	7.92	8.05	7.91	8.14	8.34	7.83	8.19	7.65	7.98	7.54	7.89	7.91	7.99	7.92
standard deviation:	1.56	1.69	1.49	1.52	1.66	1.60	1.45	1.62	1.34	1.43	1.63	1.30	1.66	1.56	1.20	1.58	1.66	1.49	1.57
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 n:	737	593	140	453	193	71	133	330	229	397	340	60	195	284	120	78
n:	818	683	131	521	211	66	141	386	242	453	365	71	197	265	124	161
DISSATISFIED (smwht + very)	2%	2%	3%	2%	1%	4%	0%	2%	3%	2%	2%	0%	2%	3%	0%	5%
SATISFIED (smwht + very)	94%	94%	94%	94%	96%	90%	91%	95%	95%	94%	94%	100%	95%	92%	96%	89%
Very dissatisfied (0)	1%	0%	1%	1%	0%	2%	0%	1%	1%	0%	1%	0%	0%	1%	0%	2%
Dissatisfied (2.5)	1%	1%	2%	1%	1%	2%	0%	1%	3%	2%	1%	0%	2%	2%	0%	4%
Neutral (5)	4%	4%	3%	4%	3%	6%	9%	4%	2%	4%	4%	0%	3%	5%	4%	5%
Satisfied (7.5)	67%	67%	68%	65%	69%	74%	68%	67%	65%	63%	72%	61%	67%	69%	69%	59%
Very satisfied (10)	27%	27%	26%	29%	28%	16%	22%	27%	30%	31%	22%	39%	28%	23%	27%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			(*)			(-)		-				
± ... at 50 %:	3.95	4.32	9.86	4.95	7.77	13.90	9.51	5.75	7.26	5.30	5.91	13.40	8.04	6.94	10.14	8.90
non-missing n:	818	683	131	521	211	66	141	386	242	453	365	71	197	265	124	161
mean:	7.96	7.97	7.88	7.99	8.08	7.49	7.83	7.98	8.01	8.07	7.82	8.46	8.04	7.78	8.09	7.82
standard deviation:	1.56	1.53	1.67	1.59	1.35	1.77	1.37	1.56	1.66	1.60	1.50	1.23	1.44	1.64	1.26	2.02
Student's t:		-	-	-	-	*	-	-	-	*	*	***	-	*	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_10 the waiting time at the office																			
weighted n:	519	26	482	8	2	327	192	400	103	160	176	147	35	427	17	59	91	288	129
n:	491	19	361	32	78	330	161	378	97	116	122	124	129	412	15	50	115	259	108
DISSATISFIED (smwht + very)	16%	10%	17%	2%	7%	18%	13%	18%	10%	14%	22%	14%	8%	17%	16%	16%	21%	13%	21%
			+								+		-					-	
SATISFIED (smwht + very)	76%	85%	76%	90%	88%	75%	78%	74%	80%	79%	69%	80%	86%	76%	66%	77%	72%	79%	72%
			-								-		+						
Very dissatisfied (0)	2%	5%	2%	0%	1%	2%	2%	3%	0%	2%	3%	1%	4%	2%	0%	2%	6%	1%	1%
																	+		
Dissatisfied (2.5)	14%	4%	15%	2%	6%	16%	11%	16%	10%	12%	19%	13%	4%	14%	16%	14%	15%	11%	20%
			++										--						
Neutral (5)	7%	5%	8%	8%	5%	7%	8%	7%	10%	7%	9%	6%	6%	7%	17%	6%	6%	8%	7%
Satisfied (7.5)	53%	65%	52%	66%	48%	51%	55%	50%	56%	53%	52%	50%	64%	52%	58%	55%	52%	55%	49%
			-										+						
Very satisfied (10)	24%	20%	24%	24%	39%	24%	23%	24%	24%	26%	17%	30%	22%	24%	8%	23%	20%	24%	23%
					+														
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			(*)		
± ... at 50 %:	5.10	25.90	5.94	19.96	12.78	6.22	8.90	5.81	11.46	10.48	10.22	10.14	9.94	5.56	29.15	15.97	10.53	7.02	10.86
non-missing n:	491	19	361	32	78	330	161	378	97	116	122	124	129	412	15	50	115	259	108
mean:	7.04	7.26	7.02	7.79	7.96	6.98	7.15	6.93	7.34	7.24	6.52	7.37	7.42	7.03	6.45	7.03	6.63	7.24	6.80
standard deviation:	2.55	2.42	2.57	1.69	3.11	2.62	2.42	2.68	2.16	2.45	2.70	2.46	2.26	2.57	2.21	2.56	2.88	2.37	2.67
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 n:	519	407	108	316	135	52	96	231	162	280	239	35	135	193	91	65
n:	491	396	92	316	120	41	86	229	148	272	219	33	113	146	93	106
DISSATISFIED (smwht + very)	16%	16%	17%	17%	14%	16%	17%	15%	16%	20% +	12% -	8%	14%	20%	13%	17%
SATISFIED (smwht + very)	76%	77%	73%	75%	79%	76%	70%	76%	79%	73%	80%	80%	79%	71%	80%	78%
Very dissatisfied (0)	2%	2%	3%	2%	2%	6%	0%	2%	4%	4%	1%	0%	2%	3%	0%	4%
Dissatisfied (2.5)	14%	14%	15%	15%	12%	10%	17%	13%	13%	17%	11%	8%	12%	17%	13%	13%
Neutral (5)	7%	7%	9%	8%	7%	8%	13%	8%	4%	6%	9%	12%	6%	8%	7%	4%
Satisfied (7.5)	53%	52%	53%	50%	53%	65%	53%	53%	54%	46% --	60% ++	52%	53%	55%	51%	46%
Very satisfied (10)	24%	25%	21%	25%	26%	10%	17%	24%	26%	28%	19%	28%	26%	16% -	29%	33%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			***		-				
± ... at 50 %:	5.10	5.67	11.77	6.35	10.31	17.63	12.17	7.46	9.28	6.85	7.63	19.65	10.62	9.34	11.71	10.97
non-missing n:	491	396	92	316	120	41	86	229	148	272	219	33	113	146	93	106
mean:	7.04	7.08	6.85	7.03	7.21	6.62	6.73	7.07	7.13	6.94	7.17	7.50	7.23	6.61	7.38	7.24
standard deviation:	2.55	2.55	2.58	2.59	2.49	2.50	2.39	2.54	2.63	2.83	2.18	2.15	2.50	2.60	2.35	2.83
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_11 the time it took to produce a passport																			
weighted n:	752	201	509	36	4	550	201	598	129	170	188	152	241	627	24	75	162	396	175
n:	835	150	381	153	150	665	170	649	159	123	130	129	453	710	24	73	228	417	170
DISSATISFIED (smwht + very)	4%	7% +	2% --	9% +	16% +++	4%	3%	4%	2%	2%	2%	2%	7% ++	4%	0%	4%	3%	4%	3%
SATISFIED (smwht + very)	92%	90%	94% +	84% --	82% ---	93%	92%	93%	88%	94%	93%	94%	89% -	92%	96%	92%	92%	92%	94%
Very dissatisfied (0)	0%	1%	0%	1%	3% +	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	3%	6% +	2% --	7% +	13% +++	4%	2%	4%	2%	2%	2%	2%	7% ++	3%	0%	4%	2%	4%	3%
Neutral (5)	4%	3%	4%	7%	2%	3%	6%	3% --	10% ++	4%	5%	3%	4%	4%	4%	4%	5%	4%	3%
Satisfied (7.5)	62%	69%	60%	55%	54%	61%	64%	63%	56%	52% -	66%	60%	67%	61%	82%	62%	66%	60%	64%
Very satisfied (10)	30%	21% --	34% +++	29%	28%	31%	28%	30%	32%	42% ++	27%	34%	22% ---	31%	14%	31%	26%	32%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(**)				-		(*)		(***)				-			-		
± ... at 50 %:	3.91	9.22	5.78	9.13	9.22	4.38	8.66	4.43	8.95	10.18	9.90	9.94	5.30	4.24	23.05	13.21	7.48	5.53	8.66
non-missing n:	835	150	381	153	150	665	170	649	159	123	130	129	453	710	24	73	228	417	170
mean:	7.96	7.58	8.14	7.57	7.26	7.98	7.90	7.96	7.95	8.37	7.92	8.15	7.57	7.96	7.74	7.98	7.83	7.98	8.00
standard deviation:	1.74	1.87	1.61	2.24	3.00	1.76	1.70	1.76	1.75	1.60	1.62	1.59	1.94	1.76	1.07	1.71	1.71	1.79	1.63
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_11 the time it took to produce a passport																
weighted n:	752	603	144	459	200	72	136	335	234	402	349	60	202	285	125	81
n:	835	695	136	530	217	67	143	394	248	461	374	72	203	266	130	164
DISSATISFIED (smwht + very)	4%	4%	4%	3%	3%	8%	2%	5%	2%	4%	4%	1%	4%	4%	2%	7%
SATISFIED (smwht + very)	92%	93%	90%	93%	93%	88%	91%	92%	93%	92%	92%	97%	92%	91%	96%	88%
Very dissatisfied (0)	0%	0%	1%	0%	0%	2%	0%	1%	1%	1%	0%	0%	0%	1%	0%	2%
Dissatisfied (2.5)	3%	3%	3%	3%	3%	6%	2%	5%	2%	3%	3%	1%	4%	4%	2%	5%
Neutral (5)	4%	4%	6%	4%	4%	4%	6%	3%	5%	4%	4%	3%	4%	4%	3%	5%
Satisfied (7.5)	62%	61%	66%	60%	62%	72%	60%	62%	62%	58%	67%	55%	61%	66%	63%	56%
Very satisfied (10)	30%	32%	24%	33%	31%	16%	32%	30%	31%	34%	26%	42%	31%	26%	33%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.91	4.28	9.68	4.90	7.66	13.79	9.44	5.69	7.17	5.26	5.84	13.31	7.92	6.92	9.90	8.82
non-missing n:	835	695	136	530	217	67	143	394	248	461	374	72	203	266	130	164
mean:	7.96	8.01	7.73	8.03	8.02	7.33	8.01	7.90	8.02	8.06	7.84	8.44	7.98	7.80	8.17	7.76
standard deviation:	1.74	1.73	1.79	1.73	1.68	2.00	1.64	1.83	1.67	1.79	1.67	1.45	1.73	1.75	1.50	2.15
Student's t:		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_12 the waiting time to receive it by mail																			
weighted n:	542	172	333	33	4	542	0	484	46	112	120	101	208	463	13	46	140	280	108
n:	658	128	250	141	139	658	0	550	92	81	83	86	408	570	16	49	201	321	121
DISSATISFIED (smwht + very)	5%	7%	4%	7%	16% +++	5%	0%	5%	2%	2%	2%	7%	7%	5%	0%	6%	6%	4%	5%
SATISFIED (smwht + very)	92%	89%	94% +	83% --	79% ---	92%	0%	92%	92%	95%	94%	93%	88% -	93%	79%	88%	90%	92%	93%
Very dissatisfied (0)	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	1%	0%
Dissatisfied (2.5)	4%	6%	3%	6%	14% +++	4%	0%	5%	1%	2%	2%	6%	6%	4%	0%	6%	5%	4%	5%
Neutral (5)	3%	5%	2%	9% ++	5%	3%	0%	3%	6%	2%	4%	0%	5%	3% -	21%	6%	5%	3%	2%
Satisfied (7.5)	63%	66%	62%	59%	50% -	63%	0%	63%	63%	60%	70%	53%	65%	63%	76%	62%	67%	62%	62%
Very satisfied (10)	29%	22%	33% +	24%	29%	29%	0%	29%	29%	35%	24%	40% +	23% -	30%	3%	26%	23%	30%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(*)				-			-		
± ... at 50 %:	4.40	9.98	7.14	9.51	9.58	4.40	*	4.81	11.77	12.54	12.39	12.17	5.59	4.73	28.23	16.13	7.96	6.30	10.26
non-missing n:	658	128	250	141	139	658	0	550	92	81	83	86	408	570	16	49	201	321	121
mean:	7.88	7.60	8.06	7.49	7.26	7.88	*	7.88	7.97	8.18	7.89	8.14	7.58	7.94	7.06	7.72	7.64	7.95	7.99
standard deviation:	1.81	1.89	1.70	2.09	3.00	1.81	*	1.81	1.66	1.58	1.48	2.03	1.94	1.76	1.18	1.85	1.85	1.77	1.77
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 n:	542	444	95	335	152	45	94	246	168	307	235	44	151	200	91	56
n:	658	556	99	421	178	46	110	317	196	377	281	57	165	202	97	137
DISSATISFIED (smwht + very)	5%	5%	6%	4%	5%	7%	0%	7%	4%	6%	4%	1%	4%	4%	6%	10%
							-	+								+
SATISFIED (smwht + very)	92%	91%	93%	92%	92%	93%	96%	90%	92%	92%	92%	89%	93%	92%	92%	89%
Very dissatisfied (0)	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%
Dissatisfied (2.5)	4%	4%	6%	4%	4%	7%	0%	6%	3%	6%	3%	1%	3%	4%	5%	10%
								+								++
Neutral (5)	3%	4%	2%	4%	3%	0%	3%	3%	4%	2%	5%	10%	2%	4%	2%	0%
												++				
Satisfied (7.5)	63%	61%	71%	62%	61%	77%	69%	61%	64%	60%	67%	61%	64%	68%	53%	59%
Very satisfied (10)	29%	30%	22%	29%	31%	16%	28%	29%	28%	32%	25%	27%	29%	24%	38%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			(-)		-				
± ... at 50 %:	4.40	4.79	11.35	5.50	8.46	16.65	10.76	6.34	8.06	5.81	6.74	14.95	8.79	7.94	11.46	9.65
non-missing n:	658	556	99	421	178	46	110	317	196	377	281	57	165	202	97	137
mean:	7.88	7.91	7.71	7.90	7.92	7.56	8.09	7.80	7.87	7.93	7.80	7.87	7.91	7.81	8.06	7.75
standard deviation:	1.81	1.83	1.71	1.77	1.88	1.67	1.31	1.96	1.77	1.86	1.73	1.59	1.81	1.64	2.04	2.13
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q8_14																			
the total time and effort required																			
weighted n:	746	201	504	36	4	549	198	595	126	170	185	150	241	624	24	73	160	394	172
n:	832	150	377	154	150	665	167	647	158	123	128	127	454	709	24	71	228	416	168
DISSATISFIED (smwht + very)	6%	9%	5%	7%	8%	7%	4%	7%	3%	4%	5%	5%	9%	7%	6%	2%	8%	5%	7%
SATISFIED (smwht + very)	89%	86%	90%	88%	88%	88%	89%	89%	88%	92%	88%	90%	86%	88%	84%	91%	87%	90%	87%
Very dissatisfied (0)	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	2%	1%	1%	0%	0%	0%	1%	1%
Dissatisfied (2.5)	5%	8%	4%	7%	7%	7%	2%	6%	3%	4%	5%	3%	8% +	6%	6%	2%	8%	4%	7%
Neutral (5)	5%	5%	6%	5%	4%	5%	7%	4% -	9% +	4%	7%	5%	5%	5%	10%	7%	6%	5%	5%
Satisfied (7.5)	65%	66%	64%	68%	65%	63%	69%	65%	64%	62%	70%	59%	67%	64%	72%	70%	64%	65%	66%
Very satisfied (10)	24%	20%	26%	20%	23%	25%	20%	24%	24%	30%	18%	31%	20%	25%	12%	21%	22%	25%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				(*)		-		(-)				-			-		
± ... at 50 %:	3.91	9.22	5.81	9.10	9.22	4.38	8.74	4.44	8.98	10.18	9.98	10.02	5.30	4.24	23.05	13.40	7.48	5.54	8.71
non-missing n:	832	150	377	154	150	665	167	647	158	123	128	127	454	709	24	71	228	416	168
mean:	7.64	7.39	7.74	7.52	7.57	7.65	7.60	7.63	7.70	7.95	7.48	7.83	7.41	7.64	7.25	7.72	7.53	7.71	7.50
standard deviation:	1.89	2.01	1.84	1.85	2.27	1.94	1.75	1.95	1.69	1.72	1.79	2.00	1.98	1.94	1.69	1.53	1.93	1.87	1.95
Student's t:		-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office 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 n:	746	603	140	457	200	69	136	334	230	401	345	60	202	282	123	79
n:	832	695	133	528	218	65	143	394	245	461	371	72	203	265	129	163
DISSATISFIED (smwht + very)	6%	6%	5%	6%	5%	8%	3%	7%	7%	7%	6%	0%	6%	8%	2% -	12% ++
SATISFIED (smwht + very)	89%	89%	87%	88%	92%	84%	86%	90%	87%	88%	89%	95%	90%	86%	89%	86%
Very dissatisfied (0)	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	0%	0%	1%	0%	5% +++
Dissatisfied (2.5)	5%	6%	4%	5%	5%	7%	2%	6%	7%	6%	5%	0%	6%	7%	2%	7%
Neutral (5)	5%	5%	8%	6%	3%	8%	11% ++	3% -	6%	5%	5%	5%	3%	6%	9%	2%
Satisfied (7.5)	65%	65%	62%	63%	67%	65%	67%	64%	64%	62%	68%	66%	65%	68%	59%	59%
Very satisfied (10)	24%	24%	25%	24%	26%	18%	19%	26%	23%	27%	21%	29%	25%	18% --	31%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		(***)				
± ... at 50 %:	3.91	4.28	9.79	4.91	7.65	14.00	9.44	5.69	7.21	5.26	5.86	13.31	7.92	6.94	9.94	8.84
non-missing n:	832	695	133	528	218	65	143	394	245	461	371	72	203	265	129	163
mean:	7.64	7.64	7.62	7.63	7.83	7.28	7.49	7.71	7.56	7.69	7.58	8.09	7.74	7.39	7.96	7.38
standard deviation:	1.89	1.89	1.92	1.93	1.69	2.09	1.74	1.93	1.95	1.95	1.82	1.37	1.81	1.89	1.65	2.56
Student's t:		-	-	-	-	-	-	-	-	-	-	**	-	**	*	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office responsiveness and reliability, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q10																			
OVERALL, responsiveness and reliability																			
weighted n:	1401	396	951	44	5	992	409	1110	244	263	435	258	445	1132	59	148	306	728	322
n:	1396	292	702	201	198	1072	324	1093	257	190	301	214	691	1157	52	132	370	694	291
DISSATISFIED (smwht + very)	3%	4% +	2% --	4%	4%	2%	3%	3%	2%	1%	2%	2%	4% ++	3%	2%	2%	1%	2%	4% +
SATISFIED (smwht + very)	95%	92% -	96% ++	90% -	94%	95%	93%	95%	92%	96%	95%	97%	92% --	95%	97%	94%	95%	96%	92% -
Very dissatisfied (0)	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1% +	0%	0%	0%	2% ++	0%	0%	0%	1%
Dissatisfied (2.5)	2%	4% ++	1% --	3%	4%	2%	3%	2%	1%	1%	1%	2%	4% ++	3%	0%	2%	1%	2%	4% +
Neutral (5)	3%	3%	3%	6% +	2%	3%	3%	2% --	6% ++	3%	3%	2%	4%	2%	1%	4%	4%	2%	4%
Satisfied (7.5)	48%	52%	46% -	65% +++	65% +++	47%	51%	48%	48%	39% -	50%	46%	53% +	48%	64% +	44%	58% +++	46% -	46%
Very satisfied (10)	46%	41% -	50% +++	25% ---	29% ---	48%	43%	47%	44%	57% ++	45%	50%	39% ---	47%	33%	51%	37% ---	50% ++	46%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
kh ² :		(**)				-		(*)		(***)				(*)			(***)		
± ... at 50 %:	3.02	6.61	4.26	7.96	8.02	3.45	6.27	3.42	7.04	8.19	6.51	7.72	4.30	3.32	15.66	9.83	5.87	4.29	6.62
non-missing n:	1396	292	702	201	198	1072	324	1093	257	190	301	214	691	1157	52	132	370	694	291
mean:	8.45	8.21	8.59	7.76	8.00	8.51	8.31	8.49	8.34	8.82	8.43	8.64	8.16	8.48	8.11	8.57	8.25	8.60	8.32
standard deviation:	1.69	1.84	1.61	1.77	1.80	1.66	1.77	1.68	1.75	1.51	1.68	1.54	1.83	1.70	1.77	1.66	1.53	1.63	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	Canadian citizen by birth		Mother 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 OVERALL, responsiveness and reliability																
weighted n:	1401	1107	286	874	310	176	293	598	415	756	645	93	309	636	187	176
n:	1396	1138	251	907	303	148	271	628	408	767	629	95	283	544	194	280
DISSATISFIED (smwht + very)	3%	3%	2%	3%	1%	3%	2%	3%	3%	3%	2%	0%	1%	3%	3%	3%
SATISFIED (smwht + very)	95%	95%	93%	95%	95%	93%	96%	94%	95%	95%	94%	95%	96%	94%	95%	93%
Very dissatisfied (0)	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Dissatisfied (2.5)	2%	2%	2%	3%	1%	2%	1%	3%	2%	3%	2%	0%	1%	3%	3%	3%
Neutral (5)	3%	2%	5%	2%	4%	4%	2%	3%	3%	2%	4%	5%	3%	3%	1%	4%
Satisfied (7.5)	48%	46%	58%	49%	39%	62%	53%	45%	46%	46%	51%	42%	40%	52%	52%	49%
Very satisfied (10)	46%	49%	35%	46%	56%	32%	43%	48%	49%	49%	43%	54%	56%	42%	43%	44%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(**)		(***)			-			(-)		(*)				
± ... at 50 %:	3.02	3.35	7.13	3.75	6.49	9.28	6.86	4.51	5.59	4.08	4.50	11.58	6.71	4.84	8.11	6.75
non-missing n:	1396	1138	251	907	303	148	271	628	408	767	629	95	283	544	194	280
mean:	8.45	8.53	8.15	8.44	8.76	8.04	8.41	8.46	8.53	8.54	8.35	8.71	8.78	8.31	8.38	8.33
standard deviation:	1.69	1.69	1.68	1.71	1.56	1.69	1.61	1.78	1.69	1.70	1.68	1.50	1.51	1.76	1.70	1.76
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_1 the availability of application forms																			
mean:	8.14	8.14	8.16	7.75	8.08	8.16	8.08	8.11	8.31	7.97	8.15	8.39	8.10	8.12	8.06	8.32	8.03	8.14	8.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_2 the competence of the staff																			
mean:	8.36	8.45	8.33	8.18	8.32	8.40	8.27	8.39	8.21	8.20	8.27	8.65	8.43	8.30	8.55	8.71	8.62	8.18	8.46
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-
Q9_3 the courtesy of the staff																			
mean:	8.20	8.31	8.18	7.76	7.98	8.25	8.08	8.17	8.27	8.20	8.18	8.10	8.26	8.17	8.28	8.20	8.43	8.11	8.07
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_5 the effectiveness of the staff																			
mean:	8.21	8.25	8.21	8.03	8.48	8.22	8.20	8.21	8.17	8.20	8.24	8.10	8.23	8.16	8.53	8.31	8.35	8.13	8.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_8 the understanding of your particular needs																			
mean:	8.06	8.09	8.06	7.92	7.94	8.10	7.98	8.07	8.12	7.81	8.16	8.05	8.07	8.14	7.80	7.77	8.08	8.13	7.86
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_10 the waiting time at the office																			
mean:	7.84	7.81	7.85	7.61	7.44	7.91	7.68	7.89	7.62	7.73	7.84	8.13	7.79	7.86	8.05	8.00	7.76	7.86	7.90
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_11 the time it took to produce a passport																			
mean:	8.19	8.14	8.25	7.50	7.55	8.17	8.23	8.23	8.20	8.05	8.27	8.41	8.07	8.17	8.32	8.28	8.12	8.25	8.14
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_12 the waiting time to receive it by mail																			
mean:	8.07	8.18	8.05	7.70	7.64	8.09	8.04	8.04	8.15	7.58	8.14	8.29	8.13	8.10	7.83	8.39	8.12	8.13	7.98
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_14 the total time and effort required																			
mean:	7.94	7.93	7.96	7.70	7.56	7.95	7.91	7.93	8.03	7.81	7.90	8.32	7.90	8.00	7.58	7.96	8.07	7.87	7.99
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
Q9_1 the availability of application forms																
mean:	8.14	8.12	8.18	8.17	7.91	8.25	8.17	8.15	8.15	8.08	8.21	8.13	8.03	8.15	8.21	8.18
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_2 the competence of the staff																
mean:	8.36	8.39	8.28	8.50	7.90	8.40	8.39	8.31	8.45	8.28	8.46	8.13	7.96	8.38	8.57	8.79
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	-	-	**
Q9_3 the courtesy of the staff																
mean:	8.20	8.19	8.18	8.30	7.90	8.21	8.29	8.14	8.28	8.09	8.33	8.13	7.96	8.27	8.56	8.09
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_5 the effectiveness of the staff																
mean:	8.21	8.22	8.19	8.30	7.96	8.28	8.25	8.22	8.29	8.11	8.34	8.13	8.03	8.30	8.22	8.11
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_8 the understanding of your particular needs																
mean:	8.06	8.01	8.23	8.17	7.57	8.27	8.36	7.96	8.02	8.06	8.07	8.13	7.63	8.17	8.03	8.22
Student's t:		-	-	-	*	-	*	-	-	-	-	-	-	-	-	-
Q9_10 the waiting time at the office																
mean:	7.84	7.83	7.92	7.93	7.70	7.74	7.82	7.92	7.81	7.92	7.75	7.81	7.71	7.83	8.02	8.03
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_11 the time it took to produce a passport																
mean:	8.19	8.19	8.19	8.22	7.92	8.39	8.33	8.17	8.07	8.15	8.24	8.13	8.01	8.22	7.84	8.45
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q9_12 the waiting time to receive it by mail																
mean:	8.07	8.10	8.02	8.22	7.58	7.96	8.33	7.97	8.07	8.15	7.98	8.13	7.70	8.13	8.19	8.29
Student's t:		-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Q9_14 the total time and effort required																
mean:	7.94	7.91	8.08	8.06	7.70	7.94	7.98	7.80	8.16	7.95	7.92	8.44	7.69	7.92	8.03	8.16
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_1 the availability of application forms																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	6% + +	2%	1%	0%	1%	0%	3%	0%	0%	1%	0%	9%	0%	0%	0%	3%
Neutral (5)	3%	3%	2%	8%	2%	3%	2%	3%	0%	0%	4%	0%	4%	3%	9%	1%	7% +	1%	1%
Important (7.5)	66%	66%	67%	52%	66%	63%	73%	66%	66%	72%	66%	64%	65%	69%	31%	66%	62%	72%	61%
Very important (10)	29%	29%	30%	29%	28%	31%	25%	29%	33%	25%	29%	36%	29%	28%	51%	34%	29%	27%	35%
DK/NR	1%	2%	1%	4%	2%	2%	0%	1%	1%	0%	1%	0%	2%	1%	0%	0%	2%	0%	0%
khi ² :		-				-		-		-				(**)			(*)		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	300	59	140	48	52	230	70	232	55	32	81	28	159	249	13	28	93	141	56
mean:	8.14	8.14	8.16	7.75	8.08	8.16	8.08	8.11	8.31	7.97	8.15	8.39	8.10	8.12	8.06	8.32	8.03	8.14	8.24
standard deviation:	1.34	1.28	1.33	2.11	2.89	1.41	1.15	1.37	1.25	1.47	1.30	1.21	1.37	1.27	2.50	1.23	1.46	1.18	1.55
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	0%	3%	0%	0%	1%	0%	1%	0%	0%	3%	0%	0%	0%
Neutral (5)	3%	3%	2%	3%	3%	3%	1%	4%	2%	4%	1%	0%	3%	3%	0%	4%
Important (7.5)	66%	66%	68%	66%	70%	63%	71%	62%	69%	65%	67%	75%	64%	67%	71%	63%
Very important (10)	29%	29%	30%	30%	25%	33%	28%	32%	28%	29%	30%	25%	28%	29%	29%	32%
DK/NR	1%	1%	0%	1%	0%	0%	0%	0%	2%	1%	1%	0%	3%	1%	0%	0%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	300	234	65	199	45	46	63	128	95	167	133	8	42	152	21	77
mean:	8.14	8.12	8.18	8.17	7.91	8.25	8.17	8.15	8.15	8.08	8.21	8.13	8.03	8.15	8.21	8.18
standard deviation:	1.34	1.36	1.27	1.30	1.49	1.34	1.16	1.48	1.23	1.42	1.23	1.14	1.55	1.30	1.17	1.37
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_2																			
the competence of the staff																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	1%	4%	0%	2%	0%	1%	2%	3%	0%	0%	2%	1%	9%	0%	0%	1%	2%
Neutral (5)	1%	2%	1%	2%	5%	2%	0%	1%	0%	0%	1%	0%	2%	1%	0%	0%	0%	2%	0%
Important (7.5)	59%	51%	63%	51%	54%	55%	69%	58%	63%	63%	66%	54%	51%	62%	29%	52%	52%	65%	54%
Very important (10)	37%	42%	35%	35%	37%	40%	31%	38%	33%	34%	32%	46%	41%	34%	61%	48%	45%	31%	43%
DK/NR	2%	3%	1%	8%	4%	2%	0%	2%	1%	0%	1%	0%	4%	1%	0%	0%	2%	1%	1%
khi²:		-				(-)		-		-				(*)			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	296	58	140	46	51	226	70	229	54	32	81	28	155	246	13	28	92	139	55
mean:	8.36	8.45	8.33	8.18	8.32	8.40	8.27	8.39	8.21	8.20	8.27	8.65	8.43	8.30	8.55	8.71	8.62	8.18	8.46
standard deviation:	1.40	1.54	1.32	1.90	3.01	1.50	1.16	1.38	1.52	1.58	1.23	1.26	1.56	1.35	2.34	1.27	1.33	1.37	1.54
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-

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

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q9_2 the competence of the staff																
weighted n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	0%	5% + +	0%	0%	2%	0%	2%	0%	0%	5% + +	0%	0%	0%
Neutral (5)	1%	1%	0%	1%	0%	0%	0%	2%	0%	2%	0%	0%	3%	1%	0%	0%
Important (7.5)	59%	57%	66%	57%	68%	61%	63%	55%	60%	59%	59%	75%	59%	61%	57%	46%
Very important (10)	37%	39%	31%	41%	27%	36%	36%	39%	37%	36%	38%	25%	31%	36%	43%	52%
DK/NR	2%	1%	2%	1%	0%	3%	0%	0%	3%	1%	3%	0%	3%	2%	0%	1%
chi²:		-		(-)			-			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	296	232	63	197	45	45	63	127	92	166	130	8	42	149	21	76
mean:	8.36	8.39	8.28	8.50	7.90	8.40	8.39	8.31	8.45	8.28	8.46	8.13	7.96	8.38	8.57	8.79
standard deviation:	1.40	1.46	1.21	1.29	1.71	1.26	1.26	1.60	1.22	1.51	1.25	1.14	1.82	1.26	1.28	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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_3 the courtesy of the staff																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	1%	6% +	0%	2%	0%	1%	3%	3%	0%	0%	2%	1%	9%	1%	0%	1%	3%
Neutral (5)	2%	2%	2%	6%	5%	2%	3%	3%	1%	0%	2%	4%	2%	2%	0%	5%	2%	2%	3%
Important (7.5)	63%	57%	66%	52%	69%	60%	70%	64%	58%	63%	67%	68%	57%	66%	40%	61%	56%	68%	63%
Very important (10)	32%	36%	30%	27%	24%	34%	27%	31%	37%	34%	29%	28%	35%	30%	50%	34%	39%	28%	31%
DK/NR	2%	3%	1%	8% +	2%	2%	0%	2%	1%	0%	1%	0%	4%	1%	0%	0%	2%	1%	0%
khi²:		-				-		-		-				(-)			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	297	58	140	46	52	227	70	230	54	32	81	28	156	247	13	28	92	139	56
mean:	8.20	8.31	8.18	7.76	7.98	8.25	8.08	8.17	8.27	8.20	8.18	8.10	8.26	8.17	8.28	8.20	8.43	8.11	8.07
standard deviation:	1.40	1.50	1.33	2.09	2.60	1.47	1.24	1.37	1.60	1.58	1.25	1.29	1.56	1.34	2.29	1.46	1.39	1.34	1.57
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	0%	5% + +	0%	0%	2%	0%	2%	0%	0%	5% + +	0%	0%	0%
Neutral (5)	2%	2%	2%	2%	0%	3%	0%	4%	0%	3%	1%	0%	3%	2%	0%	4%
Important (7.5)	63%	63%	66%	63%	67%	64%	67%	59%	66%	64%	62%	75%	59%	63%	58%	67%
Very important (10)	32%	33%	29%	34%	27%	31%	32%	34%	30%	30%	34%	25%	31%	33%	42%	28%
DK/NR	2%	1%	2%	1%	0%	3%	0%	0%	3% +	1%	2%	0%	3%	2%	0%	0%
chi²:		-		-			(-)			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	297	233	63	199	44	45	63	128	92	165	132	8	42	149	21	77
mean:	8.20	8.19	8.18	8.30	7.90	8.21	8.29	8.14	8.28	8.09	8.33	8.13	7.96	8.27	8.56	8.09
standard deviation:	1.40	1.45	1.27	1.30	1.71	1.32	1.23	1.62	1.18	1.48	1.30	1.14	1.82	1.29	1.28	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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_5 the effectiveness of the staff																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Unimportant (2.5)	1%	2%	1%	4%	0%	2%	0%	1%	2%	3%	0%	0%	2%	1%	9%	0%	0%	1%	2%
Neutral (5)	2%	3%	2%	2%	2%	3%	2%	3%	0%	0%	2%	4%	3%	3%	0%	0%	4%	3%	0%
Important (7.5)	62%	56%	65%	48%	56%	59%	69%	62%	63%	63%	65%	68%	55%	64%	31%	65%	55%	65%	63%
Very important (10)	33%	36%	32%	36%	40%	34%	30%	32%	33%	34%	32%	28%	36%	31%	60%	34%	38%	30%	34%
DK/NR	2%	3%	1%	8% +	2%	2%	0%	2%	1%	0%	1%	0%	4%	1%	0%	0%	2%	1%	1%
khi²:		-				-		-		-				(*)			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	297	58	140	46	52	227	70	230	54	32	81	28	156	247	13	28	92	140	55
mean:	8.21	8.25	8.21	8.03	8.48	8.22	8.20	8.21	8.17	8.20	8.24	8.10	8.23	8.16	8.53	8.31	8.35	8.13	8.24
standard deviation:	1.43	1.56	1.35	2.28	2.66	1.52	1.22	1.41	1.58	1.58	1.28	1.29	1.62	1.38	2.33	1.37	1.45	1.43	1.49
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	0%	5% + +	0%	0%	2%	0%	2%	0%	0%	5% + +	0%	0%	0%
Neutral (5)	2%	2%	4%	2%	0%	5%	4%	2%	0%	5% +	0%	0%	3%	3%	0%	3%
Important (7.5)	62%	62%	62%	63%	65%	56%	60%	59%	66%	60%	64%	75%	56%	61%	71%	67%
Very important (10)	33%	34%	31%	34%	29%	36%	35%	36%	31%	32%	34%	25%	33%	35%	29%	29%
DK/NR	2%	1%	2%	1%	0%	3%	0%	0%	3%	1%	3%	0%	3%	2%	0%	0%
chi²:		-		-			-			(-)		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	297	233	63	198	45	45	63	127	93	166	131	8	42	149	21	77
mean:	8.21	8.22	8.19	8.30	7.96	8.28	8.25	8.22	8.29	8.11	8.34	8.13	8.03	8.30	8.22	8.11
standard deviation:	1.43	1.46	1.37	1.31	1.74	1.46	1.42	1.61	1.17	1.56	1.25	1.14	1.84	1.35	1.17	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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_8 the understanding of your particular needs																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	1%	6%	2%	2%	1%	1%	2%	3%	0%	3%	2%	1%	9%	0%	1%	2%	2%
Neutral (5)	6%	7%	5%	6%	5%	5%	7%	6%	4%	6%	5%	4%	7%	4%	10%	19%	8%	3%	10%
Important (7.5)	61%	56%	63%	48%	63%	59%	64%	61%	58%	66%	62%	61%	56%	62%	40%	52%	59%	62%	59%
Very important (10)	31%	33%	30%	34%	27%	32%	28%	31%	33%	25%	30%	32%	33%	31%	41%	30%	32%	31%	29%
DK/NR	2%	2%	1%	6%	2%	2%	0%	1%	3%	0%	2%	0%	2%	1%	0%	0%	1%	2%	0%
chi²:		-				-		-		-				(*)			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	298	59	139	47	52	229	69	231	54	32	80	28	158	247	13	28	93	139	56
mean:	8.06	8.09	8.06	7.92	7.94	8.10	7.98	8.07	8.12	7.81	8.16	8.05	8.07	8.14	7.80	7.77	8.08	8.13	7.86
standard deviation:	1.54	1.63	1.49	2.13	3.17	1.56	1.51	1.53	1.63	1.64	1.36	1.66	1.67	1.47	2.42	1.74	1.54	1.50	1.70
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	0%	1%	5% +	0%	0%	3%	1%	3%	0%	0%	5% +	0%	7%	0%
Neutral (5)	6%	7%	2%	5%	8%	3%	0%	9%	5%	5%	7%	0%	10%	5%	0%	4%
Important (7.5)	61%	59%	65%	60%	64%	61%	65%	55%	65%	60%	61%	75%	59%	60%	58%	63%
Very important (10)	31%	31%	31%	33%	22%	33%	35%	32%	28%	32%	29%	25%	26%	32%	35%	32%
DK/NR	2%	1%	2%	1%	0%	3%	0%	2%	2%	0% -	4% +	0%	0%	3%	0%	1%
khi ² :		-		-			-			(*)		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	298	233	64	198	45	45	63	127	94	167	131	8	43	150	21	76
mean:	8.06	8.01	8.23	8.17	7.57	8.27	8.36	7.96	8.02	8.06	8.07	8.13	7.63	8.17	8.03	8.22
standard deviation:	1.54	1.62	1.29	1.48	1.81	1.35	1.21	1.75	1.46	1.64	1.41	1.14	1.89	1.43	1.98	1.34
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q9_10 the waiting time at the office																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	2%	0%	0%
Unimportant (2.5)	4%	3%	5%	6%	5%	4%	6%	3%	11%	6%	4%	7%	4%	4%	9%	1%	2%	5%	7%
Neutral (5)	7%	10%	6%	6%	12%	6%	9%	8%	5%	9%	6%	4%	9%	6%	10%	14%	10%	7%	5%
Important (7.5)	54%	52%	55%	54%	54%	54%	53%	54%	48%	53%	57%	47%	52%	57%	30%	46%	54%	55%	51%
Very important (10)	31%	28%	32%	22%	20%	32%	29%	32%	32%	31%	30%	42%	27%	30%	51%	34%	29%	31%	35%
DK/NR	3%	7%	1%	12%	9%	3%	2%	3%	4%	0%	1%	0%	7%	2%	0%	5%	3%	3%	1%
khi ² :		-	-	+	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	290	56	140	44	49	222	68	226	51	32	81	28	149	243	13	25	90	138	53
mean:	7.84	7.81	7.85	7.61	7.44	7.91	7.68	7.89	7.62	7.73	7.84	8.13	7.79	7.86	8.05	8.00	7.76	7.86	7.90
standard deviation:	1.95	1.85	1.99	2.04	4.37	1.92	2.02	1.90	2.31	2.03	1.96	2.08	1.85	1.91	2.51	1.78	2.03	1.89	2.07
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
Very unimportant (0)	0%	0%	2%	0%	0%	3% +	0%	0%	2%	0%	1%	0%	0%	1%	0%	0%
Unimportant (2.5)	4%	6%	0%	4%	5%	3%	2%	7%	3%	4%	4%	0%	8%	4%	7%	4%
Neutral (5)	7%	8%	6%	8%	8%	5%	13% +	6%	3%	6%	9%	13%	8%	7%	7%	8%
Important (7.5)	54%	51%	63%	53%	57%	61%	52%	48%	63% +	54%	54%	63%	46%	58%	43%	49%
Very important (10)	31%	32%	29%	33%	27%	28%	30%	36%	26%	32%	31%	25%	31%	30%	42%	35%
DK/NR	3%	3%	1%	2%	3%	0%	2%	3%	2%	4%	2%	0%	8% +	1%	0%	4%
kh ² :		(*)		-			(-)			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	290	225	64	192	44	46	62	124	90	161	129	8	40	149	19	74
mean:	7.84	7.83	7.92	7.93	7.70	7.74	7.82	7.92	7.81	7.92	7.75	7.81	7.71	7.83	8.02	8.03
standard deviation:	1.95	2.00	1.80	1.88	1.91	2.07	1.81	2.10	1.89	1.86	2.05	1.57	2.18	1.91	2.22	1.88
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	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 n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	8% ++	5% +	1%	0%	1%	1%	3%	0%	0%	1%	0% -	9%	1%	1%	0%	3%
Neutral (5)	3%	5%	2%	6%	8%	4%	2%	3%	3%	3%	2%	0%	5%	3%	0%	5%	7% +	1%	3%
Important (7.5)	63%	65%	63%	52%	55%	62%	66%	63%	63%	63%	63%	64%	64%	66%	39%	57%	57%	68%	61%
Very important (10)	32%	30%	33%	28%	28%	32%	32%	33%	32%	31%	33%	36%	30%	30%	52%	38%	34%	31%	33%
DK/NR	1%	0%	1%	4%	2%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				(*)			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	301	60	140	48	52	231	70	233	55	32	81	28	160	250	13	28	94	141	56
mean:	8.19	8.14	8.25	7.50	7.55	8.17	8.23	8.23	8.20	8.05	8.27	8.41	8.07	8.17	8.32	8.28	8.12	8.25	8.14
standard deviation:	1.40	1.34	1.36	2.48	4.52	1.46	1.28	1.41	1.40	1.64	1.29	1.22	1.49	1.32	2.30	1.51	1.60	1.22	1.59
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	0%	3%	0%	0%	1%	0%	1%	0%	0%	3%	0%	0%	1%
Neutral (5)	3%	3%	3%	2%	5%	2%	4%	4%	2%	4%	2%	0%	5%	3%	7%	0%
Important (7.5)	63%	63%	65%	66%	65%	59%	58%	61%	72%	63%	64%	75%	62%	63%	71%	59%
Very important (10)	32%	33%	31%	32%	27%	38%	37%	33%	26%	32%	32%	25%	31%	32%	21%	39%
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	301	235	65	200	45	46	63	128	96	168	133	8	43	152	21	77
mean:	8.19	8.19	8.19	8.22	7.92	8.39	8.33	8.17	8.07	8.15	8.24	8.13	8.01	8.22	7.84	8.45
standard deviation:	1.40	1.43	1.34	1.30	1.61	1.36	1.40	1.52	1.24	1.48	1.31	1.14	1.63	1.36	1.38	1.34
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_12 the waiting time to receive it by mail																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	1%	0%	2%	0%	2%	1%	0%	3% +	0%	0%	0%	0%	0%	0%	0%	1%	0%
Unimportant (2.5)	2%	2%	2%	8%	4%	2%	2%	2%	3%	3%	2%	0%	2%	2%	9%	1%	1%	1%	7% +
Neutral (5)	3%	0%	4%	10% +	4%	2%	3%	2%	4%	3%	5%	0%	1%	2%	10%	5%	6% +	0% -	3%
Important (7.5)	60%	66%	58%	44%	63%	64%	52%	62%	55%	63%	54%	68%	64%	63% +	39%	46%	59%	63%	54%
Very important (10)	31%	30%	31%	34%	25%	31%	31%	29%	35%	22%	34%	32%	31%	30%	42%	39%	32%	29%	36%
DK/NR	4%	2%	4%	4%	2%	1% --	10% ++	4%	3%	6%	5%	0%	2%	3%	0%	9%	2%	5%	0%
khi²:		-				(**)		-		-				-			(*)		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	295	59	135	48	52	231	64	228	54	30	78	28	159	246	13	26	93	136	56
mean:	8.07	8.18	8.05	7.70	7.64	8.09	8.04	8.04	8.15	7.58	8.14	8.29	8.13	8.10	7.83	8.39	8.12	8.13	7.98
standard deviation:	1.65	1.39	1.72	2.35	4.16	1.54	1.90	1.64	1.70	2.12	1.68	1.18	1.51	1.49	2.43	1.58	1.52	1.56	2.01
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
Very unimportant (0)	0%	1%	0%	0%	3%	0%	0%	1%	0%	0%	1%	0%	3%	0%	0%	0%
Unimportant (2.5)	2%	2%	2%	2%	3%	3%	0%	5%	0%	2%	2%	0%	3%	3%	0%	1%
Neutral (5)	3%	2%	6%	1%	3%	8%	2%	2%	3%	3%	3%	0%	3%	4%	0%	0%
Important (7.5)	60%	62%	54%	62%	70%	51%	60%	56%	67%	61%	59%	75%	64%	55%	71%	66%
Very important (10)	31%	32%	29%	33%	19%	31%	35%	34%	26%	33%	29%	25%	23%	34%	29%	32%
DK/NR	4%	1%	8%	2%	3%	8%	2%	3%	3%	2%	6%	0%	5%	4%	0%	0%
kh ² :		(*)		(*)			-			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	295	233	61	198	44	43	62	126	94	166	129	8	41	148	21	77
mean:	8.07	8.10	8.02	8.22	7.58	7.96	8.33	7.97	8.07	8.15	7.98	8.13	7.70	8.13	8.19	8.29
standard deviation:	1.65	1.65	1.67	1.48	1.93	1.80	1.32	2.01	1.30	1.55	1.77	1.14	1.98	1.68	1.24	1.27
Student's t:		-	-	*	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of the Passport Office responsiveness and reliability very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q9_14 the total time and effort required																			
weighted n:	293	83	197	9	1	203	89	224	56	44	119	36	94	234	15	30	77	144	61
n:	305	60	141	50	53	235	70	235	57	32	82	28	163	252	13	28	95	142	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	4%	2%	4%	10%	4%	5%	2%	4%	3%	9%	4%	0%	3%	3%	9%	1%	3%	5%	2%
Neutral (5)	4%	8%	2%	2%	13% +	4%	3%	5%	0%	0%	4%	0%	8%	3%	10%	9%	4%	3%	5%
Important (7.5)	63%	60%	64%	54%	59%	59%	71%	60%	69%	59%	65%	67%	60%	64%	49%	61%	61%	63%	64%
Very important (10)	29%	28%	29%	29%	22%	31%	23%	30%	27%	31%	27%	33%	28%	29%	32%	29%	32%	28%	29%
DK/NR	1%	2%	1%	4%	2%	2%	0%	1%	1%	0%	1%	0%	2%	1%	0%	0%	0%	1%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	6.46	14.58	9.51	15.97	15.51	7.37	13.49	7.37	14.95	19.96	12.47	21.34	8.84	7.11	31.31	21.34	11.58	9.47	14.95
non-missing n:	300	59	140	48	52	230	70	232	55	32	81	28	159	249	13	28	94	140	56
mean:	7.94	7.93	7.96	7.70	7.56	7.95	7.91	7.93	8.03	7.81	7.90	8.32	7.90	8.00	7.58	7.96	8.07	7.87	7.99
standard deviation:	1.68	1.61	1.69	2.28	3.60	1.79	1.41	1.76	1.49	2.07	1.65	1.19	1.67	1.61	2.31	1.55	1.63	1.77	1.57
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 n:	293	216	74	171	52	56	67	119	92	161	132	11	54	172	15	40
n:	305	237	66	201	46	47	63	130	97	169	136	8	44	154	21	78
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%	1%	8%	5%	0%	9%	0%	4%	3%	0%	10%	3%	0%	1%
				-				++					+			
Neutral (5)	4%	3%	4%	4%	3%	3%	6%	3%	2%	4%	3%	0%	3%	4%	7%	4%
Important (7.5)	63%	64%	61%	65%	62%	58%	68%	57%	68%	61%	64%	63%	56%	64%	64%	64%
Very important (10)	29%	28%	31%	29%	27%	31%	26%	32%	28%	30%	27%	38%	31%	27%	28%	31%
DK/NR	1%	0%	2%	0%	0%	3%	0%	0%	2%	0%	2%	0%	0%	2%	0%	0%
						+										
khi ² :		-		(-)			(*)			-		-				
± ... at 50 %:	6.46	7.33	13.90	7.96	16.65	16.47	14.22	9.90	11.46	8.68	9.68	39.92	17.02	9.10	24.64	12.78
non-missing n:	300	235	64	200	45	45	63	128	95	168	132	8	43	151	21	77
mean:	7.94	7.91	8.08	8.06	7.70	7.94	7.98	7.80	8.16	7.95	7.92	8.44	7.69	7.92	8.03	8.16
standard deviation:	1.68	1.70	1.58	1.43	1.99	1.85	1.34	2.06	1.26	1.72	1.62	1.27	2.17	1.60	1.44	1.41
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q11																			
weighted n:	927	288	594	38	4	664	263	731	159	140	289	168	330	752	37	99	197	485	212
n:	985	213	440	171	159	769	216	762	185	101	200	141	543	820	34	93	271	484	199
DK/NR	78%	71%	81%	73%	65%	78%	77%	79%	70%	75%	82%	84%	71%	77%	79%	82%	71%	81%	76%
		-	++		--			+	-				--				-	+	
understanding of your needs	9%	13%	8%	13%	23%	9%	10%	9%	13%	12%	6%	6%	13%	10%	5%	7%	13%	9%	8%
		+	-		+++								+						
availability of forms	4%	4%	4%	8%	4%	4%	5%	4%	6%	7%	3%	2%	5%	4%	8%	4%	5%	3%	4%
				+															
the competence of the staff	4%	5%	3%	4%	3%	4%	3%	3%	6%	2%	3%	3%	5%	4%	4%	1%	6%	3%	5%
the effectiveness of the staff	3%	4%	2%	2%	3%	3%	3%	3%	3%	1%	2%	2%	4%	2%	4%	5%	2%	2%	4%
the courtesy of the staff	2%	2%	3%	0%	3%	2%	3%	2%	1%	3%	3%	1%	2%	2%	0%	1%	2%	2%	3%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
the waiting time at the office	0%	0%	0%	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%	0%	0%	0%
waiting time by mail	0%	0%	0%	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%	0%	0%	0%
khi ² :		-				-		(*)		(*)				-			-		
± ... at 50 %:	3.60	7.74	5.38	8.63	8.95	4.07	7.68	4.09	8.30	11.23	7.98	9.51	4.85	3.94	19.36	11.71	6.86	5.13	8.00

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 n:	927	745	174	607	180	108	176	386	292	485	441	66	176	434	136	114
n:	985	817	161	664	195	96	179	437	298	529	456	74	175	386	144	206
DK/NR	78%	77%	80%	79%	71%	81%	76%	76%	84%	77%	78%	81%	70%	79%	82%	76%
understanding of your needs	9%	11%	6%	9%	12%	4%	12%	9%	10%	9%	10%	9%	11%	7%	9%	15%
availability of forms	4%	5%	2%	4%	9%	1%	5%	5%	1%	4%	4%	7%	7%	3%	3%	1%
the competence of the staff	4%	3%	7%	3%	3%	8%	3%	5%	2%	4%	3%	2%	4%	5%	3%	1%
the effectiveness of the staff	3%	2%	4%	2%	4%	3%	1%	3%	3%	3%	3%	0%	4%	2%	1%	6%
the courtesy of the staff	2%	3%	1%	2%	2%	3%	4%	2%	0%	3%	2%	0%	4%	2%	2%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	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 ² :		(**)		(**)			(**)			-		(*)				
± ... at 50 %:	3.60	3.95	8.90	4.38	8.09	11.52	8.44	5.40	6.54	4.91	5.29	13.12	8.53	5.75	9.41	7.87

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q12																			
weighted n:	791	0	783	6	2	512	279	595	169	226	343	215	8	624	40	94	145	419	205
n:	686	0	578	28	80	473	213	519	144	163	237	178	108	552	32	76	151	354	165
0-14 min.	13%	0%	13%	52%	47%	14%	13%	13%	13%	12%	13%	14%	51%	14%	5%	13%	12%	13%	13%
			---		+++								+++						
15-29 min.	15%	0%	15%	29%	20%	14%	17%	15%	16%	13%	13%	21%	27%	15%	24%	16%	11%	18%	13%
			-									+	+						
30-59 min.	27%	0%	27%	6%	19%	25%	30%	25%	34%	23%	23%	37%	9%	26%	29%	33%	28%	25%	30%
			+++									++	---						
60+ min.	44%	0%	45%	13%	14%	47%	40%	47%	37%	51%	51%	28%	13%	45%	43%	38%	49%	44%	44%
			+++		---						+	---	---						
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(-)				-		-		(***)				-			-		
± ... at 50 %:	4.31	*	4.70	21.34	12.62	5.19	7.74	4.96	9.41	8.84	7.33	8.46	10.86	4.81	19.96	12.95	9.19	6.00	8.79
non-missing n:	686	0	578	28	80	473	213	519	144	163	237	178	108	552	32	76	151	354	165
mean:	53.8	*	54.1	19.2	25.3	54.3	52.7	55.4	50.6	61.2	57.1	41.8	20.7	53.4	60.6	49.2	59.4	50.6	57.7
standard deviation:	42.2	*	42.1	27.2	41.4	40.9	44.4	42.5	41.5	45.5	43.0	33.8	27.9	41.7	48.1	39.5	45.7	38.0	46.1
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 n:	791	617	170	478	182	110	165	340	238	433	358	45	183	345	108	109
n:	686	546	137	435	150	85	134	311	202	379	307	36	147	252	102	149
0-14 min.	13%	15%	8%	15%	12%	10%	10%	14%	15%	13%	14%	23%	10%	13%	15%	14%
15-29 min.	15%	16%	13%	18%	12%	13%	15%	17%	15%	16%	15%	21%	12%	13%	21%	22%
30-59 min.	27%	27%	27%	29%	21%	26%	30%	31%	21%	24%	30%	28%	22%	23%	31%	42%
60+ min.	44%	42%	52%	38%	55%	51%	45%	39%	50%	47%	41%	28%	56%	51%	33%	23%
				---	++			-					++	+	-	---
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		*		**			-			-		***				
± ... at 50 %:	4.31	4.83	9.65	5.41	9.22	12.25	9.75	6.40	7.94	5.80	6.44	18.82	9.31	7.11	11.18	9.25
non-missing n:	686	546	137	435	150	85	134	311	202	379	307	36	147	252	102	149
mean:	53.8	52.6	58.3	48.6	64.5	57.3	55.7	51.3	54.1	55.4	51.7	36.4	66.7	56.8	47.5	35.9
standard deviation:	42.2	42.3	41.8	39.9	46.9	41.0	40.0	42.6	42.3	43.7	40.1	28.5	47.1	43.0	40.6	24.2
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 n:	788	482	306
n:	682	441	241
0-14 min.	14%	22% + + +	1% ---
15-29 min.	15%	25% + + +	1% ---
30-59 min.	27%	31% +	21% -
60+ min.	44%	23% ---	78% + + +
DK/NR	0%	0%	0%
khi ² :		***	
± ... at 50 %:	4.32	5.38	7.27
non-missing n:	686	441	241
mean:	53.8	34.6	83.9
standard deviation:	42.2	29.8	41.3
Student's t:		***	***

Do you consider this acceptable or too long?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q13																			
weighted n:	791	0	783	6	2	512	279	595	169	226	343	215	8	624	40	94	145	419	205
n:	686	0	578	28	80	473	213	519	144	163	237	178	108	552	32	76	151	354	165
Acceptable	61%	0%	61%	91%	81%	60%	64%	59%	67%	55%	62%	64%	88%	61%	50%	64%	50%	66%	57%
			---		++								+++				-	++	
Too long	39%	0%	39%	9%	17%	40%	36%	41%	33%	45%	37%	36%	11%	38%	50%	36%	49%	34%	43%
			+++		--								---				+	--	
DK/NR	0%	0%	0%	0%	2%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%
khi²:		-				-		-		(-)				-			(**)		
± ... at 50 %:	4.31	*	4.70	21.34	12.62	5.19	7.74	4.96	9.41	8.84	7.33	8.46	10.86	4.81	19.96	12.95	9.19	6.00	8.79

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 n:	791	617	170	478	182	110	165	340	238	433	358	45	183	345	108	109
n:	686	546	137	435	150	85	134	311	202	379	307	36	147	252	102	149
Acceptable	61%	63%	53%	65% +	54%	55%	60%	61%	62%	61%	61%	69%	52% -	63%	63%	64%
Too long	39%	37%	46%	35% -	46%	42%	40%	39%	36%	39%	39%	31%	48% +	37%	37%	35%
DK/NR	0%	0% --	2% ++	0%	0%	3% +++	0%	0%	1% +	0%	0%	0%	0%	1%	0%	0%
khi ² :		(***)		(***)			-			-		-				
± ... at 50 %:	4.31	4.83	9.65	5.41	9.22	12.25	9.75	6.40	7.94	5.80	6.44	18.82	9.31	7.11	11.18	9.25

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q14																			
weighted n:	309	0	308	1	0	213	96	243	57	101	130	77	1	241	21	34	72	143	90
n:	242	0	227	3	12	172	70	191	44	73	90	64	15	189	16	28	55	115	69
0-14 min.	5%	0%	5%	35%	25%	4%	7%	5%	7%	0%	4%	12%	31%	3%	14%	16%	3%	5%	5%
15-29 min.	34%	0%	34%	32%	42%	30%	42%	31%	46%	32%	26%	52%	36%	34%	26%	51%	35%	33%	36%
30-59 min.	44%	0%	44%	32%	34%	48%	34%	46%	32%	51%	47%	31%	33%	46%	33%	29%	40%	47%	43%
60+ min.	17%	0%	17%	0%	0%	17%	16%	18%	15%	18%	23%	5%	0%	18%	27%	4%	22%	15%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				(-)		-		(***)				(**)			-		
± ... at 50 %:	7.26	*	7.49	65.18	32.59	8.61	13.49	8.17	17.02	13.21	11.90	14.11	29.15	8.21	28.23	21.34	15.22	10.53	13.59
non-missing n:	242	0	227	3	12	172	70	191	44	73	90	64	15	189	16	28	55	115	69
mean:	31.3	*	31.3	17.9	19.2	32.6	28.3	32.0	28.9	32.7	35.3	22.8	18.4	32.1	33.3	21.9	34.3	30.0	30.8
standard deviation:	18.6	*	18.6	0.0	0.0	19.6	15.8	18.2	20.9	15.2	22.3	12.0	0.0	19.1	19.0	12.2	23.6	15.0	18.9
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 n:	309	228	81	170	84	48	67	135	84	168	140	14	87	130	41	36
n:	242	184	58	137	67	34	49	113	63	135	107	10	68	92	38	34
0-14 min.	5%	4%	9%	7%	0%	6%	2%	7%	5%	4%	6%	0%	0%	4%	13% +	12%
15-29 min.	34%	34%	34%	37%	27%	35%	39%	36%	27%	31%	38%	50%	29%	26% -	50%	54% +
30-59 min.	44%	46%	37%	41%	53%	42%	33%	43%	53%	48%	39%	50%	51%	47%	34%	27%
60+ min.	17%	16%	20%	15%	20%	18%	26%	14%	15%	17%	17%	0%	21%	23%	3% -	8%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			(-)			-		(***)				
± ... at 50 %:	7.26	8.32	14.82	9.65	13.79	19.36	16.13	10.62	14.22	9.72	10.91	35.70	13.69	11.77	18.32	19.36
non-missing n:	242	184	58	137	67	34	49	113	63	135	107	10	68	92	38	34
mean:	31.3	30.6	33.3	29.3	33.9	34.1	35.1	29.3	31.1	32.1	30.4	24.5	34.0	35.2	22.4	23.1
standard deviation:	18.6	15.2	25.7	17.2	15.6	26.0	21.3	17.5	18.4	18.8	18.3	5.9	15.8	22.2	10.6	13.6
Student's t:		-	-	-	-	-	-	-	-	-	-	**	-	**	***	**

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q15																			
weighted n:	229	38	188	1	0	1	227	112	106	64	75	51	39	159	22	31	29	111	83
n:	174	28	137	3	5	1	173	89	77	46	52	40	36	123	16	23	27	83	60
1-120 minutes	98%	93%	99%	100%	100%	100%	98%	96%	99%	96%	100%	100%	93%	97%	100%	95%	95%	98%	98%
>= 121 minutes	2%	7%	1%	0%	0%	0%	2%	4%	1%	4%	0%	0%	7%	3%	0%	5%	5%	2%	2%
khi ² :		-				-		-		(*)				-			-		
± ... at 50 %:	8.56	21.34	9.65	65.18	50.49	*	8.58	11.97	12.87	16.65	15.66	17.85	18.82	10.18	28.23	23.54	21.73	12.39	14.58
non-missing n:	280	37	216	16	10	4	276	153	113	56	91	70	63	207	19	39	46	144	83
mean:	14.7	29.3	12.3	1.8	9.0	29.9	14.5	16.5	13.6	13.4	12.0	11.6	27.5	14.0	11.7	17.5	18.2	13.5	14.1
standard deviation:	25.4	44.9	19.5	4.1	0.0	37.1	25.3	29.6	20.2	16.3	22.9	16.2	43.9	24.7	15.1	32.3	34.3	25.4	18.1
Student's t:		*	**	***	*	-	-	-	-	-	-	-	**	-	-	-	-	-	-

As far as you remember, how long did you have to wait at the Passport Office when you picked up your passport? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother 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 n:	229	167	61	124	55	39	50	102	65	103	126	13	60	95	19	41
n:	174	128	45	96	41	29	38	77	48	77	97	11	44	66	19	34
1-120 minutes	98%	97%	100%	99%	95%	100%	100%	96%	98%	96%	99%	100%	93%	98%	100%	100%
>= 121 minutes	2%	3%	0%	1%	5%	0%	0%	4%	2%	4%	1%	0%	7%	2%	0%	0%
													-			
chi²:		-		-			-			-		-				
± ... at 50 %:	8.56	9.98	16.83	11.52	17.63	20.97	18.32	12.87	16.30	12.87	11.46	34.04	17.02	13.90	25.90	19.36
non-missing n:	280	216	63	169	56	44	51	124	85	142	138	16	52	120	39	53
mean:	14.7	13.8	17.2	13.4	14.6	16.0	16.0	14.7	14.5	15.3	14.0	11.3	19.3	13.7	9.1	16.8
standard deviation:	25.4	26.4	22.2	24.5	20.5	23.9	21.0	28.1	25.6	29.5	20.7	11.1	30.6	27.0	21.1	18.4
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 n:	226	191	35
n:	172	147	25
1-120 minutes	99%	100%	92%
>= 121 minutes	1%	0%	8%
khi ² :		(***)	
± ... at 50 %:	8.61	9.31	22.58
non-missing n:	172	147	25
mean:	22.7	15.9	60.2
standard deviation:	28.6	17.8	44.4
Student's t:		***	***

Do you consider this acceptable or too long?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q16																			
weighted n:	226	38	185	1	0	1	225	111	105	61	75	51	39	157	22	31	29	110	82
n:	172	28	135	3	5	1	171	88	76	44	52	40	36	121	16	23	27	82	59
Acceptable	85%	68%	88%	100%	100%	0%	85%	80%	88%	89%	92%	81%	69%	87%	94%	68%	72%	88%	85%
Too long	15%	32%	12%	0%	0%	100%	15%	20%	12%	11%	8%	19%	31%	13%	6%	32%	28%	12%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(*)				(**)		-		**				(*)			-		
± ... at 50 %:	8.61	21.34	9.72	65.18	50.49	*	8.63	12.04	12.95	17.02	15.66	17.85	18.82	10.26	28.23	23.54	21.73	12.47	14.70

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 n:	226	164	61	124	52	39	50	100	64	101	125	13	57	95	19	41
n:	172	126	45	96	39	29	38	76	47	76	96	11	42	66	19	34
Acceptable	85%	84%	86%	83%	84%	89%	86%	81%	89%	85%	84%	89%	83%	89%	94%	70%
Too long	15%	16%	14%	17%	16%	11%	14%	19%	11%	15%	16%	11%	17%	11%	6%	30%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		(*)				
± ... at 50 %:	8.61	10.06	16.83	11.52	18.08	20.97	18.32	12.95	16.47	12.95	11.52	34.04	17.42	13.90	25.90	19.36

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q17																			
weighted n:	35	12	22	0	0	1	33	22	13	7	6	10	12	21	1	10	8	14	13
n:	25	9	16	0	0	1	24	16	9	5	4	7	9	15	1	7	6	10	9
0-14 min.	32%	11%	44%	0%	0%	0%	34%	19%	56%	0%	75%	57%	11%	21%	100%	57%	16%	21%	56%
15-29 min.	40%	34%	43%	0%	0%	0%	42%	50%	22%	80%	0%	43%	34%	53%	0%	14%	66%	40%	22%
30-59 min.	16%	23%	13%	0%	0%	0%	17%	19%	11%	20%	25%	0%	23%	7%	0%	29%	17%	10%	22%
60+ min.	3%	9%	0%	0%	0%	0%	3%	5%	0%	0%	0%	0%	9%	5%	0%	0%	0%	8%	0%
DK/NR	8%	23%	0%	0%	0%	100%	4%	7%	11%	0%	0%	0%	23%	14%	0%	0%	0%	21%	0%
khi²:		(*)				(**)		-		(*)				-			-		
± ... at 50 %:	22.58	37.63	28.23	*	*	*	23.05	28.23	37.63	50.49	56.45	42.67	37.63	29.15	*	42.67	46.09	35.70	37.63
non-missing n:	23	7	16	0	0	0	23	15	8	5	4	7	7	13	1	7	6	8	9
mean:	18.0	26.1	14.5	*	*	*	18.0	21.8	10.9	20.0	11.7	12.3	26.1	17.6	10.0	17.9	16.8	22.2	15.1
standard deviation:	12.8	18.1	8.1	*	*	*	12.8	13.1	9.0	5.9	12.0	4.9	18.1	13.1	0.0	14.6	8.0	18.1	9.6
Student's t:		-	-	*	*	*	*	*	*	-	-	-	-	-	*	-	-	-	-

In your view, what would be an acceptable wait when you pick up your passport? (EXPRESSED IN MINUTES)																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q17																
weighted n:	35	26	9	21	8	4	7	19	7	15	19	1	10	10	1	12
n:	25	19	6	15	6	3	5	14	5	11	14	1	7	7	1	9
0-14 min.	32%	21%	67%	34%	17%	68%	21%	36%	41%	18%	44%	0%	14%	43%	0%	44%
15-29 min.	40%	48%	16%	33%	67%	32%	20%	50%	19%	54%	28%	100%	57%	0%	0%	56%
30-59 min.	16%	16%	17%	14%	17%	0%	0%	15%	40%	28%	7%	0%	29%	29%	0%	0%
60+ min.	3%	4%	0%	5%	0%	0%	16%	0%	0%	0%	6%	0%	0%	0%	100%	0%
DK/NR	8%	11%	0%	14%	0%	0%	43%	0%	0%	0%	15%	0%	0%	29%	0%	0%
khi ² :		-		-			(**)			(-)		(***)				
± ... at 50 %:	22.58	25.90	46.09	29.15	46.09	65.18	50.49	30.17	50.49	34.04	30.17	*	42.67	42.67	*	37.63
non-missing n:	23	17	6	13	6	3	3	14	5	11	12	1	7	5	1	9
mean:	18.0	20.2	12.0	18.7	16.7	8.9	25.6	16.9	17.3	19.6	16.5	20.0	20.7	15.4	60.0	13.4
standard deviation:	12.8	13.3	9.7	13.6	7.9	6.1	24.8	10.4	13.0	11.6	14.1	0.0	12.8	13.1	0.1	5.0
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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q18																			
weighted n:	1187	305	840	35	3	853	334	945	203	231	383	230	344	969	51	117	244	633	278
n:	1142	225	620	157	137	872	270	895	211	167	265	191	519	951	43	104	286	588	240
Within 24 hours	2%	2%	2%	0%	1%	1%	4%	1%	3%	2%	3%	0%	1%	2%	3%	1%	1%	2%	1%
						--	++												
2-5 days	12%	7%	14%	1%	1%	8%	22%	8%	28%	10%	15%	17%	7%	11%	16%	18%	12%	10%	15%
		-	+++	---	--	---	+++	---	+++										
6-10 days.	41%	25%	48%	12%	6%	42%	39%	42%	39%	49%	47%	48%	24%	41%	36%	43%	37%	42%	43%
		---	+++	---	---					+	+	+	---						
11+ days	45%	66%	36%	87%	92%	49%	35%	49%	30%	40%	35%	34%	68%	46%	45%	39%	50%	46%	41%
		+++	---	+++	+++	+++	---	+++	---										
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(***)				***		(***)		(***)				-			-		
± ... at 50 %:	3.34	7.53	4.53	9.01	9.65	3.82	6.87	3.77	7.77	8.74	6.94	8.17	4.96	3.66	17.22	11.07	6.68	4.66	7.29
non-missing n:	1143	225	621	157	137	872	271	895	212	167	265	192	519	952	43	104	286	589	240
mean:	13.4	18.5	11.1	21.3	24.4	14.0	11.7	13.9	10.8	11.1	11.3	11.0	18.9	13.5	13.6	12.2	14.8	13.4	12.2
standard deviation:	10.7	13.7	8.4	9.8	13.9	10.3	11.5	10.2	11.5	5.7	9.6	8.7	13.4	10.6	12.6	9.6	12.1	10.7	9.2
Student's t:		***	***	***	***	**	**	***	***	***	***	***	***	-	-	-	*	-	*

As far as you remember, how long did it take to obtain your passport once you had provided all relevant information and documents? (EXPRESSED IN DAYS)																
	Total	Canadian citizen by birth		Mother 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 n:	1187	940	240	748	259	145	247	512	359	641	546	78	266	541	161	141
n:	1142	928	208	747	242	121	220	516	340	622	520	81	232	454	161	214
Within 24 hours	2%	1%	4%	1%	1%	3%	1%	2%	2%	1%	2%	0%	2%	2%	2%	1%
		--	++													
2-5 days	12%	10%	19%	11%	7%	24%	9%	12%	12%	14%	9%	12%	7%	13%	16%	14%
		--	++		-	+++				+	-		-			
6-10 days.	41%	41%	40%	42%	40%	41%	44%	42%	39%	42%	40%	34%	39%	43%	43%	40%
11+ days	45%	47%	37%	45%	52%	33%	45%	44%	47%	43%	48%	53%	53%	42%	39%	45%
		+	-		+	--							+			
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(***)		(***)			-			*		(-)				
± ... at 50 %:	3.34	3.71	7.83	4.13	7.26	10.26	7.61	4.97	6.12	4.53	4.95	12.54	7.41	5.30	8.90	7.72
non-missing n:	1143	929	208	748	242	121	220	516	341	622	521	81	232	454	162	214
mean:	13.4	13.8	11.9	13.4	14.0	12.7	13.3	13.8	13.1	12.7	14.1	15.8	13.7	13.3	11.5	13.9
standard deviation:	10.7	10.2	12.3	10.2	9.3	15.2	10.2	11.5	10.4	10.0	11.4	13.6	8.5	11.5	7.2	12.3
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 n:	1186	1170	15
n:	1136	1124	12
Within 24 hours	2%	2%	9%
2-5 days	12%	12%	0%
6-10 days.	41%	41%	9%
11+ days	45%	45%	81%
DK/NR	0%	0%	0%
khi ² :		(**)	
± ... at 50 %:	3.35	3.37	32.59
non-missing n:	1143	1125	12
mean:	13.4	13.0	45.3
standard deviation:	10.7	9.6	29.8
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q19																			
weighted n:	1187	305	839	35	3	853	334	945	203	230	383	231	343	968	51	117	242	634	278
n:	1137	225	620	156	133	867	270	891	210	166	265	192	514	946	43	104	283	587	239
Acceptable	99%	99%	99%	100%	99%	99%	98%	99% ++	97% --	100%	98%	99%	99%	99% +	94% -	98%	99%	99%	98%
Too long	1%	1%	1%	0%	1%	1%	2%	1% --	3% ++	0%	2%	1%	1%	1% -	6% +	2%	1%	1%	2%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				(-)		(***)		-				(*)			-		
± ... at 50 %:	3.35	7.53	4.53	9.04	9.79	3.83	6.87	3.78	7.79	8.76	6.94	8.15	4.98	3.67	17.22	11.07	6.71	4.66	7.30

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 n:	1187	939	240	748	259	145	247	510	360	641	545	77	266	541	162	141
n:	1137	925	206	745	241	119	220	513	338	620	517	79	231	454	162	211
Acceptable	99%	99% ++	96% --	99%	99%	95% ---	98%	100% +	97% -	99%	98%	100%	99%	98%	99%	98%
Too long	1%	1% --	4% ++	1%	1%	5% +++	2%	0% -	3% +	1%	2%	0%	1%	2%	1%	2%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(***)		(***)			(**)			-		-				
± ... at 50 %:	3.35	3.71	7.87	4.14	7.27	10.35	7.61	4.98	6.14	4.53	4.97	12.70	7.43	5.30	8.87	7.77

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q20																			
weighted n:	15	4	11	0	0	8	7	6	7	0	9	3	4	10	3	3	3	6	7
n:	12	3	8	0	1	7	5	5	5	0	6	2	4	8	2	2	2	4	6
Within 24 hours	28%	0%	38%	0%	0%	0%	61%	25%	20%	0%	50%	0%	0%	45%	0%	0%	0%	51%	22%
2-5 days	37%	0%	49%	0%	0%	35%	39%	50%	40%	0%	33%	100%	0%	29%	51%	50%	50%	49%	21%
6-10 days.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11+ days	7%	28%	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	28%	11%	0%	0%	0%	0%	16%
DK/NR	28%	72%	13%	0%	100%	52%	0%	25%	40%	0%	17%	0%	72%	15%	49%	50%	50%	0%	42%
khi ² :		-				(*)		-		(*)				-			-		
± ... at 50 %:	32.59	65.18	39.92	*	*	42.67	50.49	50.49	50.49	*	46.09	79.83	56.45	39.92	79.83	79.83	79.83	56.45	46.09
non-missing n:	8	1	7	0	0	3	5	3	3	0	5	2	1	6	1	1	1	4	3
mean:	6.3	45.0	2.1	*	*	14.6	1.8	2.0	2.6	*	1.4	4.0	45.0	7.3	3.0	4.0	2.0	2.0	14.2
standard deviation:	13.4	0.0	1.5	*	*	21.8	1.6	1.8	1.4	*	1.1	0.0	0.0	15.7	0.0	0.0	0.0	1.7	22.1
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 n:	15	7	9	5	1	7	4	1	10	6	10	0	3	9	1	3
n:	12	6	6	5	1	5	3	2	7	4	8	0	2	6	1	3
Within 24 hours	28%	43%	17%	53%	0%	20%	73%	0%	15%	50%	15%	0%	0%	50%	0%	0%
2-5 days	37%	0%	66%	0%	0%	80%	0%	98%	43%	25%	44%	0%	0%	33%	0%	99%
6-10 days.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11+ days	7%	16%	0%	20%	0%	0%	27%	0%	0%	0%	11%	0%	0%	0%	100%	0%
DK/NR	28%	41%	17%	27%	100%	0%	0%	2%	43%	25%	29%	0%	100%	17%	0%	1%
khi ² :		(-)		(*)			(-)			-		(***)				
± ... at 50 %:	32.59	46.09	46.09	50.49	*	50.49	65.18	79.83	42.67	56.45	39.92	*	79.83	46.09	*	65.18
non-missing n:	8	3	5	3	0	5	3	1	4	3	5	0	0	5	1	2
mean:	6.3	12.6	2.8	12.6	*	2.8	12.6	3.0	2.7	1.3	9.5	*	*	1.4	45.0	4.0
standard deviation:	13.4	22.9	1.3	22.9	*	1.3	22.9	0.0	1.4	0.5	16.9	*	*	1.1	0.0	0.0
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q21																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Insufficient	5%	5%	5%	4%	4%	6%	3%	5%	6%	4%	5%	5%	5%	5%	12% +	1% -	6%	5%	4%
Adequate	84%	82%	84%	82%	89%	84%	83%	85% +	79% -	87%	83%	84%	83%	85%	72% -	84%	84%	85%	82%
Excessive	8%	10%	7%	12%	5%	7%	10%	7% --	13% ++	7%	7%	7%	10%	7%	10%	12%	6%	6% -	13% +++
DK/NR	3%	3%	3%	2%	2%	3%	4%	3%	3%	2%	4%	4%	3%	3%	7%	3%	4%	3%	1%
khi ² :		-				*		*		-				(**)			**		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Insufficient	5%	5%	5%	5%	6%	6%	3%	6%	4%	5%	5%	5%	5%	5%	5%	4%
Adequate	84%	86% ++	77% --	86% +	85%	72% ---	86%	84%	85%	84%	84%	88%	84%	83%	84%	85%
Excessive	8%	7%	10%	7%	8%	12%	7%	8%	8%	9%	7%	4%	9%	8%	7%	8%
DK/NR	3%	2% ---	8% +++	2%	1%	10% +++	3%	2%	3%	3%	3%	3%	1%	4%	4%	3%
khi ² :		***		***			-			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

**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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_1 ease of access to services by telephone																			
mean:	7.95	7.99	7.99	7.52	6.52	7.75	8.26	8.02	7.83	8.27	7.92	7.50	7.90	7.80	7.50	8.53	8.12	7.93	7.92
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q22_1B ease of access to services by mail																			
mean:	7.90	7.90	*	7.96	7.85	7.85	8.23	7.90	8.03	*	*	*	7.90	7.90	7.59	8.37	7.95	7.82	7.95
Student's t:		-	*	-	-	-	-	-	-	*	*	*	*	-	-	-	-	-	-
Q22_1C ease of access to services in person																			
mean:	7.55	7.48	7.55	7.90	7.66	7.46	7.72	7.50	7.75	7.91	7.22	7.54	7.60	7.52	7.42	7.78	7.43	7.65	7.43
Student's t:		-	-	-	-	-	-	-	-	**	**	-	-	-	-	-	-	-	-
Q22_2 the convenience of the office location																			
mean:	7.09	6.85	7.09	6.97	7.89	7.03	7.19	7.04	7.18	7.27	6.96	7.07	6.94	6.99	7.25	7.51	7.23	7.02	7.14
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q22_3 availability of parking close to office																			
mean:	6.57	6.63	6.55	7.44	6.85	6.47	6.74	6.52	6.61	6.84	6.67	6.07	6.88	6.54	6.32	6.63	6.06	6.84	6.23
Student's t:		-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	**	-
Q22_4 signage to find the office																			
mean:	7.43	7.54	7.43	7.13	6.97	7.47	7.36	7.41	7.47	7.78	7.17	7.35	7.40	7.37	7.32	7.66	7.68	7.42	7.25
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-
Q22_6 hours of operations of the office																			
mean:	7.49	7.87	7.48	7.08	7.59	7.53	7.42	7.49	7.52	7.67	7.33	7.44	7.63	7.43	7.72	7.68	7.62	7.48	7.46
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q22_8 flexibility of the methods of access																			
mean:	7.77	7.69	7.81	7.71	7.73	7.75	7.84	7.76	7.84	7.92	7.82	7.68	7.69	7.79	7.32	7.61	7.72	7.83	7.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q24 OVERALL, access																			
mean:	7.86	7.81	7.90	7.57	7.61	7.86	7.85	7.89	7.72	8.14	7.91	7.61	7.78	7.87	7.56	7.93	7.71	8.02	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 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																
mean:	7.95	7.97	7.83	7.90	8.35	7.56	7.61	8.18	8.09	7.95	7.94	8.33	8.21	7.86	7.73	7.46
Student's t:		-	-	-	-	*	-	-	-	-	-	-	-	-	-	*
Q22_1B ease of access to services by mail																
mean:	7.90	7.88	8.05	7.96	7.81	8.05	8.04	7.98	7.66	7.89	7.91	8.21	7.85	8.06	7.66	7.32
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Q22_1C ease of access to services in person																
mean:	7.55	7.56	7.50	7.42	7.91	7.39	7.56	7.56	7.49	7.55	7.55	8.24	7.83	7.26	7.82	7.03
Student's t:		-	-	*	**	-	-	-	-	-	-	*	*	**	-	*
Q22_2 the convenience of the office location																
mean:	7.09	6.99	7.41	7.03	7.13	7.26	7.22	6.92	7.19	6.95	7.24	6.77	7.39	7.01	7.02	6.92
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q22_3 availability of parking close to office																
mean:	6.57	6.49	6.81	6.57	6.51	6.71	6.36	6.53	6.46	6.36	6.80	6.74	6.89	6.75	6.29	5.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**
Q22_4 signage to find the office																
mean:	7.43	7.42	7.44	7.27	7.96	7.15	7.30	7.40	7.40	7.38	7.48	7.70	7.77	7.20	7.50	7.09
Student's t:		-	-	*	***	-	-	-	-	-	-	-	*	*	-	-
Q22_6 hours of operations of the office																
mean:	7.49	7.45	7.63	7.37	7.84	7.25	7.09	7.41	7.76	7.47	7.51	7.48	7.72	7.35	7.56	7.29
Student's t:		-	-	-	**	-	-	-	*	-	-	-	-	-	-	-
Q22_8 flexibility of the methods of access																
mean:	7.77	7.81	7.61	7.76	7.91	7.60	7.64	7.70	7.89	7.79	7.75	7.92	7.88	7.79	7.82	7.25
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	***
Q24 OVERALL, access																
mean:	7.86	7.89	7.73	7.83	7.97	7.80	7.87	7.82	8.03	7.83	7.89	8.14	8.09	7.86	7.54	7.62
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_1 ease of access to services by telephone																			
weighted n:	67	27	36	3	1	42	26	44	20	18	9	9	31	55	2	7	10	42	14
n:	98	20	27	15	36	76	22	75	19	13	6	8	71	86	2	6	20	59	17
DISSATISFIED (smwht + very)	2%	0%	3%	11%	23% ++	4%	0%	4%	0%	0%	0%	12%	2%	3%	0%	0%	0%	3%	2%
SATISFIED (smwht + very)	95%	95%	97%	89%	77% -	93%	100%	96%	93%	100%	100%	88%	94%	94%	100%	100%	100%	93%	98%
Very dissatisfied (0)	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	0%	3%	11%	17% +	4%	0%	4%	0%	0%	0%	12%	2%	3%	0%	0%	0%	3%	2%
Neutral (5)	2%	5%	0%	0%	0%	3%	0%	0%	7%	0%	0%	0%	5%	3%	0%	0%	0%	3%	0%
Satisfied (7.5)	70%	70%	72%	67%	64%	71%	70%	68%	72%	69%	83%	65%	69%	74%	100%	59%	74%	66%	78%
Very satisfied (10)	25%	25%	25%	22%	13%	22%	30%	29%	21%	31%	17%	23%	24%	21%	0%	41%	26%	27%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	11.40	25.25	21.73	29.15	18.82	12.95	24.07	13.04	25.90	31.31	46.09	39.92	13.40	12.17	79.83	46.09	25.25	14.70	27.38
non-missing n:	98	20	27	15	36	76	22	75	19	13	6	8	71	86	2	6	20	59	17
mean:	7.95	7.99	7.99	7.52	6.52	7.75	8.26	8.02	7.83	8.27	7.92	7.50	7.90	7.80	7.50	8.53	8.12	7.93	7.92
standard deviation:	1.47	1.31	1.47	2.43	0.00	1.62	1.17	1.59	1.31	1.19	0.99	2.22	1.50	1.49	0.00	1.33	1.24	1.63	1.28
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-

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

	Total	Canadian citizen by birth		Mother 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 n:	67	55	12	47	13	7	15	29	17	39	28	9	15	26	11	6
n:	98	82	15	65	24	9	15	50	26	60	38	9	24	26	12	27
DISSATISFIED (smwht + very)	2%	3%	0%	3%	1%	0%	1%	1%	0%	4%	1%	0%	1%	1%	10%	2%
SATISFIED (smwht + very)	95%	94%	100%	94%	99%	100%	89%	99%	100%	93%	99%	100%	99%	93%	90%	98%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	3%	0%	3%	0%	0%	1%	1%	0%	3%	1%	0%	0%	1%	10%	2%
Neutral (5)	2%	3%	0%	3%	0%	0%	10%	0%	0%	4%	0%	0%	0%	6%	0%	0%
Satisfied (7.5)	70%	67%	86%	68%	63%	98%	73%	69%	75%	64%	80%	67%	70%	70%	60%	97%
Very satisfied (10)	25%	27%	14%	26%	36%	2%	16%	29%	25%	29%	19%	33%	30%	23%	30%	2%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	11.40	12.47	29.15	14.00	23.05	37.63	29.15	15.97	22.14	14.58	18.32	37.63	23.05	22.14	32.59	21.73
non-missing n:	98	82	15	65	24	9	15	50	26	60	38	9	24	26	12	27
mean:	7.95	7.97	7.83	7.90	8.35	7.56	7.61	8.18	8.09	7.95	7.94	8.33	8.21	7.86	7.73	7.46
standard deviation:	1.47	1.57	0.94	1.59	1.41	0.42	1.43	1.32	1.20	1.70	1.12	1.25	1.32	1.44	2.19	0.77
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)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_1B																			
ease of access to services by mail																			
weighted n:	222	193	0	27	2	192	30	190	23	0	0	0	222	191	5	15	70	99	44
n:	323	144	0	116	63	294	29	254	59	0	0	0	323	278	7	23	113	143	57
DISSATISFIED (smwht + very)	2%	2%	0%	3%	3%	3%	0%	2%	2%	0%	0%	0%	2%	2%	0%	0%	3%	3%	1%
SATISFIED (smwht + very)	95%	95%	0%	95%	94%	95%	100%	95%	98%	0%	0%	0%	95%	95%	100%	100%	97%	94%	94%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	0%	3%	3%	3%	0%	2%	2%	0%	0%	0%	2%	2%	0%	0%	3%	3%	1%
Neutral (5)	2%	3%	0%	2%	3%	3%	0%	3%	1%	0%	0%	0%	2%	3%	0%	0%	1%	3%	6%
Satisfied (7.5)	72%	73%	0%	69%	70%	72%	71%	71%	72%	0%	0%	0%	72%	73%	96%	65%	73%	73%	69%
Very satisfied (10)	23%	23%	0%	26%	24%	22%	29%	24%	26%	0%	0%	0%	23%	23%	4%	35%	24%	21%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	6.28	9.41	*	10.48	14.22	6.58	20.97	7.08	14.70	*	*	*	6.28	6.77	42.67	23.54	10.62	9.44	14.95
non-missing n:	323	144	0	116	63	294	29	254	59	0	0	0	323	278	7	23	113	143	57
mean:	7.90	7.90	*	7.96	7.85	7.85	8.23	7.90	8.03	*	*	*	7.90	7.90	7.59	8.37	7.95	7.82	7.95
standard deviation:	1.41	1.40	*	1.52	2.48	1.45	1.15	1.45	1.36	*	*	*	1.41	1.38	0.53	1.23	1.40	1.47	1.37
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_1B																
ease of access to services by mail																
weighted n:	222	187	35	136	60	22	39	106	63	117	105	21	60	91	33	17
n:	323	282	40	204	88	24	57	162	85	177	146	38	77	116	37	55
DISSATISFIED (smwht + very)	2%	3%	0%	1%	5%	0%	0%	2%	5%	2%	3%	1%	5%	0%	0%	8%
SATISFIED (smwht + very)	95%	95%	96%	98%	92%	94%	100%	94%	94%	94%	97%	99%	92%	100%	93%	84%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	3%	0%	1%	5%	0%	0%	2%	5%	2%	3%	1%	5%	0%	0%	8%
Neutral (5)	2%	2%	4%	1%	3%	6%	0%	4%	2%	4%	1%	0%	3%	0%	7%	8%
Satisfied (7.5)	72%	72%	71%	76%	66%	67%	78%	67%	76%	70%	74%	69%	65%	76%	80%	67%
Very satisfied (10)	23%	23%	25%	22%	26%	28%	22%	27%	17%	24%	22%	30%	27%	23%	13%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			-		-				
± ... at 50 %:	6.28	6.72	17.85	7.90	12.04	23.05	14.95	8.87	12.25	8.49	9.34	18.32	12.87	10.48	18.56	15.22
non-missing n:	323	282	40	204	88	24	57	162	85	177	146	38	77	116	37	55
mean:	7.90	7.88	8.05	7.96	7.81	8.05	8.04	7.98	7.66	7.89	7.91	8.21	7.85	8.06	7.66	7.32
standard deviation:	1.41	1.44	1.25	1.25	1.75	1.37	1.05	1.49	1.54	1.44	1.39	1.32	1.77	1.10	1.13	1.94
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_1C																			
ease of access to services in person																			
weighted n:	536	24	498	10	2	340	195	412	107	169	181	150	36	441	18	60	97	298	129
n:	518	18	373	40	86	353	165	398	103	122	125	127	144	437	16	51	123	274	111
DISSATISFIED (smwht + very)	6%	6%	6%	2%	5%	7%	4%	6%	5%	4%	7%	7%	5%	6%	6%	2%	8%	5%	5%
SATISFIED (smwht + very)	89%	94%	88%	94%	92%	86%	92%	88%	92%	93%	83%	88%	94%	88%	86%	93%	86%	90%	88%
Very dissatisfied (0)	1%	6%	1%	0%	3%	1%	1%	1%	0%	0%	1%	1%	4%	1%	0%	0%	0%	1%	1%
Dissatisfied (2.5)	5%	0%	5%	2%	2%	6%	4%	5%	5%	4%	6%	6%	1%	5%	6%	2%	8%	4%	4%
Neutral (5)	6%	0%	6%	4%	3%	7%	3%	6%	3%	2%	10%	5%	1%	6%	8%	5%	6%	5%	7%
Satisfied (7.5)	68%	78%	68%	71%	69%	67%	71%	68%	69%	66%	70%	67%	76%	68%	70%	72%	66%	68%	73%
Very satisfied (10)	20%	16%	20%	23%	23%	20%	21%	20%	23%	27%	14%	21%	19%	20%	16%	21%	20%	22%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		(*)				-			-		
± ... at 50 %:	4.96	26.61	5.85	17.85	12.17	6.01	8.79	5.66	11.12	10.22	10.10	10.02	9.41	5.40	28.23	15.81	10.18	6.82	10.72
non-missing n:	518	18	373	40	86	353	165	398	103	122	125	127	144	437	16	51	123	274	111
mean:	7.55	7.48	7.55	7.90	7.66	7.46	7.72	7.50	7.75	7.91	7.22	7.54	7.60	7.52	7.42	7.78	7.43	7.65	7.43
standard deviation:	1.82	2.09	1.82	1.49	2.70	1.90	1.67	1.88	1.70	1.65	1.85	1.89	1.93	1.86	1.78	1.47	1.93	1.81	1.74
Student's t:		-	-	-	-	-	-	-	-	**	**	-	-	-	-	-	-	-	-

Considering your recent passport application, would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of 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_1C																
ease of access to services in person																
weighted n:	536	419	113	323	141	55	101	234	167	290	246	39	142	195	93	66
n:	518	417	98	325	133	45	90	236	159	290	228	37	125	151	94	111
DISSATISFIED (smwht + very)	6%	6%	6%	7%	4%	7%	4%	6%	6%	7%	4%	4%	4%	7%	5%	11%
SATISFIED (smwht + very)	89%	89%	88%	86%	94%	88%	89%	89%	87%	86%	91%	96%	93%	84%	94%	79%
Very dissatisfied (0)	1%	1%	0%	1%	0%	0%	0%	2%	0%	0%	2%	0%	0%	1%	0%	4%
Dissatisfied (2.5)	5%	5%	6%	5%	4%	7%	4%	4%	6%	7%	3%	4%	4%	6%	5%	6%
Neutral (5)	6%	5%	6%	7%	2%	5%	7%	5%	7%	6%	4%	0%	3%	9%	1%	10%
Satisfied (7.5)	68%	68%	70%	68%	67%	73%	71%	69%	68%	64%	74%	60%	69%	71%	71%	62%
Very satisfied (10)	20%	21%	18%	19%	27%	15%	18%	21%	19%	23%	17%	37%	24%	14%	23%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(*)		(**)				
± ... at 50 %:	4.96	5.53	11.40	6.26	9.79	16.83	11.90	7.35	8.95	6.63	7.48	18.56	10.10	9.19	11.65	10.72
non-missing n:	518	417	98	325	133	45	90	236	159	290	228	37	125	151	94	111
mean:	7.55	7.56	7.50	7.42	7.91	7.39	7.56	7.56	7.49	7.55	7.55	8.24	7.83	7.26	7.82	7.03
standard deviation:	1.82	1.85	1.73	1.93	1.63	1.74	1.63	1.91	1.80	1.90	1.73	1.64	1.61	1.81	1.62	2.36
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 access to the Passport Office, starting with...
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_2																			
the convenience of the office location																			
weighted n:	515	23	480	9	2	325	189	397	103	162	175	145	34	422	17	59	92	287	125
n:	491	17	359	37	77	331	160	378	98	117	121	122	131	411	15	51	116	260	106
DISSATISFIED (smwht + very)	15%	22%	14%	11%	5%	15%	14%	15%	13%	12%	16%	15%	18%	16%	8%	9%	12%	17%	13%
SATISFIED (smwht + very)	79%	78%	79%	79%	95%	78%	80%	78%	83%	80%	77%	80%	79%	77%	90%	88%	80%	77%	83%
Very dissatisfied (0)	2%	6%	1%	4%	1%	2%	1%	2%	1%	1%	1%	2%	5%	2%	0%	0%	0%	2%	1%
Dissatisfied (2.5)	13%	16%	13%	7%	4%	13%	12%	14%	11%	11%	15%	13%	13%	14%	8%	9%	12%	15%	12%
Neutral (5)	6%	0%	7%	10%	0%	7%	6%	7%	5%	8%	7%	4%	3%	7%	1%	3%	9%	7%	5%
Satisfied (7.5)	59%	55%	59%	64%	69%	59%	59%	57%	64%	57%	59%	60%	58%	57%	82%	67%	59%	55%	66%
Very satisfied (10)	20%	23%	20%	15%	26%	20%	22%	21%	19%	23%	18%	20%	21%	20%	8%	21%	21%	22%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	5.10	27.38	5.96	18.56	12.87	6.21	8.93	5.81	11.40	10.44	10.26	10.22	9.86	5.57	29.15	15.81	10.48	7.00	10.97
non-missing n:	491	17	359	37	77	331	160	378	98	117	121	122	131	411	15	51	116	260	106
mean:	7.09	6.85	7.09	6.97	7.89	7.03	7.19	7.04	7.18	7.27	6.96	7.07	6.94	6.99	7.25	7.51	7.23	7.02	7.14
standard deviation:	2.38	2.95	2.36	2.43	2.51	2.40	2.34	2.42	2.24	2.27	2.35	2.45	2.74	2.46	1.67	1.96	2.17	2.52	2.18
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 the convenience of the office location																
weighted n:	515	402	109	307	139	53	95	230	160	273	242	35	138	188	89	65
n:	491	395	93	309	126	42	85	230	146	269	222	34	118	144	90	105
DISSATISFIED (smwht + very)	15%	16%	10%	15%	15%	13%	10%	17%	14%	18%	11%	21%	10%	15%	18%	15%
SATISFIED (smwht + very)	79%	77%	86%	79%	78%	85%	79%	76%	82%	74%	85%	67%	83%	78%	78%	81%
Very dissatisfied (0)	2%	2%	1%	3%	0%	0%	0%	4%	0%	1%	2%	4%	0%	1%	2%	4%
Dissatisfied (2.5)	13%	14%	9%	12%	15%	13%	10%	14%	14%	16%	9%	17%	10%	14%	16%	11%
Neutral (5)	6%	7%	4%	7%	7%	3%	11%	7%	4%	8%	4%	12%	6%	7%	4%	4%
Satisfied (7.5)	59%	57%	65%	59%	55%	66%	60%	55%	62%	51%	67%	38%	61%	60%	55%	65%
Very satisfied (10)	20%	20%	21%	20%	23%	18%	19%	21%	19%	23%	18%	29%	23%	18%	23%	15%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(**)		-				
± ... at 50 %:	5.10	5.68	11.71	6.42	10.06	17.42	12.25	7.44	9.34	6.88	7.58	19.36	10.39	9.41	11.90	11.02
non-missing n:	491	395	93	309	126	42	85	230	146	269	222	34	118	144	90	105
mean:	7.09	6.99	7.41	7.03	7.13	7.26	7.22	6.92	7.19	6.95	7.24	6.77	7.39	7.01	7.02	6.92
standard deviation:	2.38	2.45	2.11	2.43	2.37	2.12	2.08	2.60	2.21	2.55	2.16	2.95	2.11	2.29	2.62	2.47
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_3 availability of parking close to office																			
weighted n:	485	19	455	8	2	308	177	372	99	152	166	137	29	396	17	56	85	276	112
n:	465	14	340	35	75	315	150	356	95	110	115	116	124	388	15	49	109	251	96
DISSATISFIED (smwht + very)	21%	19%	21%	7%	17%	23%	18%	22%	20%	17%	19%	28% +	15%	23%	8%	16%	25%	18%	25%
SATISFIED (smwht + very)	71%	75%	71%	88%	80%	68%	76%	70%	72%	74%	75%	62% -	79%	70%	67%	72%	59% -	75% +	69%
Very dissatisfied (0)	4%	6%	4%	0%	5%	4%	5%	5%	4%	4%	4%	6%	4%	4%	8%	7%	6%	3%	7%
Dissatisfied (2.5)	16%	13%	17%	7%	12%	19%	13%	17%	16%	14%	15%	23%	11%	19% +	0%	9%	19%	16%	17%
Neutral (5)	8%	6%	8%	5%	3%	9%	6%	8%	8%	9%	6%	10%	5%	7%	24%	11%	15% +	7%	6%
Satisfied (7.5)	54%	60%	53%	73%	63%	51%	59%	53%	55%	53%	59%	46%	64%	53%	66%	56%	45%	55%	57%
Very satisfied (10)	17%	15%	17%	16%	17%	17%	17%	17%	17%	21%	16%	15%	16%	18%	1%	16%	15%	20%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				(-)			(-)		
± ... at 50 %:	5.24	30.17	6.12	19.08	13.04	6.36	9.22	5.98	11.58	10.76	10.53	10.48	10.14	5.73	29.15	16.13	10.81	7.13	11.52
non-missing n:	465	14	340	35	75	315	150	356	95	110	115	116	124	388	15	49	109	251	96
mean:	6.57	6.63	6.55	7.44	6.85	6.47	6.74	6.52	6.61	6.84	6.67	6.07	6.88	6.54	6.32	6.63	6.06	6.84	6.23
standard deviation:	2.71	2.75	2.73	1.84	3.75	2.74	2.65	2.75	2.67	2.63	2.62	2.90	2.50	2.73	2.24	2.70	2.86	2.60	2.85
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 n:	485	380	101	287	132	50	93	214	150	257	228	32	130	178	84	60
n:	465	375	87	293	118	40	84	214	139	254	211	31	111	137	86	100
DISSATISFIED (smwht + very)	21%	22%	19%	19%	24%	21%	17%	22%	25%	25%	17%	22%	16%	18%	24%	35% ++
SATISFIED (smwht + very)	71%	69%	76%	71%	68%	76%	69%	69%	70%	67%	75%	69%	75%	76%	63%	58% -
Very dissatisfied (0)	4%	5%	4%	4%	5%	6%	9%	3%	4%	6%	2%	0%	4%	4%	4%	9%
Dissatisfied (2.5)	16%	17%	15%	15%	19%	16%	8% -	18%	21%	18%	14%	22%	12%	14%	20%	25% +
Neutral (5)	8%	9%	5%	9%	8%	3%	14%	9%	5%	8%	8%	9%	9%	6%	13%	7%
Satisfied (7.5)	54%	53%	57%	57%	46%	57%	58%	52%	53%	49%	59%	46%	54%	61%	46%	47%
Very satisfied (10)	17%	16%	19%	15%	22%	19%	11%	17%	17%	18%	16%	23%	21%	16%	17%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			(-)			-		-				
± ... at 50 %:	5.24	5.83	12.10	6.60	10.39	17.85	12.32	7.72	9.58	7.08	7.77	20.28	10.72	9.65	12.17	11.29
non-missing n:	465	375	87	293	118	40	84	214	139	254	211	31	111	137	86	100
mean:	6.57	6.49	6.81	6.57	6.51	6.71	6.36	6.53	6.46	6.36	6.80	6.74	6.89	6.75	6.29	5.66
standard deviation:	2.71	2.73	2.65	2.59	2.92	2.82	2.73	2.70	2.78	2.91	2.45	2.67	2.63	2.56	2.78	3.08
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)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_4 signage to find the office																			
weighted n:	504	21	471	9	2	316	188	386	103	159	173	140	32	413	17	59	88	281	123
n:	478	16	352	35	74	320	158	365	98	115	120	118	125	399	15	51	109	255	105
DISSATISFIED (smwht + very)	7%	5%	7%	11%	14%	6%	8%	6%	8%	6%	6%	8%	7%	7%	0%	7%	1%	7%	9%
SATISFIED (smwht + very)	86%	88%	85%	87%	78%	85%	86%	85%	87%	89%	83%	84%	87%	85%	83%	89%	89%	84%	86%
Very dissatisfied (0)	1%	0%	1%	0%	3%	1%	2%	1%	1%	1%	1%	2%	0%	1%	0%	0%	0%	1%	1%
Dissatisfied (2.5)	6%	5%	6%	11%	11%	5%	7%	5%	7%	5%	5%	6%	7%	6%	0%	7%	1%	6%	8%
Neutral (5)	8%	6%	8%	2%	8%	9%	6%	9%	5%	5%	11%	8%	5%	8%	17%	4%	10%	9%	5%
Satisfied (7.5)	66%	70%	66%	78%	60%	66%	68%	65%	66%	59%	73%	65%	72%	66%	74%	65%	69%	62%	72%
Very satisfied (10)	19%	18%	19%	9%	18%	20%	18%	19%	21%	30% + +	10% --	19%	16%	19%	9%	24%	20%	22%	14%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	5.16	28.23	6.02	19.08	13.12	6.31	8.98	5.91	11.40	10.53	10.31	10.39	10.10	5.65	29.15	15.81	10.81	7.07	11.02
non-missing n:	478	16	352	35	74	320	158	365	98	115	120	118	125	399	15	51	109	255	105
mean:	7.43	7.54	7.43	7.13	6.97	7.47	7.36	7.41	7.47	7.78	7.17	7.35	7.40	7.37	7.32	7.66	7.68	7.42	7.25
standard deviation:	1.91	1.71	1.92	1.93	3.50	1.86	2.00	1.92	2.01	1.98	1.71	2.04	1.80	1.96	1.30	1.85	1.47	2.04	1.94
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 n:	504	394	107	302	135	52	95	222	158	268	236	35	134	188	87	60
n:	478	384	91	303	120	41	84	222	144	261	217	34	113	142	88	101
DISSATISFIED (smwht + very)	7%	7%	5%	7%	3%	9%	9%	6%	7%	8%	5%	8%	5%	6%	6%	12%
SATISFIED (smwht + very)	86%	84%	90%	84%	89%	85%	84%	83%	88%	82%	89%	88%	88%	84%	88%	79%
Very dissatisfied (0)	1%	1%	2%	1%	0%	2%	0%	1%	2%	2%	0%	0%	1%	1%	3%	0%
Dissatisfied (2.5)	6%	6%	3%	6%	3%	7%	9%	6%	5%	6%	5%	8%	4%	5%	4%	12% +
Neutral (5)	8%	9%	5%	9%	8%	6%	7%	11%	5%	10%	6%	4%	6%	10%	6%	9%
Satisfied (7.5)	66%	64%	75%	70%	56% -	72%	68%	62%	70%	59% --	75% ++	59%	59%	74% +	66%	63%
Very satisfied (10)	19%	20%	15%	15% --	33% +++	13%	16%	20%	18%	23% +	15% -	29%	29% ++	10% --	21%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(**)			-			(**)		(-)				
± ... at 50 %:	5.16	5.76	11.84	6.49	10.31	17.63	12.32	7.58	9.41	6.99	7.66	19.36	10.62	9.47	12.04	11.23
non-missing n:	478	384	91	303	120	41	84	222	144	261	217	34	113	142	88	101
mean:	7.43	7.42	7.44	7.27	7.96	7.15	7.30	7.40	7.40	7.38	7.48	7.70	7.77	7.20	7.50	7.09
standard deviation:	1.91	1.95	1.80	1.86	1.79	2.03	1.89	1.92	2.00	2.16	1.59	2.05	1.96	1.68	2.03	2.10
Student's t:		-	-	*	***	-	-	-	-	-	-	-	*	*	-	-

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

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_6																			
hours of operations of the office																			
weighted n:	505	21	472	9	2	318	187	388	103	159	172	142	32	414	16	59	89	281	123
n:	480	16	353	36	74	322	158	368	98	115	119	120	126	401	14	51	113	253	105
DISSATISFIED (smwht + very)	7%	5%	7%	8%	6%	6%	9%	7%	7%	6%	8%	9%	6%	9%	0%	2%	6%	7%	10%
SATISFIED (smwht + very)	89%	95%	88%	85%	90%	89%	87%	88%	89%	93%	85%	87%	92%	88%	100%	89%	91%	88%	89%
Very dissatisfied (0)	1%	0%	1%	6% +	1%	1%	1%	1%	1%	1%	0%	2%	2%	1%	0%	0%	0%	1%	1%
Dissatisfied (2.5)	6%	5%	7%	2%	5%	5%	8%	6%	6%	5%	8%	7%	4%	7%	0%	2%	6%	6%	9%
Neutral (5)	4%	0%	4%	7%	4%	4%	4%	4%	4%	1%	8% +	4%	2%	4%	0%	9%	3%	5%	1%
Satisfied (7.5)	69%	70%	69%	72%	68%	70%	67%	69%	70%	72%	69%	66%	71%	68%	91%	68%	70%	69%	68%
Very satisfied (10)	19%	25%	19%	13%	21%	19%	20%	20%	19%	21%	16%	21%	21%	19%	9%	21%	20%	19%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	5.15	28.23	6.01	18.82	13.12	6.29	8.98	5.89	11.40	10.53	10.35	10.31	10.06	5.64	30.17	15.81	10.62	7.10	11.02
non-missing n:	480	16	353	36	74	322	158	368	98	115	119	120	126	401	14	51	113	253	105
mean:	7.49	7.87	7.48	7.08	7.59	7.53	7.42	7.49	7.52	7.67	7.33	7.44	7.63	7.43	7.72	7.68	7.62	7.48	7.46
standard deviation:	1.89	1.68	1.90	2.38	2.74	1.83	1.99	1.92	1.82	1.77	1.83	2.09	1.90	1.98	0.73	1.56	1.73	1.89	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_6																
hours of operations of the office																
weighted n:	505	394	108	303	135	52	93	225	158	270	235	34	136	185	88	63
n:	480	386	91	304	122	41	83	224	144	264	216	32	115	142	87	104
DISSATISFIED (smwht + very)	7%	8%	4%	9%	4%	7%	15%	7%	4%	10%	5%	8%	5%	7%	7%	11%
							++									
SATISFIED (smwht + very)	89%	88%	91%	86%	94%	87%	83%	87%	93%	87%	91%	91%	94%	86%	89%	85%
					+				+							
Very dissatisfied (0)	1%	1%	0%	1%	0%	0%	0%	1%	1%	1%	1%	4%	0%	0%	0%	4%
																++
Dissatisfied (2.5)	6%	7%	4%	7%	4%	7%	15%	5%	3%	9%	3%	4%	5%	7%	7%	7%
							++		-	+	-					
Neutral (5)	4%	4%	5%	5%	1%	6%	2%	6%	3%	4%	5%	1%	1%	7%	4%	4%
														+		
Satisfied (7.5)	69%	68%	73%	67%	70%	76%	67%	70%	72%	64%	75%	69%	73%	70%	68%	62%
										-	+					
Very satisfied (10)	19%	20%	18%	19%	24%	10%	16%	18%	21%	22%	16%	21%	21%	16%	21%	22%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			(***)			(**)		-				
± ... at 50 %:	5.15	5.75	11.84	6.48	10.22	17.63	12.39	7.54	9.41	6.95	7.68	19.96	10.53	9.47	12.10	11.07
non-missing n:	480	386	91	304	122	41	83	224	144	264	216	32	115	142	87	104
mean:	7.49	7.45	7.63	7.37	7.84	7.25	7.09	7.41	7.76	7.47	7.51	7.48	7.72	7.35	7.56	7.29
standard deviation:	1.89	1.99	1.53	2.02	1.63	1.69	2.19	1.92	1.62	2.07	1.68	2.21	1.66	1.81	1.86	2.41
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)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q22_8																			
flexibility of the methods of access																			
weighted n:	728	198	490	35	4	534	193	578	126	166	181	144	237	609	20	74	154	385	169
n:	811	147	366	149	148	648	163	629	156	120	125	122	444	691	21	72	221	406	165
DISSATISFIED (smwht + very)	3%	4%	2%	4%	4%	3%	2%	3%	3%	3%	0%	4%	4%	3%	0%	6%	2%	3%	5%
SATISFIED (smwht + very)	93%	93%	93%	92%	93%	92%	96%	93%	93%	93%	95%	92%	92%	93%	86%	92%	92%	94%	90%
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	3%	4%	2%	4%	4%	3%	2%	3%	3%	2%	0%	4%	4%	3%	0%	6%	2%	3%	4%
Neutral (5)	4%	3%	4%	4%	3%	5%	2%	4%	4%	4%	5%	4%	3%	4%	14%	2%	6%	3%	5%
Satisfied (7.5)	72%	73%	72%	71%	71%	71%	76%	72%	70%	64%	78%	73%	73%	72%	79%	74%	73%	73%	69%
Very satisfied (10)	21%	19%	22%	21%	21%	21%	20%	21%	23%	28%	18%	19%	20%	21%	7%	18%	19%	22%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(-)				-			-		
± ... at 50 %:	3.96	9.31	5.90	9.25	9.28	4.44	8.84	4.50	9.04	10.31	10.10	10.22	5.36	4.30	24.64	13.31	7.59	5.60	8.79
non-missing n:	811	147	366	149	148	648	163	629	156	120	125	122	444	691	21	72	221	406	165
mean:	7.77	7.69	7.81	7.71	7.73	7.75	7.84	7.76	7.84	7.92	7.82	7.68	7.69	7.79	7.32	7.61	7.72	7.83	7.66
standard deviation:	1.51	1.57	1.48	1.62	1.92	1.57	1.34	1.52	1.54	1.72	1.14	1.56	1.57	1.51	1.15	1.66	1.42	1.45	1.76
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	Total	Canadian citizen by birth		Mother 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																
flexibility of the methods of access																
weighted n:	728	583	140	443	196	70	133	323	226	390	337	60	198	275	117	78
n:	811	675	132	513	214	64	141	383	239	448	363	71	200	257	122	161
DISSATISFIED (smwht + very)	3%	3%	4%	3%	3%	4%	2%	4%	3%	4%	2%	3%	3%	2%	3%	7% +
SATISFIED (smwht + very)	93%	93%	91%	93%	94%	92%	92%	91%	96%	92%	95%	93%	94%	94%	94%	86% --
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	1% +	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (2.5)	3%	3%	4%	3%	2%	4%	1%	4%	3%	4%	2%	3%	2%	2%	3%	7% ++
Neutral (5)	4%	4%	5%	4%	3%	4%	6%	5%	1% -	4%	4%	5%	3%	4%	3%	7%
Satisfied (7.5)	72%	72%	74%	73%	69%	76%	75%	71%	72%	67% --	78% ++	66%	68%	75%	73%	75%
Very satisfied (10)	21%	22%	17%	20%	26%	16%	17%	20%	23%	24% +	17% -	27%	26%	19%	21%	11% --
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(*)		-				
± ... at 50 %:	3.96	4.35	9.83	4.98	7.72	14.11	9.51	5.77	7.30	5.33	5.93	13.40	7.98	7.04	10.22	8.90
non-missing n:	811	675	132	513	214	64	141	383	239	448	363	71	200	257	122	161
mean:	7.77	7.81	7.61	7.76	7.91	7.60	7.64	7.70	7.89	7.79	7.75	7.92	7.88	7.79	7.82	7.25
standard deviation:	1.51	1.51	1.53	1.45	1.59	1.53	1.51	1.57	1.48	1.68	1.29	1.58	1.63	1.34	1.46	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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q24																			
OVERALL, access																			
weighted n:	1393	392	947	45	5	984	409	1104	242	263	432	257	442	1127	58	149	304	727	320
n:	1392	289	699	201	200	1066	326	1088	258	190	299	213	690	1154	51	133	367	697	289
DISSATISFIED (smwht + very)	4%	3%	4%	6%	3%	3%	5%	4%	6%	2%	3%	8%	3%	4%	5%	3%	3%	3%	6%
SATISFIED (smwht + very)	90%	88%	90%	89%	93%	90%	89%	90%	87%	92%	91%	86%	88%	90%	88%	91%	88%	92%	85%
Very dissatisfied (0)	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	4%	3%	4%	5%	3%	3%	5%	3%	5%	2%	3%	8%	3%	4%	5%	3%	3%	3%	6%
Neutral (5)	6%	9%	6%	5%	4%	7%	5%	6%	7%	6%	5%	5%	8%	6%	7%	6%	9%	5%	9%
Satisfied (7.5)	61%	62%	60%	69%	78%	62%	59%	61%	60%	56%	63%	59%	63%	61%	69%	62%	63%	60%	61%
Very satisfied (10)	29%	27%	30%	20%	15%	28%	30%	29%	27%	36%	28%	27%	26%	29%	19%	29%	24%	32%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		(***)				-			(**)		
± ... at 50 %:	3.03	6.64	4.27	7.96	7.98	3.46	6.25	3.42	7.03	8.19	6.53	7.74	4.30	3.32	15.81	9.79	5.89	4.28	6.64
non-missing n:	1392	289	699	201	200	1066	326	1088	258	190	299	213	690	1154	51	133	367	697	289
mean:	7.86	7.81	7.90	7.57	7.61	7.86	7.85	7.89	7.72	8.14	7.91	7.61	7.78	7.87	7.56	7.93	7.71	8.02	7.59
standard deviation:	1.77	1.68	1.79	1.83	1.58	1.73	1.86	1.73	1.89	1.71	1.67	2.06	1.69	1.78	1.72	1.68	1.73	1.70	1.94
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																
OVERALL, access																
weighted n:	1393	1104	281	867	311	175	292	596	413	749	644	92	311	630	185	176
n:	1392	1139	246	903	306	145	272	627	406	763	629	95	287	538	192	280
DISSATISFIED (smwht + very)	4%	4%	4%	4%	3%	4%	1%	4%	4%	4%	4%	2%	2%	4%	8% +	6%
SATISFIED (smwht + very)	90%	90%	88%	91%	89%	89%	92%	89%	90%	90%	89%	92%	91%	91%	87%	86%
Very dissatisfied (0)	0%	0%	0%	0% -	1% ++	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
Dissatisfied (2.5)	4%	4%	4%	4%	2%	4%	1% -	4%	4%	4%	3%	2%	2%	4%	7% +	6%
Neutral (5)	6%	6%	8%	5%	8%	7%	6%	6%	6%	5%	8%	5%	7%	6%	5%	9%
Satisfied (7.5)	61%	61%	62%	64% +	55% -	61%	68% +	62%	54% --	63%	58%	57%	55%	63%	64%	61%
Very satisfied (10)	29%	29%	26%	27%	34% +	28%	24%	28%	35% ++	27%	31%	35%	36% +	28%	23%	25%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(*)			(**)			-		(**)				
± ... at 50 %:	3.03	3.35	7.20	3.76	6.45	9.38	6.85	4.51	5.60	4.09	4.50	11.58	6.66	4.87	8.15	6.75
non-missing n:	1392	1139	246	903	306	145	272	627	406	763	629	95	287	538	192	280
mean:	7.86	7.89	7.73	7.83	7.97	7.80	7.87	7.82	8.03	7.83	7.89	8.14	8.09	7.86	7.54	7.62
standard deviation:	1.77	1.76	1.79	1.72	1.86	1.76	1.51	1.78	1.82	1.75	1.79	1.65	1.74	1.69	1.96	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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_1 ease of access to services by telephone																			
mean:	7.83	7.92	7.82	8.04	7.76	7.72	8.07	7.67	8.51	7.79	7.67	8.09	7.93	7.81	8.29	7.88	7.69	7.77	8.10
Student's t:		-	-	-	-	-	-	***	***	-	-	-	-	-	-	-	-	-	-
Q23_1B ease of access to services by mail																			
mean:	8.09	8.26	8.07	7.88	7.58	8.08	8.09	8.09	8.23	8.08	7.80	8.62	8.22	8.06	7.66	8.43	8.15	7.94	8.36
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Q23_1C ease of access to services in person																			
mean:	8.24	8.27	8.25	7.60	7.90	8.20	8.34	8.21	8.42	8.50	8.12	8.45	8.20	8.24	8.76	8.17	8.46	8.15	8.24
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_2 the convenience of the office location																			
mean:	8.16	8.16	8.17	8.02	7.93	8.21	8.04	8.12	8.37	8.31	8.14	8.05	8.14	8.18	8.26	8.13	8.12	8.22	8.10
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_3 availability of parking close to office																			
mean:	7.93	7.82	7.98	7.49	7.54	7.90	7.99	7.88	8.28	8.28	8.06	7.40	7.78	7.99	8.00	7.59	7.92	7.92	7.85
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_4 signage to find the office																			
mean:	7.84	7.82	7.85	7.38	7.56	7.76	8.01	7.78	8.08	7.82	7.80	8.15	7.78	7.96	8.03	7.35	7.87	7.83	7.70
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_6 hours of operations of the office																			
mean:	8.17	8.41	8.08	7.77	7.63	8.28	7.94	8.17	8.13	7.90	8.09	8.37	8.34	8.09	8.76	8.47	8.06	8.09	8.43
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_8 flexibility of the methods of access																			
mean:	8.07	8.31	7.96	8.25	7.87	8.06	8.09	8.04	8.44	8.15	7.90	7.99	8.29	8.06	8.74	8.00	8.20	7.96	8.23
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
Q23_1 ease of access to services by telephone																
mean:	7.83	7.77	7.94	7.89	7.51	7.91	7.93	7.60	8.02	7.69	7.98	8.33	7.27	7.85	8.06	8.18
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
Q23_1B ease of access to services by mail																
mean:	8.09	8.10	7.96	8.05	8.08	8.07	8.04	7.92	8.22	8.09	8.08	8.21	8.09	7.94	8.03	8.66
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	**
Q23_1C ease of access to services in person																
mean:	8.24	8.30	8.09	8.27	8.25	8.14	8.03	8.34	8.27	8.21	8.29	8.93	8.29	8.20	8.03	8.29
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_2 the convenience of the office location																
mean:	8.16	8.17	8.14	8.13	8.04	8.33	7.90	8.14	8.34	8.14	8.17	8.57	8.16	8.21	8.03	7.84
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_3 availability of parking close to office																
mean:	7.93	7.94	7.86	7.88	7.93	7.90	7.52	8.16	7.82	7.86	8.01	8.57	8.06	8.02	7.67	7.30
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	*
Q23_4 signage to find the office																
mean:	7.84	7.76	8.05	7.84	7.58	7.89	7.63	7.79	7.92	7.96	7.70	8.57	7.72	7.82	8.03	7.83
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_6 hours of operations of the office																
mean:	8.17	8.19	8.11	8.23	7.94	8.22	8.15	8.06	8.29	8.14	8.21	8.21	7.93	8.18	8.25	8.39
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q23_8 flexibility of the methods of access																
mean:	8.07	8.10	8.00	8.11	7.93	8.16	7.84	8.15	8.11	8.10	8.04	8.21	7.97	8.12	7.69	8.13
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_1 Ease of access to services by telephone																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	3%	8% ++	1% -	2%	2%	5%	0%	4%	0%	0%	2%	0%	8% +	4%	0%	1%	6%	4%	0%
Neutral (5)	7%	2%	9% +	2%	8%	7%	6%	8%	0%	9%	9%	11%	2% -	5%	20%	9%	5%	7%	7%
Important (7.5)	53%	44%	57%	56%	54%	52%	54%	51%	53%	53%	59%	52%	46%	55%	29%	56%	50%	54%	57%
Very important (10)	25%	33%	22%	24%	20%	25%	26%	23%	37%	19%	20%	34%	32%	24%	51%	24%	23%	24%	30%
DK/NR	12%	12%	11%	16%	16%	10%	14%	13%	10%	19%	11%	3%	12%	12%	0%	11%	16%	11%	6%
chi²:		(*)				-		(*)		(*)				(-)			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	265	53	124	42	45	206	59	204	48	26	73	26	140	219	13	24	79	125	52
mean:	7.83	7.92	7.82	8.04	7.76	7.72	8.07	7.67	8.51	7.79	7.67	8.09	7.93	7.81	8.29	7.88	7.69	7.77	8.10
standard deviation:	1.78	2.19	1.52	1.60	4.65	1.90	1.41	1.88	1.29	1.46	1.63	1.62	2.12	1.74	2.03	1.56	1.95	1.81	1.49
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	3%	3%	4%	4%	0%	3%	2%	5%	3%	4%	2%	0%	5%	3%	0%	4%
Neutral (5)	7%	8%	4%	7%	11%	5%	9%	7%	5%	8%	5%	0%	10%	6%	7%	7%
Important (7.5)	53%	53%	55%	49%	59%	61%	50%	57%	49%	52%	53%	50%	54%	54%	57%	47%
Very important (10)	25%	24%	27%	29%	11%	25%	28%	21%	29%	24%	27%	25%	13%	25%	28%	41%
DK/NR	12%	12%	10%	11%	19%	6%	11%	10%	14%	12%	12%	25%	18%	12%	7%	1%
khi ² :		-		(-)			-			-		-				--
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	265	207	57	176	37	42	55	115	82	147	118	6	35	135	18	71
mean:	7.83	7.77	7.94	7.89	7.51	7.91	7.93	7.60	8.02	7.69	7.98	8.33	7.27	7.85	8.06	8.18
standard deviation:	1.78	1.78	1.77	1.90	1.32	1.61	1.76	1.82	1.75	1.86	1.66	1.26	1.83	1.76	1.49	1.90
Student's t:		-	-	-	-	-	-	-	-	-	-	-	*	-	-	-

Do you find each of the following aspects of the access to the Passport Office very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_1B																			
ease of access to services by mail																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Unimportant (2.5)	4%	5%	2%	6%	5%	5%	0%	4%	1%	0%	5%	0%	5%	4%	10%	1%	4%	4%	0%
Neutral (5)	3%	0%	4% +	0%	4%	2%	5%	3%	0%	6%	4%	4%	0%	2%	10%	5%	2%	3%	5%
Important (7.5)	55%	52%	56%	50%	68%	54%	55%	52%	61%	59%	57%	47%	52%	57%	30%	47%	55%	57%	50%
Very important (10)	32%	38%	30%	32%	17%	35%	25%	34%	27%	28%	24%	49%	38%	30%	39%	42%	34%	27%	37%
DK/NR	7%	5%	7%	10%	6%	3% --	14% ++	6%	11%	6%	10%	0%	6%	7%	10%	5%	5%	8%	8%
khi²:		-				(**)		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	283	57	130	45	50	222	61	221	50	30	74	27	152	233	12	27	89	131	52
mean:	8.09	8.26	8.07	7.88	7.58	8.08	8.09	8.09	8.23	8.08	7.80	8.62	8.22	8.06	7.66	8.43	8.15	7.94	8.36
standard deviation:	1.73	1.80	1.61	2.38	3.64	1.85	1.39	1.85	1.27	1.41	1.80	1.45	1.85	1.68	2.73	1.63	1.75	1.74	1.49
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_1B ease of access to services by mail																
weighted n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	4%	3%	5%	5%	0%	4%	2%	6%	2%	3%	4%	0%	0%	5%	7%	1%
Neutral (5)	3%	4%	0%	3%	5%	0%	4%	2%	3%	3%	3%	0%	5%	3%	0%	4%
Important (7.5)	55%	54%	57%	51%	62%	59%	57%	53%	55%	57%	51%	63%	64%	53%	57%	44%
Very important (10)	32%	33%	27%	33%	27%	30%	30%	30%	34%	31%	34%	25%	28%	29%	35%	51% ++
DK/NR	7%	6%	10%	8%	5%	6%	7%	8%	7%	7%	7%	13%	3%	10% +	0%	1% -
chi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	283	223	58	186	43	43	59	119	91	157	126	7	42	139	20	75
mean:	8.09	8.10	7.96	8.05	8.08	8.07	8.04	7.92	8.22	8.09	8.08	8.21	8.09	7.94	8.03	8.66
standard deviation:	1.73	1.71	1.80	1.88	1.36	1.71	1.67	1.93	1.56	1.63	1.87	1.19	1.35	1.88	1.99	1.53
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_1C																			
ease of access to services in person																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	3%	0%	8%	4%	2%	0%	2%	0%	0%	0%	0%	4%	1%	0%	5%	1%	1%	2%
			-	++									+						
Neutral (5)	3%	3%	3%	8%	0%	4%	1%	3%	3%	0%	4%	3%	4%	4%	0%	0%	0%	5%	2%
Important (7.5)	58%	47%	63%	44%	69%	56%	62%	57%	56%	56%	67%	56%	47%	58%	50%	52%	55%	58%	57%
			+								+		-						
Very important (10)	34%	39%	32%	28%	22%	34%	35%	34%	38%	37%	28%	41%	38%	34%	50%	34%	39%	32%	36%
DK/NR	4%	7%	2%	12%	6%	5%	2%	4%	4%	6%	1%	0%	7%	3%	0%	9%	4%	3%	3%
				+															
khi²:		(-)				-		-		(*)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	288	56	137	44	50	220	68	224	52	30	81	27	150	238	13	26	88	136	54
mean:	8.24	8.27	8.25	7.60	7.90	8.20	8.34	8.21	8.42	8.50	8.12	8.45	8.20	8.24	8.76	8.17	8.46	8.15	8.24
standard deviation:	1.48	1.79	1.29	2.35	3.24	1.57	1.29	1.54	1.35	1.24	1.28	1.38	1.84	1.47	1.30	1.82	1.39	1.51	1.60
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_1C																
ease of access to services in person																
weighted n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	2%	1%	0%	3%	0%	2%	2%	0%	2%	0%	0%	2%	0%	1%
Neutral (5)	3%	4%	0%	4%	0%	0%	5%	2%	3%	4%	2%	0%	3%	3%	7%	4%
Important (7.5)	58%	54%	68%	55%	62%	66%	65%	54%	56%	61%	54%	38%	56%	59%	65%	58%
Very important (10)	34%	37%	27%	37%	27%	31%	26%	37%	37%	32%	37%	50%	31%	34%	28%	37%
DK/NR	4%	4%	3%	3%	11% +	1%	5%	5%	2%	4%	4%	13%	10% +	2%	0%	1%
chi²:		-		(*)			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	288	224	62	191	41	45	58	122	94	160	128	7	39	147	21	74
mean:	8.24	8.30	8.09	8.27	8.25	8.14	8.03	8.34	8.27	8.21	8.29	8.93	8.29	8.20	8.03	8.29
standard deviation:	1.48	1.52	1.40	1.54	1.18	1.49	1.35	1.53	1.56	1.38	1.61	1.31	1.32	1.54	1.44	1.51
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_2 the convenience of the office location																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	5% +	0% -	8% +	2%	2%	2%	1%	3%	0%	0%	0%	5% +	1%	0%	5%	1%	2%	3%
Neutral (5)	3%	0%	4%	2%	4%	2%	5%	3%	0%	0%	4%	8%	0%	2%	10%	5%	4%	1%	5%
Important (7.5)	61%	51%	66% +	44%	66%	60%	63%	61%	53%	66%	67%	62%	50% -	62%	50%	46%	60%	62%	56%
Very important (10)	31%	34%	30%	38%	24%	32%	30%	30%	40%	31%	29%	30%	34%	31%	40%	39%	28%	34%	33%
DK/NR	4%	10% ++	1% --	8%	4%	5%	0%	4%	3%	3%	0% -	0%	10% ++	4%	0%	5%	8% +	1%	3%
khi ² :		(**)				-		-		(***)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	291	54	139	46	51	221	70	225	53	31	82	27	151	240	13	27	88	139	54
mean:	8.16	8.16	8.17	8.02	7.93	8.21	8.04	8.12	8.37	8.31	8.14	8.05	8.14	8.18	8.26	8.13	8.12	8.22	8.10
standard deviation:	1.49	1.84	1.30	2.30	3.04	1.46	1.56	1.47	1.65	1.18	1.29	1.46	1.87	1.44	1.66	2.01	1.38	1.50	1.68
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	2%	3%	0%	0%	3%	1%	2%	1%	3%	0%	0%	2%	0%	5%
Neutral (5)	3%	3%	0%	4%	0%	0%	7% +	1%	1%	1%	4%	0%	0%	3%	0%	7% +
Important (7.5)	61%	58%	68%	55%	70%	66%	60%	64%	56%	66%	55%	50%	64%	60%	78%	58%
Very important (10)	31%	32%	29%	35%	19%	33%	28%	28%	37%	27%	36%	38%	23%	35%	21%	30%
DK/NR	4%	5%	1%	3%	11% +	1%	2%	5%	3%	5%	3%	13%	13% +++	1% -	0%	1%
chi²:		-		(**)			-			(-)		(*)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	291	226	63	194	41	45	61	123	93	160	131	7	38	150	21	75
mean:	8.16	8.17	8.14	8.13	8.04	8.33	7.90	8.14	8.34	8.14	8.17	8.57	8.16	8.21	8.03	7.84
standard deviation:	1.49	1.53	1.40	1.70	1.04	1.19	1.68	1.38	1.51	1.31	1.68	1.31	1.11	1.53	1.07	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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_3 availability of parking close to office																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	4%	7%	2%	10%	8%	4%	3%	4%	1%	3%	0%	7%	7%	3%	0%	6%	5%	4%	3%
Neutral (5)	5%	3%	6%	2%	5%	6%	5%	6%	3%	0%	6%	16%	3%	4%	19%	9%	5%	5%	7%
Important (7.5)	58%	53%	62%	56%	61%	57%	62%	57%	59%	59%	65%	51%	53%	59%	42%	56%	53%	61%	61%
Very important (10)	29%	29%	29%	22%	22%	29%	30%	29%	34%	37%	28%	26%	28%	30%	39%	25%	30%	29%	26%
DK/NR	3%	8% ++	1% --	10%	4%	5%	0%	3%	3%	0%	1%	0%	8% ++	3%	0%	5%	6%	1%	3%
khi²:		(-)				-		-		(***)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	291	55	139	45	51	221	70	226	53	32	81	27	151	240	13	27	88	139	54
mean:	7.93	7.82	7.98	7.49	7.54	7.90	7.99	7.88	8.28	8.28	8.06	7.40	7.78	7.99	8.00	7.59	7.92	7.92	7.85
standard deviation:	1.73	2.00	1.59	2.26	4.07	1.77	1.65	1.79	1.40	1.60	1.37	2.12	2.02	1.67	1.91	1.98	1.86	1.73	1.65
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	4%	3%	6%	4%	3%	5%	5%	2%	6%	3%	5%	0%	3%	3%	7%	8%
Neutral (5)	5%	7%	2%	8%	3%	2%	11%	3%	5%	7%	3%	0%	3%	4%	0%	18%
Important (7.5)	58%	57%	62%	56%	65%	61%	61%	59%	56%	60%	56%	50%	59%	60%	71%	47%
Very important (10)	29%	30%	27%	30%	24%	28%	21%	33%	29%	26%	33%	38%	28%	30%	21%	27%
DK/NR	3%	3%	3%	3%	5%	3%	2%	3%	5%	4%	3%	13%	8%	2%	0%	1%
khi ² :		-		-			-			-		(*)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	291	227	62	193	43	44	61	124	92	161	130	7	40	148	21	75
mean:	7.93	7.94	7.86	7.88	7.93	7.90	7.52	8.16	7.82	7.86	8.01	8.57	8.06	8.02	7.67	7.30
standard deviation:	1.73	1.71	1.81	1.81	1.53	1.78	1.82	1.53	1.92	1.66	1.82	1.31	1.59	1.64	1.83	2.23
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q23_4 signage to find the office																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	5%	7%	4%	6%	7%	7%	2%	6%	3%	3%	6%	0%	7%	4%	0%	10%	6%	4%	7%
Neutral (5)	4%	2%	4%	6%	9%	4%	3%	4%	1%	9%	2%	4%	2%	3%	9%	5%	4%	4%	3%
Important (7.5)	60%	54%	63%	56%	54%	57%	68%	59%	64%	56%	65%	66%	54%	61%	60%	61%	53%	64%	62%
Very important (10)	27%	27%	27%	20%	26%	27%	27%	27%	29%	28%	27%	30%	26%	28%	30%	19%	31%	25%	25%
DK/NR	4%	10% ++	1% --	10%	4%	5%	0%	4%	3%	3%	0% -	0%	10% ++	4%	0%	5%	6%	2%	3%
khi²:		(-)				-		-		(*)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	290	54	139	45	51	220	70	225	53	31	82	27	150	240	13	26	88	138	54
mean:	7.84	7.82	7.85	7.38	7.56	7.76	8.01	7.78	8.08	7.82	7.80	8.15	7.78	7.96	8.03	7.35	7.87	7.83	7.70
standard deviation:	1.81	1.96	1.72	2.32	4.25	1.95	1.45	1.89	1.54	1.79	1.81	1.32	1.99	1.70	1.54	2.09	2.00	1.68	1.93
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	5%	6%	4%	6%	3%	5%	9%	4%	5%	2%	9%	0%	3%	7%	0%	5%
Neutral (5)	4%	5%	0%	3%	8%	3%	1%	6%	3%	5%	1%	0%	8%	2%	0%	7%
Important (7.5)	60%	59%	64%	59%	65%	61%	64%	61%	59%	62%	59%	50%	59%	60%	78%	57%
Very important (10)	27%	26%	29%	29%	16%	28%	24%	25%	29%	27%	27%	38%	21%	29%	21%	30%
DK/NR	4%	4%	3%	3%	8%	3%	2%	4%	5%	4%	4%	13%	10%	2%	0%	1%
													+			
chi²:		-		-			-			(-)		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	290	226	62	193	42	44	61	123	92	161	129	7	39	148	21	75
mean:	7.84	7.76	8.05	7.84	7.58	7.89	7.63	7.79	7.92	7.96	7.70	8.57	7.72	7.82	8.03	7.83
standard deviation:	1.81	1.87	1.62	1.91	1.55	1.79	1.98	1.75	1.79	1.58	2.05	1.31	1.64	1.92	1.07	1.89
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23_6																			
hours of operations of the office																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	6%	5%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%
				+++	++														
Neutral (5)	5%	3%	5%	8%	4%	3%	8%	5%	3%	6%	4%	7%	4%	5%	0%	5%	4%	6%	3%
Important (7.5)	60%	51%	65%	46%	67%	58%	66%	59%	64%	69%	68%	49%	51%	62%	50%	46%	65%	61%	56%
			+										-						
Very important (10)	31%	37%	28%	30%	20%	33%	25%	32%	27%	22%	27%	41%	36%	28%	50%	43%	26%	29%	40%
			-										+						
DK/NR	4%	8%	2%	10%	4%	5%	1%	4%	6%	3%	1%	3%	8%	4%	0%	5%	4%	5%	1%
		+	-										+						
khi²:		(**)				-		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	289	55	137	45	51	220	69	225	52	31	81	26	151	238	13	27	89	135	55
mean:	8.17	8.41	8.08	7.77	7.63	8.28	7.94	8.17	8.13	7.90	8.09	8.37	8.34	8.09	8.76	8.47	8.06	8.09	8.43
standard deviation:	1.38	1.40	1.32	2.20	3.57	1.36	1.40	1.41	1.31	1.30	1.26	1.55	1.49	1.37	1.30	1.57	1.36	1.40	1.36
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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%	1%
Neutral (5)	5%	5%	4%	4%	5%	3%	3%	8% +	2%	5%	3%	0%	5%	5%	7%	4%
Important (7.5)	60%	59%	64%	58%	68%	64%	67%	57%	60%	60%	61%	63%	64%	62%	51%	54%
Very important (10)	31%	32%	27%	33%	22%	31%	28%	30%	32%	31%	31%	25%	21%	32%	35%	41%
DK/NR	4%	4%	5%	4%	5%	3%	2%	4%	6%	3%	5%	13%	10% +	2%	7%	1%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	289	226	61	191	43	44	61	123	91	161	128	7	39	148	20	75
mean:	8.17	8.19	8.11	8.23	7.94	8.22	8.15	8.06	8.29	8.14	8.21	8.21	7.93	8.18	8.25	8.39
standard deviation:	1.38	1.41	1.31	1.43	1.28	1.29	1.26	1.52	1.31	1.41	1.35	1.19	1.28	1.38	1.57	1.51
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q23 8																			
flexibility of the methods of access																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	0%	3%	2%	5%	2%	1%	2%	0%	0%	2%	7%	0%	2%	0%	5%	0%	3%	2%
Neutral (5)	3%	3%	4%	2%	2%	4%	2%	4%	0%	0%	6%	0%	3%	3%	10%	5%	2%	4%	5%
Important (7.5)	62%	58%	65%	54%	61%	60%	66%	62%	61%	72%	63%	59%	57%	63%	31%	57%	64%	63%	52%
Very important (10)	30%	34%	27%	34%	26%	31%	27%	29%	38%	25%	27%	34%	34%	28%	60%	34%	29%	28%	38%
DK/NR	3%	5%	1%	8%	6%	2%	3%	3%	1%	3%	1%	0%	5%	3%	0%	0%	4%	2%	2%
khi²:		-				-		-		(-)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	292	57	138	46	50	225	67	225	55	31	81	27	153	240	13	28	88	137	56
mean:	8.07	8.31	7.96	8.25	7.87	8.06	8.09	8.04	8.44	8.15	7.90	7.99	8.29	8.06	8.74	8.00	8.20	7.96	8.23
standard deviation:	1.52	1.35	1.57	1.67	3.82	1.58	1.38	1.52	1.24	1.11	1.60	1.94	1.38	1.48	1.73	1.86	1.28	1.59	1.70
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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%	0%	2%	4%	0%	3%	2%	2%	0%	0%	2%	7%	4%
Neutral (5)	3%	5%	0%	5%	0%	0%	7%	4%	1%	3%	4%	0%	3%	4%	0%	4%
Important (7.5)	62%	60%	66%	56%	81%	64%	58%	65%	60%	64%	61%	63%	72%	60%	71%	54%
Very important (10)	30%	31%	27%	34%	17%	31%	28%	29%	31%	29%	30%	25%	21%	32%	22%	37%
DK/NR	3%	3%	2%	3%	3%	3%	2%	1%	5%	3%	3%	13%	5%	2%	0%	1%
chi²:		-		(-)			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	292	227	63	193	44	44	60	126	92	161	131	7	41	149	21	74
mean:	8.07	8.10	8.00	8.11	7.93	8.16	7.84	8.15	8.11	8.10	8.04	8.21	7.97	8.12	7.69	8.13
standard deviation:	1.52	1.50	1.59	1.67	0.95	1.49	1.81	1.31	1.60	1.46	1.59	1.19	1.15	1.54	1.81	1.82
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q25																			
weighted n:	1319	377	890	43	5	934	385	1049	228	237	416	242	425	1061	58	141	283	695	297
n:	1319	278	656	193	189	1014	305	1033	243	171	288	200	660	1088	51	126	348	661	270
DK/NR	55%	56%	55%	58%	59%	54%	58%	57% +	47% -	57%	57%	49%	56%	54%	46%	66% +	52%	57%	53%
parking close to office	17%	19%	17%	22%	15%	19%	14%	17%	22%	15%	17%	16%	20%	18%	13%	12%	17%	18%	16%
signage to find the office	12%	6% --	15% ++	1% ---	8%	11%	15%	11% --	18% ++	16%	11%	22% +++	6% ---	12%	14%	10%	11%	11%	17% +
hours of operations	8%	6%	8%	5%	7%	8%	7%	8%	4%	7%	9%	9%	6%	8%	19% +	7%	11% +	7%	6%
office location	4%	7% ++	2% --	6%	6%	3%	5%	4%	4%	2%	2%	2%	6% ++	3%	3%	3%	5%	3%	4%
access by telephone	4%	6% +	2% --	7% +	4%	4%	2%	3%	4%	2%	3%	1%	6% ++	4%	5%	2%	5%	3%	3%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
flexibility, methods of access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(***)				(*)		(**)		(***)				(-)			(-)		
± ... at 50 %:	3.11	6.77	4.41	8.13	8.21	3.55	6.46	3.51	7.24	8.63	6.65	7.98	4.39	3.42	15.81	10.06	6.05	4.39	6.87

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 n:	1319	1043	268	830	283	168	281	554	396	713	607	84	283	612	172	168
n:	1319	1077	235	866	278	139	261	585	391	727	592	88	260	524	180	267
DK/NR	55%	54%	60%	54%	53%	63%	50%	52%	65%	53%	57%	58%	53%	59%	49%	51%
parking close to office	17%	18%	15%	18%	19%	14%	19%	19%	13%	19%	16%	22%	16%	17%	18%	18%
signage to find the office	12%	12%	12%	11%	15%	11%	12%	15%	10%	13%	11%	7%	15%	9%	18%	17%
hours of operations	8%	8%	6%	8%	7%	7%	11%	8%	4%	7%	8%	4%	8%	8%	8%	7%
office location	4%	4%	4%	4%	3%	3%	2%	4%	4%	3%	4%	4%	5%	3%	3%	4%
access by telephone	4%	4%	3%	4%	3%	3%	5%	2%	3%	4%	3%	7%	3%	3%	4%	4%
Other	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
flexibility, methods of access	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		-		-			(***)			-		-				
± ... at 50 %:	3.11	3.44	7.37	3.84	6.77	9.58	6.99	4.67	5.71	4.19	4.64	12.04	7.00	4.93	8.42	6.91

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q26																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
In person	44%	35%	49%	32%	54%	41%	52%	44%	48%	50%	49%	46%	35%	46%	39%	34%	38%	48%	42%
		---	+++	--	+	--	++						---	+		-	-	+	
By mail	20%	31%	15%	31%	28%	23%	14%	21%	18%	18%	15%	15%	31%	21%	14%	14%	25%	19%	17%
		+++	---	++	+	++	--				--	-	+++				+		
By telephone	4%	4%	4%	6%	4%	5%	3%	3%	5%	6%	3%	4%	5%	4%	3%	4%	5%	5%	3%
Through the Internet	30%	29%	30%	29%	14%	30%	29%	30%	27%	25%	31%	34%	28%	27%	42%	46%	29%	26%	38%
					---									---		+++		-	++
Other, specify	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	2%	1%	2%	1%	0%	1%	2%	2%	1%	2%	3%	1%	1%	1%	2%	2%	2%	2%	0%
khi ² :		(***)				***		-		(***)				(***)			(***)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
In person	44%	44%	47%	43%	44%	51%	39%	42%	52% ++	46%	43%	46%	44%	46%	45%	37% -
By mail	20%	21%	20%	19%	25%	19%	17%	21%	23%	20%	20%	22%	26% +	18%	20%	19%
By telephone	4%	5%	3%	3%	7% ++	2%	3%	3%	7% ++	6% ++	2% --	1%	8% +++	2% -	4%	5%
Through the Internet	30%	30%	27%	33% +++	22% --	25%	41% +++	33% +	17% ---	27% -	33% +	31%	21% --	31%	30%	38% ++
Other, specify	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	2%	1%	3%	1%	1%	3%	0%	1%	2%	1%	2%	0%	1%	2%	1%	1%
khi ² :		(-)		(***)			(***)			*		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q27																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
M-F, between 9 and 5	48%	46%	49%	37%	50%	46%	53%	47%	54%	43%	53%	49%	45%	48%	45%	45%	49%	47%	50%
				--		-	+												
M-F, after 5	23%	26%	22%	36%	17%	24%	22%	24%	19%	27%	20%	19%	27%	23%	31%	26%	22%	24%	22%
				+++															
Saturday, between 9 and 5	18%	17%	19%	18%	19%	19%	18%	18%	18%	20%	17%	20%	17%	19%	13%	20%	17%	19%	19%
Sunday, between 9 and 5	2%	3%	1%	2%	2%	2%	1%	2%	2%	3%	2%	0%	3%	2%	1%	2%	3%	2%	1%
												-							
Some other time	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	3%	1%	1%	1%
DK/NR	8%	8%	8%	6%	9%	8%	6%	8%	7%	5%	7%	12%	7%	7%	11%	5%	9%	6%	6%
												+							
khi ² :		-				-		-		(**)				-			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
M-F, between 9 and 5	48%	47%	52%	50%	41%	51%	38%	43%	64%	47%	49%	59%	39%	51%	49%	45%
					-		---	---	+++				--			
M-F, after 5	23%	25%	18%	22%	28%	19%	32%	27%	12%	23%	23%	17%	32%	22%	21%	20%
		+	-		+		+++	+	---				+++			
Saturday, between 9 and 5	18%	20%	14%	18%	21%	14%	22%	22%	11%	19%	17%	19%	20%	17%	17%	21%
								+	---							
Sunday, between 9 and 5	2%	2%	3%	2%	3%	2%	3%	2%	1%	3%	1%	1%	2%	2%	2%	0%
																-
Some other time	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%	1%	2%
DK/NR	8%	6%	12%	7%	6%	13%	5%	5%	11%	7%	8%	4%	6%	7%	10%	13%
		--	++			+		-	+++							++
khi ² :		(***)		(*)			(***)			-		(**)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q28																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Within walking distance	7%	6%	8%	6%	10%	7%	8%	8%	5%	12% +	7%	6%	6%	6% -	7%	14% ++	7%	7%	9%
Within a reasonable drive	65%	58% --	68% +++	58%	66%	63%	68%	65%	64%	64%	69%	68%	58% ---	65%	73%	59%	63%	65%	65%
Reasonable distance, transit	6%	3% -	8% +++	0% --	2% -	5%	8%	6%	6%	9%	8%	6%	3% ---	6%	5%	4%	7%	6%	6%
Beyond a reasonable distance	19%	29% +++	14% ---	30% +++	21%	21% +	14% -	18%	21%	14%	13% --	18%	29% +++	19%	8%	23%	19%	19%	18%
DK/NR	3%	5% +	2% -	6%	1%	4%	2%	3%	4%	2%	3%	1%	5% ++	3%	7%	0%	4%	3%	2%
kh ² :		(***)				**		-		***				(***)			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Within walking distance	7%	7%	9%	8%	7%	7%	6%	9%	5%	7%	8%	14%	8%	6%	6%	6%
								+				+				
Within a reasonable drive	65%	64%	67%	64%	63%	70%	69%	63%	64%	61%	68%	46%	63%	68%	68%	59%
										-	+	---		+		
Reasonable distance, transit	6%	6%	8%	6%	6%	9%	7%	5%	8%	9%	4%	0%	8%	7%	2%	9%
										++	--	-			-	
Beyond a reasonable distance	19%	21%	11%	20%	21%	10%	16%	21%	19%	22%	16%	37%	17%	14%	22%	24%
		++	--			--				+	-	+++		--		
DK/NR	3%	2%	6%	3%	3%	4%	2%	2%	4%	2%	4%	3%	3%	4%	2%	2%
		-	+						+							
khi ² :		***		-			*			***		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_1 clarity of written information																			
mean:	7.90	7.84	7.96	7.53	7.64	7.87	7.99	7.87	8.07	8.01	7.81	8.07	7.79	7.90	7.81	7.87	7.90	7.91	7.88
Student's t:		-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q29_2 answers provided to your questions																			
mean:	8.08	7.64	8.13	7.71	8.03	8.11	8.02	8.03	8.26	8.29	8.07	8.01	7.67	8.10	8.12	7.76	8.19	8.08	8.02
Student's t:		-	**	-	-	-	-	-	-	*	-	-	**	-	-	-	-	-	-
Q29_3 the ease of access to information																			
mean:	7.80	7.49	7.93	7.74	7.74	7.80	7.81	7.77	7.99	8.00	7.83	7.99	7.53	7.81	7.53	7.84	7.85	7.80	7.75
Student's t:		**	***	-	-	-	-	-	-	-	-	-	***	-	-	-	-	-	-
Q29_5 communications in your official language																			
mean:	8.16	7.97	8.24	8.15	8.19	8.14	8.20	8.13	8.31	8.28	8.22	8.21	8.00	8.16	7.81	8.24	8.16	8.12	8.26
Student's t:		*	**	-	-	-	-	-	-	-	-	-	**	-	-	-	-	-	-
Q29_6 availability of information on how to access the telephone service																			
mean:	7.53	7.31	7.69	7.83	6.64	7.58	7.47	7.68	7.01	7.50	8.00	7.86	7.35	7.33	7.50	8.51	7.50	7.64	7.21
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q31 OVERALL, communications																			
mean:	8.03	7.88	8.09	7.80	7.81	8.00	8.09	8.02	7.98	8.10	8.04	8.19	7.87	8.02	7.58	8.30	7.84	8.12	7.98
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
Q29_1 clarity of written information																
mean:	7.90	7.90	7.92	7.88	7.98	7.96	7.83	7.91	7.89	7.90	7.91	8.08	7.93	7.83	8.18	7.55
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	**	**
Q29_2 answers provided to your questions																
mean:	8.08	8.07	8.09	8.04	8.20	8.05	8.12	8.02	8.07	8.19	7.95	8.34	8.17	8.05	8.06	7.84
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-
Q29_3 the ease of access to information																
mean:	7.80	7.84	7.68	7.84	7.83	7.62	7.88	7.72	7.87	7.87	7.72	7.82	7.82	7.73	8.07	7.60
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
Q29_5 communications in your official language																
mean:	8.16	8.17	8.12	8.20	8.19	7.94	8.01	8.24	8.13	8.23	8.08	8.30	8.18	8.15	8.27	7.87
Student's t:		-	-	-	-	*	-	-	-	-	-	-	-	-	-	**
Q29_6 availability of information on how to access the telephone service																
mean:	7.53	7.67	6.75	7.98	6.62	6.61	6.48	7.75	7.96	7.25	7.91	8.78	6.50	7.38	7.94	8.49
Student's t:		*	*	***	*	-	*	-	-	-	-	*	**	-	-	*
Q31 OVERALL, communications																
mean:	8.03	8.05	7.90	8.08	7.99	7.91	7.83	8.00	8.24	8.01	8.05	8.05	7.99	8.06	8.02	7.96
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_1 clarity of written information																			
weighted n:	743	201	501	36	4	543	200	590	129	169	185	149	241	619	24	75	159	390	175
n:	827	150	375	152	149	658	169	642	158	122	128	126	451	702	24	73	227	410	170
DISSATISFIED (smwht + very)	2%	2%	1%	7%	6%	2%	1%	2%	1%	2%	2%	1%	3%	2%	0%	0%	2%	2%	2%
				+++	+														
SATISFIED (smwht + very)	94%	93%	95%	88%	91%	93%	97%	94%	97%	95%	96%	95%	92%	94%	100%	94%	95%	94%	94%
				--															
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
										+									
Dissatisfied (2.5)	2%	2%	1%	7%	6%	2%	1%	2%	1%	1%	2%	1%	3%	2%	0%	0%	1%	2%	2%
				+++	+														
Neutral (5)	4%	5%	3%	5%	3%	5%	1%	4%	2%	3%	2%	4%	5%	4%	0%	5%	4%	4%	4%
Satisfied (7.5)	71%	70%	71%	68%	70%	70%	74%	70%	70%	67%	78%	66%	70%	70%	88%	73%	71%	71%	70%
Very satisfied (10)	24%	23%	25%	20%	21%	24%	24%	23%	27%	28%	18%	29%	22%	24%	12%	21%	24%	24%	24%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	3.93	9.22	5.83	9.16	9.25	4.40	8.68	4.46	8.98	10.22	9.98	10.06	5.32	4.26	23.05	13.21	7.49	5.58	8.66
non-missing n:	827	150	375	152	149	658	169	642	158	122	128	126	451	702	24	73	227	410	170
mean:	7.90	7.84	7.96	7.53	7.64	7.87	7.99	7.87	8.07	8.01	7.81	8.07	7.79	7.90	7.81	7.87	7.90	7.91	7.88
standard deviation:	1.44	1.46	1.40	1.85	1.98	1.49	1.30	1.48	1.34	1.54	1.25	1.40	1.53	1.48	0.84	1.27	1.52	1.41	1.49
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 n:	743	596	143	455	197	71	136	331	231	400	344	60	200	282	122	79
n:	827	688	135	526	214	66	142	390	245	458	369	71	201	264	128	163
DISSATISFIED (smwht + very)	2%	2%	1%	2%	2%	0%	0%	3%	2%	2%	2%	0%	3%	1%	0%	5% ++
SATISFIED (smwht + very)	94%	94%	98%	94%	95%	98%	96%	93%	95%	93%	96%	94%	95%	96%	97%	86% ---
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	1%	2%	2%	0%	0%	2%	2%	2%	2%	0%	2%	1%	0%	5% ++
Neutral (5)	4%	4%	1%	4%	3%	2%	4%	4%	3%	5%	3%	6%	2%	3%	3%	9% ++
Satisfied (7.5)	71%	69%	77%	71%	68%	78%	78%	66%	72%	68%	73%	64%	68%	77% +	67%	65%
Very satisfied (10)	24%	25%	20%	23%	27%	20%	18%	27%	23%	25%	22%	30%	26%	19% -	30%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		(*)				
± ... at 50 %:	3.93	4.30	9.72	4.92	7.72	13.90	9.47	5.72	7.21	5.28	5.88	13.40	7.96	6.95	9.98	8.84
non-missing n:	827	688	135	526	214	66	142	390	245	458	369	71	201	264	128	163
mean:	7.90	7.90	7.92	7.88	7.98	7.96	7.83	7.91	7.89	7.90	7.91	8.08	7.93	7.83	8.18	7.55
standard deviation:	1.44	1.50	1.20	1.43	1.58	1.09	1.15	1.61	1.40	1.52	1.35	1.41	1.61	1.25	1.27	1.80
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	**	**

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office communications, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_2 answers provided to your questions																			
weighted n:	536	45	476	12	2	347	189	412	107	162	178	137	59	441	17	62	97	300	128
n:	532	33	355	49	94	373	159	409	105	117	123	116	176	450	15	53	125	287	111
DISSATISFIED (smwht + very)	1%	6% ++	1% ---	6% +	2%	1%	1%	1%	2%	0%	1%	1%	6% +++	1%	0%	4%	0%	1%	2%
SATISFIED (smwht + very)	97%	91% -	98% ++	94%	94%	97%	97%	97%	97%	99%	98%	97%	91% --	97%	100%	94%	100%	97%	97%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0% -	0%	2% +	0%	0%	1%
Dissatisfied (2.5)	1%	6% ++	0% ---	6% ++	2%	1%	1%	1%	1%	0%	1%	0%	6% +++	1%	0%	2%	0%	1%	1%
Neutral (5)	2%	3%	2%	0%	4%	2%	2%	2%	1%	1%	2%	3%	3%	2%	0%	2%	0%	2%	1%
Satisfied (7.5)	70%	70%	70%	73%	64%	69%	70%	71%	62%	67%	72%	71%	70%	70%	75%	71%	71%	69%	71%
Very satisfied (10)	27%	21%	28%	21%	30%	28%	26%	25%	35%	32%	26%	25%	21%	27%	25%	22%	28%	28%	26%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(**)				-		-		(**)				-			-		
± ... at 50 %:	4.89	19.65	5.99	16.13	11.65	5.85	8.95	5.58	11.02	10.44	10.18	10.48	8.51	5.32	29.15	15.51	10.10	6.66	10.72
non-missing n:	532	33	355	49	94	373	159	409	105	117	123	116	176	450	15	53	125	287	111
mean:	8.08	7.64	8.13	7.71	8.03	8.11	8.02	8.03	8.26	8.29	8.07	8.01	7.67	8.10	8.12	7.76	8.19	8.08	8.02
standard deviation:	1.35	1.76	1.29	1.76	1.99	1.31	1.42	1.31	1.55	1.21	1.27	1.39	1.74	1.29	1.11	1.75	1.16	1.35	1.49
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 n:	536	423	109	328	140	51	102	231	173	285	251	39	138	208	88	63
n:	532	433	95	338	136	44	93	244	164	297	235	39	125	164	91	113
DISSATISFIED (smwht + very)	1%	1%	1%	1%	1%	0%	0%	1%	2%	1%	2%	0%	1%	1%	1%	2%
SATISFIED (smwht + very)	97%	97%	99%	96%	98%	100%	99%	96%	98%	97%	98%	96%	98%	98%	96%	95%
Very dissatisfied (0)	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1% +	0%
Dissatisfied (2.5)	1%	1%	0%	1%	1%	0%	0%	1%	2%	1%	1%	0%	1%	1%	0%	2%
Neutral (5)	2%	2%	0%	2%	1%	0%	1%	4% +	0%	3%	1%	4%	1%	1%	2%	2%
Satisfied (7.5)	70%	69%	72%	69%	67%	78%	73%	69%	70%	65% -	75% +	59%	68%	72%	68%	75%
Very satisfied (10)	27%	27%	27%	27%	31%	22%	26%	26%	28%	32% +	22% -	37%	30%	26%	28%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			(*)		-				
± ... at 50 %:	4.89	5.43	11.58	6.14	9.68	17.02	11.71	7.23	8.82	6.55	7.37	18.08	10.10	8.82	11.84	10.62
non-missing n:	532	433	95	338	136	44	93	244	164	297	235	39	125	164	91	113
mean:	8.08	8.07	8.09	8.04	8.20	8.05	8.12	8.02	8.07	8.19	7.95	8.34	8.17	8.05	8.06	7.84
standard deviation:	1.35	1.35	1.37	1.41	1.35	1.05	1.17	1.34	1.48	1.36	1.33	1.38	1.32	1.28	1.53	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 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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_3																			
the ease of access to information																			
weighted n:	736	197	498	35	4	538	197	585	127	167	185	147	236	611	24	75	159	387	171
n:	818	147	373	149	148	651	167	635	157	121	128	125	444	693	24	73	226	407	166
DISSATISFIED (smwht + very)	3%	5% +	1% -	6%	4%	3%	2%	3%	2%	2%	1%	1%	5% +	2%	6%	3%	3%	2%	3%
SATISFIED (smwht + very)	93%	87% --	95% ++	91%	92%	93%	93%	92%	96%	94%	95%	96%	88% --	92%	94%	95%	93%	93%	92%
Very dissatisfied (0)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	3%	5% +	1% -	6%	3%	3%	2%	3%	2%	2%	1%	1%	5% +	2%	6%	3%	3%	2%	3%
Neutral (5)	5%	8%	4%	3%	5%	5%	5%	5%	2%	3%	4%	3%	7%	5%	0%	2%	5%	4%	6%
Satisfied (7.5)	71%	70%	72%	67%	70%	71%	72%	71%	71%	66%	77%	72%	70%	70%	82%	74%	68%	72%	71%
Very satisfied (10)	22%	17%	24%	24%	22%	22%	21%	21%	26%	28%	19%	24%	18%	23%	12%	21%	24%	21%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(*)				-		-		(*)				-			-		
± ... at 50 %:	3.95	9.31	5.85	9.25	9.28	4.43	8.74	4.48	9.01	10.26	9.98	10.10	5.36	4.29	23.05	13.21	7.51	5.60	8.76
non-missing n:	818	147	373	149	148	651	167	635	157	121	128	125	444	693	24	73	226	407	166
mean:	7.80	7.49	7.93	7.74	7.74	7.80	7.81	7.77	7.99	8.00	7.83	7.99	7.53	7.81	7.53	7.84	7.85	7.80	7.75
standard deviation:	1.48	1.67	1.36	1.78	1.90	1.50	1.44	1.51	1.41	1.53	1.23	1.30	1.69	1.50	1.52	1.42	1.56	1.46	1.50
Student's t:		**	***	-	-	-	-	-	-	-	-	-	***	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects of the Passport Office 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 n:	736	588	144	449	194	72	134	327	227	399	336	58	196	281	123	77
n:	818	679	135	520	211	66	142	385	241	456	362	70	197	262	128	161
DISSATISFIED (smwht + very)	3%	3%	2%	2%	4%	2%	1%	4%	1%	2%	4%	5%	3%	2%	1%	4%
SATISFIED (smwht + very)	93%	93%	94%	93%	93%	94%	95%	91%	94%	92%	94%	92%	93%	93%	96%	89%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	3%	3%	2%	2%	4%	2%	1%	4%	1%	2%	4%	5%	3%	2%	1%	4%
Neutral (5)	5%	5%	4%	5%	4%	4%	4%	5%	4%	6%	3%	3%	4%	5%	4%	7%
Satisfied (7.5)	71%	69%	79%	70%	68%	82%	74%	69%	72%	68%	75%	66%	70%	75%	68%	70%
Very satisfied (10)	22%	24%	15%	23%	25%	12%	21%	22%	22%	24%	19%	26%	23%	18%	28%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(-)		-				
± ... at 50 %:	3.95	4.33	9.72	4.95	7.77	13.90	9.47	5.75	7.27	5.29	5.93	13.49	8.04	6.98	9.98	8.90
non-missing n:	818	679	135	520	211	66	142	385	241	456	362	70	197	262	128	161
mean:	7.80	7.84	7.68	7.84	7.83	7.62	7.88	7.72	7.87	7.87	7.72	7.82	7.82	7.73	8.07	7.60
standard deviation:	1.48	1.53	1.30	1.47	1.61	1.22	1.30	1.62	1.37	1.48	1.48	1.75	1.53	1.39	1.38	1.61
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_5 communications in your official language																			
weighted n:	745	200	504	36	4	546	199	591	129	169	186	150	239	620	24	75	160	390	175
n:	827	149	377	152	148	659	168	642	158	122	129	127	449	702	24	73	227	410	170
DISSATISFIED (smwht + very)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
SATISFIED (smwht + very)	99%	97%	99%	100%	99%	98%	100%	98%	99%	98%	100%	99%	97%	98%	100%	100%	98%	98%	99%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Neutral (5)	1%	3%	1%	0%	1%	2%	0%	1%	1%	2%	0%	1%	2%	1%	0%	0%	2%	1%	1%
Satisfied (7.5)	71%	74%	69%	74%	71%	70%	72%	72%	65%	66%	71%	70%	74%	70%	88%	71%	70%	72%	68%
Very satisfied (10)	28%	23%	30%	26%	28%	28%	28%	27%	34%	33%	29%	29%	23%	28%	12%	29%	28%	27%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	3.93	9.25	5.81	9.16	9.28	4.40	8.71	4.46	8.98	10.22	9.94	10.02	5.33	4.26	23.05	13.21	7.49	5.58	8.66
non-missing n:	827	149	377	152	148	659	168	642	158	122	129	127	449	702	24	73	227	410	170
mean:	8.16	7.97	8.24	8.15	8.19	8.14	8.20	8.13	8.31	8.28	8.22	8.21	8.00	8.16	7.81	8.24	8.16	8.12	8.26
standard deviation:	1.20	1.25	1.18	1.11	1.34	1.23	1.13	1.20	1.23	1.25	1.13	1.17	1.23	1.21	0.84	1.15	1.20	1.21	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 n:	745	597	144	455	197	72	136	330	232	401	344	60	199	283	123	79
n:	827	687	136	524	215	67	142	389	246	459	368	71	200	265	129	162
DISSATISFIED (smwht + very)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%
SATISFIED (smwht + very)	99%	98%	100%	99%	99%	100%	97%	99%	98%	98%	100%	98%	99%	99%	99%	95%
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%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%
Neutral (5)	1%	2%	0%	1%	1%	0%	3%	1%	1%	2%	0%	2%	1%	1%	1%	3%
Satisfied (7.5)	71%	69%	75%	69%	70%	82%	74%	69%	71%	66%	76%	63%	70%	73%	68%	73%
Very satisfied (10)	28%	29%	25%	30%	29%	18%	23%	30%	27%	32%	24%	34%	28%	27%	32%	22%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			(*)		(*)				
± ... at 50 %:	3.93	4.31	9.68	4.93	7.70	13.79	9.47	5.72	7.20	5.27	5.89	13.40	7.98	6.94	9.94	8.87
non-missing n:	827	687	136	524	215	67	142	389	246	459	368	71	200	265	129	162
mean:	8.16	8.17	8.12	8.20	8.19	7.94	8.01	8.24	8.13	8.23	8.08	8.30	8.18	8.15	8.27	7.87
standard deviation:	1.20	1.23	1.08	1.23	1.20	0.96	1.18	1.19	1.25	1.29	1.08	1.29	1.19	1.13	1.20	1.38
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q29_6 availability of information on how to access the telephone service																			
weighted n:	61	24	33	3	1	36	25	40	17	18	7	8	28	50	0	7	8	40	13
n:	93	18	25	15	35	71	22	70	18	13	5	7	68	82	1	6	18	58	16
DISSATISFIED (smwht + very)	3%	0%	4%	11%	19%	1%	5%	1%	8%	8%	0%	0%	2%	4%	0%	0%	0%	5%	0%
SATISFIED (smwht + very)	83%	76%	88%	89%	79%	87%	78%	84%	78%	85%	100%	86%	78%	80%	100%	100%	83%	82%	89%
Very dissatisfied (0)	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	3%	0%	4%	11%	15%	1%	5%	1%	8%	8%	0%	0%	2%	4%	0%	0%	0%	4%	0%
Neutral (5)	13%	24%	8%	0%	3%	11%	17%	14%	14%	8%	0%	14%	20%	16%	0%	0%	17%	13%	11%
Satisfied (7.5)	62%	60%	65%	55%	70%	70%	52%	60%	67%	62%	80%	57%	60%	63%	100%	60%	65%	54%	88%
Very satisfied (10)	21%	16%	24%	34%	9%	17%	26%	24%	11%	23%	20%	29%	18%	17%	0%	40%	18%	28%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	11.71	26.61	22.58	29.15	19.08	13.40	24.07	13.49	26.61	31.31	50.49	42.67	13.69	12.47	*	46.09	26.61	14.82	28.23
non-missing n:	93	18	25	15	35	71	22	70	18	13	5	7	68	82	1	6	18	58	16
mean:	7.53	7.31	7.69	7.83	6.64	7.58	7.47	7.68	7.01	7.50	8.00	7.86	7.35	7.33	7.50	8.51	7.50	7.64	7.21
standard deviation:	1.73	1.60	1.75	2.59	0.00	1.49	2.05	1.67	1.88	2.02	1.08	1.71	1.72	1.76	0.00	1.32	1.60	1.96	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 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_6 availability of information on how to access the telephone service																
weighted n:	61	52	9	41	13	7	14	28	14	35	26	9	15	22	12	3
n:	93	79	13	61	23	9	14	49	24	58	35	9	23	23	13	25
DISSATISFIED (smwht + very)	3%	4%	0%	0%	14%	0%	10%	2%	0%	4%	2%	0%	12%	0%	0%	1%
SATISFIED (smwht + very)	83%	86%	68%	90%	75%	61%	69%	84%	89%	80%	88%	100%	70%	80%	91%	98%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	3%	4%	0%	0%	14%	0%	10%	2%	0%	4%	2%	0%	12%	0%	0%	1%
Neutral (5)	13%	10%	32%	10%	11%	39%	21%	14%	10%	15%	11%	0%	18%	20%	9%	1%
Satisfied (7.5)	62%	62%	66%	61%	70%	59%	69%	57%	60%	67%	57%	49%	67%	65%	64%	55%
Very satisfied (10)	21%	24%	2%	29%	5%	3%	0%	28%	30%	14%	30%	51%	3%	15%	27%	43%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(*)			-			-		-				
± ... at 50 %:	11.71	12.70	31.31	14.46	23.54	37.63	30.17	16.13	23.05	14.82	19.08	37.63	23.54	23.54	31.31	22.58
non-missing n:	93	79	13	61	23	9	14	49	24	58	35	9	23	23	13	25
mean:	7.53	7.67	6.75	7.98	6.62	6.61	6.48	7.75	7.96	7.25	7.91	8.78	6.50	7.38	7.94	8.49
standard deviation:	1.73	1.77	1.34	1.52	2.06	1.44	1.73	1.75	1.62	1.72	1.71	1.33	1.90	1.50	1.53	1.75
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q31																			
OVERALL, communications																			
weighted n:	1380	388	938	44	5	975	405	1094	241	259	428	256	437	1116	58	148	298	719	320
n:	1382	286	692	201	200	1059	323	1081	257	187	296	212	687	1147	51	132	365	688	290
DISSATISFIED (smwht + very)	2%	3%	2%	2%	1%	2%	2%	2%	3%	2%	2%	1%	3%	3%	3%	0%	3%	2%	1%
SATISFIED (smwht + very)	92%	90%	93% +	92%	94%	92%	93%	92%	92%	91%	94%	95%	90% -	92%	88%	96%	91%	93%	92%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1% +	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	3%	2%	2%	1%	2%	2%	2%	3%	2%	2%	1%	3%	2%	3%	0%	3%	2%	1%
Neutral (5)	6%	7%	5%	6%	5%	6%	5%	6%	6%	7%	4%	4%	7%	5%	9%	4%	6%	5%	6%
Satisfied (7.5)	61%	61%	61%	69% +	74% ++	61%	61%	61%	62%	56%	64%	60%	62%	61%	71%	60%	66%	59% -	64%
Very satisfied (10)	31%	29%	32%	23% -	20% --	30%	32%	31%	30%	35%	30%	34%	28%	31%	17%	36%	25% -	34% +	29%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(-)				-			(-)		
± ... at 50 %:	3.04	6.68	4.29	7.96	7.98	3.47	6.28	3.43	7.04	8.26	6.56	7.75	4.31	3.33	15.81	9.83	5.91	4.30	6.63
non-missing n:	1382	286	692	201	200	1059	323	1081	257	187	296	212	687	1147	51	132	365	688	290
mean:	8.03	7.88	8.09	7.80	7.81	8.00	8.09	8.02	7.98	8.10	8.04	8.19	7.87	8.02	7.58	8.30	7.84	8.12	7.98
standard deviation:	1.61	1.71	1.56	1.53	1.49	1.62	1.57	1.61	1.63	1.64	1.53	1.54	1.69	1.64	1.52	1.36	1.59	1.62	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 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																
OVERALL, communications																
weighted n:	1380	1090	283	861	306	173	289	593	408	745	635	93	305	626	183	173
n:	1382	1127	249	900	299	146	270	624	403	760	622	96	280	536	190	280
DISSATISFIED (smwht + very)	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	3%	2%	2%	2%	2%
SATISFIED (smwht + very)	92%	92%	92%	94% +	89% -	91%	91%	92%	94%	92%	93%	91%	88% --	95% ++	94%	89%
Very dissatisfied (0)	0%	0% -	0% +	0%	0%	1% ++	0%	0%	0%	0%	0%	0%	0%	0%	0%	1% +
Dissatisfied (2.5)	2%	2%	2%	2%	2%	1%	1%	3%	2%	2%	2%	3%	2%	2%	2%	1%
Neutral (5)	6%	5%	6%	4% --	9% +	6%	7%	5%	4%	6%	5%	5%	10% ++	3% --	4%	9% +
Satisfied (7.5)	61%	61%	65%	63%	56%	63%	68% +	60%	57%	61%	61%	58%	53% --	65% +	65%	58%
Very satisfied (10)	31%	32%	27%	31%	33%	28%	24% --	31%	37% +	31%	31%	34%	34%	30%	29%	31%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		(*)			(**)			-		(**)				
± ... at 50 %:	3.04	3.36	7.15	3.76	6.53	9.34	6.87	4.52	5.62	4.10	4.53	11.52	6.75	4.88	8.19	6.75
non-missing n:	1382	1127	249	900	299	146	270	624	403	760	622	96	280	536	190	280
mean:	8.03	8.05	7.90	8.08	7.99	7.91	7.83	8.00	8.24	8.01	8.05	8.05	7.99	8.06	8.02	7.96
standard deviation:	1.61	1.60	1.62	1.55	1.73	1.68	1.53	1.68	1.57	1.62	1.59	1.72	1.78	1.49	1.54	1.73
Student's t:		-	-	-	-	-	*	-	**	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q30_1 clarity of written information																			
mean:	8.27	8.75	8.07	8.29	8.44	8.39	8.00	8.37	7.98	8.20	7.99	8.11	8.70	8.21	7.99	8.71	8.38	8.31	8.05
Student's t:		***	***	-	-	*	*	-	-	-	*	-	***	-	-	-	-	-	-
Q30_2 answers provided to your questions																			
mean:	8.12	8.44	7.98	8.39	8.42	8.12	8.14	8.07	8.34	7.97	7.96	8.05	8.43	8.06	8.27	8.63	8.08	8.09	8.19
Student's t:		*	**	-	-	-	-	-	-	-	-	-	**	-	-	*	-	-	-
Q30_3 the ease of access to information																			
mean:	8.17	8.75	7.91	8.40	8.11	8.22	8.06	8.15	8.21	7.81	7.91	8.05	8.71	8.07	8.77	8.58	8.52	8.00	8.05
Student's t:		***	***	-	-	-	-	-	-	-	*	-	***	*	-	-	**	-	-
Q30_5 communications in your official language																			
mean:	8.16	8.49	8.01	8.59	8.02	8.15	8.19	8.13	8.34	8.20	7.93	8.01	8.49	8.11	8.30	8.71	8.16	8.11	8.23
Student's t:		*	**	-	-	-	-	-	-	-	*	-	**	-	-	-	-	-	-
Q30_6 availability of information on how to access the telephone service																			
mean:	7.9	7.9	7.8	7.9	7.7	7.5	8.8	7.5	8.7	*	8.1	6.3	7.9	7.7	8.7	10.0	7.5	8.2	7.5
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
Q30_1 clarity of written information																
mean:	8.27	8.29	8.17	8.25	8.24	8.32	8.06	8.34	8.30	8.26	8.28	8.13	8.27	8.23	8.74	8.29
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q30_2 answers provided to your questions																
mean:	8.12	8.12	8.09	8.20	7.91	8.02	8.03	8.10	8.16	8.14	8.10	8.13	8.03	8.09	8.39	8.30
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q30_3 the ease of access to information																
mean:	8.17	8.15	8.18	8.24	7.91	8.15	8.15	8.10	8.21	8.20	8.13	8.44	7.95	8.14	8.39	8.44
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q30_5 communications in your official language																
mean:	8.16	8.20	8.03	8.21	8.18	7.90	7.78	8.16	8.43	8.19	8.13	8.13	8.27	8.08	8.75	8.18
Student's t:		-	-	-	-	-	*	-	*	-	-	-	-	-	*	-
Q30_6 availability of information on how to access the telephone service																
mean:	7.9	7.7	8.3	7.5	7.5	9.0	8.6	7.8	8.5	7.7	8.6	10.0	*	8.0	7.5	6.9
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_1 clarity of written information																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	4%	0%	2%	0%	1%	0%	0%	1%	4%	0%	1%	0%	0%	0%	1%	3%
Neutral (5)	2%	0%	4% +	0%	0%	2%	3%	1%	5%	3%	4%	4%	0%	2%	9%	5%	2%	1%	7% +
Important (7.5)	61%	50%	65% +	54%	61%	55%	74% +	58%	69%	66%	68%	56%	51% -	64%	61%	42%	60%	63%	56%
Very important (10)	35%	50% ++	29% --	38%	37%	40% +	23% -	39%	25%	31%	26% -	36%	49% ++	33%	29%	53%	37%	35%	34%
DK/NR	1%	0%	1%	4%	2%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				(*)		-		(-)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	300	60	139	48	52	230	70	232	56	32	81	27	160	249	13	28	94	140	56
mean:	8.27	8.75	8.07	8.29	8.44	8.39	8.00	8.37	7.98	8.20	7.99	8.11	8.70	8.21	7.99	8.71	8.38	8.31	8.05
standard deviation:	1.43	1.26	1.45	1.80	2.46	1.52	1.19	1.45	1.33	1.30	1.39	1.79	1.31	1.42	1.52	1.49	1.33	1.37	1.72
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	2%	2%	0%	0%	2%	0%	2%	0%	2%	0%	0%	1%	0%	4%
Neutral (5)	2%	3%	2%	3%	3%	3%	4%	2%	2%	4%	1%	0%	3%	3%	0%	4%
Important (7.5)	61%	61%	63%	60%	65%	61%	63%	61%	60%	62%	59%	75%	64%	62%	50%	51%
Very important (10)	35%	36%	33%	36%	32%	36%	31%	36%	37%	34%	37%	25%	33%	34%	50%	42%
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	300	233	66	198	45	47	62	128	96	167	133	8	43	151	21	77
mean:	8.27	8.29	8.17	8.25	8.24	8.32	8.06	8.34	8.30	8.26	8.28	8.13	8.27	8.23	8.74	8.29
standard deviation:	1.43	1.40	1.52	1.52	1.29	1.36	1.56	1.31	1.49	1.35	1.54	1.14	1.30	1.42	1.29	1.79
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_2																			
answers provided to your questions																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	7%	0%	1%	0%	0%	0%	1%	2%
Neutral (5)	4%	2%	5%	2%	0%	5%	2%	5%	2%	6%	5%	4%	2%	4%	9%	0%	6%	3%	5%
Important (7.5)	63%	57%	66%	54%	61%	61%	68%	64%	61%	69%	71%	49%	57%	65%	50%	52%	64%	68%	54%
Very important (10)	30%	38%	27%	34%	35%	30%	29%	29%	36%	25%	23%	40%	38%	29%	40%	43%	28%	28%	36%
DK/NR	2%	3%	1%	10%	4%	3%	0%	1%	1%	0%	1%	0%	4%	1%	0%	5%	2%	0%	3%
chi²:		-				-		-		(**)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	294	58	139	45	51	224	70	228	55	32	81	27	154	245	13	27	91	139	54
mean:	8.12	8.44	7.98	8.39	8.42	8.12	8.14	8.07	8.34	7.97	7.96	8.05	8.43	8.06	8.27	8.63	8.08	8.09	8.19
standard deviation:	1.41	1.31	1.45	1.39	2.52	1.44	1.36	1.45	1.32	1.33	1.25	2.08	1.31	1.43	1.64	1.27	1.36	1.35	1.66
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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%	2%	0%	1%	1%	1%	0%	0%	0%	7%	4%
Neutral (5)	4%	4%	4%	4%	5%	3%	9%	4%	2%	5%	2%	0%	5%	4%	0%	4%
Important (7.5)	63%	62%	68%	57%	73%	74%	54%	69%	65%	61%	66%	75%	67%	67%	43%	48%
Very important (10)	30%	31%	27%	35%	22%	24%	34%	27%	29%	32%	28%	25%	26%	28%	50%	42%
DK/NR	2%	2%	0%	2%	0%	0%	0%	0%	3%	1%	3%	0%	3%	1%	0%	4%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	294	229	64	194	45	46	61	127	92	165	129	8	42	148	21	75
mean:	8.12	8.12	8.09	8.20	7.91	8.02	8.03	8.10	8.16	8.14	8.10	8.13	8.03	8.09	8.39	8.30
standard deviation:	1.41	1.46	1.28	1.54	1.25	1.18	1.73	1.26	1.38	1.46	1.36	1.14	1.31	1.30	2.09	1.81
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Do you find each of the following aspects of to the Passport Office communications very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q30_3 the ease of access to information																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	2%	0%	0%	1%	1%	2%	0%	0%	1%	7%	0%	2%	0%	0%	0%	2%	2%
Neutral (5)	4%	2%	5%	2%	2%	4%	5%	4%	5%	9%	4%	4%	2%	3%	9%	5%	2%	4%	7%
Important (7.5)	60%	47%	66%	56%	70%	59%	64%	60%	59%	69%	71%	49%	48%	65%	31%	47%	54%	66%	57%
Very important (10)	33%	52%	25%	36%	26%	35%	30%	33%	33%	22%	22%	40%	50%	29%	60%	48%	43%	27%	34%
DK/NR	1%	0%	1%	6%	2%	2%	0%	1%	3%	0%	2%	0%	1%	1%	0%	0%	0%	1%	0%
khi²:		(*)				-		-		(***)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	298	60	138	47	52	229	69	231	55	32	80	27	159	247	13	28	93	139	56
mean:	8.17	8.75	7.91	8.40	8.11	8.22	8.06	8.15	8.21	7.81	7.91	8.05	8.71	8.07	8.77	8.58	8.52	8.00	8.05
standard deviation:	1.50	1.34	1.51	1.39	2.39	1.51	1.47	1.54	1.42	1.38	1.34	2.08	1.34	1.46	1.71	1.48	1.34	1.48	1.69
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	2%	2%	0%	0%	2%	0%	3%	1%	2%	0%	0%	1%	7%	4%
Neutral (5)	4%	5%	2%	3%	8%	3%	4%	7%	0%	4%	4%	0%	8%	3%	0%	4%
Important (7.5)	60%	60%	63%	56%	68%	69%	59%	60%	63%	63%	58%	63%	67%	64%	43%	44%
Very important (10)	33%	33%	33%	37%	24%	29%	35%	31%	34%	33%	33%	38%	26%	30%	49%	48%
DK/NR	1%	1%	0%	1%	0%	0%	0%	2%	0%	0%	2%	0%	0%	2%	0%	1%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	298	231	66	196	45	47	62	127	95	166	132	8	43	150	21	76
mean:	8.17	8.15	8.18	8.24	7.91	8.15	8.15	8.10	8.21	8.20	8.13	8.44	7.95	8.14	8.39	8.44
standard deviation:	1.50	1.50	1.50	1.62	1.37	1.24	1.60	1.44	1.53	1.40	1.61	1.27	1.38	1.40	2.09	1.83
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q30_5 communications in your official language																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	2%	2%	0%	5%	3%	0%	3%	0%	0%	2%	4%	2%	2%	0%	0%	4%	1%	2%
Neutral (5)	3%	0%	4% +	4%	2%	3%	3%	3%	3%	0%	4%	12%	0% -	3%	9%	5%	4%	2%	5%
Important (7.5)	61%	55%	64%	46%	58%	59%	65%	60%	60%	72%	67%	44%	54%	65% +	49%	42%	54%	69% +	54%
Very important (10)	33%	43%	29% -	46%	33%	34%	31%	33%	36%	28%	26%	40%	43% +	31% -	41%	53%	38%	28%	39%
DK/NR	1%	0%	1%	4%	2%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(*)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	300	60	139	48	52	230	70	232	56	32	81	27	160	249	13	28	94	140	56
mean:	8.16	8.49	8.01	8.59	8.02	8.15	8.19	8.13	8.34	8.20	7.93	8.01	8.49	8.11	8.30	8.71	8.16	8.11	8.23
standard deviation:	1.54	1.47	1.55	1.52	3.68	1.63	1.30	1.60	1.34	1.14	1.52	2.02	1.48	1.48	1.65	1.49	1.79	1.34	1.68
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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%	3%	0%	3%	4%	1%	2%	0% -	4% +	0%	0%	3%	0%	4%
Neutral (5)	3%	3%	2%	3%	0%	5%	6%	3%	0%	5%	1%	0%	0%	3%	0%	11% ++
Important (7.5)	61%	61%	62%	57%	73%	66%	63%	64%	58%	63%	58%	75%	69%	63%	50%	40% --
Very important (10)	33%	34%	31%	37%	27%	26%	26%	32%	40%	32%	35%	25%	31%	31%	50%	45%
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
khi²:		-		-			-			(*)		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	300	234	65	198	45	47	62	129	95	167	133	8	43	151	21	77
mean:	8.16	8.20	8.03	8.21	8.18	7.90	7.78	8.16	8.43	8.19	8.13	8.13	8.27	8.08	8.75	8.18
standard deviation:	1.54	1.48	1.68	1.64	1.12	1.57	1.75	1.43	1.44	1.35	1.74	1.14	1.16	1.56	1.29	2.02
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)

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q30_6																			
availability of information on how to access the telephone service																			
weighted n:	34	8	24	1	0	25	9	25	9	0	22	3	10	30	3	1	10	12	10
n:	40	6	17	7	10	34	6	31	9	0	15	2	23	36	3	1	13	16	9
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	13%	0%	17%	0%	29%	11%	17%	12%	16%	0%	13%	50%	1%	15%	0%	0%	15%	12%	13%
Important (7.5)	53%	83%	41%	85%	32%	65%	17%	65%	20%	0%	40%	50%	82%	55%	52%	0%	56%	39%	73%
Very important (10)	26%	17%	30%	15%	39%	12%	67%	12%	64%	0%	33%	0%	17%	20%	48%	100%	14%	37%	14%
DK/NR	8%	0%	12%	0%	0%	11%	0%	12%	0%	0%	13%	0%	0%	10%	0%	0%	15%	12%	0%
chi²:		-				(*)		(*)		-				-			-		
± ... at 50 %:	17.85	46.09	27.38	42.67	35.70	19.36	46.09	20.28	37.63	*	29.15	79.83	23.54	18.82	65.18	*	31.31	28.23	37.63
non-missing n:	38	6	15	7	10	32	6	29	9	0	13	2	23	34	3	1	12	15	9
mean:	7.9	7.9	7.8	7.9	7.7	7.5	8.8	7.5	8.7	*	8.1	6.3	7.9	7.7	8.7	10.0	7.5	8.2	7.5
standard deviation:	1.61	1.00	1.84	1.82	0.00	1.32	2.03	1.33	2.00	*	1.79	1.57	1.03	1.57	1.53	0.00	1.55	1.82	1.37
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_6 availability of information on how to access the telephone service																
weighted n:	34	24	10	25	1	7	5	16	10	26	8	1	0	27	1	5
n:	40	30	10	32	1	7	6	20	11	27	13	1	0	22	2	15
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)	13%	12%	15%	11%	0%	20%	0%	9%	0%	17%	0%	0%	0%	11%	0%	29%
Important (7.5)	53%	58%	40%	65%	100%	0%	39%	63%	59%	55%	44%	0%	0%	51%	100%	65%
Very important (10)	26%	18%	45%	12%	0%	80%	31%	19%	41%	23%	37%	100%	0%	27%	0%	6%
DK/NR	8%	12%	0%	11%	0%	0%	30%	9%	0%	6%	18%	0%	0%	11%	0%	0%
khi²:		-		(**)			-			-		-				
± ... at 50 %:	17.85	20.61	35.70	19.96	*	42.67	46.09	25.25	34.04	21.73	31.31	*	*	24.07	79.83	29.15
non-missing n:	38	28	10	30	1	7	5	19	11	26	12	1	0	20	2	15
mean:	7.9	7.7	8.3	7.5	7.5	9.0	8.6	7.8	8.5	7.7	8.6	10.0	*	8.0	7.5	6.9
standard deviation:	1.61	1.49	1.87	1.31	0.00	2.15	1.49	1.42	1.29	1.63	1.35	0.00	*	1.60	0.00	1.53
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q32																			
weighted n:	1374	386	934	45	5	973	401	1088	239	261	422	254	436	1113	58	143	296	717	316
n:	1376	285	689	202	197	1056	320	1074	257	189	292	211	684	1143	50	129	361	689	285
DK/NR	64%	60%	66%	65%	58%	64%	66%	65%	63%	60%	68%	69%	60%	64%	62%	69%	57%	66%	67%
clarity of written info	13%	14%	12%	15%	20% +	14%	10%	13%	10%	17%	11%	9%	14%	13%	11%	13%	12%	15%	10%
official language of choice	11%	11%	11%	11%	6%	11%	11%	10%	14%	13%	10%	10%	11%	11%	8%	11%	14%	9%	13%
ease of access to information	8%	9%	8%	4%	9%	8%	8%	8%	9%	7%	8%	8%	9%	8%	14%	4%	10%	8%	5%
answers provided to questions	4%	6%	3%	6%	6%	4%	5%	4%	3%	3%	3%	5%	6%	4%	5%	3%	7% +	2% --	5%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			***		
± ... at 50 %:	3.04	6.69	4.30	7.94	8.04	3.47	6.31	3.45	7.04	8.21	6.61	7.77	4.32	3.34	15.97	9.94	5.94	4.30	6.69

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 n:	1374	1094	272	860	309	164	287	588	410	739	635	90	308	617	184	174
n:	1376	1128	241	895	304	139	268	618	404	754	622	94	284	530	192	276
DK/NR	64%	64%	65%	67% +	55% ---	66%	62%	63%	72% ++	63%	65%	70%	56% --	66%	66%	67%
clarity of written info	13%	13%	11%	11% -	18% ++	11%	15%	13%	12%	15% +	10% -	10%	18% ++	11%	13%	10%
official language of choice	11%	10%	13%	9% -	15% +	12%	13%	12%	9%	10%	12%	9%	14%	11%	8%	10%
ease of access to information	8%	9%	5%	8%	9%	6%	8%	9%	4% -	8%	8%	8%	9%	8%	7%	7%
answers provided to questions	4%	4%	6%	4%	2%	5%	2%	4%	3%	4%	5%	3%	3%	4%	6%	6%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		**			*			-		(-)				
± ... at 50 %:	3.04	3.36	7.27	3.77	6.48	9.58	6.90	4.54	5.62	4.11	4.53	11.65	6.70	4.90	8.15	6.80

Did you encounter any problem while using Passport Canada's telephone service?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q32B																			
weighted n:	149	56	88	5	1	97	52	105	38	28	43	17	62	121	7	16	23	86	37
n:	174	41	64	22	47	133	41	132	35	20	30	14	110	150	7	12	36	99	35
Yes	16%	20%	13%	27%	28%	16%	16%	14%	19%	15%	13%	7%	21%	16%	38%	9%	14%	14%	19%
No	82%	77%	86%	73%	66%	84%	78%	84%	77%	85%	83%	93%	77%	81%	62%	91%	86%	83%	81%
DNK/DNA	2%	3%	2%	0%	6%	0%	6%	1%	4%	0%	3%	0%	2%	2%	0%	0%	0%	3%	0%
khi²:		-				(-)	+	-		-				-			-		
± ... at 50 %:	8.56	17.63	14.11	24.07	16.47	9.79	17.63	9.83	19.08	25.25	20.61	30.17	10.76	9.22	42.67	32.59	18.82	11.35	19.08

Did you encounter any problem while using Passport Canada's telephone 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
Q32B																
weighted n:	149	118	32	100	27	23	32	67	39	88	62	12	29	78	17	14
n:	174	141	32	118	34	22	30	87	45	104	70	11	34	65	19	45
Yes	16%	15%	18%	15%	17%	18%	18%	14%	16%	17%	15%	0%	21%	20%	13%	3%
No	82%	85%	73%	85%	83%	69%	77%	86%	80%	82%	83%	100%	79%	77%	87%	96%
DNK/DNA	2%	0%	9%	0%	0%	12%	4%	0%	4%	2%	2%	0%	0%	4%	0%	1%
		--	++	-												
khi ² :		(**)		(**)			-			-		-				
± ... at 50 %:	8.56	9.51	19.96	10.39	19.36	24.07	20.61	12.10	16.83	11.07	13.49	34.04	19.36	14.00	25.90	16.83

What type of problem did you encounter?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q32C																			
weighted n:	24	11	11	1	0	15	8	15	7	4	6	1	13	19	3	1	3	12	7
n:	35	8	8	6	13	29	6	28	6	3	4	1	27	31	2	2	4	22	8
Excessive wait time	75%	87%	62%	85%	56%	70%	84%	79%	81%	33%	75%	100%	86%	69%	100%	98%	1%	76%	100%
Busy telephone line	46%	74%	22%	0%	32%	62%	16%	53%	20%	33%	0%	100%	66%	55%	0%	2%	47%	54%	40%
Never able to talk to a human being	40%	49%	36%	14%	16%	54%	17%	43%	42%	0%	50%	100%	44%	42%	0%	100%	1%	44%	60%
Ending up at voice mail	17%	23%	13%	0%	23%	17%	16%	17%	19%	33%	0%	0%	20%	20%	0%	0%	1%	21%	20%
Never received an answer to an enquiry	9%	0%	13%	57%	10%	5%	17%	15%	0%	0%	25%	0%	6%	4%	0%	98%	6%	4%	20%
Being bounced from person to person	6%	0%	13%	0%	9%	0%	17%	0%	20%	0%	25%	0%	0%	0%	51%	0%	1%	0%	0%
Unable to find the service in the telephone book	6%	0%	13%	0%	0%	9%	0%	10%	0%	0%	25%	0%	0%	7%	0%	0%	46%	0%	0%
DNK/DNA	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Being stuck in tree selections	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
Other, specify...	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not knowing where to look to find the contact information	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				(*)			-		
± ... at 50 %:	19.08	39.92	39.92	46.09	31.31	20.97	46.09	21.34	46.09	65.18	56.45	*	21.73	20.28	79.83	79.83	56.45	24.07	39.92

What type of problem did you encounter?																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q32C																
weighted n:	24	18	6	15	5	4	6	9	6	15	9	0	6	15	2	0
n:	35	29	6	24	8	3	6	15	12	22	13	0	8	14	3	10
Excessive wait time	75%	91%	25%	79%	69%	68%	73%	84%	53%	61%	98%	0%	53%	81%	100%	23%
Busy telephone line	46%	44%	49%	54%	32%	32%	24%	15%	93%	47%	44%	0%	47%	38%	99%	12%
Never able to talk to a human being	40%	53%	0%	55%	1%	34%	49%	16%	50%	29%	60%	0%	1%	49%	99%	6%
Ending up at voice mail	17%	22%	0%	17%	31%	0%	23%	0%	24%	10%	28%	0%	24%	10%	49%	12%
Never received an answer to an enquiry	9%	12%	0%	3%	8%	34%	3%	19%	3%	11%	6%	0%	6%	11%	1%	48%
Being bounced from person to person	6%	0%	25%	0%	1%	34%	24%	0%	0%	0%	16%	0%	1%	10%	0%	0%
Unable to find the service in the telephone book	6%	0%	25%	10%	0%	0%	0%	15%	0%	10%	0%	0%	0%	10%	0%	0%
DNK/DNA	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%
Being stuck in tree selections	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%
Other, specify...	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not knowing where to look to find the contact information	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(*)		-			-			-		-				
± ... at 50 %:	19.08	20.97	46.09	23.05	39.92	65.18	46.09	29.15	32.59	24.07	31.31	*	39.92	30.17	65.18	35.70

As far as you remember, how long did you have to wait when you called Passport Canada's telephone service?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q32D																			
weighted n:	148	56	86	5	1	97	51	104	38	28	42	17	62	121	7	14	23	86	36
n:	173	41	63	22	47	133	40	131	35	20	29	14	110	150	7	11	36	99	34
No wait	25%	26%	25%	16%	21%	27%	23%	26%	19%	20%	24%	38%	25%	27%	19%	20%	30%	27%	20%
Less than 1 minute	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Note the minutes	47%	49%	45%	55%	65%	42%	57%	45%	54%	55%	45%	30%	50%	44%	79%	60%	38%	38%	72%
DNK/DNA	27%	25%	29%	29%	14%	31%	20%	28%	26%	25%	31%	33%	25%	30%	2%	20%	32%	35%	9%
khi ² :		-				-		-		-				-			**		-
± ... at 50 %:	8.58	17.63	14.22	24.07	16.47	9.79	17.85	9.86	19.08	25.25	20.97	30.17	10.76	9.22	42.67	34.04	18.82	11.35	19.36
non-missing n:	130	31	44	15	40	98	32	100	24	15	20	9	86	111	6	9	25	70	31
mean:	9.8	11.8	8.2	13.7	12.4	11.0	7.9	8.8	13.5	6.5	11.6	2.4	11.9	8.1	12.4	18.0	3.6	8.4	14.5
standard deviation:	13.6	14.2	13.1	16.1	83.6	15.8	8.8	12.5	16.7	8.5	16.8	3.4	14.2	12.8	12.1	17.4	4.0	13.6	15.0
Student's t:		-	-	-	-	-	-	-	-	-	-	***	-	-	-	-	***	-	*

As far as you remember, how long did you have to wait when you called Passport Canada's telephone 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
Q32D																
weighted n:	148	116	32	100	27	22	32	66	39	86	62	12	29	76	17	14
n:	173	140	32	118	34	21	30	86	45	103	70	11	34	64	19	45
No wait	25%	25%	27%	29%	12%	27%	28%	26%	21%	30%	19%	49%	16%	21%	31%	41%
Less than 1 minute	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Note the minutes	47%	49%	40%	41%	77%	39%	50%	55%	46%	38%	60%	25%	70%	46%	25%	55%
				-	+++					-	+		+			
DNK/DNA	27%	26%	33%	30%	11%	34%	22%	19%	33%	32%	21%	25%	14%	33%	44%	4%
					-											--
khi²:		-		*			-			*		(*)				
± ... at 50 %:	8.58	9.54	19.96	10.39	19.36	24.64	20.61	12.17	16.83	11.12	13.49	34.04	19.36	14.11	25.90	16.83
non-missing n:	130	108	21	86	31	13	24	70	32	77	53	8	30	43	12	37
mean:	9.8	9.7	10.2	8.9	11.9	10.5	10.6	8.0	13.9	5.7	14.8	1.4	11.3	12.2	2.9	8.4
standard deviation:	13.6	14.1	11.8	14.3	12.8	12.0	15.4	10.8	16.7	8.4	16.8	2.1	12.7	15.4	4.0	14.0
Student's t:		-	-	-	-	-	-	-	-	***	***	***	-	-	***	-

As far as you remember, how long did you have to wait when you called Passport Canada's telephone service?				
	Total	Do you consider this acceptable or too long?		
		Acceptable	Too long	DNK/DNA
Q32D				
weighted n:	107	73	34	0
n:	130	85	45	0
No wait	35%	51% + + +	0% ---	0%
Less than 1 minute	0%	0%	0%	0%
Note the minutes	65%	49% ---	100% + + +	0%
DNK/DNA	0%	0%	0%	0%
khi ² :		***		
± ... at 50 %:	9.90	12.25	16.83	*
non-missing n:	130	85	45	0
mean:	9.8	3.1	24.0	*
standard deviation:	13.6	5.0	15.2	*
Student's t:		***	***	*

Do you consider this acceptable or too long?																			
		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
			In person - PPT	In person - CPC	In person - HRSDC		In person							Plea- sure travel only	Busi- ness travel only				
	Total	By mail				By mail		Normal	Express	JWE	JWO	JWW	JWC				Has not	Once	More than once
Q32E																			
weighted n:	109	42	62	3	1	67	42	76	28	21	30	11	47	85	7	13	15	56	34
n:	131	31	45	15	40	98	33	101	24	15	21	9	86	111	6	10	25	70	32
Acceptable	67%	53%	77%	62%	59%	70%	63%	68%	58%	73%	71%	100%	54%	76%	38%	34%	81%	73%	54%
Too long	33%	47%	23%	38%	41%	30%	37%	32%	42%	27%	29%	0%	46%	24%	62%	66%	19%	27%	46%
DNK/DNA	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		(-)				-		-		(*)				(**)			-		
± ... at 50 %:	9.86	20.28	16.83	29.15	17.85	11.40	19.65	11.23	23.05	29.15	24.64	37.63	12.17	10.72	46.09	35.70	22.58	13.49	19.96

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
Q32E																
weighted n:	109	88	21	69	24	16	25	55	26	60	49	9	25	52	10	13
n:	131	109	21	86	31	14	24	71	32	78	53	8	30	44	12	37
Acceptable	67%	67%	66%	73%	51%	63%	65%	69%	60%	80% + +	51% --	100%	53%	60%	100%	76%
Too long	33%	33%	34%	27%	49%	37%	35%	31%	40%	20% --	49% + +	0%	47%	40%	0%	24%
DNK/DNA	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			**		(*)				
± ... at 50 %:	9.86	10.81	24.64	12.17	20.28	30.17	23.05	13.40	19.96	12.78	15.51	39.92	20.61	17.02	32.59	18.56

In your view, what would be an acceptable wait when you call Passport Canada's telephone service?																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q32F																			
weighted n:	36	20	14	1	0	20	16	24	12	6	9	0	22	20	4	8	3	15	16
n:	46	14	10	6	16	35	11	37	9	4	6	0	36	34	4	6	4	25	15
No wait / less than 1 minute	17%	22%	10%	14%	13%	23%	9%	19%	12%	25%	0%	0%	21%	23%	0%	16%	0%	20%	18%
1-5 minutes	50%	64%	30%	56%	39%	39%	64%	55%	38%	50%	17%	0%	63%	53%	68%	33%	100%	59%	36%
6-10 minutes	24%	7%	50%	0%	36%	22%	28%	18%	37%	25%	67%	0%	7%	15%	32%	34%	0%	10%	36%
11+ minutes	9%	7%	10%	30%	11%	16%	0%	8%	12%	0%	17%	0%	8%	9%	0%	16%	0%	11%	10%
DNK/DNA	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(*)				-			-		
± ... at 50 %:	16.65	30.17	35.70	46.09	28.23	19.08	34.04	18.56	37.63	56.45	46.09	*	18.82	19.36	56.45	46.09	56.45	22.58	29.15
non-missing n:	46	14	10	6	16	35	11	37	9	4	6	0	36	34	4	6	4	25	15
mean:	5.86	4.81	7.15	7.54	6.64	6.58	4.92	5.38	6.86	4.25	9.00	*	5.01	5.54	5.04	6.50	4.00	5.43	6.25
standard deviation:	4.4	3.9	4.6	14.6	0.0	5.2	3.0	4.1	5.0	4.2	4.0	*	4.2	4.5	4.0	5.1	1.2	4.7	4.7
Student's t:		-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-

In your view, what would be an acceptable wait when you call Passport Canada's telephone 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
Q32F																
weighted n:	36	28	7	18	12	6	9	17	10	12	24	0	12	21	0	3
n:	46	39	7	27	15	4	10	25	11	21	25	0	15	18	1	12
No wait / less than 1 minute	17%	21%	0%	25%	12%	0%	33%	9%	16%	24%	13%	0%	12%	22%	100%	1%
1-5 minutes	50%	47%	60%	57%	52%	25%	32%	72%	30%	49%	50%	0%	52%	43%	0%	88%
6-10 minutes	24%	20%	40%	8%	24%	75%	16%	18%	41%	25%	24%	0%	24%	28%	0%	3%
11+ minutes	9%	11%	0%	10%	12%	0%	19%	1%	13%	2%	13%	0%	12%	8%	0%	8%
DNK/DNA	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi ² :		-		(-)			-			-		-				
± ... at 50 %:	16.65	18.08	42.67	21.73	29.15	56.45	35.70	22.58	34.04	24.64	22.58	*	29.15	26.61	*	32.59
non-missing n:	46	39	7	27	15	4	10	25	11	21	25	0	15	18	1	12
mean:	5.86	5.76	6.22	5.05	6.44	7.25	6.10	4.64	7.61	4.66	6.46	*	6.44	5.54	0.00	5.86
standard deviation:	4.42	4.69	3.44	4.62	4.67	3.24	5.83	3.03	4.80	3.49	4.78	*	4.67	4.56	0.00	3.43
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q33_1 the base cost of the passport itself																			
mean:	6.12	6.09	6.20	5.27	5.62	6.02	6.40	6.13	6.15	6.21	6.12	6.28	5.96	6.07	6.56	6.26	5.99	6.27	5.94
Student's t:		-	-	***	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q33_2 the extra cost for express delivery																			
mean:	6.70	6.09	7.00	5.23	6.78	6.20	6.98	*	6.70	6.83	7.38	6.81	5.66	6.71	7.06	6.94	6.50	6.85	6.79
Student's t:		-	**	***	*	*	*	*	*	-	*	-	**	-	-	-	-	-	-
Q33_3 the timing of the payment																			
mean:	7.73	7.64	7.78	7.62	7.67	7.74	7.71	7.74	7.74	7.79	7.71	7.85	7.64	7.75	7.35	7.59	7.81	7.71	7.68
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q33_4 convenience of the payment methods																			
mean:	7.97	7.95	7.99	7.84	7.76	8.00	7.88	7.97	7.98	8.15	7.87	7.95	7.93	7.99	7.52	7.83	8.06	7.94	7.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q35 OVERALL, payment																			
mean:	6.61	6.54	6.61	6.92	6.87	6.58	6.68	6.63	6.47	6.60	6.69	6.52	6.59	6.58	6.46	6.85	6.59	6.67	6.42
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
Q33_1 the base cost of the passport itself																
mean:	6.12	6.13	6.06	6.09	6.20	6.16	6.26	6.16	6.07	5.98	6.29	5.65	6.10	6.18	6.38	5.96
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q33_2 the extra cost for express delivery																
mean:	6.70	6.53	7.30	6.68	6.75	6.77	6.81	6.51	6.75	6.52	6.90	5.37	6.87	6.99	7.00	6.88
Student's t:		-	-	-	-	-	-	-	-	-	-	**	-	-	-	-
Q33_3 the timing of the payment																
mean:	7.73	7.73	7.73	7.74	7.85	7.45	7.58	7.79	7.73	7.84	7.61	7.64	7.82	7.66	7.84	7.68
Student's t:		-	-	-	-	-	-	-	-	*	*	-	-	-	-	-
Q33_4 convenience of the payment methods																
mean:	7.97	7.97	7.96	7.90	8.19	7.89	7.92	8.07	7.88	8.02	7.90	8.01	8.19	7.83	7.96	7.89
Student's t:		-	-	*	**	-	-	-	-	-	-	-	**	*	-	-
Q35 OVERALL, payment																
mean:	6.61	6.65	6.42	6.63	6.69	6.51	6.66	6.68	6.45	6.60	6.61	6.20	6.74	6.69	6.64	6.27
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q33_1																			
the base cost of the passport itself																			
weighted n:	746	200	505	36	4	546	200	592	129	169	186	151	240	622	24	75	160	392	175
n:	830	149	378	153	149	661	169	644	160	122	129	128	451	706	23	73	228	412	170
DISSATISFIED (smwht + very)	27%	27%	26%	34%	32%	28%	24%	27%	28%	27%	27%	24%	28%	27%	16%	25%	29%	24%	31%
SATISFIED (smwht + very)	63%	63%	64%	45%	53%	60%	71%	62%	67%	64%	64%	64%	60%	62%	72%	67%	61%	65%	60%
Very dissatisfied (0)	2%	3%	1%	4%	2%	2%	1%	2%	2%	1%	2%	0%	3%	2%	0%	2%	2%	2%	2%
Dissatisfied (2.5)	25%	24%	26%	31%	29%	26%	23%	25%	26%	26%	26%	24%	25%	26%	16%	24%	27%	23%	29%
Neutral (5)	10%	10%	10%	20%	16%	12%	5%	11%	6%	9%	9%	11%	12%	11%	12%	8%	10%	11%	9%
Satisfied (7.5)	52%	52%	53%	42%	46%	49%	61%	51%	58%	52%	55%	52%	50%	51%	66%	56%	51%	53%	50%
Very satisfied (10)	11%	11%	11%	4%	7%	11%	10%	11%	8%	12%	9%	12%	10%	10%	7%	11%	10%	12%	10%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				(*)		-		-				-			-		
± ... at 50 %:	3.92	9.25	5.81	9.13	9.25	4.39	8.68	4.45	8.93	10.22	9.94	9.98	5.32	4.25	23.54	13.21	7.48	5.56	8.66
non-missing n:	830	149	378	153	149	661	169	644	160	122	129	128	451	706	23	73	228	412	170
mean:	6.12	6.09	6.20	5.27	5.62	6.02	6.40	6.13	6.15	6.21	6.12	6.28	5.96	6.07	6.56	6.26	5.99	6.27	5.94
standard deviation:	2.58	2.68	2.54	2.54	2.98	2.63	2.44	2.60	2.55	2.59	2.55	2.47	2.67	2.59	2.12	2.59	2.65	2.54	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 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 n:	746	598	144	457	197	72	136	331	233	401	345	60	199	283	123	81
n:	830	690	136	527	215	67	142	391	247	459	371	71	201	266	129	163
DISSATISFIED (smwht + very)	27%	26%	30%	27%	26%	27%	23%	27%	28%	29%	24%	35%	29%	24%	22%	32%
SATISFIED (smwht + very)	63%	63%	62%	62%	65%	64%	68%	61%	62%	59%	67%	52%	63%	65%	66%	60%
Very dissatisfied (0)	2%	1%	3%	2%	2%	0%	1%	1%	1%	2%	1%	3%	1%	2%	1%	2%
Dissatisfied (2.5)	25%	25%	27%	25%	24%	27%	22%	26%	27%	27%	23%	32%	28%	22%	21%	30%
Neutral (5)	10%	11%	8%	11%	9%	10%	10%	12%	9%	11%	9%	13%	8%	11%	12%	9%
Satisfied (7.5)	52%	53%	49%	51%	54%	54%	61% +	47% -	53%	48% -	57% +	40%	52%	55%	53%	47%
Very satisfied (10)	11%	10%	13%	11%	11%	9%	6%	14% +	10%	11%	10%	12%	11%	9%	12%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.92	4.30	9.68	4.92	7.70	13.79	9.47	5.71	7.18	5.27	5.86	13.40	7.96	6.92	9.94	8.84
non-missing n:	830	690	136	527	215	67	142	391	247	459	371	71	201	266	129	163
mean:	6.12	6.13	6.06	6.09	6.20	6.16	6.26	6.16	6.07	5.98	6.29	5.65	6.10	6.18	6.38	5.96
standard deviation:	2.58	2.55	2.76	2.60	2.59	2.48	2.35	2.63	2.56	2.68	2.47	2.82	2.62	2.51	2.47	2.73
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)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q33_2																			
the extra cost for express delivery																			
weighted n:	123	13	96	14	0	44	79	0	123	36	30	29	27	86	10	22	18	66	35
n:	154	10	72	61	11	89	65	0	154	26	21	25	82	118	10	21	36	81	33
DISSATISFIED (smwht + very)	18%	32%	14%	36%	9%	26%	14%	0%	18%	19%	5%	16%	34%	20%	16%	7%	16%	18%	14%
			-	+									+						
SATISFIED (smwht + very)	75%	68%	79%	54%	71%	68%	79%	0%	75%	73%	86%	81%	61%	76%	84%	79%	76%	76%	78%
			+	--									-						
Very dissatisfied (0)	1%	0%	0%	12%	0%	3%	0%	0%	1%	0%	0%	0%	6%	1%	2%	1%	1%	2%	0%
				++															
Dissatisfied (2.5)	17%	32%	14%	24%	9%	23%	13%	0%	17%	19%	5%	16%	28%	19%	13%	6%	15%	16%	14%
Neutral (5)	7%	0%	7%	10%	20%	6%	7%	0%	7%	8%	10%	4%	5%	4%	0%	14%	8%	5%	9%
Satisfied (7.5)	63%	59%	65%	50%	62%	59%	65%	0%	63%	54%	71%	73%	55%	62%	68%	73%	75%	57%	71%
Very satisfied (10)	12%	8%	14%	4%	9%	9%	14%	0%	12%	19%	14%	7%	6%	14%	16%	7%	1%	19%	7%
																		+	
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	9.10	35.70	13.31	14.46	34.04	11.97	14.00	*	9.10	22.14	24.64	22.58	12.47	10.39	35.70	24.64	18.82	12.54	19.65
non-missing n:	154	10	72	61	11	89	65	0	154	26	21	25	82	118	10	21	36	81	33
mean:	6.70	6.09	7.00	5.23	6.78	6.20	6.98	*	6.70	6.83	7.38	6.81	5.66	6.71	7.06	6.94	6.50	6.85	6.79
standard deviation:	2.36	2.68	2.12	3.05	0.00	2.65	2.14	*	2.36	2.49	1.66	2.07	2.85	2.44	2.44	1.79	2.05	2.55	1.99
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 n:	123	95	28	67	30	18	27	55	37	63	59	19	32	39	22	11
n:	154	128	26	92	40	16	29	71	48	87	67	28	34	54	20	18
DISSATISFIED (smwht + very)	18%	21%	9%	19%	19%	14%	15%	21%	18%	22%	14%	36%	19%	12%	15%	12%
SATISFIED (smwht + very)	75%	72%	85%	74%	75%	78%	79%	74%	73%	72%	79%	54%	76%	79%	80%	87%
Very dissatisfied (0)	1%	2%	0%	0%	5%	0%	1%	2%	1%	2%	1%	3%	3%	0%	0%	0%
Dissatisfied (2.5)	17%	19%	9%	18%	14%	14%	13%	19%	18%	20%	14%	33%	16%	12%	15%	12%
Neutral (5)	7%	7%	5%	7%	6%	8%	6%	6%	9%	6%	7%	10%	4%	10%	5%	0%
Satisfied (7.5)	63%	61%	69%	62%	57%	70%	70%	64%	57%	59%	67%	54%	55%	66%	65%	87%
Very satisfied (10)	12%	11%	16%	12%	18%	8%	9%	10%	16%	13%	12%	0%	21%	13%	15%	0%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			-		-				
± ... at 50 %:	9.10	9.98	22.14	11.77	17.85	28.23	20.97	13.40	16.30	12.10	13.79	21.34	19.36	15.36	25.25	26.61
non-missing n:	154	128	26	92	40	16	29	71	48	87	67	28	34	54	20	18
mean:	6.70	6.53	7.30	6.68	6.75	6.77	6.81	6.51	6.75	6.52	6.90	5.37	6.87	6.99	7.00	6.88
standard deviation:	2.36	2.44	1.95	2.32	2.71	2.06	2.17	2.44	2.42	2.54	2.14	2.55	2.71	2.04	2.23	1.74
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q33_3 the timing of the payment																			
weighted n:	735	196	499	35	4	538	197	583	127	169	185	147	235	613	24	74	158	386	172
n:	818	146	373	152	146	652	166	634	158	122	128	124	444	696	24	72	224	406	168
DISSATISFIED (smwht + very)	2%	4%	2%	4%	2%	2%	2%	3%	1%	2%	2%	1%	4%	3%	0%	2%	2%	2%	4%
SATISFIED (smwht + very)	93%	94%	93%	93%	93%	94%	93%	93%	95%	94%	91%	95%	94%	94%	87%	90%	96%	93%	92%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	4%	2%	4%	2%	2%	2%	3%	1%	2%	2%	1%	4%	3%	0%	2%	2%	2%	4%
Neutral (5)	4%	2%	5%	3%	5%	4%	5%	4%	4%	4%	7%	3%	2%	3%	13%	8%	2%	5%	4%
Satisfied (7.5)	75%	79%	73%	78%	76%	75%	76%	74%	81%	75%	70%	75%	79%	75%	81%	74%	77%	76%	72%
Very satisfied (10)	18%	15%	20%	15%	16%	18%	18%	19%	15%	19%	20%	20%	15%	19%	7%	16%	19%	17%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	3.95	9.34	5.85	9.16	9.34	4.42	8.76	4.48	8.98	10.22	9.98	10.14	5.36	4.28	23.05	13.31	7.54	5.60	8.71
non-missing n:	818	146	373	152	146	652	166	634	158	122	128	124	444	696	24	72	224	406	168
mean:	7.73	7.64	7.78	7.62	7.67	7.74	7.71	7.74	7.74	7.79	7.71	7.85	7.64	7.75	7.35	7.59	7.81	7.71	7.68
standard deviation:	1.39	1.40	1.39	1.44	1.60	1.40	1.38	1.46	1.14	1.33	1.50	1.31	1.40	1.41	1.11	1.42	1.32	1.35	1.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Would you say you have been very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with each of the following aspects 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 n:	735	590	141	449	195	71	134	328	227	395	341	58	199	280	120	78
n:	818	680	134	518	213	66	141	385	242	451	367	70	200	264	125	159
DISSATISFIED (smwht + very)	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	0%	2%	3%	2%	4%
SATISFIED (smwht + very)	93%	94%	92%	92%	97%	90%	92%	94%	93%	95%	91%	92%	96%	91%	96%	94%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	0%	2%	3%	2%	4%
Neutral (5)	4%	4%	6%	5%	1%	8%	6%	3%	5%	3%	6%	8%	1%	6%	3%	2%
Satisfied (7.5)	75%	76%	72%	73%	79%	79%	79%	75%	74%	75%	76%	79%	77%	72%	76%	78%
Very satisfied (10)	18%	18%	19%	20%	18%	10%	13%	20%	19%	20%	16%	13%	19%	18%	20%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.95	4.33	9.75	4.96	7.74	13.90	9.51	5.75	7.26	5.32	5.89	13.49	7.98	6.95	10.10	8.95
non-missing n:	818	680	134	518	213	66	141	385	242	451	367	70	200	264	125	159
mean:	7.73	7.73	7.73	7.74	7.85	7.45	7.58	7.79	7.73	7.84	7.61	7.64	7.82	7.66	7.84	7.68
standard deviation:	1.39	1.38	1.44	1.45	1.25	1.30	1.30	1.39	1.42	1.35	1.44	1.15	1.34	1.49	1.32	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 associated with payment for the passport, starting with...
(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)**

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q33_4																			
convenience of the payment methods																			
weighted n:	742	199	502	36	4	543	199	590	128	166	186	151	238	617	24	75	160	390	172
n:	827	148	376	153	149	659	168	641	159	120	129	128	450	702	24	73	227	412	168
DISSATISFIED (smwht + very)	2%	1%	2%	2%	3%	2%	2%	2%	0%	0%	2%	3%	1%	2%	0%	2%	0%	2%	3%
SATISFIED (smwht + very)	96%	96%	96%	97%	95%	96%	96%	95%	99%	97%	95%	96%	96%	96%	94%	94%	97%	95%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	1%	2%	2%	3%	2%	2%	2%	0%	0%	2%	3%	1%	2%	0%	2%	0%	2%	3%
Neutral (5)	2%	3%	2%	1%	2%	2%	3%	3%	1%	3%	2%	1%	3%	2%	6%	4%	3%	3%	1%
Satisfied (7.5)	72%	73%	71%	79%	76%	70%	75%	70%	77%	68%	74%	70%	74%	71%	88%	73%	72%	71%	74%
Very satisfied (10)	24%	23%	25%	18%	18%	25%	21%	25%	21%	29%	22%	25%	22%	25%	7%	21%	25%	24%	23%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			-		
± ... at 50 %:	3.93	9.28	5.82	9.13	9.25	4.40	8.71	4.46	8.95	10.31	9.94	9.98	5.32	4.26	23.05	13.21	7.49	5.56	8.71
non-missing n:	827	148	376	153	149	659	168	641	159	120	129	128	450	702	24	73	227	412	168
mean:	7.97	7.95	7.99	7.84	7.76	8.00	7.88	7.97	7.98	8.15	7.87	7.95	7.93	7.99	7.52	7.83	8.06	7.94	7.91
standard deviation:	1.36	1.32	1.39	1.25	1.62	1.38	1.31	1.42	1.14	1.27	1.40	1.48	1.31	1.38	0.90	1.40	1.21	1.39	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 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																
convenience of the payment methods																
weighted n:	742	595	143	457	194	71	136	329	230	397	345	60	196	283	122	81
n:	827	688	135	527	213	66	143	391	244	458	369	72	198	266	128	163
DISSATISFIED (smwht + very)	2%	2%	2%	2%	0%	0%	2%	1%	2%	2%	1%	1%	0%	2%	4%	2%
SATISFIED (smwht + very)	96%	96%	97%	95%	98%	98%	95%	97%	95%	96%	96%	94%	99%	95%	94%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	2%	2%	0%	0%	2%	1%	2%	2%	1%	1%	0%	2%	4%	2%
Neutral (5)	2%	3%	1%	3%	2%	2%	3%	2%	3%	2%	3%	5%	1%	3%	2%	2%
Satisfied (7.5)	72%	71%	74%	71%	69%	80%	71%	70%	73%	69%	75%	67%	70%	76%	65%	75%
Very satisfied (10)	24%	25%	23%	24%	29%	18%	24%	27%	22%	27%	21%	27%	29%	19%	29%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		(-)			-			-		(-)				
± ... at 50 %:	3.93	4.30	9.72	4.92	7.74	13.90	9.44	5.71	7.23	5.28	5.88	13.31	8.02	6.92	9.98	8.84
non-missing n:	827	688	135	527	213	66	143	391	244	458	369	72	198	266	128	163
mean:	7.97	7.97	7.96	7.90	8.19	7.89	7.92	8.07	7.88	8.02	7.90	8.01	8.19	7.83	7.96	7.89
standard deviation:	1.36	1.37	1.32	1.44	1.21	1.05	1.41	1.31	1.40	1.45	1.25	1.39	1.20	1.31	1.69	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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q35																			
OVERALL, payment																			
weighted n:	1391	391	946	45	5	983	407	1105	241	260	431	259	441	1126	59	146	298	727	323
n:	1393	288	698	203	201	1069	324	1091	258	188	298	215	692	1156	52	131	365	697	292
DISSATISFIED (smwht + very)	18%	20%	18%	12%	11%	19%	17%	18%	20%	20%	16%	18%	19%	18%	18%	18%	17%	17%	22%
SATISFIED (smwht + very)	72%	71%	72%	79%	77%	71%	73%	71%	72%	69%	74%	71%	72%	72%	70%	76%	72%	72%	69%
Very dissatisfied (0)	2%	3%	1%	0%	0%	2%	1%	2%	2%	1%	2%	1%	3%	2%	2%	1%	1%	2%	2%
Dissatisfied (2.5)	16%	16%	16%	12%	11%	17%	15%	16%	18%	19%	14%	18%	16%	16%	16%	17%	15%	15%	20%
Neutral (5)	10%	9%	11%	9%	12%	10%	10%	11%	8%	12%	10%	11%	9%	10%	12%	6%	11%	11%	8%
Satisfied (7.5)	59%	58%	59%	68% +	68% +	59%	60%	58%	64%	53%	62%	62%	59%	60%	61%	59%	62%	59%	57%
Very satisfied (10)	12%	13%	12%	11%	9%	12%	13%	13% +	8% -	16%	12%	9%	13%	12%	9%	17%	10%	13%	12%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			-		
± ... at 50 %:	3.03	6.65	4.27	7.92	7.96	3.45	6.27	3.42	7.03	8.23	6.54	7.70	4.29	3.32	15.66	9.86	5.91	4.28	6.61
non-missing n:	1393	288	698	203	201	1069	324	1091	258	188	298	215	692	1156	52	131	365	697	292
mean:	6.61	6.54	6.61	6.92	6.87	6.58	6.68	6.63	6.47	6.60	6.69	6.52	6.59	6.58	6.46	6.85	6.59	6.67	6.42
standard deviation:	2.38	2.52	2.35	2.03	2.12	2.41	2.33	2.41	2.33	2.49	2.32	2.25	2.47	2.39	2.38	2.41	2.28	2.36	2.53
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																
OVERALL, payment																
weighted n:	1391	1104	280	871	308	173	295	594	414	747	644	93	306	630	186	176
n:	1393	1140	247	907	304	146	274	628	407	764	629	95	283	541	194	280
DISSATISFIED (smwht + very)	18%	18%	20%	17%	19%	19%	15%	17%	22% +	16%	20%	21%	18%	17%	16%	22%
SATISFIED (smwht + very)	72%	72%	69%	73%	70%	71%	72%	73%	70%	72%	72%	68%	70%	74%	73%	67%
Very dissatisfied (0)	2%	2%	3%	2%	1%	2%	3%	2%	2%	2%	2%	1%	1%	2%	1%	2%
Dissatisfied (2.5)	16%	16%	17%	15%	18%	17%	12%	16%	20% +	15%	18%	19%	17%	15%	15%	20%
Neutral (5)	10%	10%	11%	10%	11%	11%	13%	9%	8%	12%	8%	11%	12%	9%	11%	10%
Satisfied (7.5)	59%	60%	58%	62%	54% -	61%	61%	60%	58%	62%	57%	66%	53% -	61%	62%	59%
Very satisfied (10)	12%	13%	10%	11%	17% +	10%	12%	13%	12%	10% -	15% +	2% --	18% ++	13%	10%	8%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			**		(-)				
± ... at 50 %:	3.03	3.34	7.18	3.75	6.48	9.34	6.82	4.51	5.60	4.08	4.50	11.58	6.71	4.85	8.11	6.75
non-missing n:	1393	1140	247	907	304	146	274	628	407	764	629	95	283	541	194	280
mean:	6.61	6.65	6.42	6.63	6.69	6.51	6.66	6.68	6.45	6.60	6.61	6.20	6.74	6.69	6.64	6.27
standard deviation:	2.38	2.37	2.45	2.35	2.46	2.35	2.33	2.37	2.51	2.27	2.51	2.18	2.45	2.40	2.25	2.44
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_1 the base cost of the passport itself																			
mean:	7.78	8.06	7.70	7.24	7.65	7.82	7.70	7.80	7.68	7.02	7.94	7.72	7.97	7.75	8.23	7.82	8.04	7.48	7.92
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
Q34_2 the extra cost for express delivery																			
mean:	7.19	7.54	7.05	6.98	7.03	7.22	7.12	7.11	7.43	7.22	6.98	7.09	7.48	7.11	7.98	7.17	7.57	6.92	7.27
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
Q34_3 the timing of the payment																			
mean:	7.37	7.58	7.29	7.17	7.51	7.43	7.25	7.25	7.75	7.27	7.31	7.28	7.54	7.30	7.49	7.36	7.55	7.29	7.34
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q34_4 convenience of the payment methods																			
mean:	7.88	8.27	7.72	7.85	7.72	7.84	7.97	7.84	8.25	7.42	7.88	7.56	8.23	7.85	7.98	8.11	8.09	7.74	7.83
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
Q34_1 the base cost of the passport itself																
mean:	7.78	7.77	7.78	8.01	7.02	7.74	8.03	7.50	8.02	7.88	7.66	8.44	6.84	7.99	7.49	8.11
Student's t:		-	-	*	*	-	-	*	-	-	-	-	*	*	-	-
Q34_2 the extra cost for express delivery																
mean:	7.19	7.20	7.15	7.31	6.74	7.21	7.46	6.95	7.27	7.37	6.97	8.44	6.80	7.12	7.49	7.49
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q34_3 the timing of the payment																
mean:	7.37	7.34	7.43	7.37	7.31	7.36	7.85	7.10	7.38	7.47	7.25	7.19	7.50	7.30	7.67	7.47
Student's t:		-	-	-	-	-	*	*	-	-	-	-	-	-	-	-
Q34_4 convenience of the payment methods																
mean:	7.88	7.91	7.80	8.02	7.38	7.85	8.14	7.79	7.85	7.99	7.74	8.13	7.43	8.04	8.03	7.67
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_1																			
the base cost of the passport itself																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	1%	0%	1%	0%	0%	1%	0%	1%	0%	3%	1%	0%	0%	1%	0%	0%	0%	2%	0%
Unimportant (2.5)	6%	5%	6%	8%	6%	6%	6%	6%	8%	13%	5%	3%	5%	6%	0%	5%	6%	8%	3%
Neutral (5)	7%	3%	8%	12%	8%	6%	7%	7%	6%	9%	2%	23%	4%	5%	10%	14%	4%	7%	9%
Important (7.5)	52%	56%	49%	60%	58%	49%	59%	51%	51%	47%	55%	36%	56%	54%	51%	43%	53%	52%	55%
Very important (10)	32%	35%	32%	18%	26%	35%	27%	34%	29%	25%	33%	38%	33%	31%	39%	37%	37%	28%	31%
DK/NR	3%	2%	3%	2%	2%	3%	2%	2%	6%	3%	4%	0%	2%	3%	0%	0%	0%	3%	3%
khi ² :		-				-		-		(**)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	297	59	136	49	52	228	69	230	54	31	79	27	160	246	13	28	95	137	55
mean:	7.78	8.06	7.70	7.24	7.65	7.82	7.70	7.80	7.68	7.02	7.94	7.72	7.97	7.75	8.23	7.82	8.04	7.48	7.92
standard deviation:	2.12	1.82	2.24	2.09	3.88	2.21	1.92	2.16	2.13	2.68	2.03	2.16	1.86	2.12	1.65	2.14	1.94	2.33	1.77
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	1%	1%	0%	0%	3%	3%	0%	1%	0%	1%	1%	0%	3%	1%	0%	0%
Unimportant (2.5)	6%	6%	5%	4%	13%	2%	4%	7%	6%	6%	5%	0%	15%	4%	14%	1%
Neutral (5)	7%	7%	6%	5%	11%	7%	3%	12%	3%	3%	11%	0%	10%	3%	7%	18%
Important (7.5)	52%	50%	60%	54%	43%	57%	59%	47%	53%	55%	48%	63%	46%	57%	43%	37%
Very important (10)	32%	34%	27%	34%	27%	28%	32%	30%	36%	33%	31%	38%	23%	32%	35%	44%
DK/NR	3%	2%	2%	2%	3%	3%	2%	3%	2%	1%	4%	0%	3%	3%	0%	0%
chi²:		-		(-)			-			(*)		(**)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	297	231	65	197	44	46	61	127	95	166	131	8	42	149	21	77
mean:	7.78	7.77	7.78	8.01	7.02	7.74	8.03	7.50	8.02	7.88	7.66	8.44	6.84	7.99	7.49	8.11
standard deviation:	2.12	2.21	1.84	1.85	2.70	2.07	1.76	2.29	1.97	2.07	2.18	1.27	2.69	1.87	2.58	1.94
Student's t:		-	-	*	*	-	-	*	-	-	-	-	*	*	-	-

Do you find each of the following aspects of payment for the passport very unimportant, unimportant, neutral, important or very important, starting with... (SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_2 the extra cost for express delivery																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	2%	0%	2%	2%	2%	2%	2%	2%	0%	3%	2%	0%	0%	2%	0%	0%	0%	3%	0%
Unimportant (2.5)	7%	6%	8%	10%	9%	6%	11%	6%	11%	6%	9%	7%	7%	7%	0%	11%	5%	9%	8%
Neutral (5)	12%	10%	12%	12%	12%	14%	7%	13%	8%	6%	11%	24%	10%	13%	10%	9%	13%	13%	8%
Important (7.5)	53%	53%	52%	52%	52%	51%	56%	52%	51%	50%	56%	43%	53%	53%	61%	51%	46%	53%	60%
Very important (10)	20%	25%	18%	18%	18%	20%	19%	18%	27%	19%	16%	22%	24%	18%	29%	19%	28%	18%	15%
DK/NR	7%	5%	8%	6%	7%	7%	6%	8%	3%	16%	6%	4%	5%	6%	0%	9%	8%	4%	10%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	284	57	129	47	50	219	65	217	55	27	77	26	154	236	13	26	88	135	52
mean:	7.19	7.54	7.05	6.98	7.03	7.22	7.12	7.11	7.43	7.22	6.98	7.09	7.48	7.11	7.98	7.17	7.57	6.92	7.27
standard deviation:	2.23	2.01	2.30	2.49	5.12	2.18	2.34	2.23	2.26	2.42	2.30	2.19	2.06	2.25	1.54	2.25	2.11	2.42	1.92
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	2%	1%	2%	2%	3%	0%	0%	1%	2%	1%	2%	0%	3%	2%	0%	0%
Unimportant (2.5)	7%	7%	9%	7%	5%	10%	4%	10%	8%	7%	8%	0%	8%	8%	14%	4%
Neutral (5)	12%	12%	12%	11%	14%	15%	16%	13%	8%	8%	15%	0%	10%	11%	0%	22% +
Important (7.5)	53%	54%	50%	52%	59%	47%	54%	49%	55%	54%	51%	63%	51%	55%	57%	41%
Very important (10)	20%	19%	23%	23%	6% -	23%	24%	17%	21%	21%	18%	38%	10%	18%	28%	29%
DK/NR	7%	7%	4%	5%	13%	5%	2%	10%	6%	8%	6%	0%	18% ++	5%	0%	4%
chi²:		-		-			-			-		(-)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	284	219	64	190	40	45	61	119	90	155	129	8	36	146	19	75
mean:	7.19	7.20	7.15	7.31	6.74	7.21	7.46	6.95	7.27	7.37	6.97	8.44	6.80	7.12	7.49	7.49
standard deviation:	2.23	2.17	2.40	2.28	2.05	2.24	1.93	2.30	2.25	2.15	2.31	1.27	2.30	2.25	2.39	2.12
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q34_3 the timing of the payment																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	1%	1%	1%	2%	0%	1%	2%	2%	0%	3%	1%	0%	1%	2%	0%	0%	1%	2%	0%
Unimportant (2.5)	5%	7%	4%	4%	4%	4%	6%	6%	3%	3%	4%	7%	7%	5%	10%	5%	2%	5%	7%
Neutral (5)	12%	7%	14%	12%	12%	12%	11%	12%	11%	9%	12%	24%	7%	12%	10%	14%	14%	13%	7%
Important (7.5)	60%	57%	60%	60%	60%	58%	62%	59%	59%	69%	63%	40%	57%	60%	51%	61%	58%	59%	64%
Very important (10)	21%	28%	18%	14%	20%	22%	19%	19%	27%	16%	16%	29%	26%	19%	29%	19%	24%	21%	16%
DK/NR	2%	0%	2%	8% +	4%	3%	0%	2%	1%	0%	4%	0%	1%	2%	0%	0%	1%	0%	5% + +
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	295	60	137	46	51	225	70	228	55	32	79	27	157	244	13	28	92	140	53
mean:	7.37	7.58	7.29	7.17	7.51	7.43	7.25	7.25	7.75	7.27	7.31	7.28	7.54	7.30	7.49	7.36	7.55	7.29	7.34
standard deviation:	2.03	2.16	1.98	2.11	3.72	2.01	2.08	2.11	1.76	2.03	1.86	2.27	2.15	2.05	2.30	1.87	1.94	2.12	1.88
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	1%	1%	1%	1%	3%	2%	0%	2%	0%	1%	2%	0%	3%	1%	7%	0%
Unimportant (2.5)	5%	5%	6%	8%	0%	0%	2%	6%	6%	4%	6%	13%	0%	6%	7%	4%
Neutral (5)	12%	11%	14%	10%	8%	20%	9%	13%	13%	10%	13%	13%	5%	11%	0%	26%
Important (7.5)	60%	63%	50%	55%	80%	55%	61%	62%	57%	62%	56%	50%	79%	60%	43%	38%
Very important (10)	21%	18%	27%	25%	9%	20%	28%	16%	21%	21%	20%	25%	13%	18%	42%	33%
DK/NR	2%	1%	2%	1%	0%	3%	0%	0%	3%	1%	3%	0%	0%	3%	0%	0%
kh ² :		-		(**)			-			-		(**)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	295	231	63	196	45	44	62	128	92	165	130	8	43	147	21	76
mean:	7.37	7.34	7.43	7.37	7.31	7.36	7.85	7.10	7.38	7.47	7.25	7.19	7.50	7.30	7.67	7.47
standard deviation:	2.03	1.96	2.23	2.21	1.60	1.94	1.67	2.11	1.97	1.92	2.16	2.43	1.62	2.00	3.00	2.19
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q34_4																			
convenience of the payment methods																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	1%	0%	0%	1%	0%	1%	0%	3% +	0%	0%	0%	1%	0%	0%	0%	1%	0%
Unimportant (2.5)	2%	2%	1%	6%	4%	2%	0%	1%	0%	3%	1%	0%	2%	1%	0%	5%	1%	2%	2%
Neutral (5)	8%	5%	9%	2%	6%	8%	8%	8%	5%	6%	6%	23%	4%	8%	10%	9%	7%	9%	7%
Important (7.5)	61%	53%	65%	60%	64%	60%	65%	62%	59%	69%	67%	52%	54%	63%	61%	42%	59%	63%	64%
Very important (10)	27%	38% +	23% -	28%	22%	27%	27%	26%	35%	19%	23%	25%	37% +	26%	29%	44%	32%	25%	24%
DK/NR	2%	2%	1%	4%	4%	2%	0%	2%	1%	0%	2%	0%	2%	1%	0%	0%	2%	0%	3%
khi²:		-				-		-		(**)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	297	59	138	48	51	227	70	229	55	32	80	27	158	246	13	28	93	140	54
mean:	7.88	8.27	7.72	7.85	7.72	7.84	7.97	7.84	8.25	7.42	7.88	7.56	8.23	7.85	7.98	8.11	8.09	7.74	7.83
standard deviation:	1.66	1.61	1.66	1.95	3.51	1.77	1.42	1.68	1.42	2.05	1.44	1.76	1.64	1.65	1.54	2.09	1.53	1.78	1.59
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	1%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%	0%
Unimportant (2.5)	2%	2%	2%	1%	5%	0%	0%	1%	3%	1%	2%	0%	5%	1%	0%	1%
Neutral (5)	8%	6%	11%	7%	5%	14%	2%	10%	9%	6%	9%	13%	3%	5%	14%	21%
Important (7.5)	61%	63%	58%	62%	65%	55%	69%	62%	57%	64%	58%	50%	69%	64%	50%	48%
Very important (10)	27%	28%	27%	30%	19%	28%	28%	25%	29%	28%	27%	38%	18%	28%	35%	30%
DK/NR	2%	1%	2%	0%	3%	3%	0%	1%	2%	1%	2%	0%	3%	2%	0%	0%
chi²:		-		(*)			-			-		(*)				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	297	232	64	198	44	45	62	128	93	166	131	8	42	150	21	76
mean:	7.88	7.91	7.80	8.02	7.38	7.85	8.14	7.79	7.85	7.99	7.74	8.13	7.43	8.04	8.03	7.67
standard deviation:	1.66	1.66	1.69	1.52	2.14	1.63	1.23	1.60	1.78	1.47	1.88	1.73	2.05	1.46	1.74	1.84
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q36																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
base cost of the passport	49%	48%	49%	60%	56%	52%	41%	53%	35%	52%	47%	49%	49%	51%	30%	43%	50%	50%	48%
				+		++	--	+++	---					+	-				
cost for express delivery	8%	6%	9%	10%	6%	5%	16%	5%	23%	10%	9%	9%	7%	8%	19%	6%	8%	8%	9%
						---	+++	---	+++						+				
the timing of the payment	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	2%	1%	3%	0%	3%	1%	0%
																	+		
convenience of payment methods	5%	8%	4%	3%	4%	6%	5%	5%	6%	6%	5%	2%	8%	5%	10%	5%	6%	4%	6%
		+	-									-	+						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	36%	35%	37%	27%	32%	36%	36%	36%	35%	31%	39%	39%	35%	35%	38%	46%	34%	37%	36%
				-										-		+			
khi²:		-				(***)		(***)		(*)				(***)			(-)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
base cost of the passport	49%	49%	49%	48%	52%	49%	52%	48%	50%	51%	47%	51%	53%	46%	52%	49%
cost for express delivery	8%	8%	9%	7%	11%	8%	9%	10% ++	4% --	8%	8%	6%	10%	8%	9%	7%
the timing of the payment	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
convenience of payment methods	5%	4% -	9% +	5%	4%	7%	3%	7% ++	4%	6%	5%	9%	6%	6%	2%	6%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NR	36%	37%	33%	39% +	31% -	34%	35%	34%	41% +	34%	39%	32%	30% -	39%	36%	39%
khi ² :		(-)		-			(***)			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q37																			
weighted n:	1404	399	951	45	5	994	410	1115	242	261	436	258	449	1136	58	149	307	728	324
n:	1405	294	702	203	203	1078	327	1100	258	189	302	214	700	1166	51	132	373	699	292
By credit card	44%	50% +	42% -	45%	41%	44%	44%	46%	39%	35% -	41%	50%	49% +	43%	55%	48%	45%	43%	50%
By debit card (Interact)	32%	24% --	36% +++	35%	31%	33%	31%	32%	34%	40% +	37% +	28%	25% ---	33%	35%	33%	31%	32%	34%
Cash	14%	13%	15%	11%	16%	13%	18%	13%	17%	19%	14%	13%	12%	14%	7%	14%	13%	15%	12%
By cheque	6%	10% +++	4% ---	5%	8%	6%	4%	5%	7%	4%	4%	4%	10% +++	6%	2%	3%	9% +	6%	2% --
DK/NR	3%	3%	3%	4%	5%	4%	3%	3%	4%	1%	4%	5%	3%	3%	0%	3%	2%	4%	2%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		(***)				-		-		***				-			**		
± ... at 50 %:	3.01	6.58	4.26	7.92	7.92	3.44	6.24	3.40	7.03	8.21	6.50	7.72	4.27	3.31	15.81	9.83	5.85	4.27	6.61

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 n:	1404	1110	286	876	311	176	295	601	414	755	649	93	310	637	188	176
n:	1405	1147	251	913	306	148	274	633	409	771	634	96	286	545	196	282
By credit card	44%	45%	44%	45%	41%	48%	40%	44%	50% +	44%	44%	44%	40%	43%	47%	55% ++
By debit card (Interact)	32%	33%	30%	34%	34%	25% -	39% +	39% +++	20% ---	32%	34%	34%	35%	34%	29%	26% -
Cash	14%	14%	15%	12% -	18% +	15%	16%	10% --	17% +	15%	13%	9%	18%	14%	14%	11%
By cheque	6%	5%	7%	5%	5%	7%	3%	4%	9% ++	6%	5%	12% +	6%	5%	7%	2% -
DK/NR	3%	3%	4%	3%	2%	5%	2%	2%	4%	3%	3%	1%	1% -	4%	3%	6%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		*			***			-		(**)				
± ... at 50 %:	3.01	3.33	7.13	3.74	6.45	9.28	6.82	4.49	5.58	4.07	4.48	11.52	6.68	4.84	8.06	6.72

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q39																			
weighted n:	1395	391	949	45	5	985	409	1103	244	264	432	257	442	1130	58	151	301	727	326
n:	1398	289	700	204	202	1072	326	1091	260	191	299	213	695	1161	51	134	368	698	294
DISSATISFIED (smwht + very)	2%	2%	1%	3%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	3%	1%	2%	1%	2%
SATISFIED (smwht + very)	94%	92%	95%	93%	97%	94%	94%	94%	94%	96%	95%	93%	93%	95%	93%	95%	93%	95%	93%
Very dissatisfied (0)	0%	0%	0%	1% + +	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	3%	1%	2%	1%	2%
Neutral (5)	4%	5%	4%	4%	2%	4%	4%	4%	4%	3%	4%	6%	5%	4%	4%	4%	5%	4%	4%
Satisfied (7.5)	59%	59%	59%	65%	73% + + +	58%	63%	59%	62%	51% -	64%	60%	60%	59%	74%	56%	60%	59%	61%
Very satisfied (10)	35%	33%	36%	28%	23% --	36%	31%	35%	33%	45% + +	31%	34%	33%	35%	18% -	40%	33%	36%	32%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	3.02	6.64	4.27	7.90	7.94	3.45	6.25	3.42	7.00	8.17	6.53	7.74	4.28	3.31	15.81	9.75	5.89	4.27	6.58
non-missing n:	1398	289	700	204	202	1072	326	1091	260	191	299	213	695	1161	51	134	368	698	294
mean:	8.18	8.10	8.23	7.92	7.98	8.22	8.09	8.19	8.11	8.51	8.10	8.16	8.08	8.21	7.70	8.35	8.12	8.24	8.09
standard deviation:	1.54	1.61	1.51	1.69	1.41	1.55	1.52	1.53	1.57	1.49	1.49	1.50	1.62	1.53	1.50	1.50	1.57	1.50	1.59
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 n:	1395	1107	283	868	311	177	292	599	415	752	643	93	310	630	187	174
n:	1398	1144	249	907	306	149	272	631	410	768	630	96	286	541	194	281
DISSATISFIED (smwht + very)	2%	1%	3%	1%	1%	3%	1%	2%	1%	2%	1%	0%	1%	2%	2%	1%
		-	+													
SATISFIED (smwht + very)	94%	95%	92%	95%	95%	91%	95%	94%	95%	94%	94%	96%	94%	94%	93%	94%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	1%	3%	1%	1%	3%	1%	2%	1%	2%	1%	0%	1%	2%	2%	1%
		-	+													
Neutral (5)	4%	4%	5%	4%	3%	7%	4%	4%	4%	4%	5%	3%	5%	4%	6%	6%
Satisfied (7.5)	59%	58%	67%	60%	51%	69%	60%	61%	55%	59%	60%	50%	50%	64%	61%	62%
		-	+		--	+							--	+		
Very satisfied (10)	35%	37%	25%	35%	44%	22%	34%	33%	40%	36%	34%	46%	44%	31%	31%	31%
		++	--		+++	--			+			+	+++	-		
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(***)		(**)			-			-		(*)				
± ... at 50 %:	3.02	3.34	7.15	3.75	6.45	9.25	6.85	4.49	5.58	4.07	4.50	11.52	6.68	4.85	8.11	6.74
non-missing n:	1398	1144	249	907	306	149	272	631	410	768	630	96	286	541	194	281
mean:	8.18	8.27	7.84	8.19	8.45	7.74	8.18	8.12	8.33	8.21	8.15	8.55	8.44	8.06	8.05	8.10
standard deviation:	1.54	1.51	1.60	1.51	1.57	1.53	1.51	1.57	1.54	1.55	1.53	1.47	1.55	1.54	1.57	1.47
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q40_1 the passport application rules and process																			
mean:	8.14	8.29	8.09	8.13	8.22	8.21	8.00	8.18	8.04	8.05	8.02	8.33	8.27	8.14	7.98	8.39	8.39	8.04	8.07
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
Q40_2 service responsiveness and reliability																			
mean:	8.37	8.59	8.29	8.33	8.28	8.37	8.37	8.39	8.28	8.28	8.18	8.64	8.56	8.35	8.75	8.36	8.59	8.30	8.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q40_3 access to services																			
mean:	8.25	8.55	8.13	8.29	8.17	8.26	8.22	8.32	8.07	8.12	8.02	8.45	8.52	8.22	8.01	8.78	8.52	8.12	8.15
Student's t:		-	*	-	-	-	-	-	-	-	*	-	*	-	-	-	*	-	-
Q40_4 communications																			
mean:	8.26	8.47	8.16	8.46	8.23	8.35	8.06	8.25	8.35	8.05	8.12	8.45	8.47	8.26	8.04	8.68	8.41	8.19	8.22
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q40_5 passport cost and payment options																			
mean:	7.95	8.06	7.91	7.93	7.71	7.96	7.93	7.88	8.26	7.19	8.06	8.33	8.04	7.93	8.48	8.16	8.15	7.91	7.77
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
Q40_1 the passport application rules and process																
mean:	8.14	8.18	8.04	8.21	8.05	8.02	8.21	8.08	8.16	8.20	8.08	8.44	8.08	8.08	8.65	8.27
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q40_2 service responsiveness and reliability																
mean:	8.37	8.33	8.48	8.43	7.98	8.46	8.30	8.33	8.48	8.27	8.49	8.44	8.14	8.33	8.65	8.76
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Q40_3 access to services																
mean:	8.25	8.26	8.23	8.32	8.12	8.15	8.12	8.17	8.44	8.25	8.25	8.44	8.14	8.18	8.46	8.56
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q40_4 communications																
mean:	8.26	8.29	8.19	8.31	8.19	8.14	8.44	8.05	8.38	8.32	8.18	8.44	8.20	8.16	8.46	8.63
Student's t:		-	-	-	-	-	-	*	-	-	-	-	-	-	-	*
Q40_5 passport cost and payment options																
mean:	7.95	7.96	7.93	8.28	7.06	7.93	8.34	7.73	8.07	8.07	7.81	8.44	7.18	8.05	8.26	8.38
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q40_1 the passport application rules and process																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	4% ++	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Neutral (5)	3%	3%	4%	0%	0%	4%	3%	4%	3%	0%	4%	8%	3%	4%	0%	5%	0%	5%	5%
Important (7.5)	66%	62%	68%	60%	70%	64%	73%	64%	72%	78%	71%	49%	62%	67%	81%	52%	63%	68%	67%
Very important (10)	29%	35%	27%	32%	28%	32%	23%	31%	25%	22%	24%	40%	35%	29%	19%	43%	36%	26%	28%
DK/NR	1%	0%	1%	4%	2%	1%	1%	1%	0%	0%	1%	3%	0%	1%	0%	0%	0%	1%	0%
khi²:		-				-		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	299	60	138	48	52	230	69	231	56	32	81	26	160	248	13	28	94	139	56
mean:	8.14	8.29	8.09	8.13	8.22	8.21	8.00	8.18	8.04	8.05	8.02	8.33	8.27	8.14	7.98	8.39	8.39	8.04	8.07
standard deviation:	1.30	1.34	1.26	1.75	2.30	1.34	1.19	1.32	1.24	1.05	1.23	1.58	1.37	1.29	1.02	1.59	1.24	1.30	1.35
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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)	3%	3%	4%	4%	0%	2%	2%	5%	3%	4%	3%	0%	3%	3%	0%	7%
Important (7.5)	66%	65%	70%	62%	78%	74%	68%	66%	66%	65%	68%	63%	72%	69%	50%	55%
Very important (10)	29%	31%	26%	33%	22%	23%	30%	28%	29%	31%	27%	38%	26%	27%	43%	38%
DK/NR	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	7%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	299	232	66	197	45	47	62	128	95	166	133	8	43	151	20	77
mean:	8.14	8.18	8.04	8.21	8.05	8.02	8.21	8.08	8.16	8.20	8.08	8.44	8.08	8.08	8.65	8.27
standard deviation:	1.30	1.31	1.25	1.38	1.04	1.17	1.25	1.35	1.28	1.31	1.28	1.27	1.21	1.27	1.29	1.51
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_2																			
service responsiveness and reliability																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	1%	2%	0%	1%	0%	1%	2%	0%	1%	0%	2%	1%	0%	5%	0%	1%	2%
Neutral (5)	2%	2%	1%	2%	0%	2%	0%	2%	0%	3%	1%	0%	2%	1%	0%	9%	0%	2%	2%
Important (7.5)	58%	46%	63%	54%	67%	55%	65%	57%	61%	63%	66%	53%	47%	62%	50%	28%	54%	61%	58%
Very important (10)	38%	47%	34%	38%	30%	39%	34%	38%	36%	34%	30%	44%	46%	35%	50%	53%	43%	35%	35%
DK/NR	2%	3%	1%	4%	2%	2%	1%	2%	0%	0%	1%	3%	3%	1%	0%	5%	2%	1%	3%
khi²:		-				-		-		-				(***)			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	297	58	138	48	52	228	69	230	56	32	81	26	158	247	13	27	93	139	55
mean:	8.37	8.59	8.29	8.33	8.28	8.37	8.37	8.39	8.28	8.28	8.18	8.64	8.56	8.35	8.75	8.36	8.59	8.30	8.22
standard deviation:	1.42	1.56	1.35	1.65	2.35	1.51	1.20	1.40	1.52	1.33	1.37	1.26	1.55	1.31	1.30	2.21	1.30	1.41	1.59
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 service responsiveness and reliability																
weighted n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	0%	1%	3%	0%	2%	1%	0%	1%	1%	0%	3%	1%	0%	0%
Neutral (5)	2%	2%	0%	1%	5% +	0%	2%	1%	2%	3%	0%	0%	5% +	1%	0%	0%
Important (7.5)	58%	57%	61%	56%	62%	61%	57%	60%	55%	60%	55%	63%	56%	61%	50%	48%
Very important (10)	38%	38%	39%	39%	30%	39%	39%	37%	39%	35%	41%	38%	36%	35%	43%	48%
DK/NR	2%	2%	0%	3%	0%	0%	0%	0%	4% +	2%	2%	0%	0%	2%	7%	4%
khi ² :		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	297	230	66	195	45	47	62	128	93	165	132	8	43	150	20	76
mean:	8.37	8.33	8.48	8.43	7.98	8.46	8.30	8.33	8.48	8.27	8.49	8.44	8.14	8.33	8.65	8.76
standard deviation:	1.42	1.48	1.23	1.40	1.63	1.23	1.58	1.44	1.31	1.42	1.41	1.27	1.69	1.37	1.29	1.27
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_3 access to services																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	0%	2%	0%	1%	0%	0%	2%	0%	0%	0%	2%	1%	0%	1%	0%	1%	0%
Neutral (5)	5%	3%	5%	4%	0%	4%	7%	5%	5%	3%	5%	8%	3%	4%	10%	5%	0%	6%	7%
Important (7.5)	59%	46%	64%	52%	71%	59%	57%	57%	59%	69%	68%	44%	47%	61%	60%	38%	58%	60%	59%
Very important (10)	35%	49%	30%	38%	26%	35%	35%	37%	33%	28%	26%	45%	47%	34%	30%	57%	41%	33%	33%
DK/NR	1%	0%	1%	4%	2%	1%	1%	1%	0%	0%	1%	3%	0%	1%	0%	0%	0%	1%	0%
khi ² :		-				-		-		(*)				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	299	60	138	48	52	230	69	231	56	32	81	26	160	248	13	28	94	139	56
mean:	8.25	8.55	8.13	8.29	8.17	8.26	8.22	8.32	8.07	8.12	8.02	8.45	8.52	8.22	8.01	8.78	8.52	8.12	8.15
standard deviation:	1.45	1.62	1.35	1.72	2.25	1.45	1.46	1.42	1.65	1.26	1.29	1.60	1.61	1.41	1.56	1.57	1.28	1.52	1.47
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
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%	0%	3% +	0%	0%	1%	0%	1%	0%	0%	3% +	0%	0%	0%
Neutral (5)	5%	5%	4%	6%	3%	2%	9%	4%	3%	3%	7%	0%	3%	5%	0%	7%
Important (7.5)	59%	58%	62%	55%	62%	69%	58%	61%	56%	61%	55%	63%	62%	61%	57%	43% -
Very important (10)	35%	36%	33%	39%	33%	28%	33%	33%	40%	34%	37%	38%	33%	33%	36%	49% +
DK/NR	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	7%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	299	232	66	197	45	47	62	128	95	166	133	8	43	151	20	77
mean:	8.25	8.26	8.23	8.32	8.12	8.15	8.12	8.17	8.44	8.25	8.25	8.44	8.14	8.18	8.46	8.56
standard deviation:	1.45	1.48	1.36	1.48	1.59	1.24	1.51	1.49	1.37	1.42	1.49	1.27	1.59	1.40	1.26	1.57
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_4 communications																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	2%	0%	2%	0%	1%	0%	1%	0%	0%	0%	0%	2%	0%	0%	1%	2%	0%	0%
Neutral (5)	3%	3%	2%	2%	0%	2%	5%	3%	3%	0%	2%	4%	3%	2%	10%	5%	0%	4%	2%
Important (7.5)	62%	48%	68%	48%	62%	60%	67%	61%	61%	78%	70%	52%	48%	65%	59%	42%	55%	64%	66%
Very important (10)	33%	45%	28%	42%	34%	36%	27%	33%	36%	22%	27%	41%	45%	32%	32%	53%	40%	32%	31%
DK/NR	2%	2%	1%	6%	2%	2%	1%	2%	0%	0%	1%	3%	2%	1%	0%	0%	2%	1%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	297	59	138	47	52	229	68	229	56	32	81	26	158	246	13	28	92	139	56
mean:	8.26	8.47	8.16	8.46	8.23	8.35	8.06	8.25	8.35	8.05	8.12	8.45	8.47	8.26	8.04	8.68	8.41	8.19	8.22
standard deviation:	1.37	1.62	1.23	1.69	3.30	1.39	1.31	1.39	1.33	1.05	1.22	1.43	1.62	1.25	1.57	1.56	1.53	1.33	1.26
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	0%	2%	0%	0%	3%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%
Neutral (5)	3%	3%	2%	3%	0%	3%	4%	3%	2%	1%	4%	0%	0%	3%	0%	4%
Important (7.5)	62%	62%	63%	59%	72%	61%	53%	68%	60%	64%	59%	63%	72%	62%	57%	47%
Very important (10)	33%	34%	33%	35%	28%	33%	42%	27%	36%	33%	34%	38%	28%	31%	36%	49%
DK/NR	2%	1%	0%	2%	0%	0%	0%	0%	3%	2%	1%	0%	0%	2%	7%	1%
khi²:		-		-			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	297	230	66	195	45	47	62	128	93	164	133	8	43	150	20	76
mean:	8.26	8.29	8.19	8.31	8.19	8.14	8.44	8.05	8.38	8.32	8.18	8.44	8.20	8.16	8.46	8.63
standard deviation:	1.37	1.32	1.50	1.36	1.13	1.59	1.43	1.39	1.28	1.23	1.51	1.27	1.14	1.43	1.26	1.45
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q40_5																			
passport cost and payment options																			
weighted n:	291	83	196	9	1	202	89	222	56	44	119	35	94	232	15	30	77	143	61
n:	304	60	140	50	53	234	70	234	57	32	82	27	163	251	13	28	95	141	57
Very unimportant (0)	1%	2%	1%	0%	0%	1%	2%	1%	0%	3%	0%	0%	2%	1%	0%	0%	0%	1%	2%
Unimportant (2.5)	3%	6%	1%	6%	5%	4%	2%	3%	3%	6%	0%	0%	6%	3%	0%	1%	7% +	2%	1%
Neutral (5)	5%	2%	7%	4%	6%	6%	5%	7%	0%	9%	6%	8%	2%	4%	10%	9%	2%	7%	7%
Important (7.5)	56%	47%	60%	52%	62%	54%	61%	55%	58%	63%	63%	49%	47%	59%	41%	51%	47%	58%	63%
Very important (10)	32%	42%	28%	32%	25%	33%	29%	32%	36%	19%	28%	40%	41% +	31%	49%	38%	43% +	30%	26%
DK/NR	2%	2%	2%	6%	2%	2%	1%	2%	3%	0%	2%	3%	2%	2%	0%	0%	0%	3%	0%
khi ² :		-				-		-		(*)				-			(-)		
± ... at 50 %:	6.48	14.58	9.54	15.97	15.51	7.38	13.49	7.38	14.95	19.96	12.47	21.73	8.84	7.13	31.31	21.34	11.58	9.51	14.95
non-missing n:	296	59	137	47	52	228	68	229	55	32	80	26	158	245	13	28	93	137	56
mean:	7.95	8.06	7.91	7.93	7.71	7.96	7.93	7.88	8.26	7.19	8.06	8.33	8.04	7.93	8.48	8.16	8.15	7.91	7.77
standard deviation:	1.88	2.26	1.70	2.06	3.66	1.90	1.83	1.97	1.61	2.26	1.37	1.58	2.23	1.88	1.71	1.71	2.06	1.81	1.89
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 n:	291	215	74	169	52	56	66	119	92	160	132	11	54	172	15	39
n:	304	236	66	200	46	47	62	130	97	168	136	8	44	154	21	77
Very unimportant (0)	1%	1%	0%	0%	5%	0%	0%	0%	2%	1%	1%	0%	3%	1%	0%	0%
Unimportant (2.5)	3%	3%	3%	0%	8%	4%	0%	6%	2%	3%	3%	0%	10%	1%	7%	0%
Neutral (5)	5%	4%	10%	4%	8%	8%	2%	7%	6%	3%	9%	0%	8%	5%	0%	7%
Important (7.5)	56%	58%	53%	57%	56%	54%	60%	58%	51%	58%	55%	63%	56%	59%	43%	47%
Very important (10)	32%	32%	34%	35%	22%	34%	35%	28%	37%	33%	31%	38%	23%	32%	43%	41%
DK/NR	2%	2%	0%	3%	0%	0%	2%	0%	3%	3%	1%	0%	0%	2%	7%	4%
khi ² :		-		(**)			-			-		-				
± ... at 50 %:	6.48	7.35	13.90	7.98	16.65	16.47	14.34	9.90	11.46	8.71	9.68	39.92	17.02	9.10	24.64	12.87
non-missing n:	296	229	66	194	45	47	61	128	93	163	133	8	43	150	20	75
mean:	7.95	7.96	7.93	8.28	7.06	7.93	8.34	7.73	8.07	8.07	7.81	8.44	7.18	8.05	8.26	8.38
standard deviation:	1.88	1.90	1.85	1.43	2.62	1.89	1.31	1.92	1.96	1.79	1.98	1.27	2.43	1.69	2.12	1.58
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q41																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
DK/NR	36%	32%	37%	30%	32%	35%	37%	36%	36%	32%	40%	38%	32%	36%	36%	34%	31%	37%	35%
cost and payment options	26%	25%	26%	36% ++	28%	26%	26%	28%	21%	35% ++	23%	22%	27%	26%	28%	26%	29%	27%	23%
access to services	16%	15%	16%	16%	17%	17%	15%	16%	17%	16%	16%	18%	15%	15%	21%	21%	19%	14%	16%
application rules and process	10%	15% +	9% -	7%	13%	10%	11%	10%	12%	9%	9%	8%	14% +	11%	5%	12%	8%	11%	13%
communications	6%	9% +	5% -	5%	4%	7%	5%	6%	7%	4%	6%	6%	9% +	7%	7%	2% -	8%	6%	5%
responsiveness and reliability	5%	4%	6%	6%	7%	5%	6%	5%	6%	3%	6%	9% +	4%	5%	3%	5%	4%	5%	8% +
khi ² :		-				-		-		***				-			*		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
DK/NR	36%	34%	42%	37%	29%	38%	33%	33%	42%	32%	40%	35%	28%	40%	33%	37%
		-	+		-				++	-	+		--	+		
cost and payment options	26%	28%	23%	24%	35%	23%	26%	27%	26%	27%	26%	28%	37%	23%	25%	22%
				-	+++							+++		-		
access to services	16%	17%	12%	17%	16%	13%	16%	16%	14%	16%	16%	24%	14%	15%	16%	18%
												+				
application rules and process	10%	11%	9%	10%	11%	11%	15%	11%	7%	13%	7%	6%	12%	11%	11%	8%
							+		-	++	--					
communications	6%	6%	8%	6%	6%	6%	4%	7%	6%	6%	7%	4%	6%	7%	7%	5%
responsiveness and reliability	5%	5%	6%	6%	3%	8%	6%	5%	6%	6%	5%	3%	3%	5%	7%	10%
																++
khi ² :		*		*			*			**		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q42																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Yes	92%	91%	92%	88%	93%	92%	91%	92%	89%	94%	89%	95%	90%	93%	90%	92%	89%	94% +	89%
No	8%	9%	7%	10%	7%	7%	9%	7%	10%	5%	10%	5%	9%	7%	10%	8%	10%	6% -	10%
DK/NR	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%
khi²:		-				-		-		(*)				-			(-)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Yes	92%	93% ++	86% --	93%	93%	87% -	93%	94%	91%	92%	92%	98% +	92%	89% --	94%	95% +
No	8%	6% --	13% ++	7%	7%	13% +	7%	5%	9%	8%	7%	2%	8%	10% +	6%	5%
DK/NR	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1% +	0%	0%
khi ² :		(***)		(*)			-			-		(*)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q43																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Much better	13%	11%	14%	10%	6%	14%	12%	13%	15%	10%	18%	13%	11%	13%	10%	16%	10%	13%	18%
					-						++								+
A little better	23%	19%	24%	19%	20%	23%	23%	23%	21%	24%	23%	27%	19%	22%	27%	32%	19%	25%	22%
					+									-		+			
Same	35%	40%	32%	40%	44%	35%	33%	35%	35%	37%	30%	30%	40%	36%	36%	26%	41%	34%	32%
		+	--		+								++				+		
A little worse	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%
Much worse	1%	1%	1%	0%	0%	1%	0%	0%	2%	1%	1%	0%	1%	1%	0%	0%	0%	1%	1%
								--	++										
DK/NR	26%	26%	27%	30%	28%	25%	30%	27%	26%	26%	26%	29%	26%	27%	25%	25%	28%	26%	25%
khi ² :		-				-		(*)		(*)				-			(-)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Much better	13%	13%	16%	13%	12%	16%	11%	16%	13%	13%	14%	9%	11%	16% +	13%	10%
A little better	23%	23%	20%	26% + +	18% -	16%	24%	27% +	18% --	20% -	26% +	24%	21%	22%	26%	25%
Same	35%	34%	38%	30% ---	43% + +	41%	33%	33%	36%	36%	33%	34%	42% +	31% -	35%	35%
A little worse	2%	2%	2%	2%	2%	1%	1%	2%	2%	3%	1%	1%	1%	2%	3%	1%
Much worse	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	0%
DK/NR	26%	27%	23%	27%	24%	24%	29%	22% --	32% +	28%	25%	31%	24%	27%	23%	29%
kh ² :		-		(**)			(**)			(-)		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q44																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Much better	8%	7%	8%	7%	4%	7%	9%	7%	10%	9%	8%	8%	7%	7%	12%	8%	8%	8%	8%
A little better	13%	14%	13%	13%	9%	13%	13%	13%	13%	12%	15%	11%	14%	14%	10%	11%	13%	14%	12%
Same	42%	45%	41%	33%	43%	43%	39%	42%	40%	43%	39%	42%	44%	41%	44%	49%	42%	42%	43%
A little worse	9%	6%	11%	6%	6%	9%	9%	10%	7%	11%	11%	12%	6%	9%	11%	11%	8%	8%	14%
Much worse	2%	-	++	1%	2%	1%	3%	1%	2%	3%	2%	0%	2%	2%	0%	2%	1%	2%	1%
DK/NR	26%	26%	26%	40%	36%	26%	27%	26%	28%	23%	26%	28%	27%	27%	23%	19%	28%	27%	22%
khi ² :		-		+++	+	-		-		-				-			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Much better	8%	7%	10%	7%	9%	8%	6%	9%	8%	8%	8%	9%	8%	8%	6%	8%
A little better	13%	12%	16%	13%	11%	16%	14%	13%	12%	13%	13%	16%	13%	13%	17%	7%
Same	42%	43%	36%	42%	45%	36%	41%	43%	40%	40%	43%	48%	44%	39%	45%	39%
A little worse	9%	10%	8%	11%	8%	6%	13% +	11%	6% --	8%	11%	5%	9%	10%	11%	9%
Much worse	2%	1%	3%	1%	2%	3%	2%	2%	1%	2%	2%	1%	2%	2%	0%	2%
DK/NR	26%	26%	27%	25%	25%	30%	23%	23% -	33% +++	29% +	23% -	20%	24%	28%	20%	35% ++
kh ² :		(*)		-			***			-		(-)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q45_1 duration of the validity period																			
mean:	6.88	7.06	6.83	6.75	6.69	6.84	7.01	6.89	6.88	7.09	6.58	6.83	7.01	6.86	6.50	7.09	7.04	6.95	6.55
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Q45_2 the number of pages in the passport																			
mean:	7.73	7.55	7.80	7.76	7.54	7.73	7.74	7.75	7.63	7.97	7.64	7.83	7.58	7.77	7.53	7.50	7.75	7.76	7.63
Student's t:		-	*	-	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-
Q45_3 the security features of the passport																			
mean:	7.78	7.59	7.85	7.89	7.64	7.78	7.77	7.76	7.84	8.10	7.64	7.82	7.63	7.81	7.35	7.75	7.70	7.83	7.66
Student's t:		*	*	-	-	-	-	-	-	**	-	-	*	-	-	-	-	-	-
Q45_4 acceptance by other countries																			
mean:	8.04	7.90	8.10	7.95	7.90	8.00	8.16	8.03	8.16	8.23	7.94	8.17	7.91	8.04	7.94	8.17	7.89	8.04	8.13
Student's t:		-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
Q45_5 design of passports to avoid forgery																			
mean:	7.80	7.69	7.85	7.75	7.69	7.79	7.84	7.82	7.78	8.00	7.73	7.85	7.70	7.81	7.33	7.90	7.66	7.91	7.63
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	**	-	-	*	-
Q47 OVERALL, the passport as a travel doc.																			
mean:	8.34	8.30	8.37	7.96	8.02	8.35	8.33	8.33	8.38	8.49	8.31	8.38	8.27	8.35	8.12	8.51	8.00	8.48	8.35
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
Q45_1 duration of the validity period																
mean:	6.88	6.93	6.65	6.81	7.15	6.55	7.21	7.03	6.45	6.95	6.81	6.50	7.16	6.78	7.10	6.53
Student's t:		-	-	-	*	-	*	-	***	-	-	-	*	-	-	-
Q45_2 the number of pages in the passport																
mean:	7.73	7.73	7.72	7.76	7.69	7.60	7.77	7.70	7.75	7.77	7.69	7.85	7.72	7.67	7.92	7.59
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q45_3 the security features of the passport																
mean:	7.78	7.75	7.88	7.70	7.94	7.77	7.90	7.74	7.76	7.82	7.73	8.02	7.91	7.62	8.07	7.31
Student's t:		-	-	-	*	-	-	-	-	-	-	-	-	*	**	***
Q45_4 acceptance by other countries																
mean:	8.04	8.03	8.06	8.06	8.06	7.96	8.18	8.07	7.95	8.01	8.08	8.26	8.05	7.94	8.27	7.89
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	*	*	-
Q45_5 design of passports to avoid forgery																
mean:	7.80	7.78	7.88	7.76	7.86	7.97	7.87	7.76	7.85	7.78	7.83	8.12	7.88	7.67	7.94	7.62
Student's t:		-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Q47 OVERALL, the passport as a travel doc.																
mean:	8.34	8.39	8.18	8.38	8.48	7.99	8.41	8.41	8.34	8.32	8.37	8.67	8.44	8.26	8.38	8.24
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q45_1 duration of the validity period																			
weighted n:	741	198	504	36	4	542	199	589	129	169	185	150	237	619	23	75	159	390	173
n:	827	147	377	154	149	659	168	641	160	122	128	127	450	704	23	73	227	412	169
DISSATISFIED (smwht + very)	16%	11%	18%	18%	20%	17%	12%	15%	17%	14%	20%	18%	12%	16%	23%	14%	14%	14%	23% ++
SATISFIED (smwht + very)	78%	83%	77%	75%	76%	77%	82%	78%	80%	80%	73%	78%	82%	78%	76%	82%	82%	78%	75%
Very dissatisfied (0)	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	2%	0%	2%	0%	1%	3%
Dissatisfied (2.5)	14%	9%	16%	17%	19%	16%	11%	14%	15%	11%	20%	17%	10%	15%	23%	12%	14%	12%	21% +
Neutral (5)	6%	6%	6%	7%	4%	6%	5%	7%	3%	6%	7%	4%	6%	6%	1%	4%	4%	8%	2% ++
Satisfied (7.5)	64%	71%	62%	61%	63%	62%	70%	63%	65%	61%	61%	63%	69%	63%	70%	65%	69%	63%	62%
Very satisfied (10)	14%	12%	15%	14%	13%	15%	12%	15%	15%	20%	12%	15%	12%	14%	6%	17%	14%	15%	13%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			(**)		
± ... at 50 %:	3.93	9.31	5.81	9.10	9.25	4.40	8.71	4.46	8.93	10.22	9.98	10.02	5.32	4.26	23.54	13.21	7.49	5.56	8.68
non-missing n:	827	147	377	154	149	659	168	641	160	122	128	127	450	704	23	73	227	412	169
mean:	6.88	7.06	6.83	6.75	6.69	6.84	7.01	6.89	6.88	7.09	6.58	6.83	7.01	6.86	6.50	7.09	7.04	6.95	6.55
standard deviation:	2.30	2.07	2.38	2.35	2.80	2.38	2.09	2.29	2.40	2.39	2.38	2.36	2.12	2.33	2.30	2.29	2.11	2.23	2.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*

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

(SCALE FROM 0 TO 10 WHERE 5 MEANS NEUTRAL)

	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q45_1																
duration of the validity period																
weighted n:	741	593	144	451	197	72	134	331	231	398	343	60	199	280	122	79
n:	827	687	136	523	216	67	142	392	244	459	368	72	201	264	128	162
DISSATISFIED (smwht + very)	16%	15%	19%	17%	12%	20%	10%	14%	23%	15%	17%	20%	12%	17%	12%	25%
									++							++
SATISFIED (smwht + very)	78%	79%	73%	78%	81%	70%	83%	80%	72%	80%	76%	72%	81%	77%	84%	72%
Very dissatisfied (0)	1%	2%	1%	2%	1%	0%	1%	2%	2%	1%	2%	7%	1%	1%	1%	2%
												+++				
Dissatisfied (2.5)	14%	14%	18%	15%	11%	20%	9%	12%	21%	13%	16%	13%	12%	15%	11%	23%
									++							++
Neutral (5)	6%	5%	8%	5%	6%	10%	7%	6%	5%	5%	6%	8%	6%	7%	4%	4%
Satisfied (7.5)	64%	65%	61%	65%	64%	59%	67%	64%	62%	66%	61%	57%	63%	65%	72%	56%
Very satisfied (10)	14%	15%	12%	13%	18%	12%	16%	16%	10%	14%	15%	15%	18%	12%	12%	16%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			(**)			-		(*)				
± ... at 50 %:	3.93	4.31	9.68	4.94	7.68	13.79	9.47	5.70	7.23	5.27	5.89	13.31	7.96	6.95	9.98	8.87
non-missing n:	827	687	136	523	216	67	142	392	244	459	368	72	201	264	128	162
mean:	6.88	6.93	6.65	6.81	7.15	6.55	7.21	7.03	6.45	6.95	6.81	6.50	7.16	6.78	7.10	6.53
standard deviation:	2.30	2.29	2.35	2.36	2.16	2.34	2.05	2.26	2.46	2.23	2.38	2.77	2.18	2.27	2.02	2.67
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q45_2 the number of pages in the passport																			
weighted n:	731	198	494	35	4	535	196	577	129	163	184	147	237	610	22	75	158	383	172
n:	813	147	370	151	145	649	164	627	159	118	127	125	443	691	22	73	221	406	167
DISSATISFIED (smwht + very)	2%	4%	2%	2%	3%	2%	3%	2%	4%	0%	2%	3%	4%	2%	0%	6% +	1%	2%	4%
SATISFIED (smwht + very)	93%	93%	93%	95%	91%	93%	94%	93%	91%	95%	91%	92%	93%	94% ++	87%	85% -	93%	95%	89% -
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	4%	2%	2%	3%	2%	3%	2%	4%	0%	2%	3%	4%	2%	0%	6% +	1%	2%	4%
Neutral (5)	5%	4%	6%	3%	6%	5%	4%	5%	5%	5%	6%	5%	4%	4% -	13%	9%	6%	3%	7%
Satisfied (7.5)	74%	79%	72%	78%	79%	74%	75%	74%	73%	71%	75%	69%	79% +	75%	73%	64%	75%	77%	68%
Very satisfied (10)	19%	13%	21% +	17%	13%	19%	19%	19%	18%	24%	17%	24%	14% -	18%	14%	21%	18%	18%	21%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				(*)			-		
± ... at 50 %:	3.96	9.31	5.87	9.19	9.38	4.43	8.82	4.51	8.95	10.39	10.02	10.10	5.36	4.30	24.07	13.21	7.59	5.60	8.74
non-missing n:	813	147	370	151	145	649	164	627	159	118	127	125	443	691	22	73	221	406	167
mean:	7.73	7.55	7.80	7.76	7.54	7.73	7.74	7.75	7.63	7.97	7.64	7.83	7.58	7.77	7.53	7.50	7.75	7.76	7.63
standard deviation:	1.41	1.43	1.41	1.27	1.57	1.41	1.42	1.40	1.55	1.26	1.42	1.53	1.41	1.34	1.32	1.83	1.31	1.33	1.66
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 n:	731	585	141	447	194	69	134	326	226	396	334	58	195	278	122	77
n:	813	675	134	514	213	65	141	383	242	453	360	71	197	260	127	158
DISSATISFIED (smwht + very)	2%	2%	3%	2%	3%	2%	2%	3%	1%	2%	3%	0%	2%	2%	3%	4%
SATISFIED (smwht + very)	93%	93%	93%	93%	92%	94%	95%	91%	94%	94%	92%	95%	92%	93%	96%	89%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	2%	2%	3%	2%	3%	2%	2%	3%	1%	2%	3%	0%	2%	2%	3%	4%
Neutral (5)	5%	5%	4%	5%	5%	4%	3%	6%	5%	4%	6%	5%	6%	5%	2%	7%
Satisfied (7.5)	74%	74%	75%	73%	73%	82%	77%	72%	77%	75%	73%	75%	73%	77%	72%	70%
Very satisfied (10)	19%	19%	18%	20%	19%	12%	18%	19%	17%	19%	19%	19%	19%	16%	24%	18%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	3.96	4.35	9.75	4.98	7.74	14.00	9.51	5.77	7.26	5.30	5.95	13.40	8.04	7.00	10.02	8.98
non-missing n:	813	675	134	514	213	65	141	383	242	453	360	71	197	260	127	158
mean:	7.73	7.73	7.72	7.76	7.69	7.60	7.77	7.70	7.75	7.77	7.69	7.85	7.72	7.67	7.92	7.59
standard deviation:	1.41	1.41	1.44	1.41	1.51	1.24	1.31	1.49	1.27	1.35	1.48	1.21	1.45	1.35	1.45	1.60
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q45_3 the security features of the passport																			
weighted n:	697	188	471	34	4	508	189	548	124	156	176	138	226	586	21	67	146	368	165
n:	777	140	353	146	138	618	159	599	151	113	122	118	424	664	20	67	210	388	160
DISSATISFIED (smwht + very)	2%	2%	2%	1%	4%	2%	2%	2%	1%	0%	2%	3%	2%	1%	0%	4%	2%	2%	3%
SATISFIED (smwht + very)	94%	90%	95%	96%	95%	93%	95%	93%	97%	96%	93%	96%	91%	94%	87%	91%	92%	94%	93%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Dissatisfied (2.5)	2%	2%	1%	1%	4%	2%	1%	2%	0%	0%	2%	2%	2%	1%	0%	4%	2%	2%	2%
Neutral (5)	5%	8%	3%	3%	2%	5%	2%	5%	2%	4%	4%	1%	7%	4%	13%	4%	6%	4%	4%
Satisfied (7.5)	74%	74%	74%	77%	80%	73%	77%	73%	78%	67%	79%	76%	74%	75%	80%	69%	74%	74%	76%
Very satisfied (10)	19%	16%	21%	20%	15%	20%	18%	20%	19%	28%	15%	20%	17%	20%	7%	23%	18%	21%	17%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		(-)		(*)				-			-		
± ... at 50 %:	4.05	9.54	6.01	9.34	9.61	4.54	8.95	4.61	9.19	10.62	10.22	10.39	5.48	4.38	25.25	13.79	7.79	5.73	8.93
non-missing n:	777	140	353	146	138	618	159	599	151	113	122	118	424	664	20	67	210	388	160
mean:	7.78	7.59	7.85	7.89	7.64	7.78	7.77	7.76	7.84	8.10	7.64	7.82	7.63	7.81	7.35	7.75	7.70	7.83	7.66
standard deviation:	1.40	1.44	1.39	1.21	1.67	1.39	1.41	1.42	1.36	1.30	1.34	1.50	1.41	1.35	1.15	1.65	1.40	1.35	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 n:	697	562	131	427	184	66	133	313	208	379	318	55	187	268	118	68
n:	777	651	122	498	200	58	140	368	222	435	342	67	187	252	122	149
DISSATISFIED (smwht + very)	2%	2%	0%	3%	1%	0%	1%	2%	1%	2%	2%	0%	1%	2%	1%	6% ++
SATISFIED (smwht + very)	94%	93%	97%	93%	94%	96%	96%	91% -	96%	94%	93%	97%	93%	92%	98%	92%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	1% +	0%	0%	0%	0%	0%	0%	0%	0%	2% ++
Dissatisfied (2.5)	2%	2%	0%	2%	1%	0%	0%	2%	1%	1%	2%	0%	1%	2%	1%	4%
Neutral (5)	5%	5%	3%	4%	5%	4%	3%	6%	3%	4%	5%	3%	6%	6%	1%	2%
Satisfied (7.5)	74%	73%	78%	75%	70%	81%	74%	71%	80%	74%	74%	74%	69%	76%	72%	83% +
Very satisfied (10)	19%	20%	19%	18%	24%	15%	22%	20%	16%	20%	18%	23%	24%	16%	26%	9% --
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		(**)				
± ... at 50 %:	4.05	4.43	10.22	5.06	7.98	14.82	9.54	5.89	7.58	5.41	6.11	13.79	8.26	7.11	10.22	9.25
non-missing n:	777	651	122	498	200	58	140	368	222	435	342	67	187	252	122	149
mean:	7.78	7.75	7.88	7.70	7.94	7.77	7.90	7.74	7.76	7.82	7.73	8.02	7.91	7.62	8.07	7.31
standard deviation:	1.40	1.45	1.11	1.46	1.34	1.07	1.42	1.47	1.22	1.39	1.40	1.17	1.39	1.38	1.26	1.68
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)

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q45_4																			
acceptance by other countries																			
weighted n:	713	191	485	34	3	517	196	564	124	162	181	143	228	595	23	74	137	389	169
n:	782	142	363	147	130	621	161	603	153	117	125	121	419	664	23	71	188	410	165
DISSATISFIED (smwht + very)	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
SATISFIED (smwht + very)	98%	96%	98%	98%	99%	97%	99%	97%	100%	97%	98%	100%	97%	98%	100%	100%	96%	98%	98%
Very dissatisfied (0)	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Neutral (5)	2%	3%	2%	1%	1%	2%	1%	3%	0%	3%	2%	0%	3%	2%	0%	0%	4%	1%	2%
Satisfied (7.5)	74%	76%	72%	76%	81%	74%	72%	73%	73%	66%	78%	73%	76%	73%	83%	73%	76%	74%	71%
Very satisfied (10)	24%	20%	26%	22%	17%	23%	27%	24%	27%	32%	20%	27%	21%	24%	17%	27%	20%	24%	27%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			-		
± ... at 50 %:	4.04	9.47	5.93	9.31	9.90	4.53	8.90	4.60	9.13	10.44	10.10	10.26	5.52	4.38	23.54	13.40	8.23	5.58	8.79
non-missing n:	782	142	363	147	130	621	161	603	153	117	125	121	419	664	23	71	188	410	165
mean:	8.04	7.90	8.10	7.95	7.90	8.00	8.16	8.03	8.16	8.23	7.94	8.17	7.91	8.04	7.94	8.17	7.89	8.04	8.13
standard deviation:	1.19	1.22	1.17	1.35	1.20	1.21	1.15	1.22	1.11	1.27	1.10	1.11	1.24	1.21	0.97	1.11	1.17	1.20	1.18
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 n:	713	571	139	438	186	69	134	314	224	382	331	56	191	274	119	74
n:	782	648	130	495	202	64	139	368	231	435	347	69	191	256	122	144
DISSATISFIED (smwht + very)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2% ++
SATISFIED (smwht + very)	98%	97%	99%	98%	97%	98%	100%	97%	98%	97% -	99% +	97%	96%	98%	100%	98%
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%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2% ++
Neutral (5)	2%	2%	1%	2%	3%	2%	0%	3%	1%	3%	1%	3%	4%	2%	0%	0%
Satisfied (7.5)	74%	73%	75%	74%	71%	78%	73%	71%	78%	72%	75%	64%	70%	78% +	69%	79%
Very satisfied (10)	24%	24%	24%	25%	26%	20%	27%	26%	20%	24%	24%	33%	26%	20% -	31%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi²:		-		-			-			-		(*)				
± ... at 50 %:	4.04	4.44	9.90	5.07	7.94	14.11	9.58	5.89	7.43	5.41	6.06	13.59	8.17	7.06	10.22	9.41
non-missing n:	782	648	130	495	202	64	139	368	231	435	347	69	191	256	122	144
mean:	8.04	8.03	8.06	8.06	8.06	7.96	8.18	8.07	7.95	8.01	8.08	8.26	8.05	7.94	8.27	7.89
standard deviation:	1.19	1.21	1.11	1.19	1.27	1.10	1.12	1.24	1.15	1.26	1.11	1.31	1.29	1.08	1.16	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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q45_5 design of passports to avoid forgery																			
weighted n:	692	188	468	33	4	503	189	546	123	159	175	134	224	579	20	69	147	365	161
n:	768	140	350	141	137	609	159	591	151	115	121	114	418	653	21	68	209	382	158
DISSATISFIED (smwht + very)	1%	2%	1%	0%	3%	2%	1%	2%	1%	1%	2%	1%	2%	1%	0%	2%	2%	0%	4%
SATISFIED (smwht + very)	93%	91%	94%	92%	94%	92%	95%	93%	93%	94%	93%	94%	91%	93%	93%	96%	91%	95%	90%
Very dissatisfied (0)	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	2%
Dissatisfied (2.5)	1%	2%	1%	0%	3%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	2%	2%	0%	2%
Neutral (5)	6%	6%	5%	8%	2%	6%	5%	6%	6%	5%	5%	5%	7%	6%	7%	2%	7%	5%	6%
Satisfied (7.5)	72%	72%	72%	74%	78%	71%	74%	71%	73%	67%	75%	72%	72%	71%	93%	74%	74%	72%	70%
Very satisfied (10)	21%	19%	22%	18%	16%	22%	20%	22%	20%	27%	18%	22%	19%	22%	0%	22%	17%	23%	20%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		-				-			(*)		
± ... at 50 %:	4.07	9.54	6.03	9.51	9.65	4.58	8.95	4.64	9.19	10.53	10.26	10.57	5.52	4.42	24.64	13.69	7.81	5.78	8.98
non-missing n:	768	140	350	141	137	609	159	591	151	115	121	114	418	653	21	68	209	382	158
mean:	7.80	7.69	7.85	7.75	7.69	7.79	7.84	7.82	7.78	8.00	7.73	7.85	7.70	7.81	7.33	7.90	7.66	7.91	7.63
standard deviation:	1.46	1.55	1.44	1.26	1.66	1.50	1.36	1.48	1.48	1.41	1.44	1.47	1.51	1.48	0.65	1.37	1.41	1.33	1.76
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 n:	692	556	132	418	185	68	134	308	206	376	316	57	189	263	116	67
n:	768	641	123	489	198	60	141	362	218	427	341	69	185	246	120	148
DISSATISFIED (smwht + very)	1%	2%	1%	1%	2%	0%	1%	2%	1%	2%	1%	0%	1%	2%	0%	2%
SATISFIED (smwht + very)	93%	92%	95%	93%	92%	94%	92%	92%	96%	92%	94%	97%	93%	91%	97%	90%
Very dissatisfied (0)	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	2%
Dissatisfied (2.5)	1%	1%	0%	0%	2%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%
Neutral (5)	6%	6%	3%	6%	5%	6%	7%	6%	4%	6%	5%	3%	6%	7%	3%	8%
Satisfied (7.5)	72%	71%	73%	74%	68%	69%	66%	71%	77%	71%	72%	70%	69%	72%	77%	71%
Very satisfied (10)	21%	21%	22%	20%	24%	25%	25%	21%	19%	21%	22%	27%	24%	19%	21%	19%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-		-			-			-		-				
± ... at 50 %:	4.07	4.46	10.18	5.11	8.02	14.58	9.51	5.93	7.65	5.46	6.11	13.59	8.30	7.20	10.31	9.28
non-missing n:	768	641	123	489	198	60	141	362	218	427	341	69	185	246	120	148
mean:	7.80	7.78	7.88	7.76	7.86	7.97	7.87	7.76	7.85	7.78	7.83	8.12	7.88	7.67	7.94	7.62
standard deviation:	1.46	1.47	1.44	1.47	1.52	1.33	1.58	1.56	1.22	1.45	1.47	1.24	1.45	1.57	1.13	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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q47																			
OVERALL, the passport as a travel doc.																			
weighted n:	1384	390	940	45	5	982	402	1100	237	261	428	255	440	1129	58	148	301	725	322
n:	1384	288	694	201	198	1063	321	1083	254	189	296	212	687	1155	51	132	363	695	291
DISSATISFIED (smwht + very)	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	0%	2%	1%	1%	0%	0%	2%	0%	1%
SATISFIED (smwht + very)	96%	94%	96%	97%	96%	95%	97%	95%	98%	94%	97%	97%	94%	96%	93%	99%	91%	97%	96%
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	0%	2%	1%	1%	0%	0%	2%	0%	1%
Neutral (5)	4%	6%	3%	2%	3%	4%	3%	4%	1%	5%	3%	1%	5%	3%	7%	1%	7%	3%	3%
Satisfied (7.5)	57%	54%	57%	76%	71%	55%	60%	56%	60%	48%	60%	58%	57%	56%	61%	57%	61%	54%	58%
Very satisfied (10)	39%	39%	39%	22%	25%	40%	37%	39%	38%	46%	36%	39%	37%	39%	32%	42%	30%	43%	38%
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
khi ² :		-				-		-		(*)				-			(***)		
± ... at 50 %:	3.03	6.65	4.29	7.96	8.02	3.46	6.30	3.43	7.08	8.21	6.56	7.75	4.31	3.32	15.81	9.83	5.93	4.28	6.62
non-missing n:	1384	288	694	201	198	1063	321	1083	254	189	296	212	687	1155	51	132	363	695	291
mean:	8.34	8.30	8.37	7.96	8.02	8.35	8.33	8.33	8.38	8.49	8.31	8.38	8.27	8.35	8.12	8.51	8.00	8.48	8.35
standard deviation:	1.46	1.53	1.45	1.22	1.41	1.50	1.37	1.49	1.36	1.54	1.37	1.47	1.50	1.47	1.44	1.31	1.58	1.41	1.44
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																
OVERALL, the passport as a travel doc.																
weighted n:	1384	1099	281	865	308	174	292	593	414	748	637	93	308	621	186	176
n:	1384	1132	248	902	301	146	271	624	406	761	623	95	282	533	194	280
DISSATISFIED (smwht + very)	1%	0%	2%	0%	1%	3%	0%	0%	1%	1%	1%	0%	1%	0%	0%	4%
		-	+	-		+++										+++
SATISFIED (smwht + very)	96%	96%	95%	97%	95%	92%	97%	97%	95%	96%	95%	94%	95%	96%	98%	94%
				+		-										
Very dissatisfied (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied (2.5)	1%	0%	2%	0%	1%	3%	0%	0%	1%	1%	1%	0%	1%	0%	0%	4%
		-	+	-		+++										+++
Neutral (5)	4%	4%	4%	3%	5%	5%	3%	3%	4%	4%	4%	6%	5%	4%	2%	2%
Satisfied (7.5)	57%	56%	60%	58%	50%	61%	56%	57%	54%	58%	55%	41%	51%	61%	61%	54%
					-							--		++		
Very satisfied (10)	39%	40%	35%	39%	45%	31%	40%	40%	40%	38%	41%	53%	44%	35%	37%	40%
					+							+		-		
DK/NR	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
chi²:		(**)		(***)			-			-		(***)				
± ... at 50 %:	3.03	3.36	7.17	3.76	6.51	9.34	6.86	4.52	5.60	4.09	4.52	11.58	6.72	4.89	8.11	6.75
non-missing n:	1384	1132	248	902	301	146	271	624	406	761	623	95	282	533	194	280
mean:	8.34	8.39	8.18	8.38	8.48	7.99	8.41	8.41	8.34	8.32	8.37	8.67	8.44	8.26	8.38	8.24
standard deviation:	1.46	1.44	1.56	1.38	1.51	1.68	1.41	1.40	1.55	1.43	1.50	1.54	1.52	1.37	1.29	1.76
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	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q46_1 duration of the validity period																			
mean:	8.16	8.48	8.03	8.17	8.09	8.32	7.81	8.21	8.07	7.66	8.09	8.33	8.44	8.20	7.77	8.23	8.29	8.09	8.15
Student's t:		*	*	-	-	*	*	-	-	-	-	-	*	-	-	-	-	-	-
Q46_2 the number of pages in the passport																			
mean:	7.33	7.37	7.39	6.53	6.97	7.42	7.13	7.30	7.37	7.34	7.28	7.64	7.29	7.31	6.25	7.88	7.41	7.32	7.20
Student's t:		-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q46_3 the security features of the passport																			
mean:	8.55	8.89	8.41	8.52	8.34	8.58	8.48	8.58	8.42	8.20	8.35	8.82	8.85	8.52	9.00	8.76	8.62	8.58	8.36
Student's t:		*	**	-	-	-	-	-	-	-	-	-	**	-	-	-	-	-	-
Q46_4 acceptance by other countries																			
mean:	8.50	8.67	8.40	8.54	8.58	8.54	8.40	8.58	8.24	8.20	8.39	8.80	8.66	8.40	8.76	9.05	8.37	8.54	8.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-
Q46_5 design of passports to avoid forgery																			
mean:	8.37	8.38	8.36	8.43	8.73	8.45	8.19	8.43	8.16	8.36	8.27	8.64	8.39	8.39	8.54	8.51	8.55	8.41	8.13
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
Q46_1 duration of the validity period																
mean:	8.16	8.13	8.26	8.16	7.92	8.35	8.10	8.27	8.08	8.15	8.18	8.13	7.75	8.25	8.45	8.25
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q46_2 the number of pages in the passport																
mean:	7.33	7.26	7.53	7.21	7.31	7.60	7.01	7.04	7.89	7.37	7.29	7.50	7.43	7.20	7.88	7.52
Student's t:		-	-	-	-	-	-	-	***	-	-	-	-	-	-	-
Q46_3 the security features of the passport																
mean:	8.55	8.56	8.53	8.64	8.32	8.57	8.49	8.48	8.70	8.52	8.58	8.44	8.33	8.54	8.83	8.81
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q46_4 acceptance by other countries																
mean:	8.50	8.56	8.34	8.59	8.33	8.39	8.48	8.51	8.51	8.38	8.64	8.44	8.14	8.47	9.03	8.91
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Q46_5 design of passports to avoid forgery																
mean:	8.37	8.47	8.09	8.42	8.52	8.13	8.34	8.33	8.48	8.39	8.34	8.75	8.40	8.25	8.65	8.63
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)

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q46_1																			
duration of the validity period																			
weighted n:	290	83	195	9	1	202	88	221	56	44	119	34	94	231	15	30	77	141	61
n:	303	60	139	50	53	234	69	233	57	32	82	26	163	250	13	28	95	140	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	0%	4%	0%	0%	1%	5%	3%	2%	9%	2%	0%	0%	2%	0%	5%	4%	3%	0%
Neutral (5)	3%	3%	4%	2%	5%	2%	6%	3%	2%	0%	2%	12%	3%	2%	29%	5%	2%	4%	5%
Important (7.5)	59%	54%	60%	66%	64%	58%	60%	57%	64%	66%	63%	42%	56%	63%	31%	47%	54%	59%	64%
Very important (10)	35%	42%	32%	28%	27%	37%	28%	37%	30%	25%	30%	45%	41%	33%	40%	43%	41%	34%	31%
DK/NR	1%	0%	1%	4%	4%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
khi²:		-				(-)		-		(**)				(***)			-		
± ... at 50 %:	6.49	14.58	9.58	15.97	15.51	7.38	13.59	7.40	14.95	19.96	12.47	22.14	8.84	7.14	31.31	21.34	11.58	9.54	14.95
non-missing n:	298	60	138	48	51	229	69	230	55	32	81	26	159	247	13	28	94	139	55
mean:	8.16	8.48	8.03	8.17	8.09	8.32	7.81	8.21	8.07	7.66	8.09	8.33	8.44	8.20	7.77	8.23	8.29	8.09	8.15
standard deviation:	1.61	1.39	1.70	1.30	2.74	1.48	1.82	1.63	1.55	1.99	1.54	1.73	1.37	1.48	2.13	1.94	1.73	1.66	1.36
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 n:	290	214	74	168	52	56	66	119	91	159	132	11	54	172	14	39
n:	303	235	66	199	46	47	62	130	96	167	136	8	44	154	20	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	2%	3%	2%	3%	5%	0%	0%	2%	5%	3%	2%	0%	8% +	2%	0%	0%
Neutral (5)	3%	4%	2%	4%	0%	5%	7%	1%	5%	4%	3%	0%	0%	2%	0%	18% +++
Important (7.5)	59%	59%	60%	57%	67%	56%	63%	59%	53%	59%	59%	75%	67%	61%	62%	34% ---
Very important (10)	35%	35%	36%	36%	27%	39%	31%	37%	37%	35%	34%	25%	26%	35%	38%	48% +
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
chi²:		-		-			-			-		(***)				
± ... at 50 %:	6.49	7.37	13.90	8.00	16.65	16.47	14.34	9.90	11.52	8.74	9.68	39.92	17.02	9.10	25.25	12.87
non-missing n:	298	232	65	197	45	46	62	129	93	166	132	8	43	151	20	76
mean:	8.16	8.13	8.26	8.16	7.92	8.35	8.10	8.27	8.08	8.15	8.18	8.13	7.75	8.25	8.45	8.25
standard deviation:	1.61	1.64	1.52	1.65	1.71	1.44	1.41	1.55	1.86	1.64	1.57	1.14	1.88	1.48	1.27	1.92
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)

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q46_2																			
the number of pages in the passport																			
weighted n:	290	83	195	9	1	202	88	221	56	44	119	34	94	231	15	30	77	141	61
n:	303	60	139	50	53	234	69	233	57	32	82	26	163	250	13	28	95	140	57
Very unimportant (0)	1%	2%	0%	2%	0%	1%	0%	1%	0%	0%	0%	0%	2%	1%	0%	0%	2%	0%	0%
Unimportant (2.5)	7%	9%	6%	12%	12%	6%	11%	6%	11%	6%	6%	8%	9%	6%	20%	11%	2%	9%	10%
Neutral (5)	15%	16%	14%	20%	12%	15%	13%	17%	9%	13%	12%	20%	17%	15%	40%	5%	17%	12%	17%
Important (7.5)	51%	40%	56%	52%	53%	51%	49%	51%	50%	59%	61%	31%	41%	55%	11%	42%	51%	52%	47%
Very important (10)	24%	34%	21%	12%	16%	25%	22%	23%	27%	19%	16%	41%	31%	21%	29%	42%	24%	24%	25%
DK/NR	3%	0%	4%	2%	6%	2%	5%	3%	3%	3%	5%	0%	0%	3%	0%	0%	4%	2%	0%
khi²:		-				-		-		(*)				(**)			-		
± ... at 50 %:	6.49	14.58	9.58	15.97	15.51	7.38	13.59	7.40	14.95	19.96	12.47	22.14	8.84	7.14	31.31	21.34	11.58	9.54	14.95
non-missing n:	294	60	134	49	50	228	66	226	55	31	78	26	159	243	13	28	91	137	56
mean:	7.33	7.37	7.39	6.53	6.97	7.42	7.13	7.30	7.37	7.34	7.28	7.64	7.29	7.31	6.25	7.88	7.41	7.32	7.20
standard deviation:	2.16	2.51	1.94	2.45	4.84	2.10	2.30	2.13	2.30	1.92	1.85	2.45	2.50	2.06	2.87	2.37	2.12	2.17	2.28
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 n:	290	214	74	168	52	56	66	119	91	159	132	11	54	172	14	39
n:	303	235	66	199	46	47	62	130	96	167	136	8	44	154	20	77
Very unimportant (0)	1%	1%	0%	0%	3%	0%	0%	1%	0%	1%	0%	0%	3%	0%	0%	1%
Unimportant (2.5)	7%	9%	4%	10%	3%	5%	13%	10%	1%	6%	9%	13%	3%	9%	0%	8%
Neutral (5)	15%	14%	17%	16%	11%	14%	16%	15%	13%	14%	16%	0%	10%	14%	23%	23%
Important (7.5)	51%	50%	54%	45%	67%	52%	45%	51%	52%	54%	47%	50%	64%	53%	39%	29%
Very important (10)	24%	24%	26%	25%	17%	28%	23%	21%	30%	23%	26%	25%	20%	21%	38%	40%
DK/NR	3%	3%	0%	4%	0%	0%	2%	1%	3%	3%	2%	13%	0%	3%	0%	0%
chi²:		-		(*)			-			-		(*)				
± ... at 50 %:	6.49	7.37	13.90	8.00	16.65	16.47	14.34	9.90	11.52	8.74	9.68	39.92	17.02	9.10	25.25	12.87
non-missing n:	294	228	65	193	45	46	61	128	91	162	132	7	43	149	19	76
mean:	7.33	7.26	7.53	7.21	7.31	7.60	7.01	7.04	7.89	7.37	7.29	7.50	7.43	7.20	7.88	7.52
standard deviation:	2.16	2.25	1.92	2.30	1.97	2.00	2.40	2.30	1.73	2.10	2.24	2.44	2.02	2.13	1.99	2.50
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)

		Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_3																			
the security features of the passport																			
weighted n:	290	83	195	9	1	202	88	221	56	44	119	34	94	231	15	30	77	141	61
n:	303	60	139	50	53	234	69	233	57	32	82	26	163	250	13	28	95	140	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral (5)	2%	2%	3%	2%	0%	2%	3%	3%	2%	3%	2%	4%	2%	2%	9%	5%	2%	2%	5%
Important (7.5)	52%	41%	56%	54%	58%	52%	54%	50%	58%	66%	59%	39%	43%	55%	21%	38%	50%	52%	56%
			+										-	+					
Very important (10)	44%	57%	38%	42%	36%	45%	42%	45%	39%	31%	35%	57%	55%	42%	69%	53%	46%	45%	39%
		+	-										++						
DK/NR	2%	0%	2%	2%	5%	2%	2%	2%	0%	0%	4%	0%	0%	1%	0%	5%	2%	1%	0%
											+								
khi ² :		-				-		-		(-)				(-)			-		
± ... at 50 %:	6.49	14.58	9.58	15.97	15.51	7.38	13.59	7.40	14.95	19.96	12.47	22.14	8.84	7.14	31.31	21.34	11.58	9.54	14.95
non-missing n:	297	60	136	49	51	229	68	228	56	32	79	26	160	247	13	27	93	138	56
mean:	8.55	8.89	8.41	8.52	8.34	8.58	8.48	8.58	8.42	8.20	8.35	8.82	8.85	8.52	9.00	8.76	8.62	8.58	8.36
standard deviation:	1.36	1.33	1.35	1.41	3.06	1.35	1.38	1.37	1.34	1.30	1.32	1.46	1.34	1.32	1.69	1.51	1.36	1.34	1.42
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 n:	290	214	74	168	52	56	66	119	91	159	132	11	54	172	14	39
n:	303	235	66	199	46	47	62	130	96	167	136	8	44	154	20	77
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%	3%	0%	3%	3%	0%	4%	1%	3%	3%	2%	0%	3%	2%	0%	7% +
Important (7.5)	52%	50%	59%	47%	62%	57%	52%	57%	45%	53%	52%	63%	62%	53%	47%	33% --
Very important (10)	44%	45%	41%	48%	35%	43%	44%	40%	50%	43%	45%	38%	36%	42%	53%	60% +
DK/NR	2%	1%	0%	2%	0%	0%	0%	1%	2%	2%	1%	0%	0%	3%	0%	0%
chi²:		-		-			-			-		-				
± ... at 50 %:	6.49	7.37	13.90	8.00	16.65	16.47	14.34	9.90	11.52	8.74	9.68	39.92	17.02	9.10	25.25	12.87
non-missing n:	297	230	66	195	45	47	62	128	93	163	134	8	43	150	19	77
mean:	8.55	8.56	8.53	8.64	8.32	8.57	8.49	8.48	8.70	8.52	8.58	8.44	8.33	8.54	8.83	8.81
standard deviation:	1.36	1.40	1.24	1.41	1.32	1.25	1.44	1.30	1.41	1.37	1.35	1.27	1.32	1.33	1.29	1.59
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q46_4																			
acceptance by other countries																			
weighted n:	290	83	195	9	1	202	88	221	56	44	119	34	94	231	15	30	77	141	61
n:	303	60	139	50	53	234	69	233	57	32	82	26	163	250	13	28	95	140	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	2%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	1%	0%	0%	2%	0%	0%
Neutral (5)	3%	3%	3%	2%	0%	2%	5%	2%	8%	3%	1%	8%	3%	3%	9%	0%	6%	1%	5%
Important (7.5)	52%	41%	57%	52%	53%	52%	52%	50%	55%	66%	60%	32%	42%	55%	31%	38%	46%	56%	47%
			+										-	+					
Very important (10)	43%	54%	38%	42%	40%	45%	39%	45%	37%	31%	35%	60%	52%	40%	60%	62%	43%	43%	48%
			-										+	-					
DK/NR	2%	0%	2%	4%	6%	1%	3%	2%	0%	0%	4%	0%	0%	1%	0%	0%	4%	0%	0%
											+						+		
khi ² :		-				-		-		(**)				-			(*)		
± ... at 50 %:	6.49	14.58	9.58	15.97	15.51	7.38	13.59	7.40	14.95	19.96	12.47	22.14	8.84	7.14	31.31	21.34	11.58	9.54	14.95
non-missing n:	295	60	136	48	50	229	66	226	56	32	79	26	158	244	13	28	90	139	56
mean:	8.50	8.67	8.40	8.54	8.58	8.54	8.40	8.58	8.24	8.20	8.39	8.80	8.66	8.40	8.76	9.05	8.37	8.54	8.58
standard deviation:	1.44	1.63	1.35	1.41	2.71	1.44	1.44	1.43	1.51	1.30	1.27	1.63	1.60	1.44	1.71	1.23	1.71	1.29	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	Canadian citizen by birth		Mother 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 n:	290	214	74	168	52	56	66	119	91	159	132	11	54	172	14	39
n:	303	235	66	199	46	47	62	130	96	167	136	8	44	154	20	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	0%	1%	0%	1%	0%	0%	0%	0%	2%	1%	0%	0%	0%	1%	0%	0%
Neutral (5)	3%	3%	4%	2%	3%	5%	2%	4%	3%	4%	2%	0%	8%	1%	0%	7%
Important (7.5)	52%	49%	59%	48%	61%	54%	57%	52%	47%	54%	50%	63%	59%	55%	39%	29%
Very important (10)	43%	46%	37%	47%	36%	41%	41%	44%	45%	40%	47%	38%	33%	41%	61%	63%
DK/NR	2%	2%	0%	2%	0%	0%	0%	0%	3%	2%	1%	0%	0%	3%	0%	1%
chi²:		-		-			-			-		(-)				
± ... at 50 %:	6.49	7.37	13.90	8.00	16.65	16.47	14.34	9.90	11.52	8.74	9.68	39.92	17.02	9.10	25.25	12.87
non-missing n:	295	228	66	193	45	47	61	129	91	161	134	8	43	150	19	75
mean:	8.50	8.56	8.34	8.59	8.33	8.39	8.48	8.51	8.51	8.38	8.64	8.44	8.14	8.47	9.03	8.91
standard deviation:	1.44	1.46	1.37	1.48	1.32	1.44	1.33	1.41	1.60	1.50	1.35	1.27	1.48	1.39	1.26	1.58
Student's t:		-	-	-	-	-	-	-	-	-	-	-	-	-	-	*

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

	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q46.5																			
design of passports to avoid forgery																			
weighted n:	290	83	195	9	1	202	88	221	56	44	119	34	94	231	15	30	77	141	61
n:	303	60	139	50	53	234	69	233	57	32	82	26	163	250	13	28	95	140	57
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	3%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	3%	0%	0%	5%	2%	0%	2%
Neutral (5)	4%	7%	3%	4%	0%	3%	6%	3%	8%	0%	2%	7%	6%	4%	9%	5%	2%	4%	6%
Important (7.5)	53%	39%	58%	52%	50%	50%	59%	50%	58%	66%	61%	40%	41%	56%	40%	33%	45%	54%	55%
Very important (10)	40%	49%	36%	40%	48%	43%	33%	42%	34%	34%	32%	53%	48%	39%	51%	53%	47%	40%	36%
DK/NR	3%	2%	3%	4%	2%	3%	2%	3%	0%	0%	5%	0%	2%	2%	0%	5%	4%	2%	0%
khi²:		-				-		-		(**)				(*)			-		
± ... at 50 %:	6.49	14.58	9.58	15.97	15.51	7.38	13.59	7.40	14.95	19.96	12.47	22.14	8.84	7.14	31.31	21.34	11.58	9.54	14.95
non-missing n:	295	59	135	48	52	228	67	226	56	32	78	26	159	245	13	27	92	137	56
mean:	8.37	8.38	8.36	8.43	8.73	8.45	8.19	8.43	8.16	8.36	8.27	8.64	8.39	8.39	8.54	8.51	8.55	8.41	8.13
standard deviation:	1.52	1.92	1.33	1.49	2.54	1.55	1.44	1.54	1.50	1.20	1.29	1.59	1.87	1.38	1.70	2.04	1.61	1.41	1.71
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 n:	290	214	74	168	52	56	66	119	91	159	132	11	54	172	14	39
n:	303	235	66	199	46	47	62	130	96	167	136	8	44	154	20	77
Very unimportant (0)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unimportant (2.5)	1%	1%	2%	1%	0%	3%	0%	2%	0%	0%	2%	0%	0%	2%	0%	0%
Neutral (5)	4%	3%	6%	5%	0%	5%	8%	0%	6%	5%	2%	0%	0%	4%	8%	7%
Important (7.5)	53%	51%	59%	48%	59%	57%	50%	57%	46%	52%	53%	50%	64%	53%	39%	40%
Very important (10)	40%	42%	33%	42%	41%	35%	42%	38%	44%	40%	40%	50%	36%	36%	54%	52%
DK/NR	3%	3%	0%	4%	0%	0%	0%	3%	3%	3%	2%	0%	0%	4% +	0%	1%
chi²:		-		-			(-)			-		-				
± ... at 50 %:	6.49	7.37	13.90	8.00	16.65	16.47	14.34	9.90	11.52	8.74	9.68	39.92	17.02	9.10	25.25	12.87
non-missing n:	295	228	66	193	45	47	62	127	92	162	133	8	43	148	20	76
mean:	8.37	8.47	8.09	8.42	8.52	8.13	8.34	8.33	8.48	8.39	8.34	8.75	8.40	8.25	8.65	8.63
standard deviation:	1.52	1.48	1.62	1.56	1.24	1.68	1.57	1.54	1.53	1.46	1.60	1.31	1.21	1.60	1.64	1.58
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q48																			
weighted n:	1396	393	949	45	5	990	407	1108	244	264	432	257	443	1127	58	151	300	728	325
n:	1400	290	700	204	203	1076	324	1095	260	191	299	213	697	1160	51	134	368	699	293
DK/NR	45%	44%	46%	44%	46%	45%	47%	47%	41%	38%	45%	56%	44%	45%	39%	51%	38%	49%	44%
validity period	26%	22%	27%	31%	25%	27%	22%	26%	28%	28%	29%	21%	23%	26%	27%	23%	25%	26%	27%
design to avoid forgery	10%	11%	10%	6%	10%	10%	10%	10%	9%	14%	7%	10%	10%	10%	10%	8%	11%	10%	10%
security features	10%	11%	10%	6%	11%	9%	11%	9%	10%	10%	12%	6%	10%	10%	13%	5%	15%	7%	10%
number of pages	6%	9%	5%	8%	3%	6%	7%	6%	8%	5%	5%	6%	9%	6%	12%	8%	7%	6%	8%
acceptance by other countries	2%	4%	2%	5%	4%	2%	3%	2%	3%	5%	1%	1%	4%	2%	0%	4%	4%	2%	2%
Other	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
khi ² :		-				-		-		(***)				-			(**)		
± ... at 50 %:	3.02	6.63	4.27	7.90	7.92	3.44	6.27	3.41	7.00	8.17	6.53	7.74	4.28	3.31	15.81	9.75	5.89	4.27	6.60

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 n:	1396	1107	281	869	313	173	294	600	412	746	650	92	313	630	186	176
n:	1400	1145	248	908	308	146	273	633	407	765	635	95	288	541	194	282
DK/NR	45%	45%	46%	47%	38%	48%	45%	44%	50%	48%	43%	47%	37%	46%	51%	52%
					-								--			+
validity period	26%	26%	24%	27%	25%	23%	27%	26%	25%	25%	26%	29%	25%	28%	23%	21%
design to avoid forgery	10%	11%	6%	9%	16%	7%	8%	11%	10%	10%	10%	9%	15%	7%	12%	10%
					++								++	-		
security features	10%	10%	12%	8%	12%	11%	8%	11%	9%	10%	9%	3%	12%	12%	6%	7%
														+		
number of pages	6%	6%	7%	7%	5%	6%	9%	6%	5%	5%	8%	6%	7%	6%	6%	8%
acceptance by other countries	2%	2%	4%	2%	3%	4%	3%	2%	1%	2%	4%	5%	4%	1%	2%	2%
										-	+			-		
Other	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
							++									
khi ² :		-		(**)			(*)			(*)		(**)				
± ... at 50 %:	3.02	3.34	7.17	3.75	6.43	9.34	6.83	4.49	5.60	4.08	4.48	11.58	6.65	4.85	8.11	6.72

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q49																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
5-year passport	34%	32%	35%	33%	40%	35%	34%	36%	29%	37%	31%	41% +	32%	35%	32%	26%	37%	36%	30%
10-year passport	61%	64%	60%	63%	56%	60%	63%	60%	66%	60%	64%	54% -	64%	61%	61%	71% +	60%	60%	66%
DK/NR	4%	4%	5%	5%	3%	5%	3%	4%	5%	3%	5%	5%	4%	4%	7%	3%	3%	4%	3%
khi ² :		-				-		-		-				(-)			-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
5-year passport	34%	36%	29%	33%	39%	36%	36%	30%	39%	36%	32%	30%	39%	31%	37%	39%
								--	+					-		
10-year passport	61%	60%	66%	62%	59%	58%	62%	67%	55%	59%	64%	64%	59%	64%	59%	57%
								++	--							
DK/NR	4%	4%	5%	4%	2%	6%	2%	3%	6%	5%	4%	6%	2%	5%	4%	5%
									+							
khi ² :		-		-			***			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q50																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Pleasure travel	91%	91%	91%	92%	96%	94%	86%	92%	88%	86%	93%	94%	91%	100%	0%	100%	87%	96%	89%
					+	++	---			--				+++	---	+	---	+++	
Business travel	15%	13%	16%	12%	5%	12%	22%	12%	25%	17%	15%	16%	13%	0%	100%	100%	9%	11%	28%
					---	---	+++	---	+++					---	+++	+++	--	---	+++
General proof of identity	7%	5%	8%	10%	8%	7%	9%	8%	5%	9%	7%	8%	6%	4%	0%	18%	10%	6%	9%
														---		+++		-	
Other purposes	2%	2%	2%	4%	3%	2%	3%	2%	3%	3%	2%	1%	2%	1%	0%	5%	3%	2%	3%
														--		+++			
DK/NR	1%	3%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	3%	0%	0%	0%	2%	0%	0%
		++	-										+				++		
khi ² :		-				***		(***)		-				(***)			(***)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Pleasure travel	91%	92%	92%	93% +	87% --	92%	91%	93%	93%	95% +++	88% ---	87%	87% --	93%	94%	92%
Business travel	15%	15%	15%	16%	14%	13%	13%	18% ++	11% -	9% ---	22% +++	21%	16%	14%	13%	16%
General proof of identity	7%	7%	8%	7%	8%	7%	3% -	8%	9%	6%	8%	8%	7%	7%	8%	8%
Other purposes	2%	3%	1%	2%	4% ++	1%	4% +	2%	1%	2%	3%	3%	4%	2%	1%	1%
DK/NR	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%	0%	2%	1%	2%	1%
chi²:		-		(*)			(**)			***		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q51																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Yes	77%	69%	81%	67%	53%	74%	85%	75%	87%	80%	81%	83%	69%	77%	76%	90%	0%	100%	100%
		---	+++	--	---	---	+++	---	+++				---	-		++	---	+++	+++
No	22%	29%	18%	31%	47%	25%	13%	24%	12%	20%	18%	16%	29%	22%	24%	9%	100%	0%	0%
		++	---	++	+++	+++	---	+++	---				+++	+		--	+++	---	---
DK/NR	1%	2%	1%	2%	0%	1%	1%	1%	1%	0%	1%	1%	2%	0%	0%	1%	0%	0%	0%
khi²:		(***)				(***)		(***)		(***)				(**)			***		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Yes	77%	80% ++	71% --	80% +	75%	72%	79%	79%	78%	76%	78%	77%	75%	77%	83%	75%
No	22%	20% --	29% ++	19% -	25%	28%	21%	21%	21%	23%	20%	22%	25%	21%	15% -	25%
DK/NR	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%	2%	2%	0%
khi ² :		(**)		(*)			-			-		(*)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

How long was it between the time you obtained your passport and your first trip outside Canada? Was it... OR How long do you think it will be between the time you obtained your passport and your first trip outside Canada? Will it be...																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q51BC																			
weighted n:	991	280	662	44	4	715	277	783	174	208	276	180	328	822	32	105	221	507	242
n:	1049	206	486	200	156	821	228	806	207	150	191	146	562	885	32	99	290	515	225
Less than 1 week	9%	6%	11%	10%	11%	5%	21%	6%	24%	9%	10%	15%	6%	9%	21%	11%	0%	10%	15%
		-	+			---	+++	---	+++			+	-		+		---		++
Between 2 weeks and 1 month	41%	37%	42%	44%	39%	40%	41%	39%	46%	43%	41%	43%	38%	41%	32%	45%	13%	49%	50%
																	---	+++	++
Between 2 and 3 months	21%	24%	20%	16%	17%	23%	14%	23%	12%	23%	19%	17%	23%	21%	15%	23%	13%	25%	19%
						++	--	++	--								--	++	
Between 4 and 6 months	9%	10%	8%	10%	8%	10%	5%	10%	5%	7%	8%	9%	10%	10%	2%	6%	19%	7%	4%
						+	-	+	-								+++		--
Between 7 months and 1 year	4%	4%	3%	9%	8%	5%	2%	5%	1%	3%	3%	4%	5%	4%	1%	2%	15%	0%	2%
				++													+++	---	
More than 1 year	4%	6%	3%	5%	9%	3%	5%	4%	4%	3%	4%	1%	6%	4%	0%	1%	14%	0%	1%
			-		+								+				+++	---	-
DNK/DNA	13%	14%	13%	6%	9%	13%	12%	14%	9%	12%	14%	12%	13%	11%	30%	13%	26%	9%	10%
				-											++		+++	---	
khi²:		-				***		***		-				(*)			***		
± ... at 50 %:	3.49	7.87	5.12	7.98	9.04	3.94	7.48	3.98	7.85	9.22	8.17	9.34	4.76	3.80	19.96	11.35	6.63	4.98	7.53

How long was it between the time you obtained your passport and your first trip outside Canada? Was it... OR How long do you think it will be between the time you obtained your passport and your first trip outside Canada? Will 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
Q51BC																
weighted n:	991	813	179	624	244	96	192	453	300	543	448	78	244	419	112	139
n:	1049	881	168	691	242	89	194	491	313	585	464	84	223	393	120	229
Less than 1 week	9%	10%	6%	11% +	7%	6%	12%	10%	7%	10%	8%	6%	8%	8%	14%	12%
Between 2 weeks and 1 month	41%	41%	40%	41%	39%	42%	39%	42%	38%	39%	42%	49%	39%	40%	41%	41%
Between 2 and 3 months	21%	22%	16%	20%	25%	16%	21%	21%	21%	23%	18%	22%	24%	20%	22%	16%
Between 4 and 6 months	9%	9%	10%	8%	9%	13%	7%	9%	9%	8%	10%	4%	9%	9%	10%	9%
Between 7 months and 1 year	4%	4%	3%	5%	3%	2%	3%	4%	4%	5%	2%	4%	3%	4%	3%	5%
More than 1 year	4%	4%	5%	4%	4%	3%	3%	4%	5%	5%	3%	7%	3%	4%	3%	2%
DNK/DNA	13%	11%	19% +	12%	13%	18%	15%	10%	15%	10% -	16% +	7%	14%	14%	7%	14%
khi ² :		-		-			-			**		-				
± ... at 50 %:	3.49	3.80	8.71	4.30	7.26	11.97	8.11	5.10	6.38	4.67	5.24	12.32	7.56	5.70	10.31	7.46

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q52																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Has not	22%	29% ++	18% ---	31% ++	47% +++	25% +++	13% ---	24% +++	12% ---	20%	18%	16%	29% +++	22% +	24%	9% --	100% +++	0% ---	0% ---
Once	52%	46% -	54% +	52%	39% --	52%	53%	52%	52%	59% +	52%	53%	47% -	56% +++	25% ---	42% -	0% ---	100% +++	0% ---
More than once	23%	20%	25% +	14% --	13% --	20% ---	31% +++	21% --	31% ++	20%	26%	27%	19% -	20% ---	42% ++	44% +++	0% ---	0% ---	100% +++
DK/NR	3%	5%	3%	3%	1%	3%	3%	3%	5%	0% -	4%	4%	4%	2% --	9% ++	5%	0%	0%	0%
khi ² :		(***)				***		***		***				(***)			***		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58
non-missing n:	1369	280	687	198	201	1052	317	1073	251	191	292	207	679	1145	47	129	373	702	294
mean:	1.24	1.14	1.29	0.99	0.78	1.09	1.62	1.14	1.66	1.21	1.25	1.48	1.12	1.12	2.11	2.00	0.00	1.00	2.97
standard deviation:	1.32	1.37	1.26	1.29	1.32	1.11	1.67	1.19	1.74	1.18	1.10	1.67	1.36	1.11	2.08	1.99	0.00	0.00	1.67
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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Has not	22%	20%	29%	19%	25%	28%	21%	21%	21%	23%	20%	22%	25%	21%	15%	25%
Once	52%	54%	45%	52%	55%	48%	57%	52%	52%	53%	50%	54%	57%	50%	58%	43%
More than once	23%	23%	24%	25%	18%	24%	20%	25%	23%	21%	26%	22%	18%	25%	21%	30%
DK/NR	3%	3%	2%	3%	2%	1%	2%	2%	3%	3%	3%	2%	1%	4%	6%	2%
khi²:		**		(*)			-			-		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71
non-missing n:	1369	1122	247	887	303	147	270	623	400	751	618	94	285	526	184	280
mean:	1.24	1.25	1.20	1.28	1.17	1.19	1.11	1.31	1.30	1.14	1.36	1.21	1.18	1.21	1.16	1.58
standard deviation:	1.32	1.27	1.51	1.27	1.37	1.45	1.09	1.38	1.44	1.16	1.48	1.20	1.40	1.14	0.90	2.01
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q53																			
weighted n:	1067	269	763	30	3	722	345	821	208	210	345	210	302	868	42	131	0	732	326
n:	1003	199	564	134	104	737	266	763	204	152	239	175	437	828	36	113	0	702	294
Yes	51%	51%	52%	45%	55%	50%	54%	50%	54%	43%	55%	56%	50%	48%	82%	63%	0%	39%	78%
No	48%	48%	48%	55%	44%	49%	45%	49%	45%	57%	45%	43%	49%	51%	18%	36%	0%	60%	22%
DK/NR	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	0%
khi²:		-				-		-		(*)				(***)			(***)		
± ... at 50 %:	3.56	8.00	4.75	9.75	11.07	4.16	6.92	4.09	7.90	9.16	7.30	8.53	5.40	3.92	18.82	10.62	*	4.26	6.58

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 n:	1067	870	197	686	231	127	229	469	318	562	505	71	233	482	151	131
n:	1003	837	166	662	219	100	197	472	291	539	464	73	206	399	152	173
Yes	51%	51%	53%	57% + + +	39% ---	42%	44% -	52%	54%	51%	52%	50%	39% ---	55%	49%	64% + +
No	48%	49%	46%	43% ---	61% + + +	56%	56% +	47%	45%	49%	47%	48%	60% + + +	45%	51%	33% ---
DK/NR	1%	0%	1%	0%	1%	2%	0%	1%	0%	1%	1%	2%	1%	0%	0%	2% +
khi ² :		-		(***)			(-)			-		(***)				
± ... at 50 %:	3.56	3.90	8.76	4.39	7.63	11.29	8.04	5.20	6.62	4.86	5.24	13.21	7.87	5.65	9.16	8.58

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q54																			
weighted n:	1067	269	763	30	3	722	345	821	208	210	345	210	302	868	42	131	0	732	326
n:	1003	199	564	134	104	737	266	763	204	152	239	175	437	828	36	113	0	702	294
Yes	69%	70%	70%	67%	64%	69%	70%	69%	71%	70%	68%	70%	69%	69%	69%	73%	0%	67%	74%
No	30%	30%	30%	33%	35%	31%	29%	31%	29%	30%	32%	29%	30%	31%	31%	27%	0%	32%	26%
DK/NR	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
khi²:		-				-		-		-				-			(-)		
± ... at 50 %:	3.56	8.00	4.75	9.75	11.07	4.16	6.92	4.09	7.90	9.16	7.30	8.53	5.40	3.92	18.82	10.62	*	4.26	6.58

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 n:	1067	870	197	686	231	127	229	469	318	562	505	71	233	482	151	131
n:	1003	837	166	662	219	100	197	472	291	539	464	73	206	399	152	173
Yes	69%	69%	72%	68%	72%	76%	75%	69%	65%	68%	70%	71%	71%	68%	72%	65%
No	30%	31%	28%	32%	28%	24%	25%	31%	35%	31%	29%	29%	28%	32%	28%	34%
DK/NR	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%
khi ² :		-		-			(-)			-		-				
± ... at 50 %:	3.56	3.90	8.76	4.39	7.63	11.29	8.04	5.20	6.62	4.86	5.24	13.21	7.87	5.65	9.16	8.58

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q54B																			
weighted n:	307	115	174	14	2	252	55	270	30	54	79	42	131	253	14	14	307	0	0
n:	373	84	127	64	97	320	53	314	50	39	55	34	245	321	13	17	373	0	0
Country	71%	69%	71%	77%	85% +	72%	63%	72%	63%	74%	71%	66%	70%	69%	71%	90%	71%	0%	0%
Has no travel plans	21%	25%	19%	18%	9% -	20%	27%	20%	32%	15%	18%	26%	24%	23%	10%	10%	21%	0%	0%
DK/NR	8%	6%	10%	5%	5%	8%	10%	8%	5%	10%	11%	8%	6%	8%	19%	0%	8%	0%	0%
khi²:		-				-		-		-				-			-		
± ... at 50 %:	5.85	12.32	10.02	14.11	11.46	6.31	15.51	6.37	15.97	18.08	15.22	19.36	7.21	6.30	31.31	27.38	5.85	*	*

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
Q54B																
weighted n:	307	222	85	170	78	49	62	127	90	174	133	21	77	136	28	45
n:	373	291	82	231	85	47	74	156	110	214	159	21	79	130	35	108
Country	71%	70%	72%	71%	75%	64%	73%	75%	78%	67%	76%	66%	75%	70%	58%	75%
Has no travel plans	21%	24%	13%	23%	20%	21%	24%	19%	15%	24%	17%	28%	18%	20%	30%	22%
DK/NR	8%	6%	15%	7%	5%	15%	3%	5%	8%	9%	7%	7%	7%	10%	12%	3%
		-	+			+										
khi ² :		**		-			-			-		-				
± ... at 50 %:	5.85	6.62	12.47	7.43	12.25	16.47	13.12	9.04	10.76	7.72	8.95	24.64	12.70	9.90	19.08	10.86

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q55																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Yes	79%	82%	77%	91%	88%	81%	75%	80%	75%	92%	69%	76%	83%	80%	80%	78%	72%	82%	79%
			-	+++	+					+++	---		+				--	+	
No	20%	17%	22%	8%	12%	19%	24%	19%	25%	8%	30%	24%	16%	20%	20%	22%	28%	18%	21%
			+	---	-					---	+++		-				++	-	
DK/NR	1%	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%
khi²:		-				(-)		(-)		(***)				-			**		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Yes	79%	100% +++	0% ---	88% +++	97% +++	13% ---	84%	83%	74% ---	81%	77%	98% +++	92% +++	71% ---	81%	73% -
No	20%	0% ---	100% +++	12% ---	3% ---	87% +++	16%	17%	26% +++	19%	22%	2% ---	8% ---	28% +++	18%	27% +
DK/NR	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%
khi ² :		***		(***)			(**)			-		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Plea- sure travel only	Busi- ness travel only	Both	Has not	Once	More than once
Q56																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
English	62%	65%	61%	53%	74%	63%	60%	63%	57%	23%	73%	81%	64%	63%	66%	66%	55%	63%	67%
				-	++					---	+++	+++					--		
French	22%	21%	22%	40%	20%	23%	20%	23%	22%	69%	5%	3%	23%	21%	20%	21%	25%	23%	18%
				+++						+++	---	---							-
Other language	13%	10%	14%	5%	5%	11%	16%	11%	17%	5%	20%	13%	9%	13%	10%	11%	16%	12%	13%
			+	--	--	-	+	-	+	--	+++		-						
French and English	1%	1%	0%	0%	0%	1%	0%	1%	1%	1%	0%	0%	1%	0%	2%	2%	0%	1%	1%
														--		+			
Other combination	1%	1%	1%	1%	2%	1%	2%	1%	3%	1%	2%	1%	1%	2%	2%	0%	3%	1%	1%
								-	+								+		
DK/NR	1%	1%	1%	0%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
						-	+												
khi ² :		-				(*)		(*)		(***)				-			(*)		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
English	62%	69%	36%	100%	0%	0%	70%	63%	58%	63%	61%	87%	7%	74%	86%	79%
		+++	---	+++	---	---	+		-			+++	---	+++	+++	+++
French	22%	27%	3%	0%	100%	0%	18%	24%	24%	22%	22%	11%	84%	5%	3%	1%
		+++	---	---	+++	---						-	+++	---	---	---
Other language	13%	2%	54%	0%	0%	100%	12%	10%	15%	12%	14%	2%	5%	18%	8%	17%
		---	+++	---	---	+++						--	---	+++		
French and English	1%	1%	0%	0%	0%	0%	0%	1%	1%	1%	1%	0%	2%	0%	1%	1%
													++	-		
Other combination	1%	0%	6%	0%	0%	0%	1%	2%	1%	1%	2%	0%	1%	2%	1%	2%
		---	+++													
DK/NR	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	2%	2%
khi ² :		(***)		***			(*)			-		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
AGE																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
18-35	21%	21%	21%	17%	13%	22%	19%	21%	24%	20%	22%	20%	21%	21%	24%	17%	20%	23%	18%
36-55	43%	43%	42%	52%	51%	43%	43%	43%	45%	43%	39%	46%	44%	42%	46%	54%	41%	42%	46%
56+	30%	29%	30%	26%	30%	30%	29%	30%	26%	33%	29%	29%	29%	31%	20%	22%	29%	30%	30%
NR	7%	6%	7%	5%	5%	6%	8%	7%	5%	4%	10%	5%	6%	5%	9%	8%	9%	5%	6%
											++						++		
khi ² :		-				-		-		-				(*)			*		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58
non-missing n:	1321	276	657	194	191	1023	298	1030	249	184	273	203	661	1106	48	124	340	674	279
mean:	47.7	47.2	47.9	47.8	49.9	47.4	48.3	47.8	46.4	48.5	47.0	48.5	47.3	48.1	43.2	46.3	47.6	47.5	48.2
standard deviation:	14.8	14.7	14.9	13.1	14.6	14.7	15.2	14.9	14.2	14.9	15.4	14.2	14.6	15.2	12.2	11.6	15.7	15.2	13.3
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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
18-35	21%	22%	16%	23% +	17% -	20%	100% +++	0% ---	0% ---	21%	21%	15%	20%	22%	21%	23%
36-55	43%	45% +	36% -	43%	46%	34%	0% ---	100% +++	0% ---	42%	44%	49%	45%	40%	48%	38%
56+	30%	28% --	37% ++	28%	32%	35%	0% ---	0% ---	100% +++	30%	29%	30%	31%	29%	25%	35%
NR	7%	5% --	11% ++	6%	6%	11% +	0%	0%	0%	7%	7%	6%	4%	9% +	6%	4%
khi ² :		***		**			***			-		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71
non-missing n:	1321	1095	225	866	292	131	274	635	412	724	597	90	277	503	185	266
mean:	47.7	46.9	50.7	46.9	48.6	49.3	27.0	46.1	64.5	47.3	48.1	49.3	47.8	47.4	46.6	48.8
standard deviation:	14.8	14.6	15.2	15.1	13.8	15.5	5.2	5.3	6.8	15.1	14.5	13.9	14.1	15.4	14.1	15.2
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	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q57A																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
1	15%	17%	15%	15%	19%	14%	19%	15%	17%	17%	12%	17%	17%	15%	30%	13%	16%	15%	15%
2	42%	39%	44%	47%	50%	44%	38%	43%	40%	51%	42%	39%	40%	44%	32%	43%	37%	45%	42%
3+	39%	39%	38%	35%	31%	38%	39%	38%	40%	30%	42%	40%	39%	39%	33%	40%	41%	38%	40%
DK/NR	4%	5%	3%	2%	0%	3%	4%	4%	3%	1%	4%	4%	4%	2%	5%	4%	6%	2%	3%
khi ² :		-				*		-		**				(*)			**		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58
non-missing n:	1366	280	681	199	203	1052	314	1067	255	189	290	205	682	1144	50	129	358	692	287
mean:	2.57	2.51	2.59	2.44	2.42	2.57	2.58	2.56	2.56	2.33	2.71	2.71	2.50	2.57	2.43	2.67	2.61	2.55	2.62
standard deviation:	1.21	1.16	1.23	1.10	1.38	1.17	1.30	1.20	1.22	1.02	1.24	1.38	1.15	1.18	1.39	1.26	1.21	1.21	1.24
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 n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
1	15%	16%	12%	16%	16%	13%	20%	13%	17%	16%	15%	25%	15%	13%	14%	20%
2	42%	46%	31%	42%	52%	32%	31%	39%	62%	42%	43%	49%	49%	41%	43%	34%
3+	39%	35%	52%	39%	29%	50%	48%	47%	21%	39%	38%	25%	34%	42%	36%	44%
DK/NR	4%	3%	5%	3%	3%	5%	0%	1%	1%	3%	4%	1%	2%	4%	7%	2%
khi²:		***		***			(***)			-		(***)				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71
non-missing n:	1366	1124	241	893	301	141	273	627	410	751	615	95	282	525	183	281
mean:	2.57	2.48	2.91	2.57	2.35	2.99	2.70	2.75	2.19	2.56	2.59	2.10	2.42	2.68	2.57	2.70
standard deviation:	1.21	1.16	1.33	1.20	1.04	1.46	1.33	1.24	0.97	1.21	1.22	0.92	1.09	1.23	1.19	1.40
Student's t:		***	***	-	***	***	*	***	***	-	-	***	*	**	-	-

Gender																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
Q59																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Female	54%	51%	55%	54%	61%	55%	51%	54%	52%	49%	57%	57%	51%	58% +++	25% ---	35% ---	57%	55%	48% -
Male	46%	49%	45%	46%	39%	45%	49%	46%	48%	51%	43%	43%	49%	42% ---	75% +++	65% +++	43%	45%	52% +
khi²:		-				-		-		-				*** ---	+++	+++	-		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

Gender																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
Q59																
weighted n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Female	54%	55%	49%	55%	54%	50%	53%	53%	55%	100% + + +	0% ---	51%	50%	55%	53%	57%
Male	46%	45%	51%	45%	46%	50%	47%	47%	45%	0% ---	100% + + +	49%	50%	45%	47%	43%
khi ² :		-		-			-			***		-				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71

Region of residence																			
	Total	Application sent...				Passport received...		Issuance mode...		Passport Office region				Main usage			Used yet?		
		By mail	In person - PPT	In person - CPC	In person - HRSDC	By mail	In person	Normal	Express	JWE	JWO	JWW	JWC	Pleasure travel only	Business travel only	Both	Has not	Once	More than once
REGIO																			
weighted n:	1410	399	957	45	5	998	412	1117	245	264	438	259	449	1138	59	151	307	732	326
n:	1410	294	706	204	203	1082	328	1102	261	191	303	215	701	1168	52	134	373	702	294
Atlantic Canada	7%	8%	6%	16% +++	0% --	7%	6%	6% -	10% +	21% +++	0% ---	0% ---	8%	6%	12%	8%	7%	7%	6%
Quebec	22%	22%	22%	31% +	19%	23%	20%	23%	22%	79% +++	0% ---	0% ---	23%	21%	26%	23%	25%	24%	17% -
Ontario	45%	45%	45%	48%	0% ---	44%	47%	45%	45%	0% ---	100% +++	0% ---	45%	47%	43%	42%	44%	44%	48%
Prairies	13%	14%	14%	0% ---	14%	14%	12%	13%	11%	0% ---	0% ---	51% +++	12%	14%	9%	12%	9% -	15% +	12%
British Columbia	13%	11%	13%	4% --	68% +++	11%	15%	13%	13%	0% ---	0% ---	49% +++	11%	12%	9%	16%	15%	10% -	16%
chi²:		(***)				-		-		***				-			*		
± ... at 50 %:	3.01	6.58	4.25	7.90	7.92	3.43	6.23	3.40	6.99	8.17	6.49	7.70	4.26	3.30	15.66	9.75	5.85	4.26	6.58

Region of residence																
	Total	Canadian citizen by birth		Mother tongue			Age			Gender		Region of residence				
		Yes	No	English	French	Other language	18-35	36-55	56+	Female	Male	Atlantic	Quebec	Ontario	Prairies	BC
REGIO																
weighted n:	1410	1115	287	878	313	177	295	603	418	756	654	93	313	639	188	177
n:	1410	1151	252	915	308	149	274	635	412	772	638	96	288	547	196	283
Atlantic Canada	7%	8% +++	1% ---	9% +++	3% -	1% --	5%	8%	7%	6%	7%	100% +++	0% ---	0% ---	0% ---	0% ---
Quebec	22%	26% +++	9% ---	3% ---	84% +++	9% ---	21%	23%	23%	21%	24%	0% ---	100% +++	0% ---	0% ---	0% ---
Ontario	45%	41% ---	62% +++	54% +++	10% ---	65% +++	47%	43%	44%	46%	44%	0% ---	0% ---	100% +++	0% ---	0% ---
Prairies	13%	14%	12%	18% +++	2% ---	9%	13%	15%	11%	13%	14%	0% ---	0% ---	0% ---	100% +++	0% ---
British Columbia	13%	12%	17%	16% +++	0% ---	17%	14%	11%	15%	13%	12%	0% ---	0% ---	0% ---	0% ---	100% +++
kh ² :		***		***			-			-		***				
± ... at 50 %:	3.01	3.33	7.11	3.73	6.43	9.25	6.82	4.48	5.56	4.06	4.47	11.52	6.65	4.83	8.06	6.71